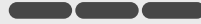


# Town Manager's Office



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 snow removal two days during April

Assisted with new Public Safety Training Facility including coordination of lock cylinders and dispensers

Installed glass panels for cubicles and prepared area for construction of new office in Development Services

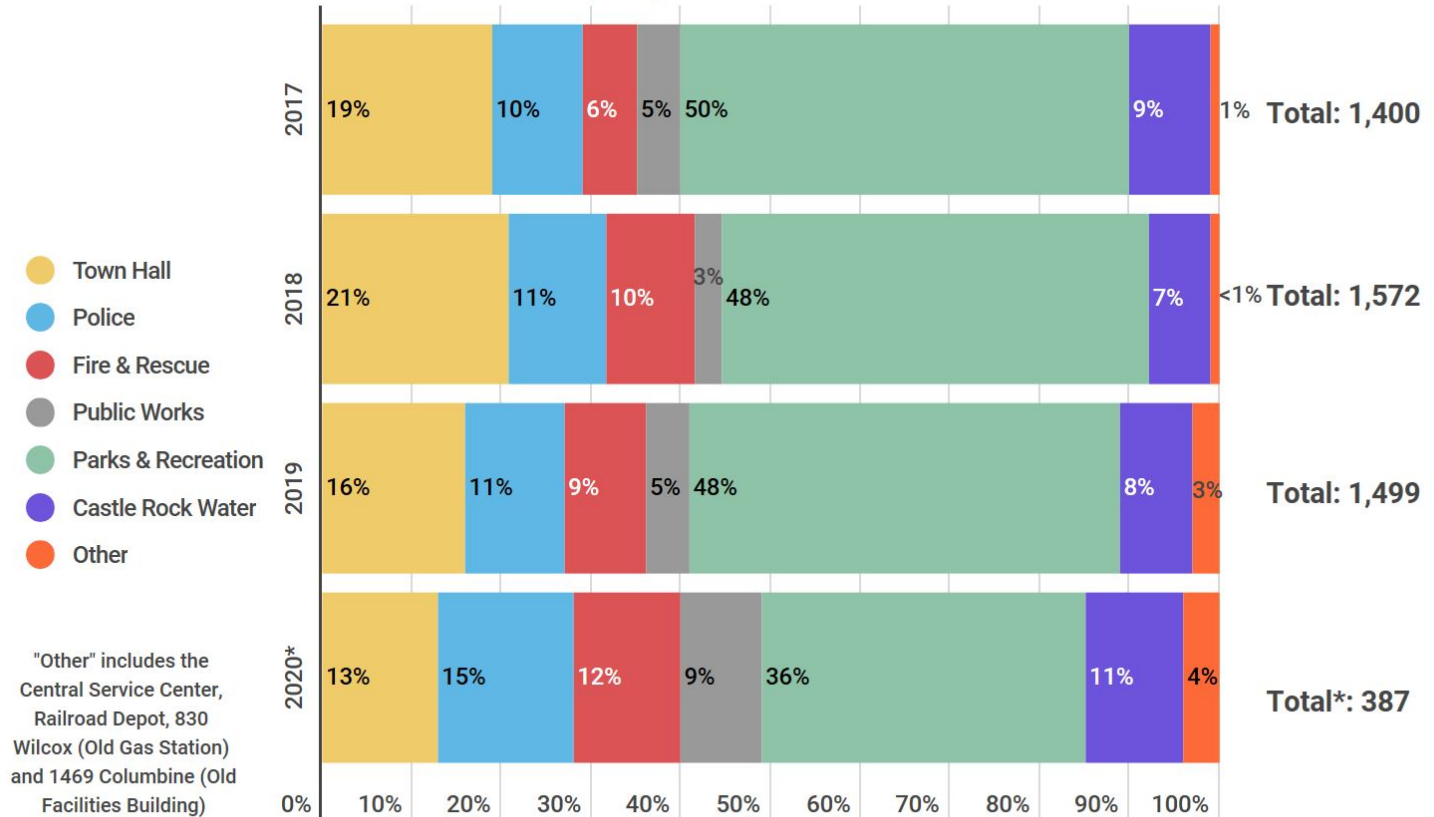
Completed generator inspections and service

COVID-19 response efforts including reduction of trash service at Town Facilities, attending webinar regarding HVAC during closures and coordinated detailed cleaning/disinfecting efforts for custodial staff



# Facilities Department

## General Maintenance Work Order % by Department



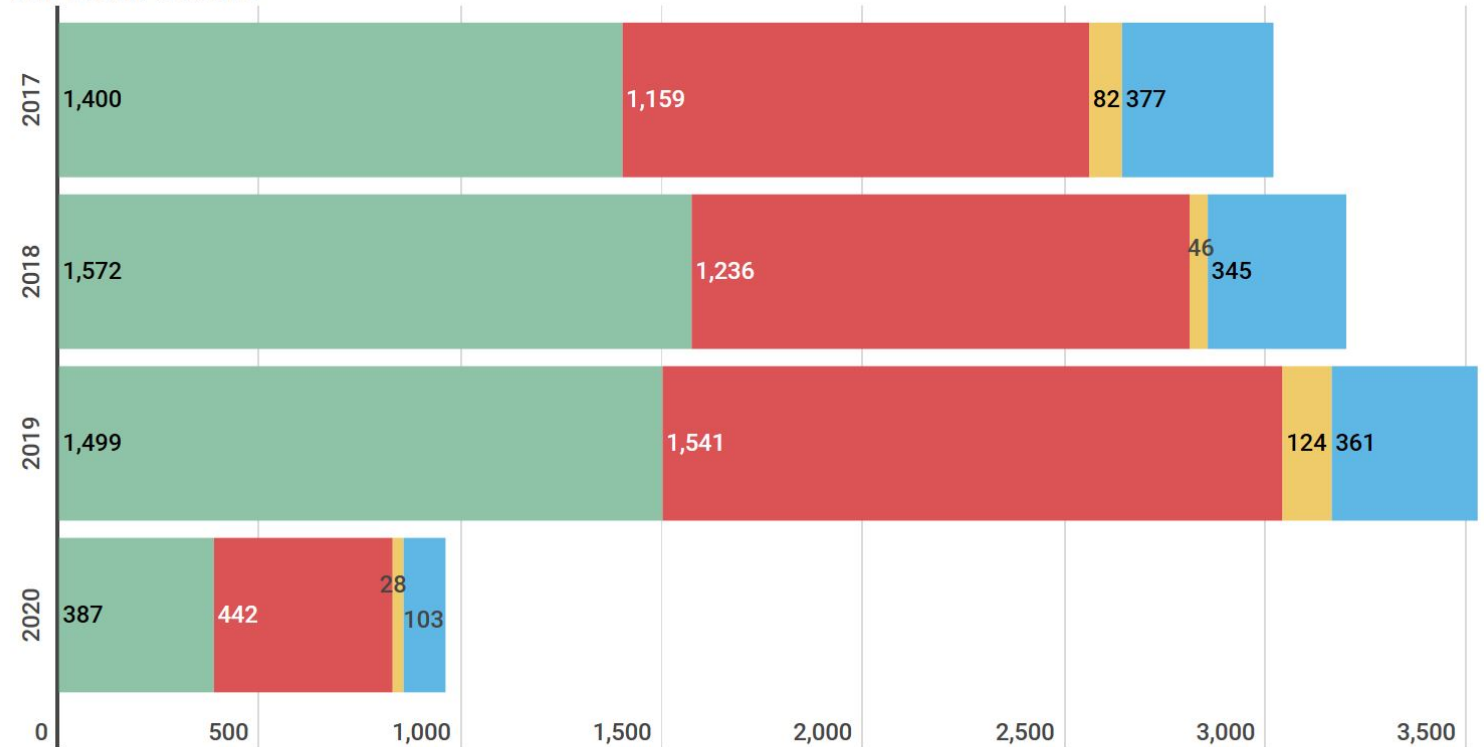
"Other" includes the Central Service Center, Railroad Depot, 830 Wilcox (Old Gas Station) and 1469 Columbine (Old Facilities Building)

\*2020 Work Orders reported through April



# Facilities Department

## All Work Orders



\*2020 Work Orders reported through April

● 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

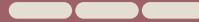


Go-live of the public facing Cell Tower Mapping site – wireless communication facility locations and information

Prepared local COVID-19 updates for the Town Manager's office using ESRI Business Analyst and Google Mobility

