

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

- Deployed the “Password Reset Server”
- Successful go-live of ArcGIS 10.6
- Successful go-live of NeoTreks, new snow plowing software
- Conducted one Town-wide training course



Help Desk

Addressed **357** total tickets, with an average time to resolve of **78** hours

There were **no** emergency tickets this month

There were **52** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **189** medium priority tickets this month, **94%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

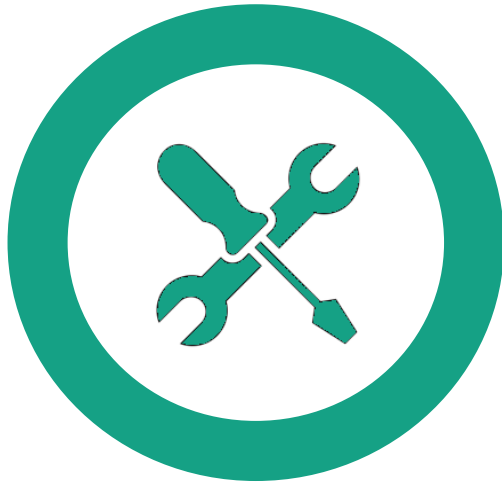
Addressed **19** total tickets, with an average open-to-resolve time of **130** hours

There were no annexations in November

There were no zoning changes in November

There was **one** parcel update, which was reflected in the GIS database map within four weeks of receipt, for a **100%** completion rate (90% is goal)

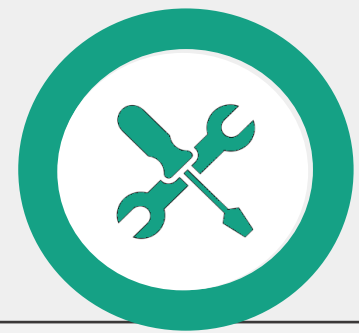
There were **52** In Your Backyard requests completed this month



Facilities

Key Accomplishments

- Facilities staff hosted the Monthly Manager's Meeting for Town employees
- Continued to support demolition and remediation of 830 N. Wilcox
- Completed roof inspections for Town facilities
- Snow removal for four storms
- Provided support for the Public Works addition, Public Safety Training Facility and the Water Administration building projects
- Began improvements for a conference room at the Plum Creek Water Treatment Plant including carpet and chair replacement
- Completed installation of a gate at Town Hall to conceal the generator and dumpsters



Service Requests	Staff received 107 service requests in November and completed all of them within one working day unless parts or contracted labor were needed. Staff did not respond to any after-hours emergencies during November
Preventative Maintenance	Staff completed 95 preventative maintenance tasks during November, including: <ul style="list-style-type: none">• Building inspections• HVAC PMs/filter and belt replacements• Fire and elevator inspections• Ice maker PMs, kitchen coil cleaning• Boiler/water heater inspections• Generator, electrical panel inspections
Room/Event Setups	Staff completed 15 room/event setup requests during November, all within the timeframe requested
Custodial	Staff provided custodial services as scheduled during November. Facility Services has one vacant position at this time There were three custodial service requests this month Staff performed 25 custodial inspections to ensure proper service delivery



Human Resources

Key Accomplishments

- Healthy Living Team hosted **38** employees for Decades – Your Healthy Self Throughout Life



Employee Orientation	Five new full-time employees came on board during November. Four attended new hire orientation on November 6 and one will attend on December 4
Performance Evaluations	HR on November 27 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations HR in November reviewed 41 performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met
Employee Recognition	HR facilitated the Rock Star recognition during November
Training	There were no training classes in November



Community Relations

Key Accomplishments

- Provided support for the Transit Feasibility Study and New Industrial Uses open house
- Staff presented at Douglas County High School's Career Day and the Town Planning Commission meeting
- Approved **61** webpages and **77** calendar items on CRgov.com





Communication Plans and Publications

- Year to date, Community Relations has worked on **36** communications plans
- During November, the team completed **Two** publications: *Your Town Talk* and the Skyview neighborhood Traffic Calming postcard

Media Relations

Staff during November responded to **two** media requests

Informing the Community

Staff during November provided information about:

- [Wider roads ahead at Plum Creek Parkway](#)
- [Nov. 5 Council update](#)
- [Explore the wild side of Castle Rock; Geocaching helps trail users uncover Wilder's secrets](#)

*hyperlinked items were available as of Dec. 6, 2019

Social Media

Staff during November replied to more than **47** social media requests and issued **80** social media updates:

Facebook

- Followers increased by 1% to 17,410
- The most popular post for the month was a countdown to Starlighting, featuring a photo from the 1940s of Downtown Castle Rock and historical facts about the event. The post organically reached 27,336 people with 894 likes, 274 loves, 133 comments and 189 shares

Instagram

- Followers increase by 7% to 4,292
- The most popular post was a photo of CRFD changing the lightbulbs for Starlighting, with 411 likes, 11 comments, 14 shares and nine saves

Nextdoor

- Members increased by 1% to 25,046
- The most popular post was the recap video of Starlighting with 16 likes and 4,882 impressions and two comments.

