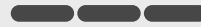# Town Manager's Office

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	Division of Innovation and Technology	Community Relations	Municipal Court	Human Resources
Provides a safe, clean, positive environment at all municipal facilities, for both employees and the public	Partners with departments Townwide to strategically implement technology that is secure and well-supported	Facilitates community outreach and involvement for departments Townwide	Committed to the administration of justice with equality, fairness and integrity, in an expeditious and timely manner, for the people of Castle Rock	Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

Key Accomplishments

Completed installation of new snow guards at the Central Service Center and repair of snow guards at the MAC

Completed snow removal one day during the month

Met with the Admin Team and provided disinfectant supplies related to COVID-19

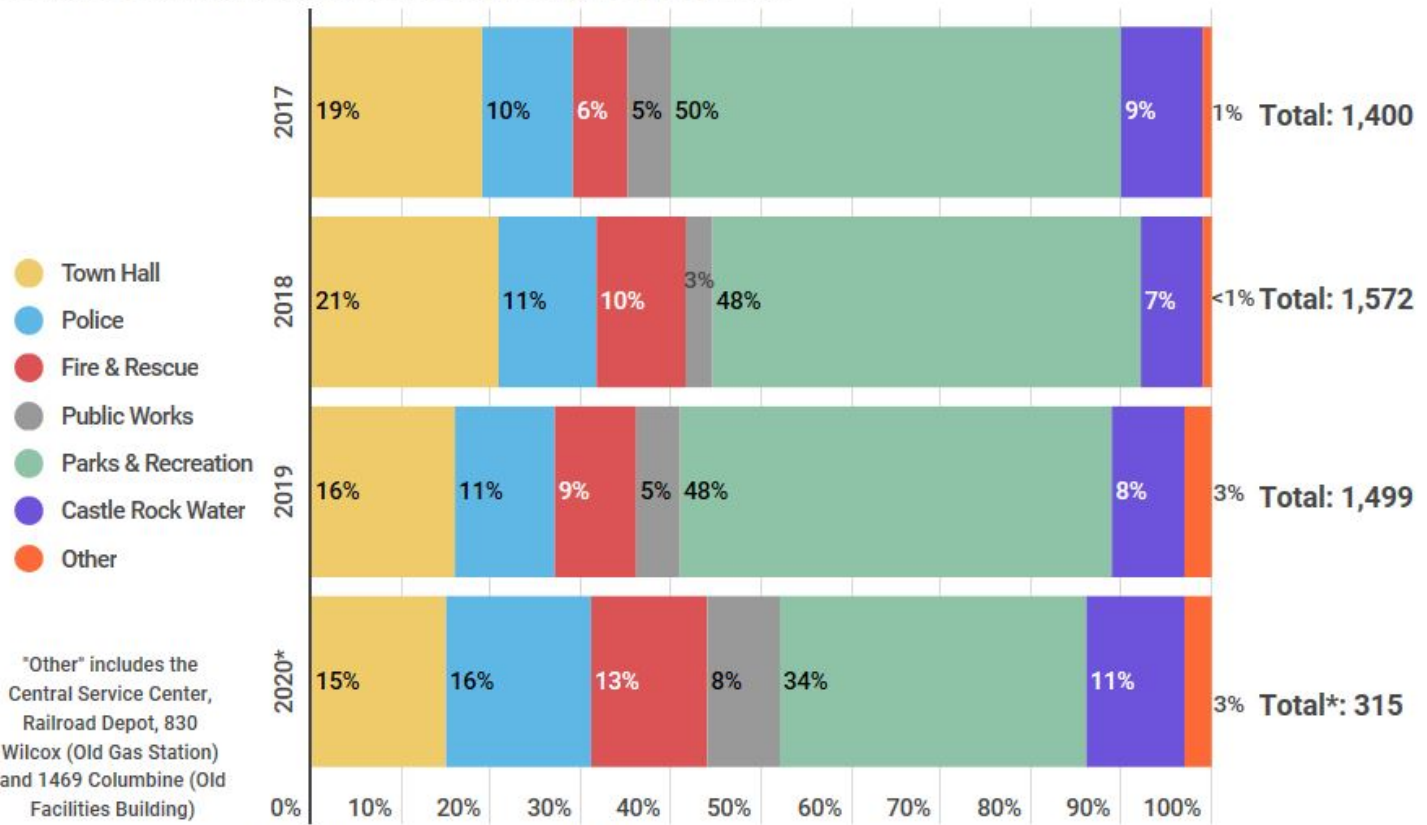Completed fire system repairs on Town facilities

