

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 replacement of Pool Dehumidification Unit (PDU) for the leisure pool at the Recreation Center

Completed furniture installation at the new Public Safety Training Facility

Started LED lighting retrofit project at Town Hall

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

Completed backflow preventer inspections for the year and bi-annual lift inspections

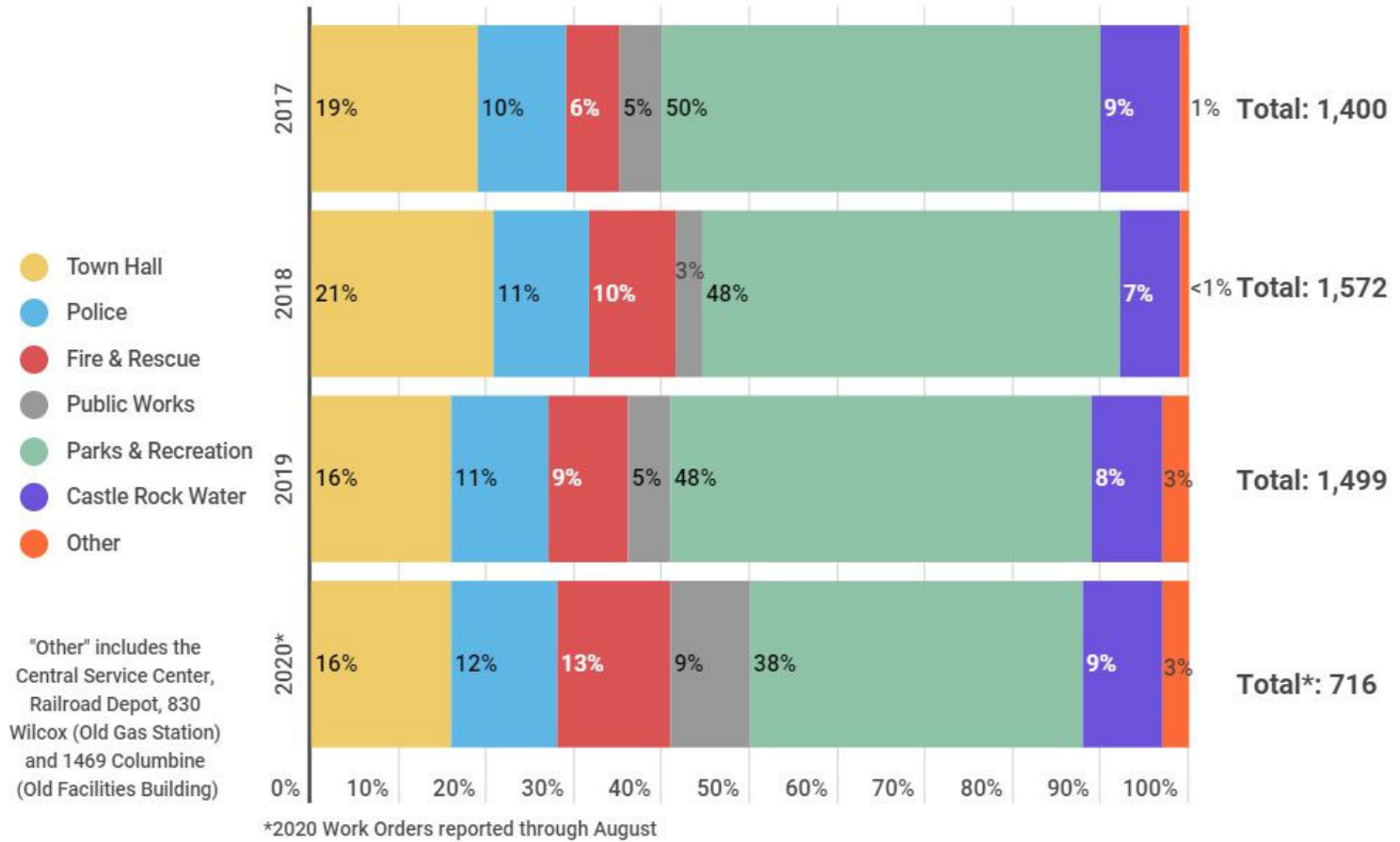
Continued facility sanitizing and disinfecting related to COVID-19 needs

