

# 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 one Town-wide training course
- Implemented Town-wide laptop encryption security measure
- Upgraded all Town production switches with new security patches
- Provided 99.973% network uptime for 2019, compared to 99.963% in 2018



## Help Desk

Addressed **423** total tickets, with an average time to resolve of **65** hours

There were **no** emergency tickets this month

There were **47** urgent priority tickets this month, **96%** of which were resolved within two calendar days (85% is goal)

There were **207** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

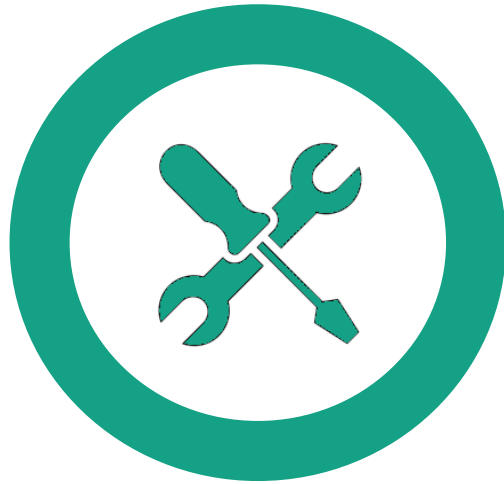
Addressed **21** total tickets, with an average open-to-resolve time of **122** hours

There were no annexations in December

There were no zoning changes in December

There were no parcel updates in December

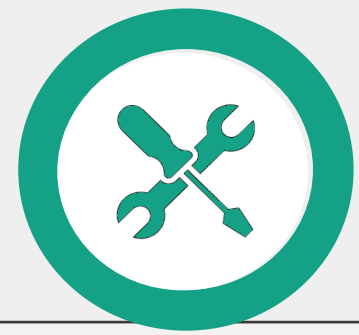
There were **14** In Your Backyard requests completed this month



Facilities

## Key Accomplishments

- Continued to support demolition and remediation of 830 N. Wilcox St.
- Completed annual fire alarm inspections for Town facilities
- Snow removal following four snow storms
- Emergency repair of Police Department fire line
- Completed installation of new boiler for the lap pool at the Recreation Center



<b>Service Requests</b>	<p>Staff received <b>107</b> service requests in December 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 December</p>
<b>Preventative Maintenance</b>	<p>Staff completed <b>143</b> preventative maintenance tasks during December, including:</p> <ul style="list-style-type: none"> <li>• Building inspections</li> <li>• HVAC PMs/filter and belt replacements</li> <li>• Fire and elevator inspections</li> <li>• Ice maker PMs, kitchen coil cleaning</li> <li>• Boiler/water heater inspections</li> <li>• Generator, electrical panel inspections</li> </ul>
<b>Room/Event Setups</b>	<p>Staff completed <b>six</b> room/event setup requests during December, all within the timeframe requested</p>
<b>Custodial</b>	<p>Staff provided custodial services as scheduled during December. Facility Services has no vacant positions at this time</p> <p>There were <b>six</b> custodial service requests this month</p> <p>Staff performed <b>21</b> custodial inspections to ensure proper service delivery</p>



Human Resources

## Key Accomplishments

- HR sat on **one** interview panels, second round interviews for Public Works Director
- Recognized **73** employees at the 2019 Years of Service Celebration



<b>Employee Orientation</b>	<b>Four</b> new full-time employees came on board during December. Three attended new hire orientation on December 4 and one will attend on January 8
<b>Performance Evaluations</b>	<p>HR on <b>December 31</b> provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in December reviewed <b>77</b> 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>
<b>Employee Recognition</b>	HR facilitated <b>six</b> recognitions and the Rock Star recognition during December
<b>Training</b>	There were no training classes in December



Community Relations

## Key Accomplishments

- Created a two-page snow operations FAQ flyer for Public Works
- Published **six** Fact or Fiction Q&As and approved **85** webpages and **55** calendar items on CRgov.com







### Communication Plans and Publications

- Year to date, Community Relations has worked on **40** communications plans
- During December, the team completed **three** publications: *Your Town Talk* and District 3 and District 6 open house postcards

### Media Relations

Staff during December responded to **three** media requests

### Informing the Community

Staff during December provided information about:

- Season of the Star events
- Dec. 3 and 17 Town Council updates
- [Winter break camps](#)
- [Public Works Commission opening](#)
- [Chief Cauley Igniter of the Year award](#)

\*hyperlinked items were available as of Jan. 6, 2020

## Social Media

Staff during December replied to more than **15** social media requests and issued **119** social media updates:

### Facebook

- Followers increased by **1%** for the month and **9%** for the year
- A Countdown to Starlighting post with a 1940s photo and historical overview was the most popular with a reach of **27,336** people, **894** likes, **274** loves, **133** comments and **189** shares

### Instagram

- Followers increased **5%** for the month and **94%** for the year
- A photo of firefighters with 2020 balloons and New Year's resolution safety tips reached **2,507** people with **259** likes, **four** comments, **four** shares and **two** saves

### Nextdoor

- Members increased by 1% for the month
- A news release about Police Chief Cauley earning the Igniter of the Year award was the most popular post, reaching **4,697** people with **28** likes and eight comments

### Twitter

- Police Chief Cauley earning the Igniter of the Year award was the most popular tweet

## Graphics and Video

**Seven** videos were completed in December

Graphics enhance what we communicate, making our messages more interesting, engaging and effective: During December created **23** social media graphics and staff designed the Municipal Court Strategic Plan document and **two** open house postcards

Also during December, **16** slides were published on the Town Hall LED sign

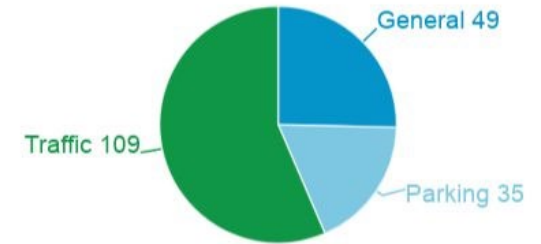


## Total cases filed in Castle Rock Municipal Court: 2016-2019

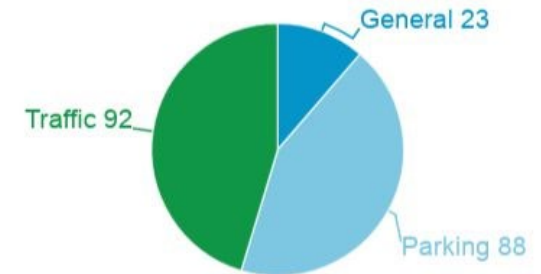


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2016	370	280	263	301	375	280	189	231	224	250	276	204	3,243
2017	276	278	316	309	430	302	175	216	192	249	183	202	3,128
2018	192	218	320	267	488	350	383	402	419	294	334	193	3,860
2019	214	268	395	306	414	281	383	360	319	264	233	203	3,639

## Total cases filed in Castle Rock Municipal Court by type:



December 2018



December 2019