Twitter

- The most popular Tweet was the video recap of Starlighting

Graphics and Video

Three videos were completed in November

Graphics enhance what we communicate, making our messages more interesting, engaging and effective: During November created **25** social media graphics and designed the Rec Guide ad and Traffic Calming postcard

Also during November, **21** slides were published on the Town Hall LED sign



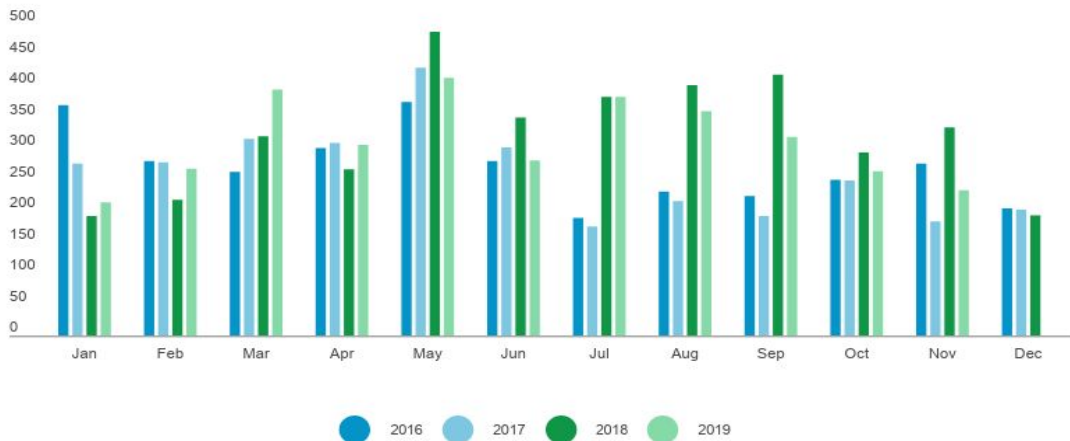
Municipal Court

Key Accomplishments

- The entire Courts staff prepared for the 22nd annual Santa's Second Chance program, to be held Dec. 7. Santa's Second Chance is a community program that buys gifts for children in need during the holiday season. The program raises funds by allowing people ticketed for traffic violations during a designated period to donate their fines to buy gifts. Additionally, several Town employees volunteered to purchase gifts for 64 children in need throughout Castle Rock. Thank you to everyone for the generous contributions!
- The Court worked through software issues concerning scheduling court dates. Fortunately, this resolution will streamline court-scheduling processes in the new year

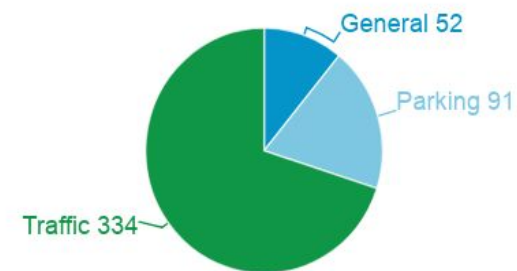


Total cases filed in Castle Rock Municipal Court: 2016-2019

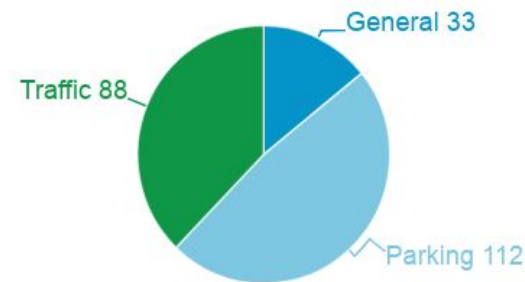


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2016	370	280	263	301	375	280	189	231	224	250	276	204	3,243
2017	276	278	316	309	430	302	175	216	192	249	183	202	3,128
2018	192	218	320	267	488	350	383	402	419	294	334	193	3,860
2019	214	268	395	306	414	281	383	360	319	264	233		

Total cases filed in Castle Rock Municipal Court by type:



November 2018



November 2019