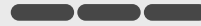


Town Manager's Office



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



Assisted with opening Burgess and Butterfield outdoor pools

Completed contract for Fleet Services garage door replacement – installation pending

Hosted projected coordination call with internal departments and vendors for the Rec Center Pool Humidification Unit replacement planned for August

Continued support on numerous projects including:

- Public Safety Training Facility
- Encore project work taking place on the west side of Town Hall
- 830 Wilcox site remediation

Continued to perform preventative maintenance activities throughout Town facilities including boiler inspections

Continued facility sanitizing and disinfecting related to COVID-19 needs



Facilities Department

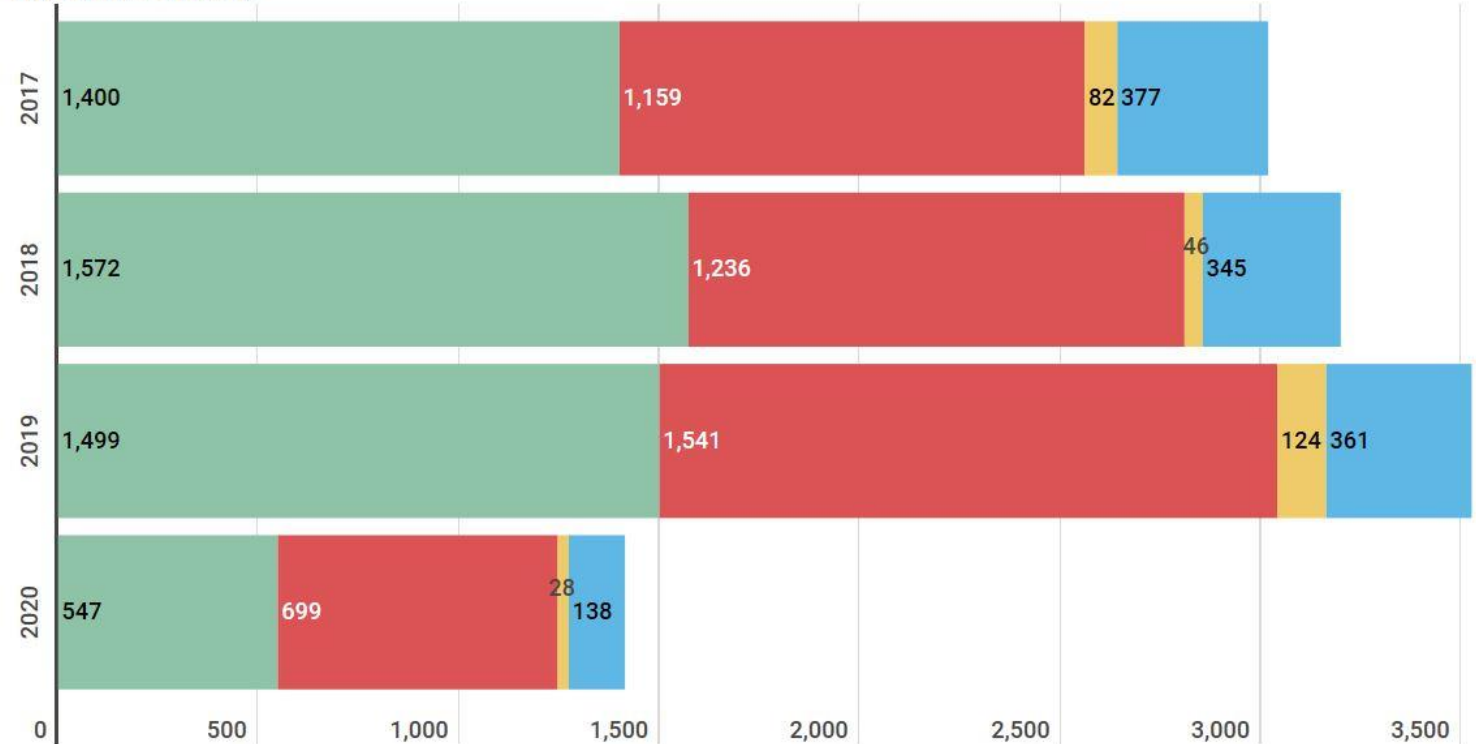
General Maintenance Work Order % by Department