DocuSign's eNotary implemented to assist with virtual notary services

Infrastructure maintenance: patched firewalls, upgraded storage firmware, decommissioned retired servers and databases



## Help Desk

Addressed **394** total tickets, with an average time to resolve of **67** hours

There were **no** emergency tickets this month

There were **44** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **259** medium priority tickets this month, **95%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

Addressed **33** total tickets, with an average open-to-resolve time of **107** hours

There were no annexations in April

There were no zoning changes in April

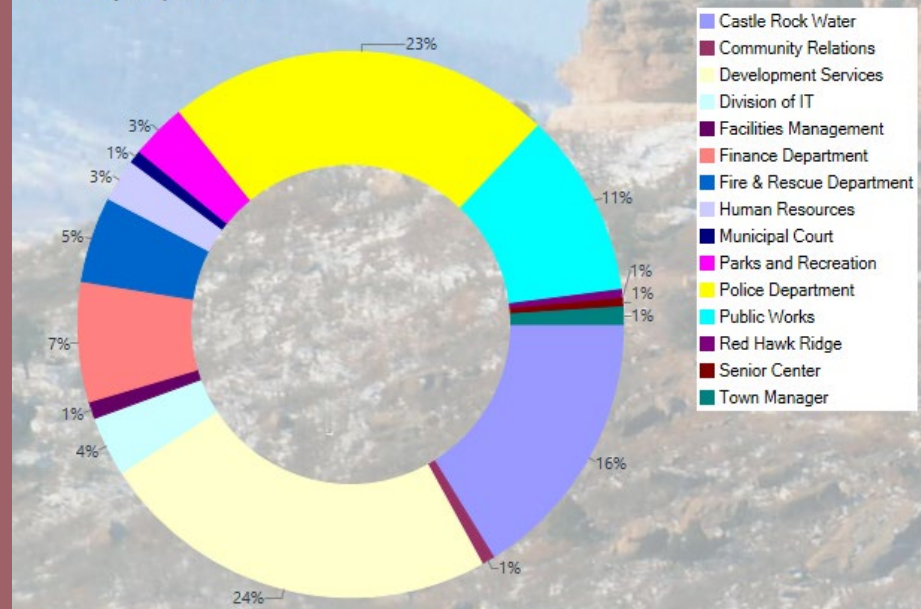
There were **three** parcel updates in April, which were reflected within the GIS database map within four weeks of receipt, for a **100%** completion rate (90% is goal)