Facilities



Facilities Department

General Maintenance Work Order % by Department

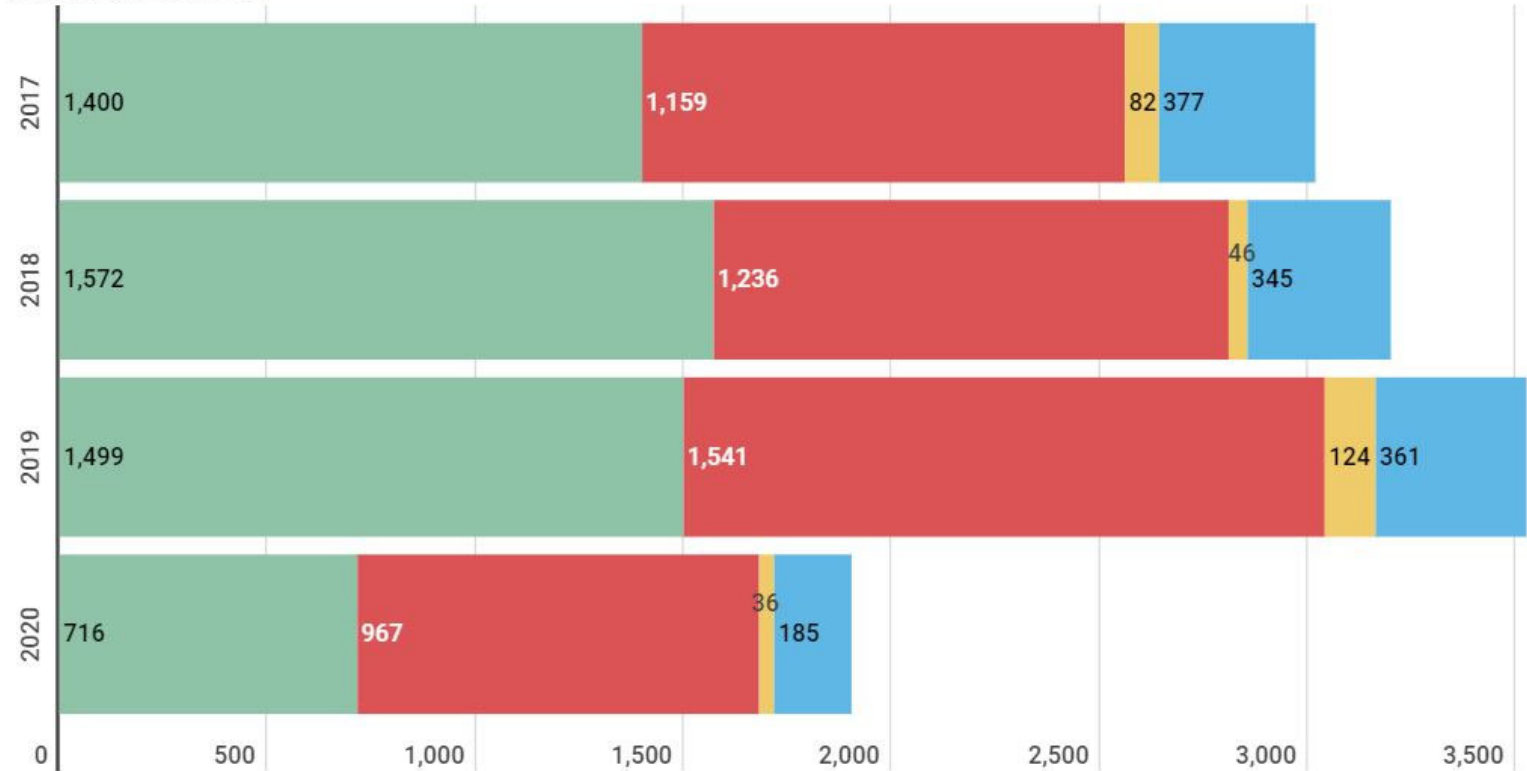


Facilities



Facilities Department

All Work Orders



*2020 Work Orders reported through August

● 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



Upgrades to Recreation Management Software, Cartegraph OMS, and GlobalProtect

Performed 1 remote training class and presented in the Town Civic Academy

Restructured and applied new security policies to all Town computers

