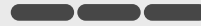


Town Manager's Office



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.

Facilities

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



Division of Innovation and Technology

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



Community Relations

Facilitates community outreach and involvement for departments Townwide



Municipal Court

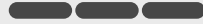
Committed to the administration of justice with equality, fairness and integrity, in an expeditious and timely manner, for the people of Castle Rock



Human Resources

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





Key Accomplishments



Continued to support demolition and remediation of 830 North Wilcox

Completed interviews and selection of new HVAC Specialist to fill vacant position

Completed Townwide elevator inspections

Completed numerous Townwide projects including tile installation at Red Hawk Ridge golf course, variable frequency drive (VFD) installation for slide and vortex at the MAC, and continued efforts to transition the old facilities building located at 1469 Columbine

Developed key hierarchy for new Public Safety Training Facility

Facilities



Service Requests

Staff received **113** service requests in January 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 January



Staff completed **134** preventative maintenance tasks asks during December, including:

- 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



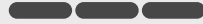
Room/Event Setups

Staff completed **10** room/event setup requests during January, all within the timeframe requested



Custodial

Staff provided custodial services as scheduled during January and have one vacant position at this time. There were **3** custodial service requests this month. Staff performed **24** custodial inspections during January to ensure proper service delivery



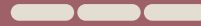
Key Accomplishments



Camera affixed to Town Hall taking a snapshot every hour of the Encore project progress

Technology related projects for the Public Works Expansion project completed

Replaced the Police Department firewall and upgraded Cartegraph OMS for all departments



<h2>Help Desk</h2>	<p>Addressed 483 total tickets, with an average time to resolve of 70 hours</p> <p>There were no emergency tickets this month</p> <p>There were 41 urgent priority tickets this month, 100% of which were resolved within two calendar days (85% is goal)</p> <p>There were 268 medium priority tickets this month, 96% of which were resolved within 10 calendar days (90% is goal)</p>
<h2>Geographic Information Systems (GIS)</h2>	<p>Addressed 43 total tickets, with an average open-to-resolve time of 136 hours</p> <p>There were no annexations in January</p> <p>There were no zoning changes in January</p> <p>There were no parcel updates in January</p> <p>There were eleven In Your Backyard requests completed this month</p>

Key Accomplishments



In January, Community Relations supported three open houses: District 6, District 3 and 1469 Columbine Maintenance Facility.

The team completed five publications: 2019 Report to the Community, Your Town Talk, ERPO brochure, 1469 Columbine Open House postcard and Skyview neighborhood Traffic Calming letter/ballot.

Staff during January provided information about:

- Daddy Daughter Ball
- 2019 Report to the Community
- Jan. 7 and Jan 21 Council updates
- New kinetic sculpture at PSM Park
- New Public Works director
- District 3 open house
- District 6 open house
- Councilmember Johnson's appointment to NLC committee
- FitGround Adult Outdoor Fitness Park at PSM Park



Community Relations ■ January 2020 Report

MEDIA

5
 NEWS
 Media Requests

TRADITIONAL OUTREACH

3
 Communications Plans, year to date

11
 News Releases Distributed

ONLINE OUTREACH

125
 Webpages Approved

39
 Calendar Items Approved

3
 Fact or Fiction Questions Published

GRAPHICS

28
 Visuals created

4
 Videos Completed

5
 Publications Completed

SOCIAL MEDIA OUTREACH

117
 Social Media Updates



45
 Questions Answered on Social Media

Facebook **111,192**
 Total reach for the month
 Top Post ★ The Wingman took flight to teach residents how to zipper merge, reaching 12,206 people with 127 reactions, 33 comments and 41 shares.

SOCIAL MEDIA REVIEW

Top Post ★
 A photo of Officer Seth Morrissey handing out coffee at Black Rock reached 2,875 people with 415 likes, 12 comments 8 shares.

Instagram
6%
 Growth in followers

Nextdoor **25,781**
 Total members
 Top Post ★ The Wingman Zipper Merge video reached 5,010 people.



59,200
 Total Impressions
52
 Mentions
Top Media Tweet ★
 Councilmember Teal's Open House news release





Key Accomplishments



-  Healthy Living Team hosted two events in January: Commit to be Fit! wellness challenge for **122** employees and *Taking Care of You* presentation for **42** employees
-  HR sat on **five** interview panels: Combination Building Inspector, Business Use Tax Auditor, CIP Project Manager, Plan Review Engineer and Sales Tax / PIF Specialist

Human Resources



Welcome!

Employee Orientation

15 new full-time employees came on board during January. **Ten** attended new hire orientation on Jan. 8 and **five** will attend on Feb. 5

Congratulations!

Performance Evaluations

HR on **Jan. 31** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in January reviewed **89** performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met

Thank you!

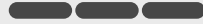
Employee Recognition

HR facilitated **ten** recognitions during January

Well done!

Training

HR hosted **one** training class in January: *HR Survival Kit* with **19** attendees



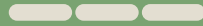
Key Accomplishments



The Court is soliciting applications for court-appointed counsel, as both previous court-appointed counselors have moved on to other positions

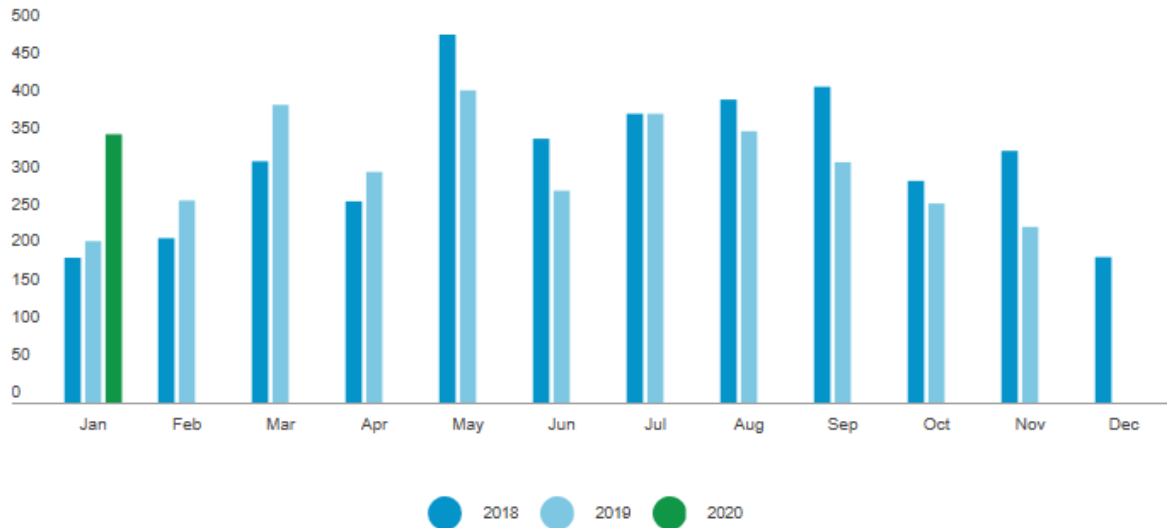
Court staff joined the Parks Department at a bench dedication for Dennis Carnahan at Rock Park. Mr. Carhahan has been a wonderful community connection for Teen Court defendants.

Municipal Court



Total cases filed in Castle Rock Municipal Court by type:

Total cases filed in Castle Rock Municipal Court: 2018-2020



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
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
2020	356												