There were **12** In Your Backyard requests completed this month

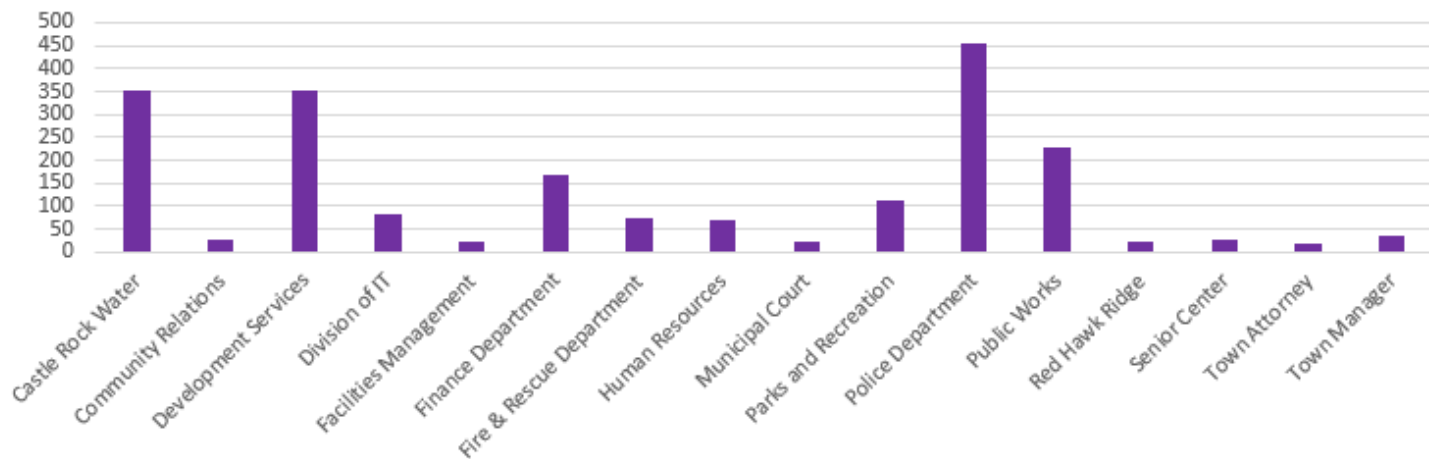
# Division of Innovation and Technology



Tickets by Department



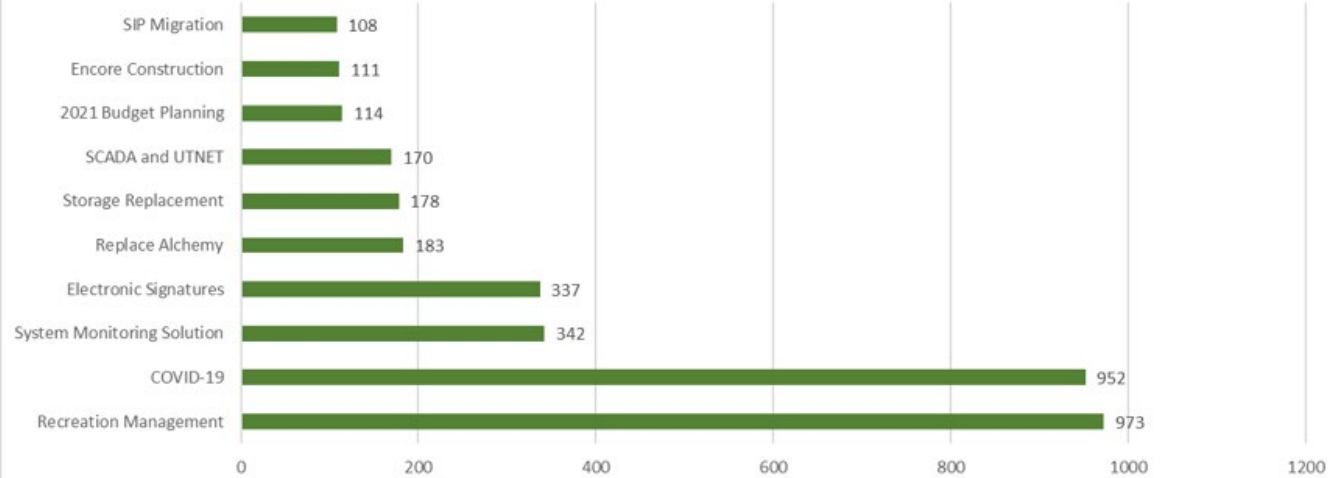
YTD Tickets = 2070



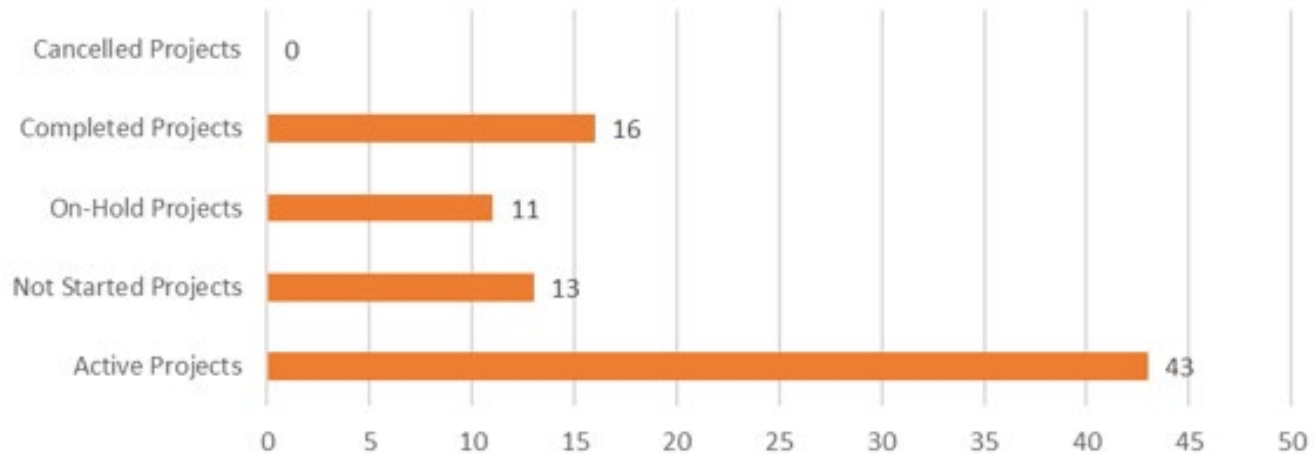
# Division of Innovation and Technology



Top 10 Active Projects by Hours



DoIT Project Summary





# Key Accomplishments



In April, Community Relations launched the Support Our Community