Assisted with asbestos abatement process at old facilities building to prepare for eventual demolition

Conducted interviews for vacant Sr. Maintenance Tech position – no candidate selected, so position remains vacant
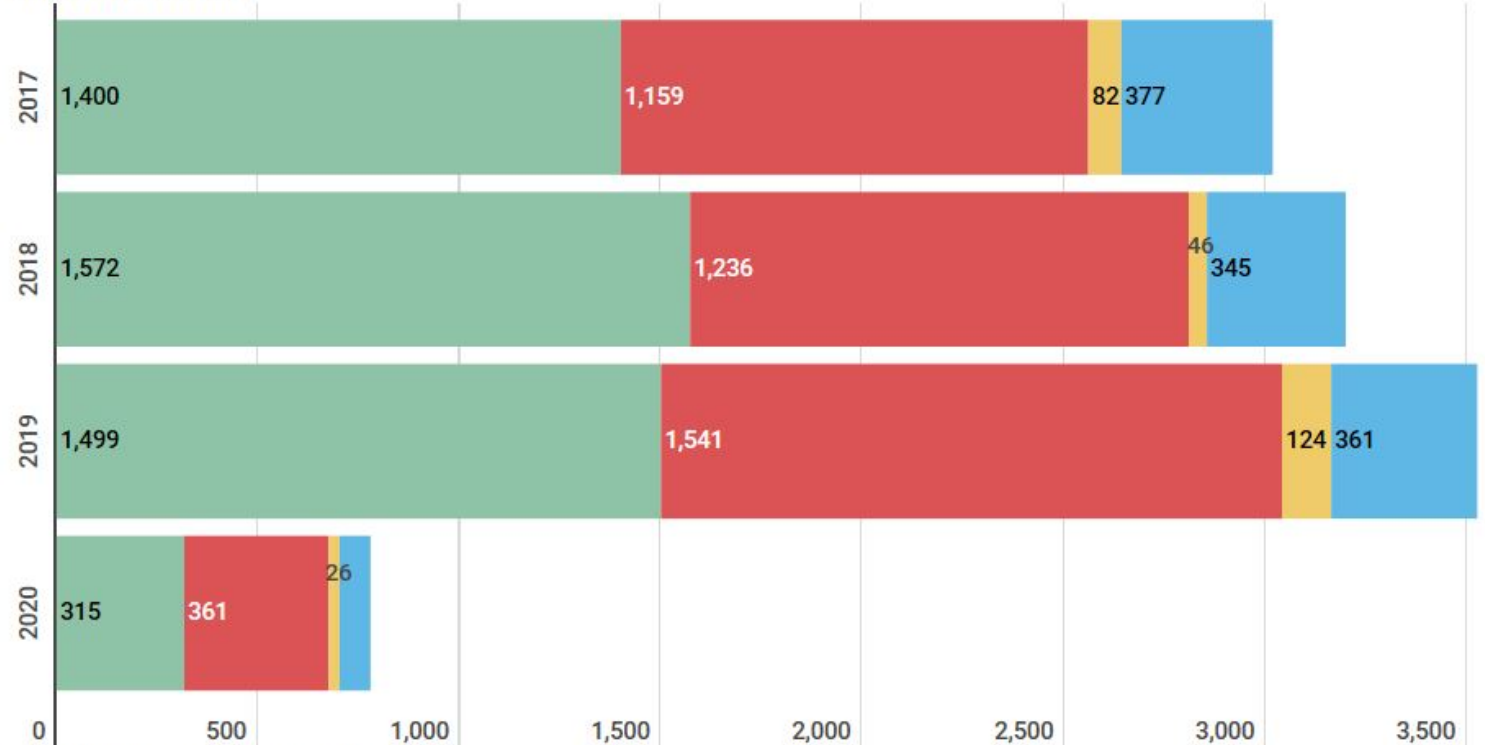
Facilities Department
General Maintenance Work Order % by Department