Division of Innovation and Technology



Help Desk

Addressed **382** total tickets, with an average time to resolve of **62** hours

There were **no** emergency tickets this month

There were **45** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **260** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **44** total tickets, with an average open-to-resolve time of **109** hours

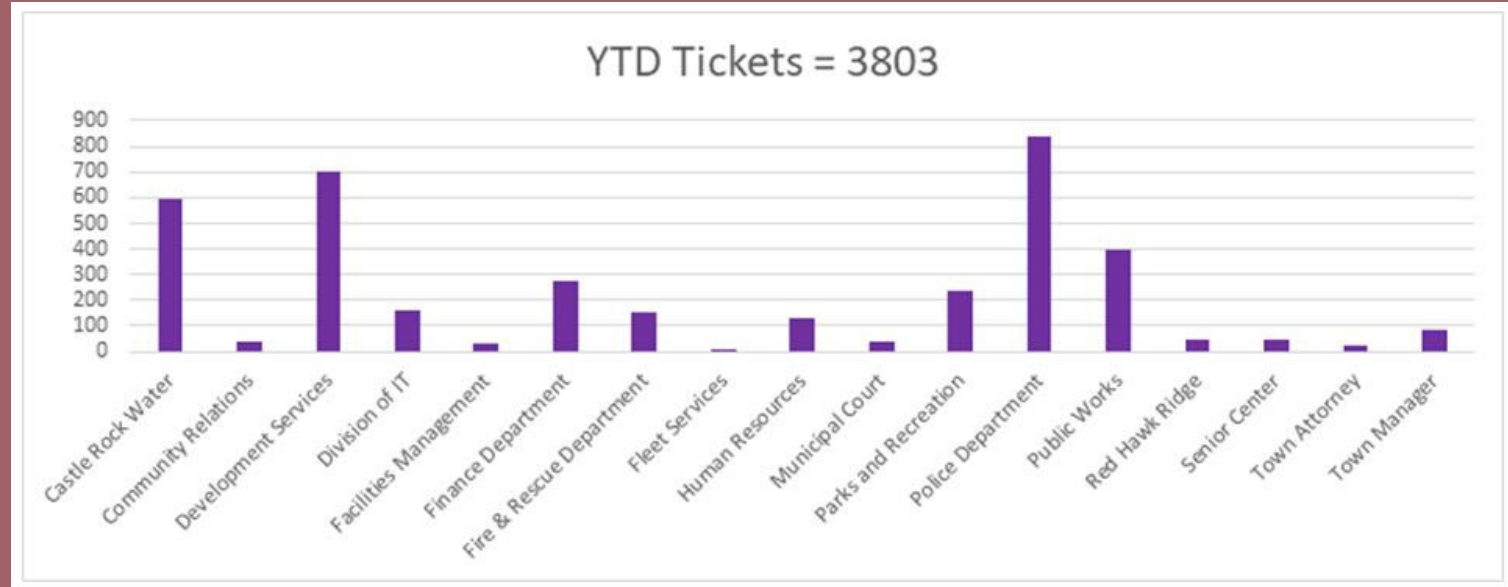
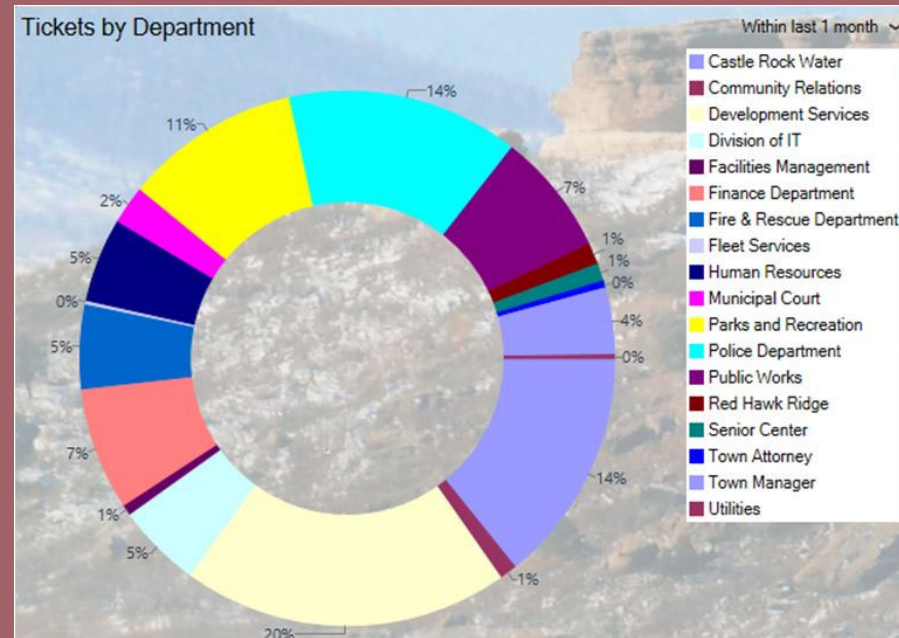
There were no annexations in August