campaign in conjunction with the Castle Rock Chamber and the Downtown Alliance to support local businesses, produced a support local business video and shared information and updates about the Town Council approved business support programs

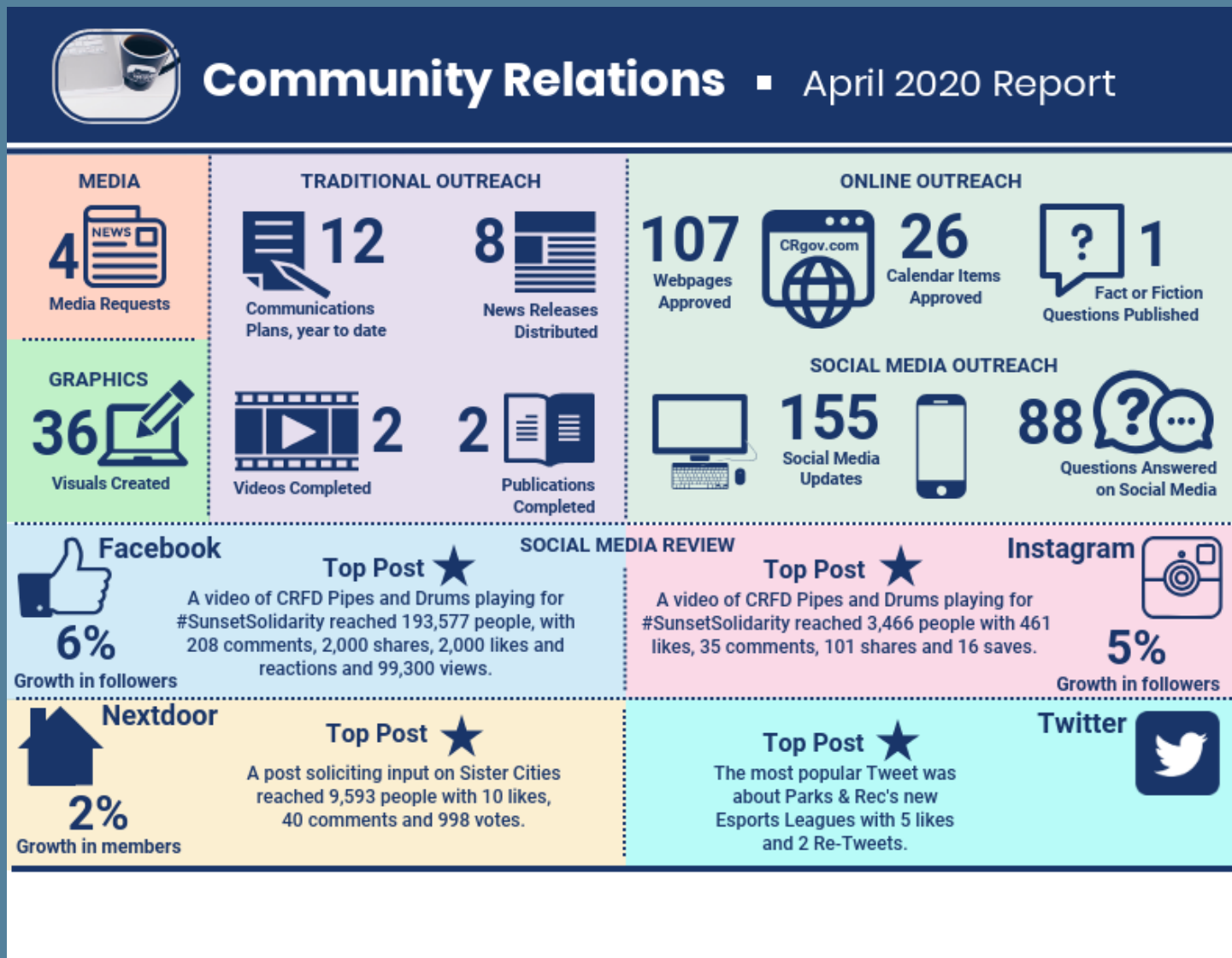
Amid COVID-19, Community Relations continues to share regular social media updates supporting local businesses, promoting human services and highlighting the continuance of Town work

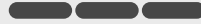
Staff during April provided information about:

- [Parks and Recreation welcomes new registration system – introducing RockREC!](#)
- [Castle Rock Fire encourages residents to sign up for Community Connect to protect life and property](#)
- [Town Council approves new small business grant, loan programs](#)
- [Roadwork progresses to widen Plum Creek Parkway](#)
- [New customer assistance programs show Castle Rock Water cares](#)
- April 7 and 21 Town Council updates
- Have a voice in Town government; board and commission application due April 30


\*hyperlinked items were available as of May 6, 2020

# Community Relations





# Key Accomplishments



HR worked with the Town Manager's Office to prepare and provide employee guidance concerning COVID-19 and the Families First Coronavirus Response Act (FFCRA)

## Human Resources



### Welcome!

#### Employee Orientation

**No** new full-time employees came on board during April.  
**Five** March new employees will attend new hire orientation on June 3

### Congratulations!

#### Performance Evaluations

HR on **May 1** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in April reviewed **53** 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

There were no recognitions in April

### Well done!

#### Training

There were no training classes in April



# Key Accomplishments



Closed out 165 new cases through plea agreements in the mail

Working through processes to hold virtual court for traffic cases

Working through processes to hold court in person, with social distancing, starting in June for trials and general ordinance violations

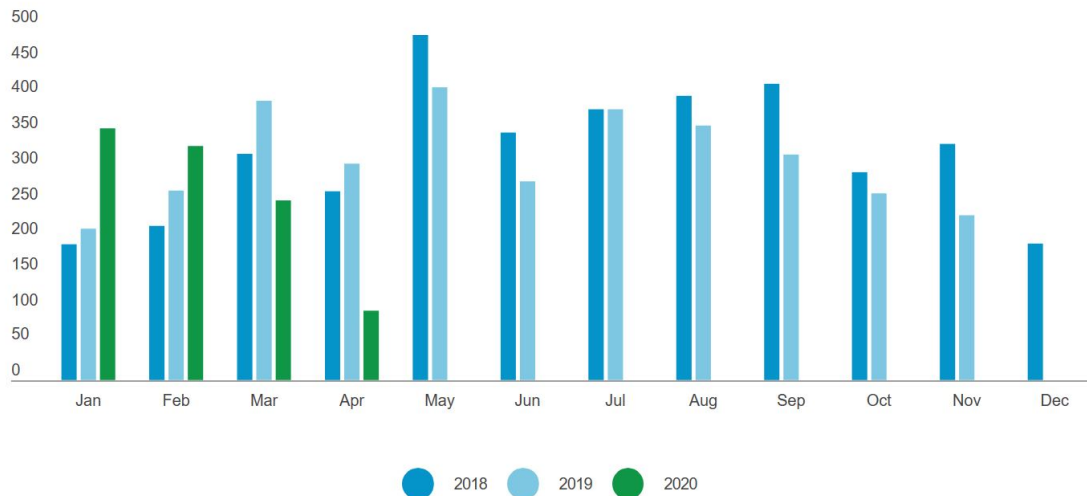
Working on a number of projects to increase the functionality of our software system

# Municipal Court



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

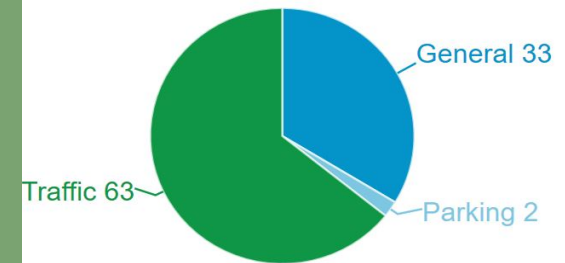
Total cases filed in Castle Rock Municipal Court: 2018-2020



	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	254	98									

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

April 2020



April 2019