2017 — Town Hall 19% | Police 10% | Fire & Rescue 6% | Public Works 5% | Parks & Recreation 50% | Castle Rock Water 9% | Other 1% — **Total: 1,400**

2018 — Town Hall 21% | Police 11% | Fire & Rescue 10% | Public Works 3% | Parks & Recreation 48% | Castle Rock Water 7% | Other <1% — **Total: 1,572**

2019 — Town Hall 16% | Police 11% | Fire & Rescue 9% | Public Works 5% | Parks & Recreation 48% | Castle Rock Water 8% | Other 3% — **Total: 1,499**

2020* — Town Hall 15% | Police 16% | Fire & Rescue 13% | Public Works 8% | Parks & Recreation 34% | Castle Rock Water 11% | Other 3% — **Total*: 315**

Legend:
- Town Hall
- Police
- Fire & Rescue
- Public Works
- Parks & Recreation
- Castle Rock Water
- Other

"Other" includes the Central Service Center, Railroad Depot, 830 Wilcox (Old Gas Station) and 1469 Columbine (Old Facilities Building)

0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100%

*2020 Work Orders reported through March

Facilities Department
All Work Orders

Year	Total General Work Orders	Total Preventative Maintenance	Total Other Work Orders (Maint)	Total Other Work Orders (Cust)
2017	1,400	1,159	82	377
2018	1,572	1,236	46	345
2019	1,499	1,541	124	361
2020	315	361	26	

*2020 Work Orders reported through March

● 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

Implemented solutions to conduct remote Town Council meetings

Provided Townwide staff with ability to work remotely

Successfully managed 611 helpdesk requests plus 69 VPN requests, an all time high!