Facilities Department

All Work Orders



*2020 Work Orders reported through June

● 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



Prepared technology to support the opening of Burgess and Butterfield pools

Townwide upgrade of Adobe Acrobat XI

Implemented a new email security platform

Implemented an online payment portal for Animal Control



Help Desk

Addressed **426** total tickets, with an average time to resolve of **60** hours

There were **no** emergency tickets this month

There were **52** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **256** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **37** total tickets, with an average open-to-resolve time of **106** hours

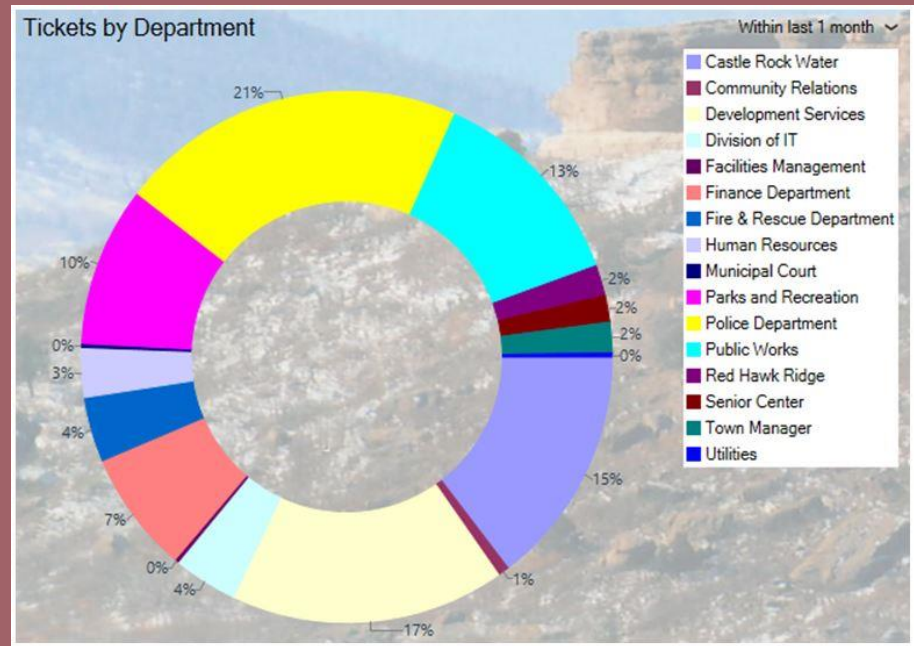
There were no annexations in June

There were no zoning changes in June

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

There were **26** In Your Backyard requests completed this month

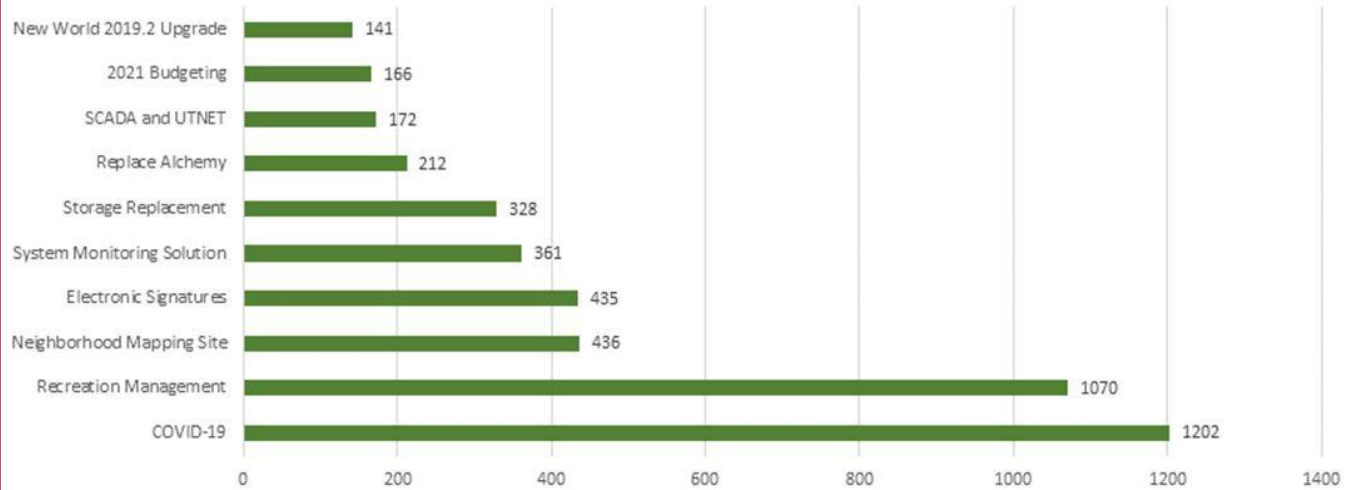
Division of Innovation and Technology



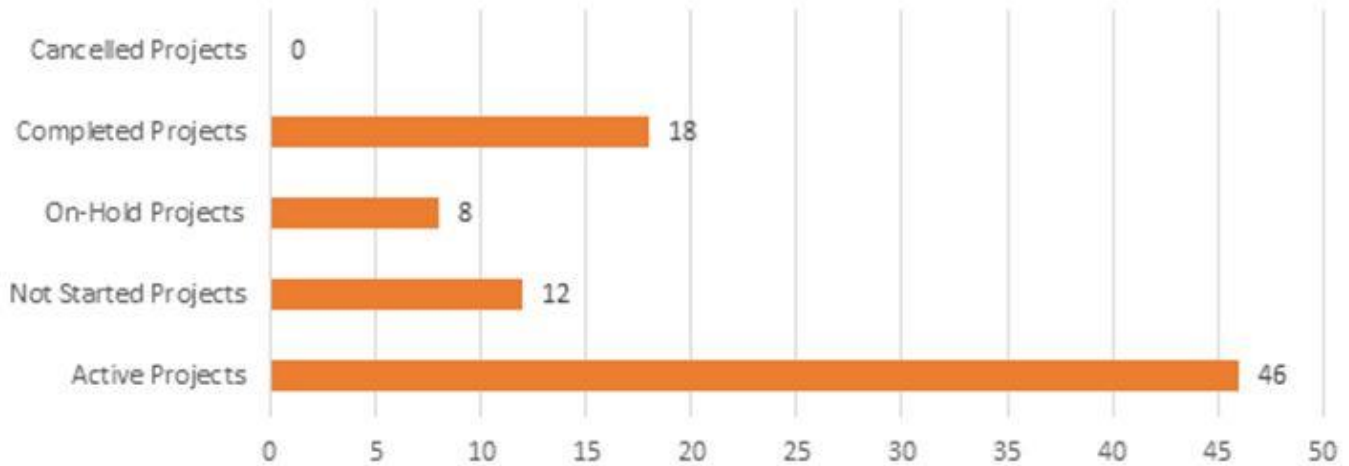
Division of Innovation and Technology



Top 10 Active Projects by Hours



DoIT Project Summary



Key Accomplishments



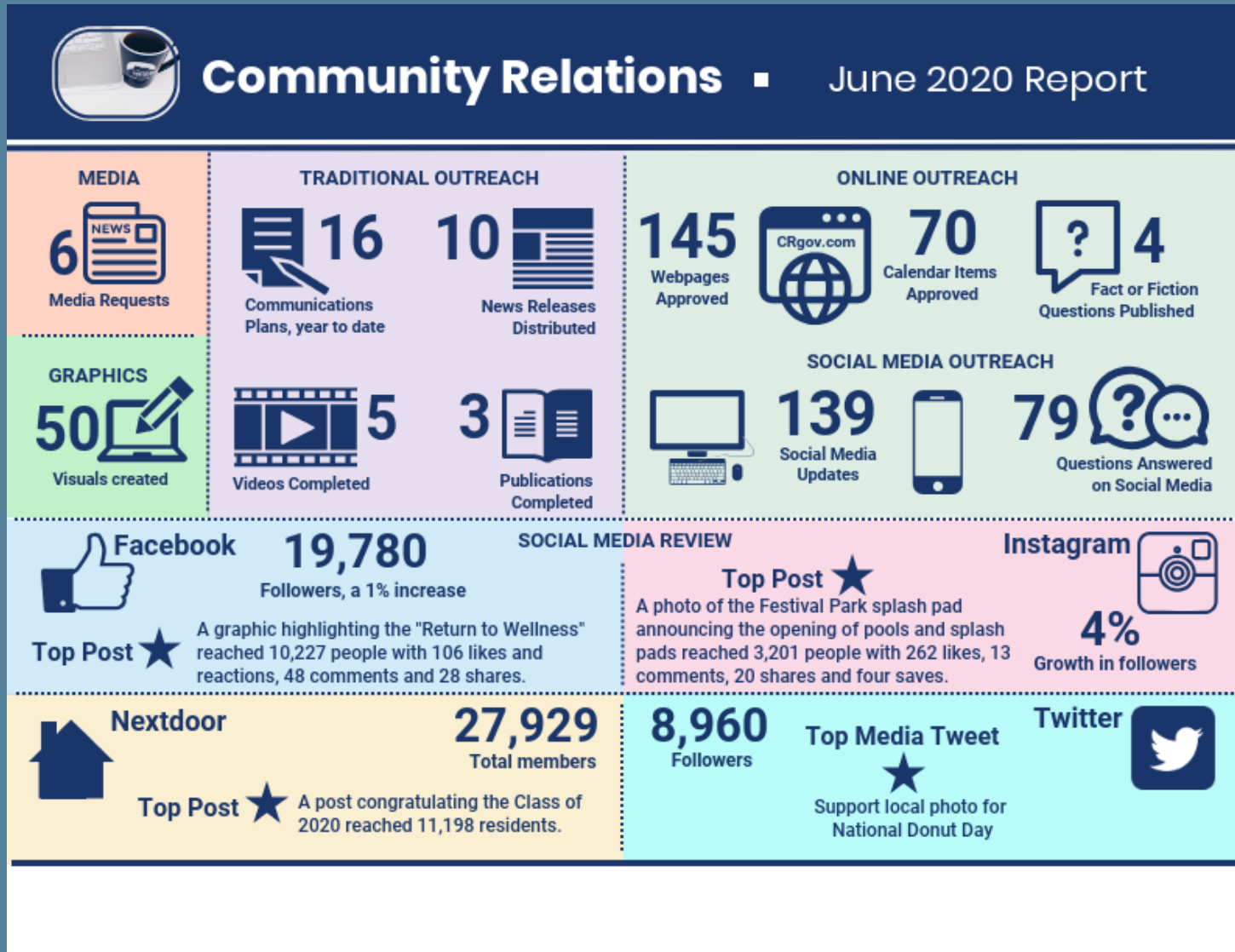
In June, Community Relations worked with Vladimir Jones to create a Fourth of July marketing campaign and began work on the long-range marketing plan development. The team continues to share local business support messages and COVID-related parks and recreation reopening updates and information

Community Relations completed three publications: Mitchell Gulch and Butterfield Crossing park improvement survey postcards and Your Town Talk newsletter

Staff during June provided information about:

- Show your patriotic pride; 5K After 5 series kicks off July 3
- Celebrate Independence Day with Castle Rock's annual fireworks show
- The piano men will sing us all a song; First Fridays kicks off at Festival Park July 3
- [Tara Vargish named director of Development Services](#)
- Splash into summer; outdoor pools open June 22
- Applications open for 2020 Your Town Academy
- [Farmer's market brings fresh food to Festival Park](#)
- Town Attorney Robert Slentz retiring; selection process for replacement underway
- June 2 and 16 Council updates

Hyperlinked items were available as of July 7





Key Accomplishments



HR sat in one interview panel for Sr. Collection Operator in Castle Rock Water

Continued to be a resource for employees and supervisors related to COVID-19 questions/concerns

Human Resources



Welcome!

Employee Orientation

One new full-time employee came on board during June

Congratulations!

Performance Evaluations

HR on **July 7** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in June reviewed **38** 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 June due to COVID-19 budget reductions

Well done!

Training

There were no training classes in June due to COVID-19 budget reductions



Key Accomplishments



Held 73 hearings

Closed out 134 cases through plea by mail offers

Working through workflow processes for in-person court with social distancing

Successfully held drive-through court

Municipal Court



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

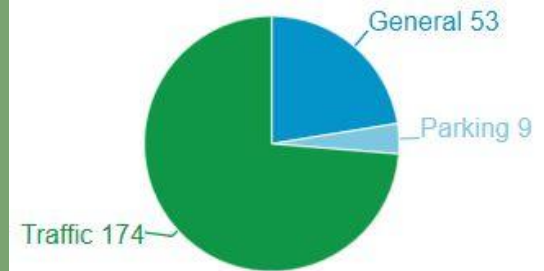
Total cases filed in Castle Rock Municipal Court: 2018-2020



	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	203	238							

Total cases filed in Castle Rock Municipal Court by type:

June 2020



June 2019