There were **two** zoning changes in August, which were reflected within the GIS database map within two weeks of receipt, for a **100%** completion rate (90% is goal)

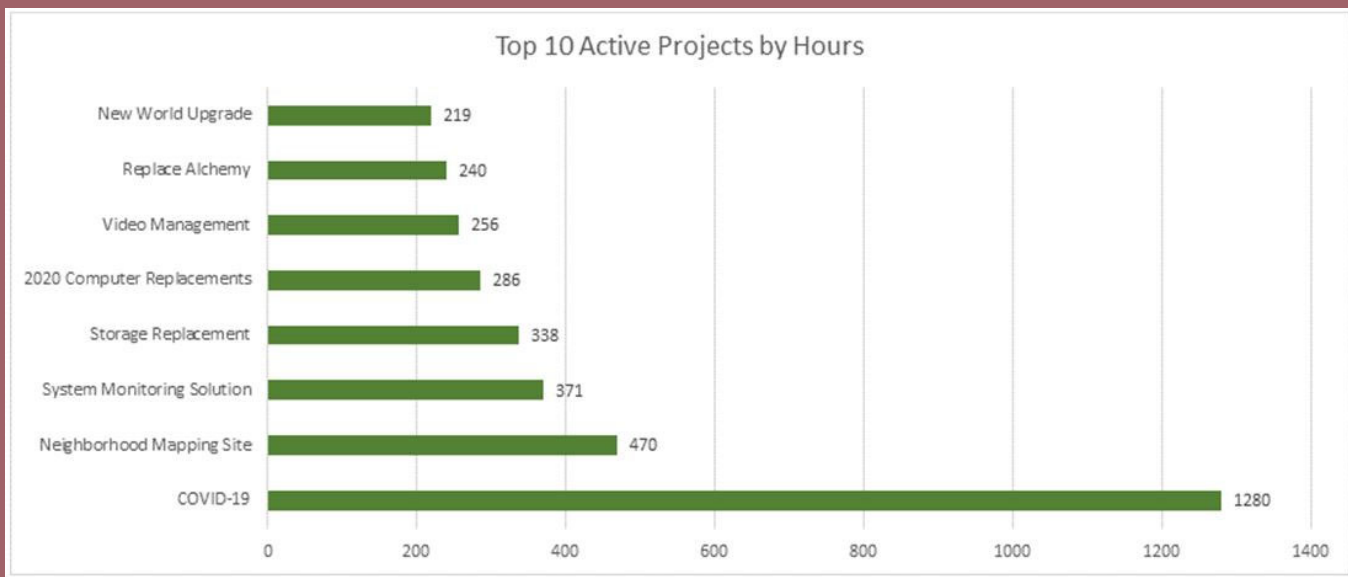
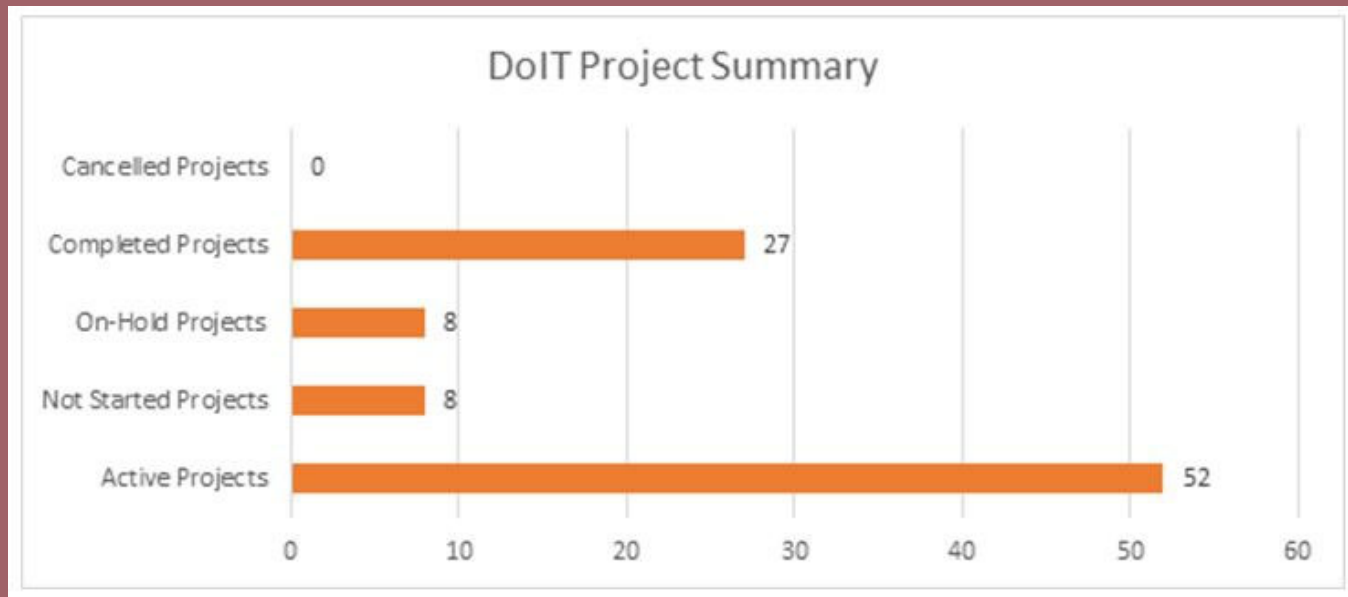
There were **two** parcel updates in August, which were reflected within the GIS database map within four weeks of receipt, for a **100%** completion rate (90% is goal)

There were **17** In Your Backyard requests completed this month

Division of Innovation and Technology



Division of Innovation and Technology



Key Accomplishments



In August, Community Relations worked with Vladimir Jones to launch the Castle Rock back-to-school marketing campaign

The team also completed the Your Town Talk newsletter and three entertaining and informative videos

Key Accomplishments

Staff during August provided information about:



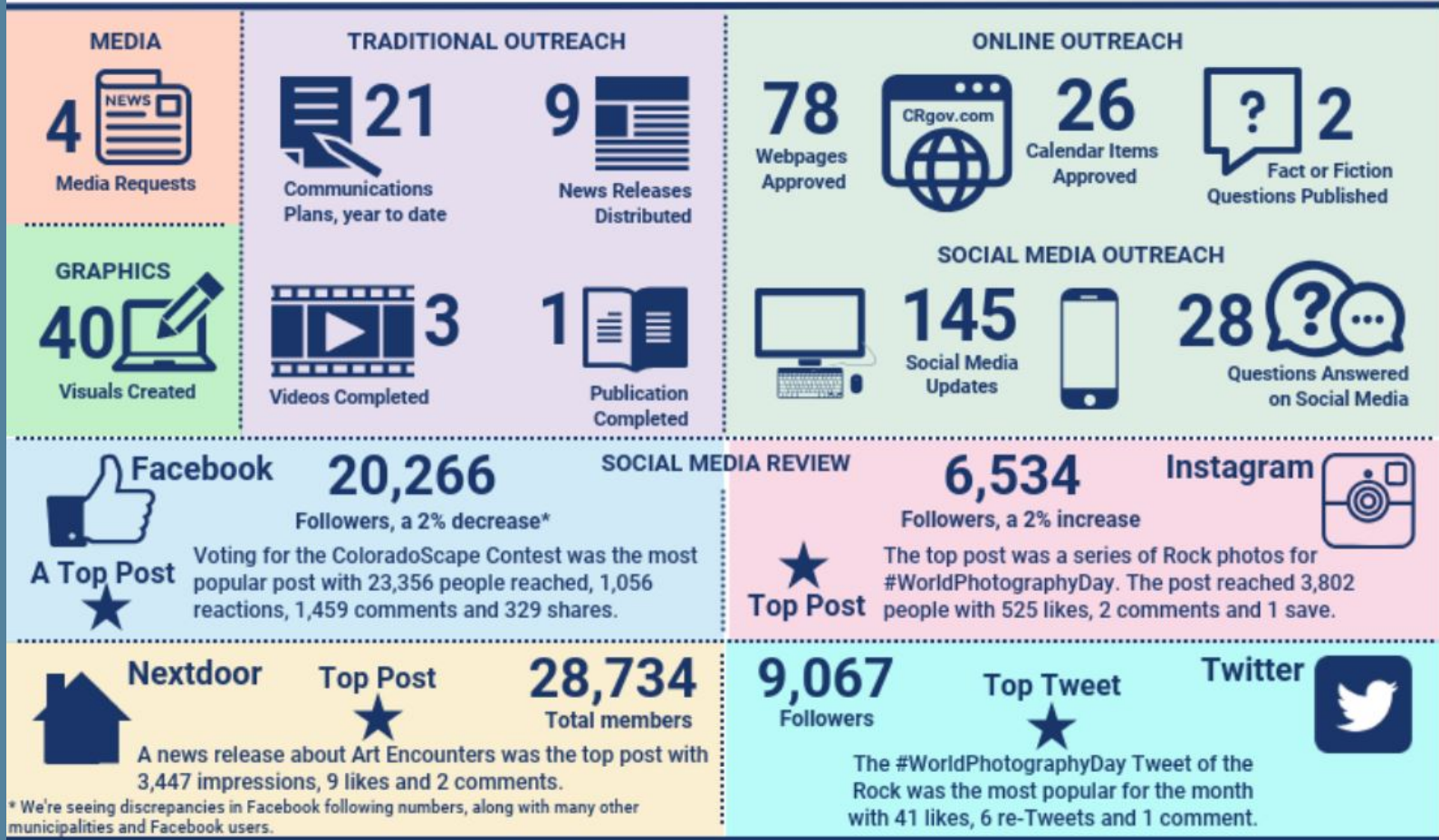
- [Encounter art in a whole new way; new public art sculptures on display in Castle Rock](#)
- ['Fill the boot' with Castle Rock Fire and Rescue's e-drive](#)
- [Born to run? Don't miss the Castle Rock 5K Sept. 4](#)
- [Spend 'these days' at First Fridays featuring the Fooz Fighters Sept. 4](#)
- Music lovers will learn how to 'be like a cowboy' at Randy Houser concert Aug. 29
- Aug. 18 Council update
- [Increased fire danger prompts Town to implement Stage 2 Fire Restrictions](#)
- Upcoming closures of Lake Gulch Road and Gilbert Street
- Conquer the call to conserve; Mayor Gray invites residents to take the pledge to be more water conscious