Implementation of the Town's brand on our Office 365 instance

Division of Innovation and Technology

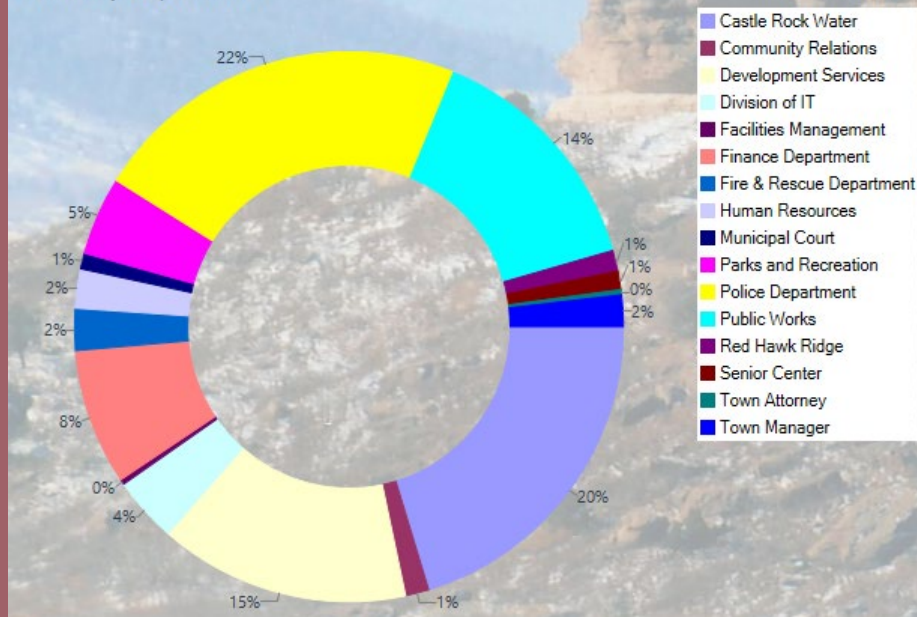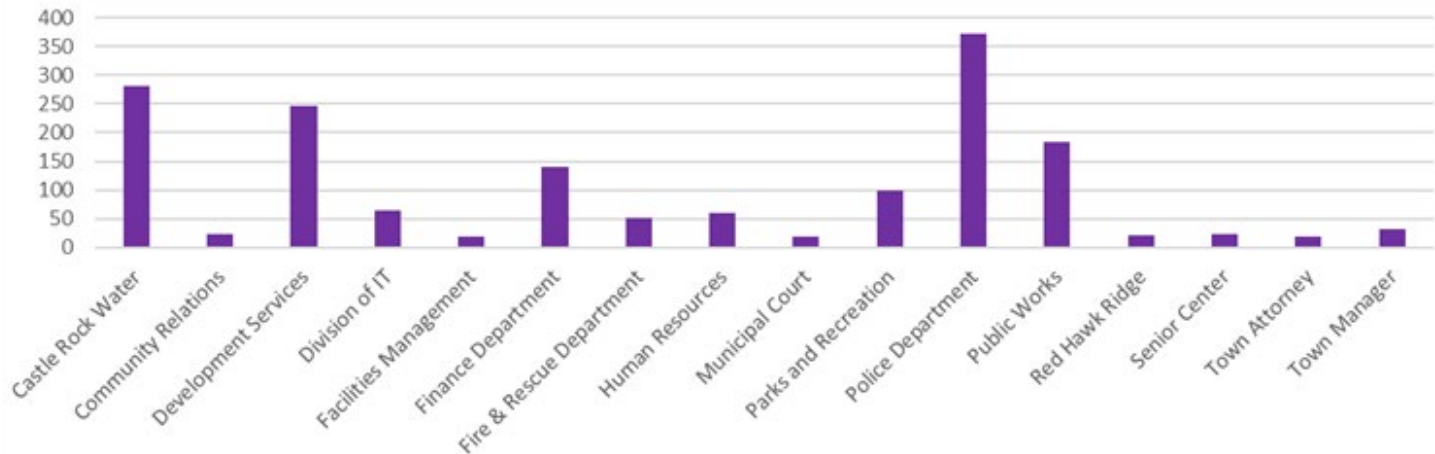|	
Help Desk	Addressed **611** total tickets, with an average time to resolve of **49** hours There were **no** emergency tickets this month There were **57** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal) There were **334** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)
Geographic Information Systems (GIS)	Addressed **31** total tickets, with an average open-to-resolve time of **108** hours There were no annexations in March There were no zoning changes in March There were no parcel updates in March There were **11** In Your Backyard requests completed this month

