

Town Manager's Office

Under the direction and guidance of the Town Manager, Assistant Town Manager and Special Projects Manager each division within the Town Manager's Office has established performance objectives, generally linked to the Town's long-term Vision. This report highlights the divisions' performance relative to their objectives, as well as other key accomplishments.



Division of Innovation & Technology

Partners with departments Townwide to strategically implement technology that is secure and well-supported



Human Resources

Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships



Facilities

Provides a safe and positive environment at all municipal facilities, for both employees and the public



Community Relations

Facilitates community outreach and involvement for departments Townwide



Municipal Court

Committed to the administration of justice with equality, fairness and integrity, in an expeditious and timely manner, for the people of Castle Rock



Division of Innovation
and Technology

Key Accomplishments

- Conducted **five** Town-wide training classes
- Welcome back Debbie Anderson, Sr. Office Assistant
- Upgraded several Town applications: Munis, XC2, VPN client, Police CAD locator
- Negotiated decreased rates for Town-wide payment processing



Help Desk

Addressed **467** total tickets, with an average time to resolve of **60** hours

There were **no** emergency tickets this month

There were **49** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **211** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

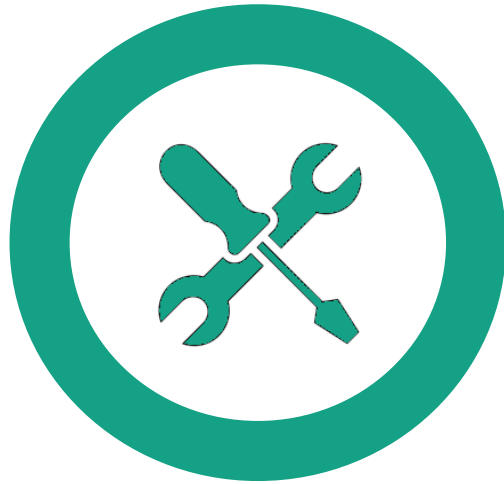
Addressed **33** total tickets, with an average open-to-resolve time of **90** hours

There were no annexations in October

There were no zoning changes in October

There were no parcels update in October

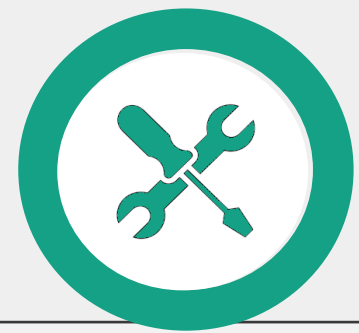
There were **19** In Your Backyard requests completed this month



Facilities

Key Accomplishments

- Completed siding installation at Fire Station 154
- Continued to support demolition and remediation of 830 N. Wilcox
- Completed installation of new backup generator at Police Department
- Snow removal for two storms
- Provided input and direction for the new Public Works addition and the Water Administration building projects
- Began implementation of a new inventory control system



Service Requests	<p>Staff received 159 service requests in October and completed all of them within one working day unless parts or contracted labor were needed.</p> <p>Staff did not respond to any after-hours emergencies during October</p>
Preventative Maintenance	<p>Staff completed 155 preventative maintenance tasks during October, including:</p> <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies• Testing backflows
Room/Event Setups	<p>Staff completed 20 room/event setup requests during October, all within the timeframe requested. The increase in requests was due to multiple Open Enrollment sessions</p>
Custodial	<p>Staff provided custodial services as scheduled during October. Facility Services has two vacant positions at this time</p> <p>There were six custodial service requests this month</p> <p>Staff performed 32 custodial inspections to ensure proper service delivery</p>



Human Resources

Key Accomplishments

- Healthy Living Team hosted **242** employees for a Flu Shot Clinic & Health Fair



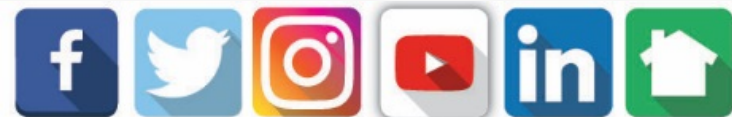
Employee Orientation	Four new full-time employees came on board during October. All will attend new hire orientation on November 6
Performance Evaluations	<p>HR on October 31 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in October reviewed 59 performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met</p>
Employee Recognition	HR facilitated four employee recognition opportunities during October
Training	HR hosted two training class in October: <i>Influencing Others</i> with 18 attendees and <i>Budget & Finance 101</i> with 20 attendees



Community Relations

Key Accomplishments

- Coordinated Mayor Gray's State of the Town event
- Produced Outlook magazine
- Developed branding for the Transit Feasibility Study
- Assisted Development Services, Parks and Recreation, Public Works and Castle Rock Water with open house coordination, communication and more
- Approved **103** webpages and **51** calendar items on CRgov.com





Communication Plans and Publications

- Year to date, Community Relations has worked on **34** communications plans
- During October, the team completed **six** publications: *Your Town Talk*, Transit Feasibility Study postcard, New Industrial Zone Open House postcard, Residential Interface Open House email invitation, Cobblestone Ranch Park Open House postcard

Media Relations

Staff during October responded to **five** media requests

Informing the Community

Staff during October provided information about:

- [Festival Park continues to be recognized for its innovative design](#)
- [Let's talk transit; open house Nov. 13](#)
- [Fire restrictions lifted](#)
- [\\$2 million grant to help complete Castle Rock's portion of the Colorado Front Range Trail](#)
- [Seven projects honored with Town's 2019 Design Awards](#)
- Kick off Halloween fun at Spooktacular
- Oct. 1 and Oct. 15 Council updates
- Plan the way out with Castle Rock Fire and Rescue during Fire Prevention Week
- Enjoy the season with Fall Festival featuring Creepy Crawlies Around the Rock
- Plant a tree, leave an impact; volunteers needed for fall break tree planting
- Fall break camp registration

*hyperlinked items were available as of Nov. 7, 2019

Social Media

Staff during October replied to more than **44** social media requests and issued **146** social media updates:

Facebook

- The most popular post for the month was Mayor Gray's State of the Town video. The post organically reached **10,750** people with **162** likes and reactions, **66** comments and **46** shares. The video also performed well on Instagram

Instagram

- Followers grew by **12%** for the month
- The most popular post was a Snow-tification using a drone photo overlooking snowy Downtown. The post reached **5,642** people with **850** likes, **16** comments, **257** shares and **105** saves. The post helped grow our following by **4%** in one day and had very positive comments about snowplow drivers

Nextdoor

- Members grew by **2%** to **24,749**

Twitter

- The most popular Tweet was Mayor Gray's State of the Town video, with **2** comments, **3** re-tweets and **7** likes.

Graphics and Video

Six videos were completed in October

Graphics enhance what we communicate, making our messages more interesting, engaging and effective: During October, staff designed Outlook magazine, created **26** social media graphics and developed branding for the Development Services and Transit Feasibility Study open houses

Also during October, **23** slides were published on the Town Hall LED sign



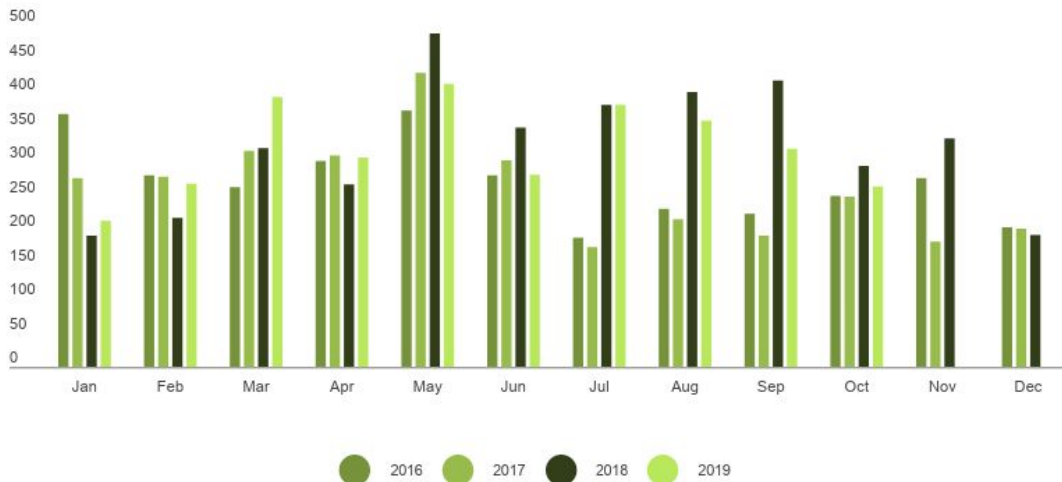
Municipal Court

Key Accomplishments

- Updated processes to be compliant with HB 19-1335 (juvenile record expungement cleanup)
- Began preparing for 2019 Santa's Second Chance program
- Teen Court held a Halloween party for volunteers



Total cases filed in Castle Rock Municipal Court: 2016-2019



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2016	370	280	263	301	375	280	189	231	224	250	276	204	3,243
2017	276	278	316	309	430	302	175	216	192	249	183	202	3,128
2018	192	218	320	267	488	350	383	402	419	294	334	193	3,860
2019	214	268	395	306	414	281	383	360	319	264			

Total cases filed in Castle Rock Municipal Court by type:

