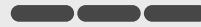


# Town Manager's Office



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



Completed new tile installation in restrooms at Red Hawk Ridge Golf Course

Completed installation of new basketball hoops at the Recreation Center

Completed snow removal on five days during February

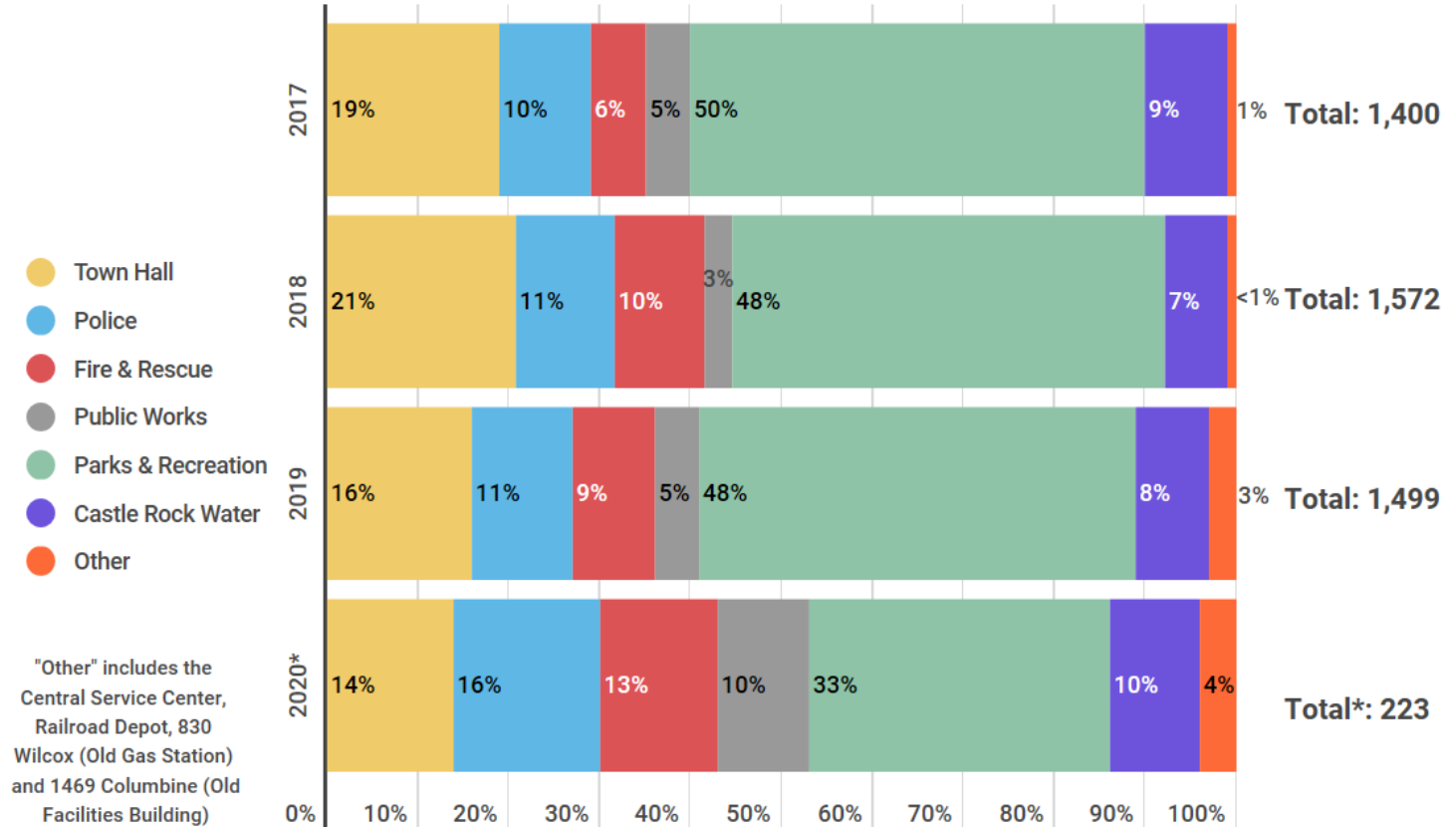
Planning for CIP Projects with Fire and Police

Assisted with Parks & Recreation accreditation process



# Facilities Department

## General Maintenance Work Order % by Department

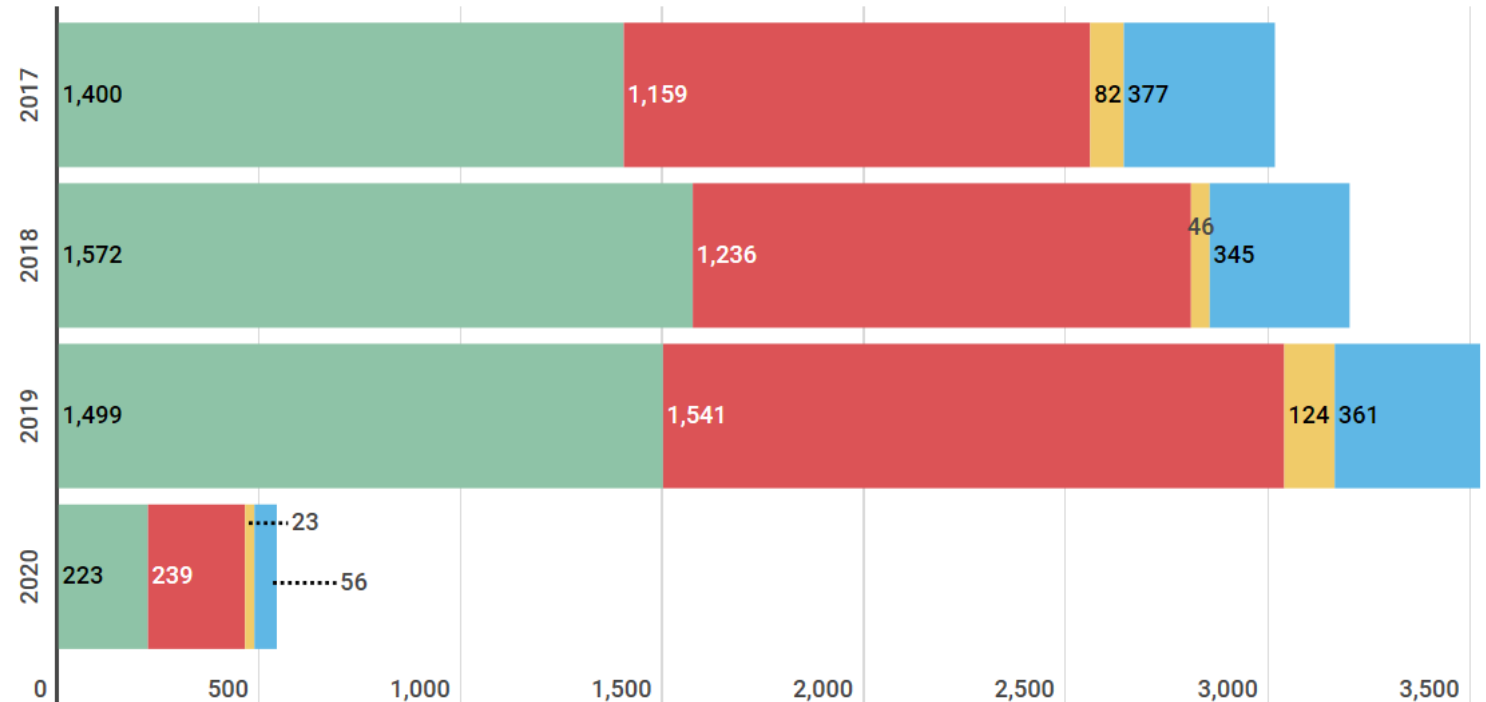


\*2020 Work Orders reported through February



# Facilities Department

## All Work Orders



\*2020 Work Orders reported through February

- Total General Work Orders
- Total Preventative Maintenance
- Total Other Work Orders (Maint)
- Total Other Work Orders (Cust)

"Other" work orders include event setups, snow removal and custodial work orders/inspections

# Key Accomplishments



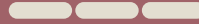
Conducted three Town-wide training classes

Go-live of TRAKiT9 upgrade

Public Works Commission went live on Legistar on March 2, the last Boards and Commission to implement

ArcGIS 10.6 upgrade completed – a two year Town-wide project

GIS maps completed to support the Fire Master Plan



### Help Desk

Addressed **456** total tickets, with an average time to resolve of **67** hours

There were **no** emergency tickets this month

There were **48** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **231** medium priority tickets this month, **95%** of which were resolved within 10 calendar days (90% is goal)

### Geographic Information Systems (GIS)

Addressed **28** total tickets, with an average open-to-resolve time of **101** hours

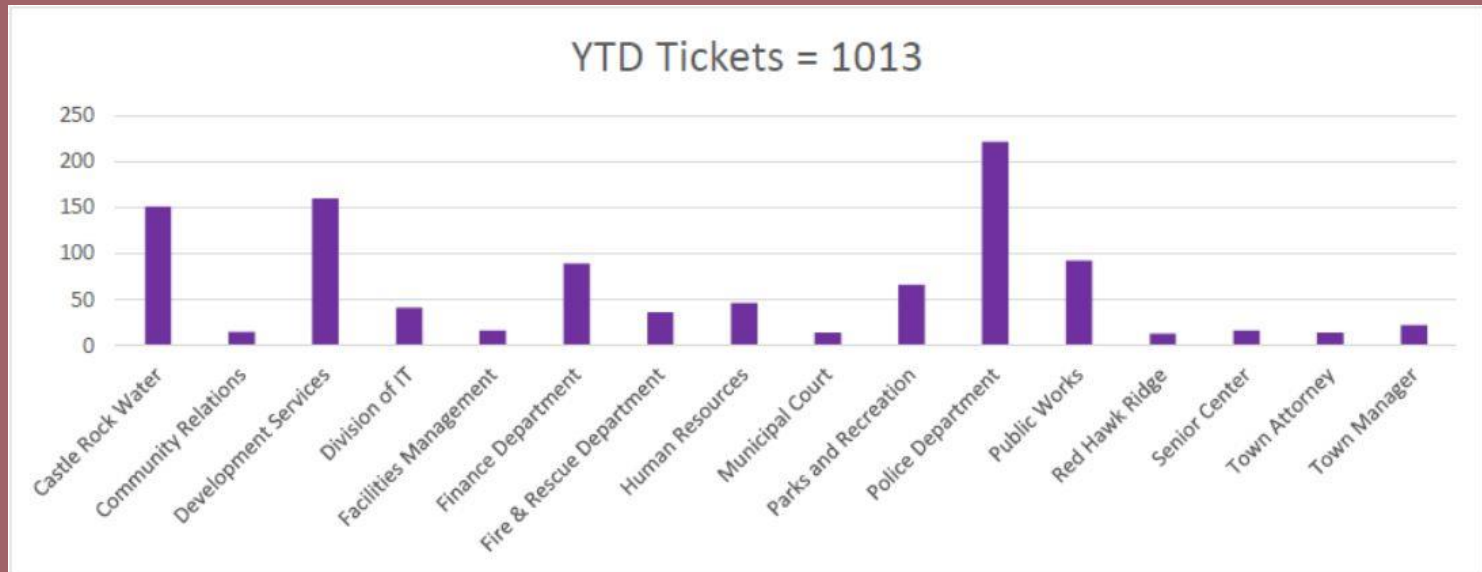
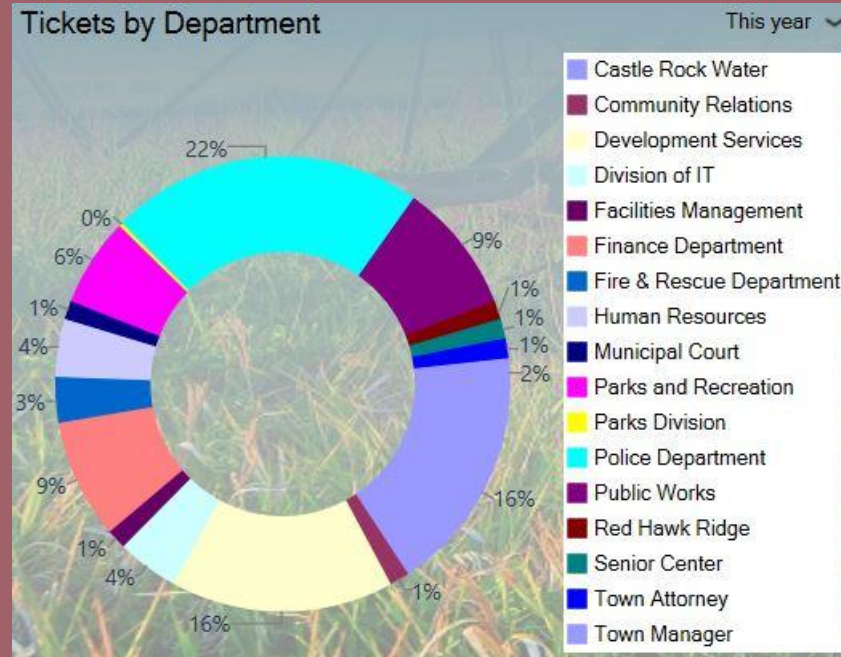
There were no annexations in February

There were no zoning changes in February

There were no parcel updates in February

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

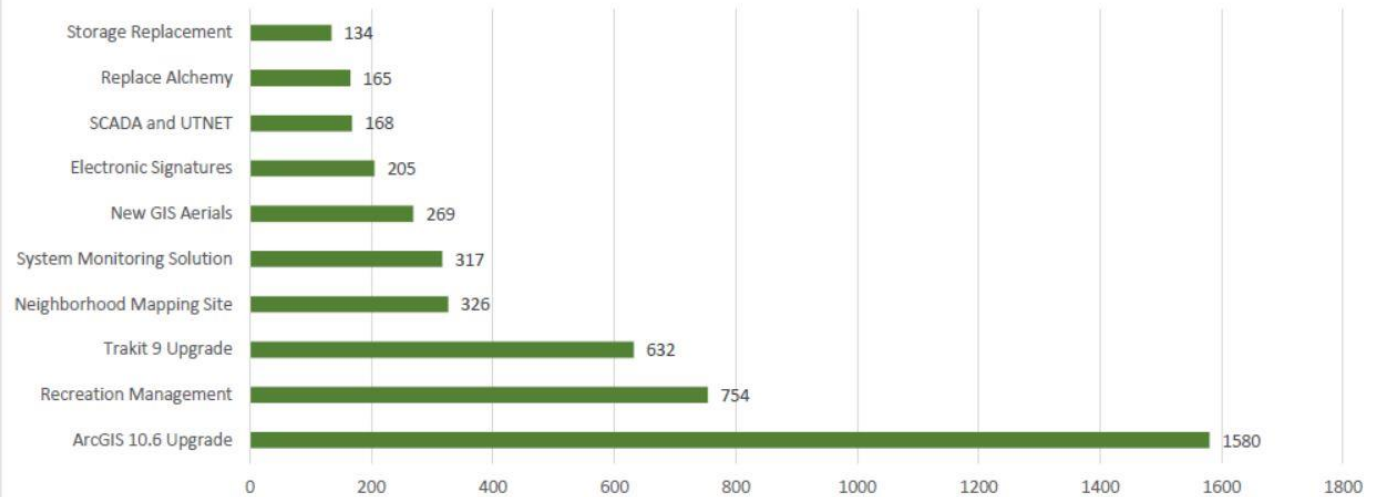
# Division of Innovation and Technology



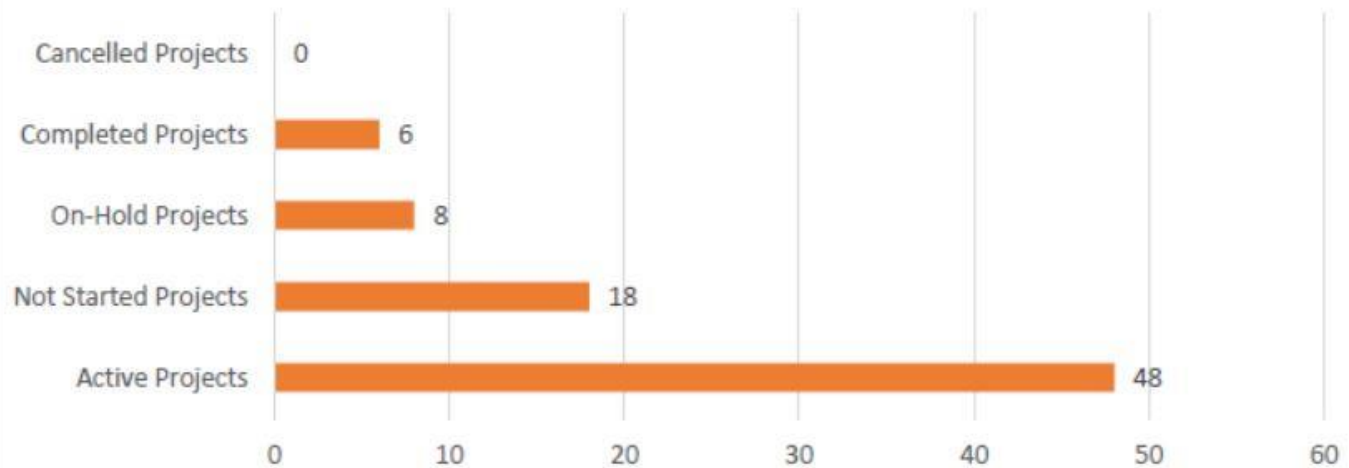
# Division of Innovation and Technology



## Top 10 Active Projects by Hours



## DoIT Project Summary





# Key Accomplishments



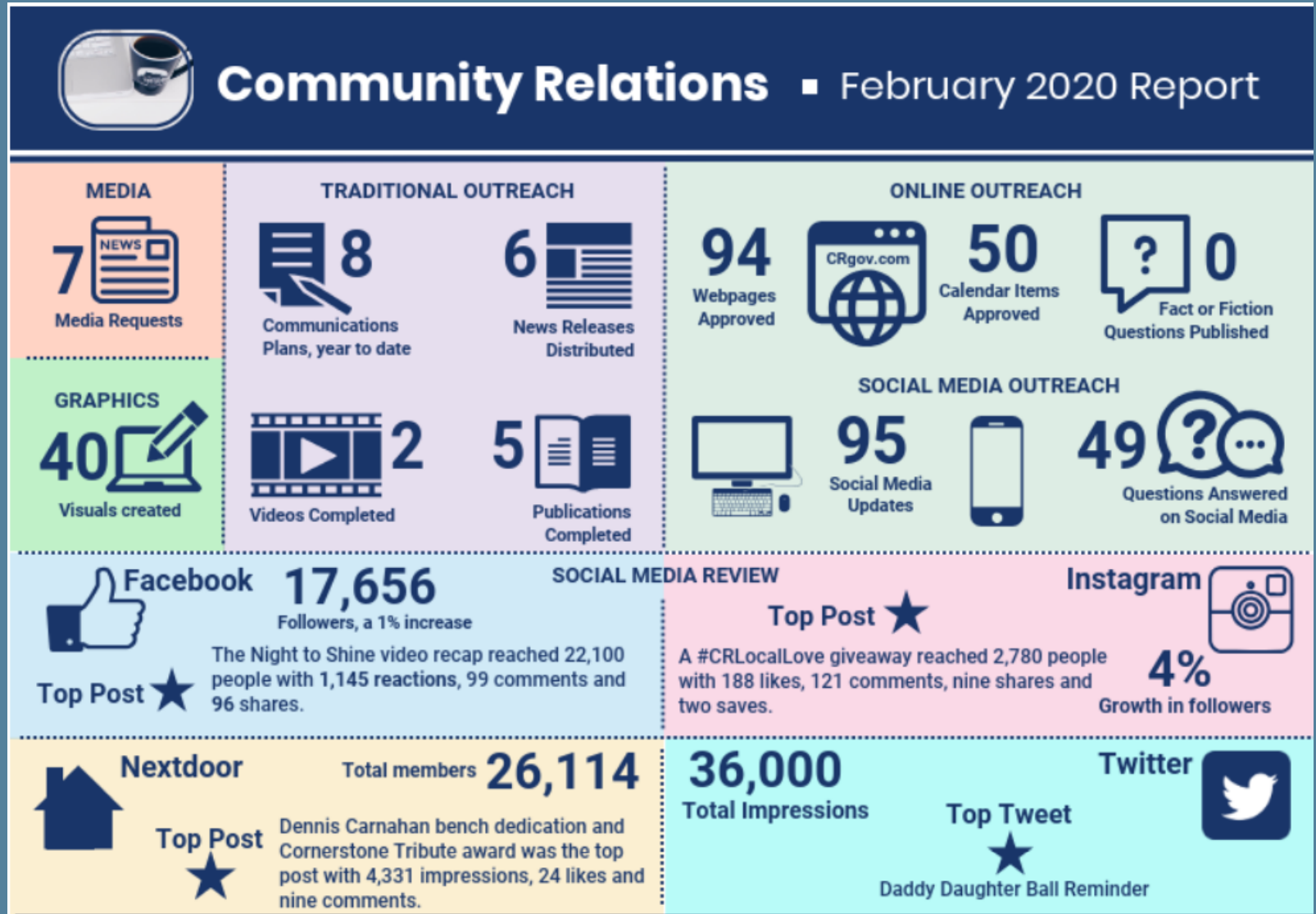
In February, Community Relations supported the Crystal Valley and Old Lanterns Crosswalk neighborhood open house

The team completed **five** publications: Outlook magazine, Crystal Valley Interchange brochure, Your Town Talk, and postcards for the Crosswalk Safety open house in Crystal Valley and the Cobblestone Ranch neighborhood park open house

Staff during February provided information about:

- February 4 and 18 Town Council updates
- [Cornerstone Tribute award honoree Dennis Carnahan](#)
- Historic Preservation Board vacancy
- [Colorado Bluebird Project open house](#)
- [Spring break youth camps](#)

\*hyperlinked items were available as of March 5, 2020





# Key Accomplishments



Healthy Living Team hosted one events in February, a fitness class attended by **62** employees

Finalized the HR Five Year Strategic Plan

## Human Resources



### Welcome!

#### Employee Orientation

**Four** new full-time employees came on board during February. **One** attended new hire orientation on Feb. 5 and **three** will attend on March 4

### Congratulations!

#### Performance Evaluations

HR on **Feb. 28** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in February reviewed **30** 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 **eight** recognitions during February

### Well done!

#### Training

HR hosted **two** training classes in February: Mission, Vision, Values with **21** attendees and *Introduction – Inspired Leadership* training with 22 attendees



# Key Accomplishments



Applied for a grant from the State of Colorado for reimbursement of court-appointed counsel

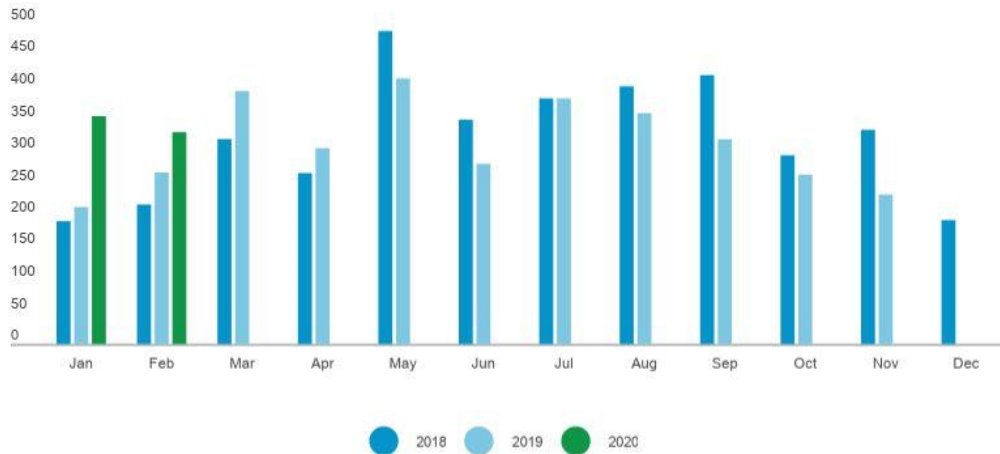
Worked on process improvement for juvenile expungements

Held three SpongeBob SquarePants mock trials for Meadow View Elementary

# Municipal Court



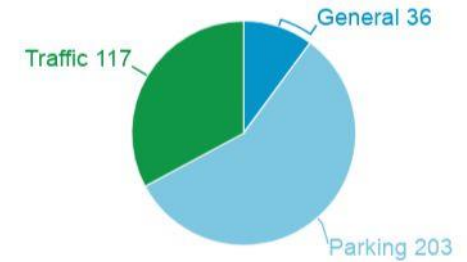
Total cases filed in Castle Rock Municipal Court: 2018-2020



	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	331											

Total cases filed in Castle Rock Municipal Court by type:

February 2020



February 2019