Division of Innovation and Technology
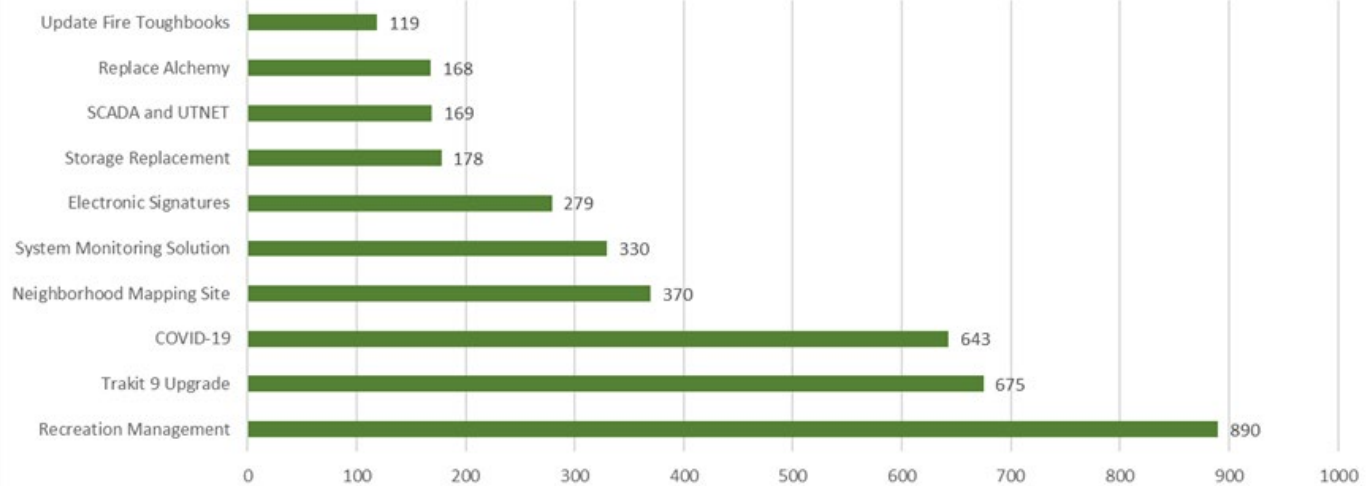

Tickets by Department — Within last 1 month

Legend:
- Castle Rock Water
- Community Relations
- Development Services
- Division of IT
- Facilities Management
- Finance Department
- Fire & Rescue Department
- Human Resources
- Municipal Court
- Parks and Recreation
- Police Department
- Public Works
- Red Hawk Ridge
- Senior Center
- Town Attorney
- Town Manager

YTD Tickets = 1657

Top 10 Active Projects by Hours

Project	Hours
Update Fire Toughbooks	119
Replace Alchemy	168
SCADA and UTNET	169
Storage Replacement	178
Electronic Signatures	279
System Monitoring Solution	330
Neighborhood Mapping Site	370
COVID-19	643
Trakit 9 Upgrade	675
Recreation Management	890

DoIT Project Summary

Project	Count
Cancelled Projects	0
Completed Projects	12
On-Hold Projects	7
Not Started Projects	17
Active Projects	46
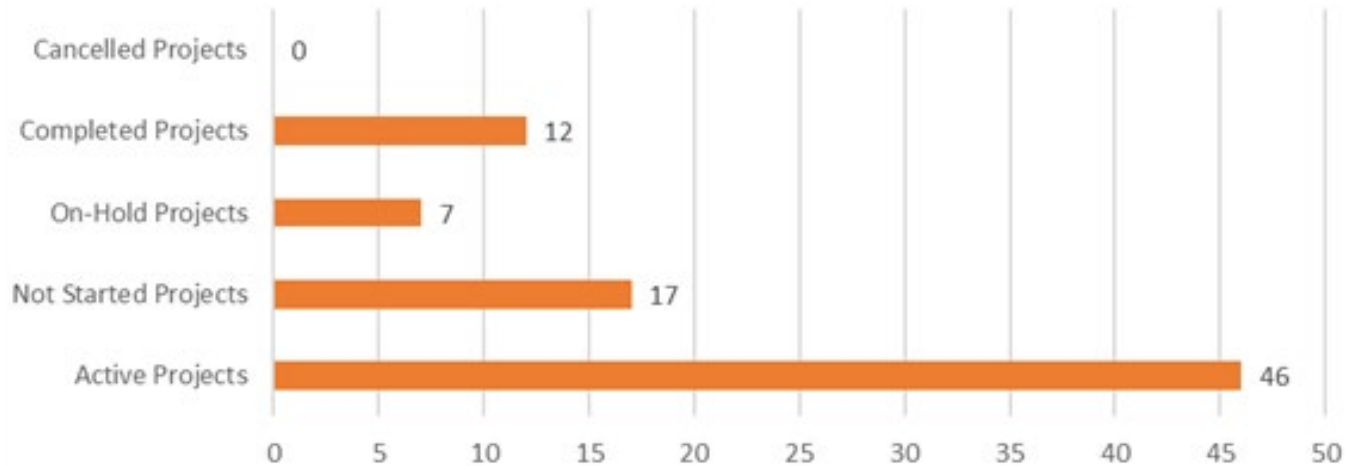
Key Accomplishments

In March, Community Relations launched the new employee intranet, provided COVID-19 information and updates, participated in the March 11 Tri-County COVID-19 town hall and coordinated/hosted the Starlighting Facebook Live event
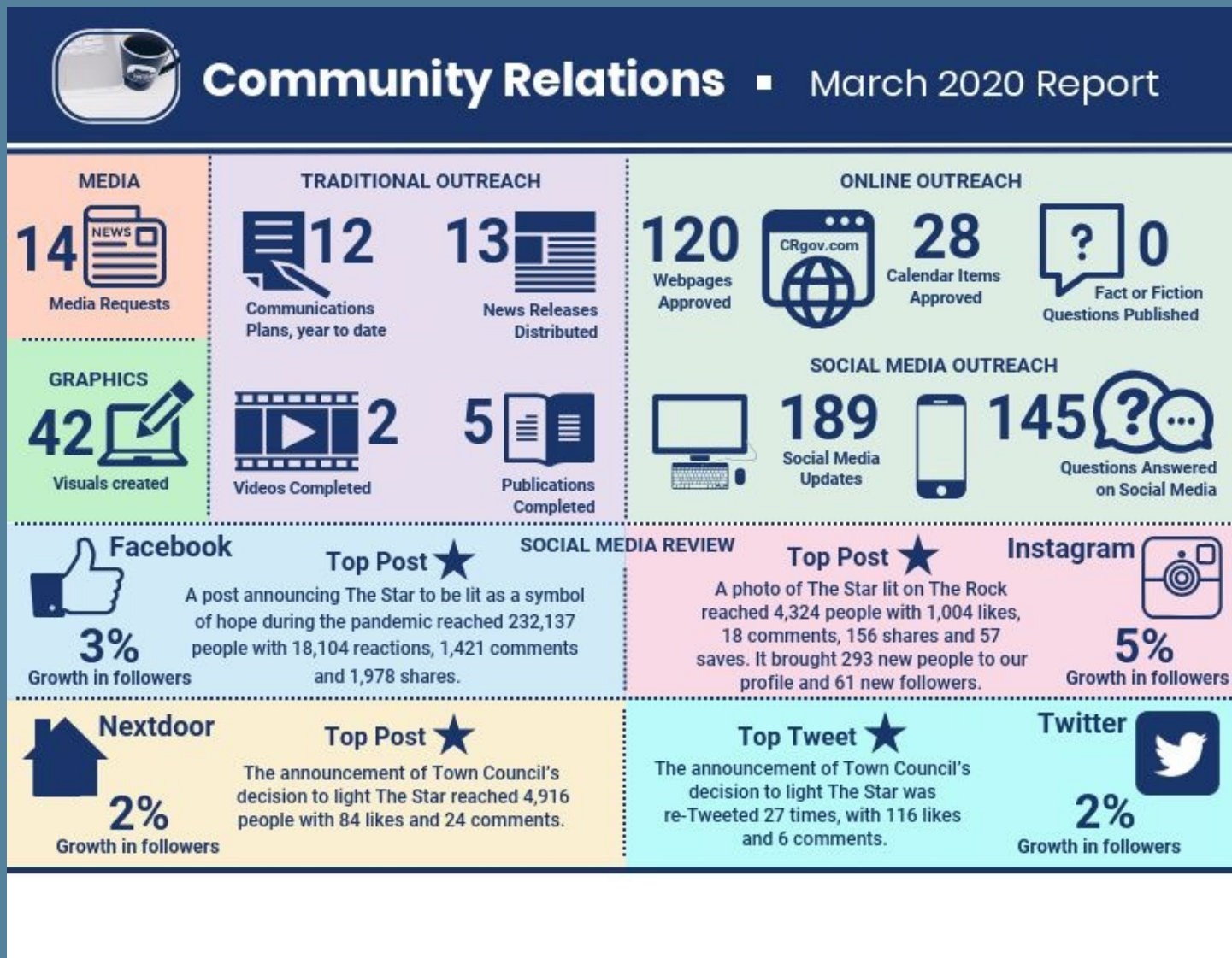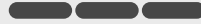
The team completed **five** publications: Your Town Talk, 2020 Pavement Maintenance Program mailing, Meadows Boulevard reconstruction postcard, Skyview traffic calming follow-up postcard and Jerry Potter Cornerstone Tribute plaque

Staff during March provided information about:
- Castle Rock now under Governor Polis' stay-at-home orders
- Mayor message regarding Tri-County Health Department stay-at-home orders
- Work With Us Online – Town limiting public access while providing necessary services
- The Star to be lit as beacon of hope at 7:30 p.m. on Monday, March 23
- Town Council makes special motion to light The Star as a beacon of hope
- Every person counts: help secure funding in Castle Rock with 2020 Census
- Town closing recreation facilities, working with limited staff for 2 weeks amid COVID outbreak
- Town adjusting as needed to maintain community safety during COVID-19
- Development Services Director Detweiler retiring; Tara Vargish named interim director
- Counties to host live COVID-19 Virtual Town Hall, March 11
- March 3 & 17 Town Council updates
- March 30 Town Council special meeting update

*hyperlinked items were available as of April 6, 2020

Community Relations ▪ March 2020 Report

MEDIA

14 Media Requests

GRAPHICS

42 Visuals created

TRADITIONAL OUTREACH

12 Communications Plans, year to date

13 News Releases Distributed

2 Videos Completed

5 Publications Completed

ONLINE OUTREACH

120 Webpages Approved

CRgov.com

28 Calendar Items Approved

0 Fact or Fiction Questions Published

SOCIAL MEDIA OUTREACH

189 Social Media Updates

145 Questions Answered on Social Media

SOCIAL MEDIA REVIEW

Facebook
3% Growth in followers
Top Post ★ A post announcing The Star to be lit as a symbol of hope during the pandemic reached 232,137 people with 18,104 reactions, 1,421 comments and 1,978 shares.

Top Post ★ A photo of The Star lit on The Rock reached 4,324 people with 1,004 likes, 18 comments, 156 shares and 57 saves. It brought 293 new people to our profile and 61 new followers.
Instagram
5% Growth in followers

Nextdoor
2% Growth in followers
Top Post ★ The announcement of Town Council's decision to light The Star reached 4,916 people with 84 likes and 24 comments.

Top Tweet ★ The announcement of Town Council's decision to light The Star was re-Tweeted 27 times, with 116 likes and 6 comments.
Twitter
2% Growth in followers

Key Accomplishments

Healthy Living Team hosted Biometric Screenings in March

HR sat on one interview panel: Combination Building Inspector

Human Resources

Welcome!

Employee Orientation

Six new full-time employees came on board during March. **One** attended new hire orientation on March 4 and **five** will attend on May 6

Congratulations!

Performance Evaluations

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

HR in March reviewed **48** 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 **three** recognitions during March

Well done!

Training

HR hosted **one** training class in March: Discovering the Leader Within – Inspired Leadership training with 22 attendees

Key Accomplishments

Muni Court is adapting to the new COVID-19 normal. Two employees are working from home, and one is in the office. Courts are considered essential personnel

With the help of our prosecutors, we are handling most traffic matters by mail. We are continuing our other cases out through May or June

We are allowing online classes to be taken to fulfill court-ordered requirements such as defensive driving, petty theft and discovery classes

We are using this time to work on several projects. One of those projects is a major scanning effort. We are currently a very paper-dependent court, and we are working on a better hybrid paper/electronic system that is less paper intensive
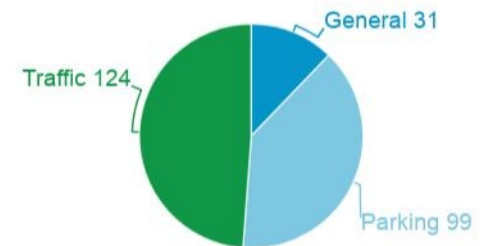
Municipal Court

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

Total cases filed in Castle Rock Municipal Court by type:

	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	254										

March 2020

General 31
Traffic 124
Parking 99

March 2019

General 50
Traffic 223
Parking 121