Hyperlinked items were available as of Sept. 3.

Community Relations

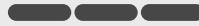


Community Relations ■ August 2020 Report




* We're seeing discrepancies in Facebook following numbers, along with many other municipalities and Facebook users.





Key Accomplishments



HR participated in interviews for
Castle Rock Water Meter Services
Supervisor, Development Services
Assistant Director, HR Manager and
Assistant Town Attorney

HR presented at Your Town
Academy “Your Town Inside”

Human Resources



Welcome!

Employee Orientation

Two new full-time employees came on board during August

Congratulations!

Performance Evaluations

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

HR in August reviewed **36** 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 **two** recognitions in August

Well done!

Training

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

Key Accomplishments



The court completed the hiring process for the Court Specialist position, starting with the Court on September 21st

The Court held a Webex hearing with a defendant that is being held in the El Paso County Jail. Prior to Covid-19, the Town through our Police Department, would have been required to provide secure transportation both to and from the El Paso County jail, so that the defendant could appear in person

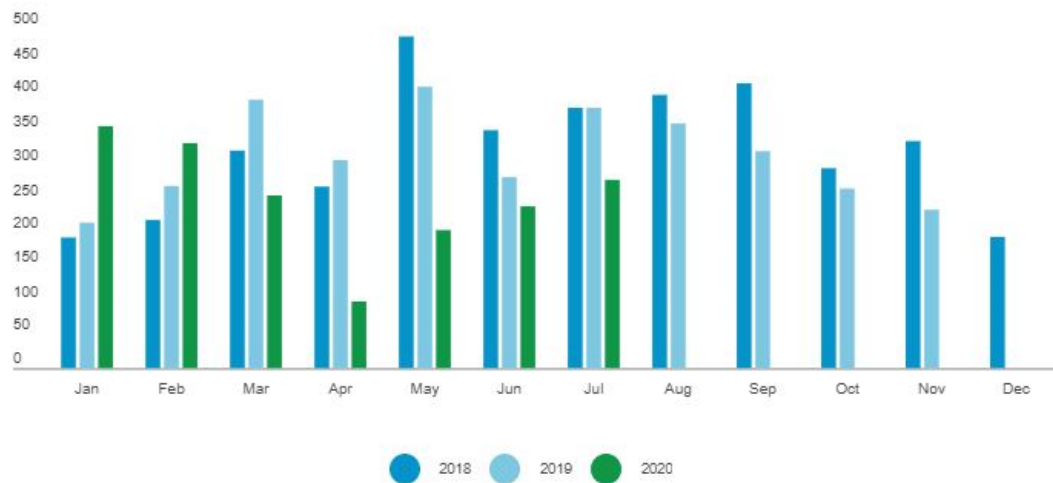
The Court requested and successfully completed an Outstanding Judgement and Warrant, OJW, audit with the Department of Motor Vehicle. An OJW is an action that places a lien against a person's driving privilege. The Court may issue an OJW hold when a person fails to appear on a ticket, fails to pay a ticket, or fails to complete a court order in a case.

Municipal Court



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

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	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	161	277	142					

Total cases filed in Castle Rock Municipal Court by type:

