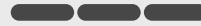


Town Manager's Office



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



Preparation for numerous projects including extractor installation at three fire stations, painting of three Castle Rock Water facilities, replacement of fleet bay doors, and installation of furniture enhancements at Town Hall and the Service Center

Completed pergola installation at the Public Safety Training Facility

Continued LED lighting retrofit project at Town Hall

Continued support on numerous projects including:

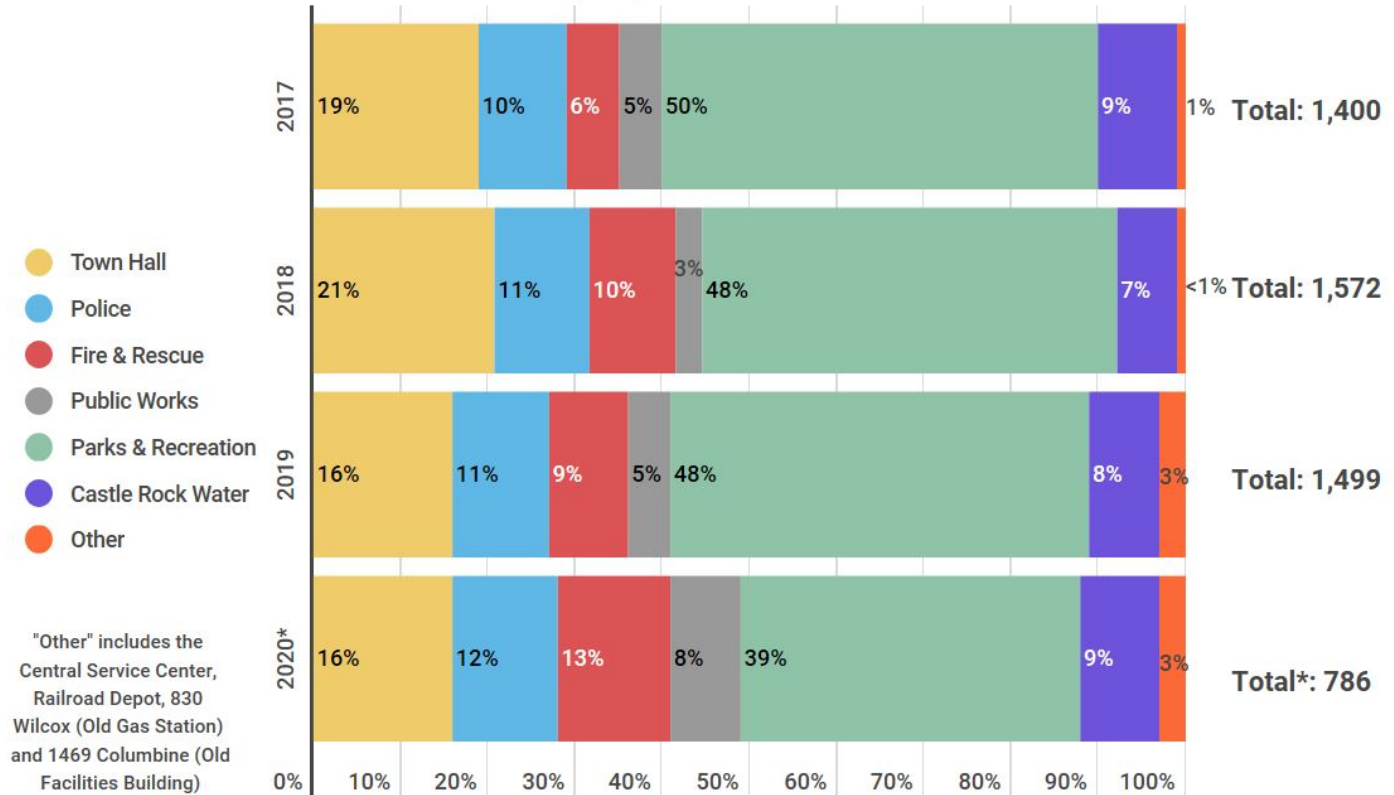
- Public Safety Training Facility
- Encore project work taking place on the west side of Town Hall
- 830 Wilcox site remediation

Continued facility sanitizing and disinfecting related to COVID-19 needs



Facilities Department

General Maintenance Work Order % by Department

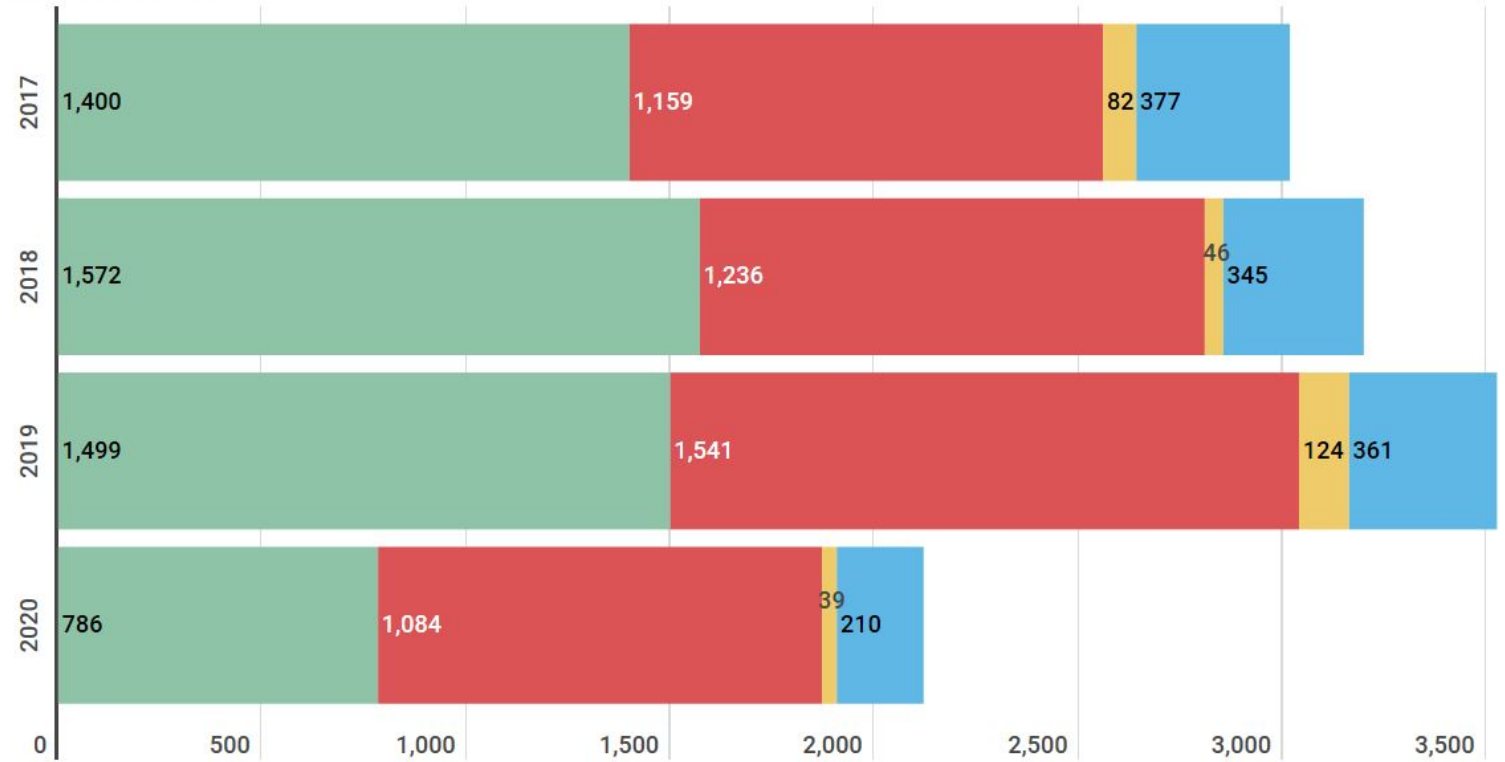


*2020 Work Orders reported through September



Facilities Department

All Work Orders



*2020 Work Orders reported through September

● 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



Police CAD New World 2019.2 upgrade go-live

Remotely conducted **two** Town-wide training classes

Implemented a new Email Security Application

Replaced end-of-life Wireless Access Points and Servers, patched domain controllers and firewalls with latest security updates



Help Desk

Addressed **430** total tickets, with an average time to resolve of **61** 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 **238** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **39** total tickets, with an average open-to-resolve time of **91** hours

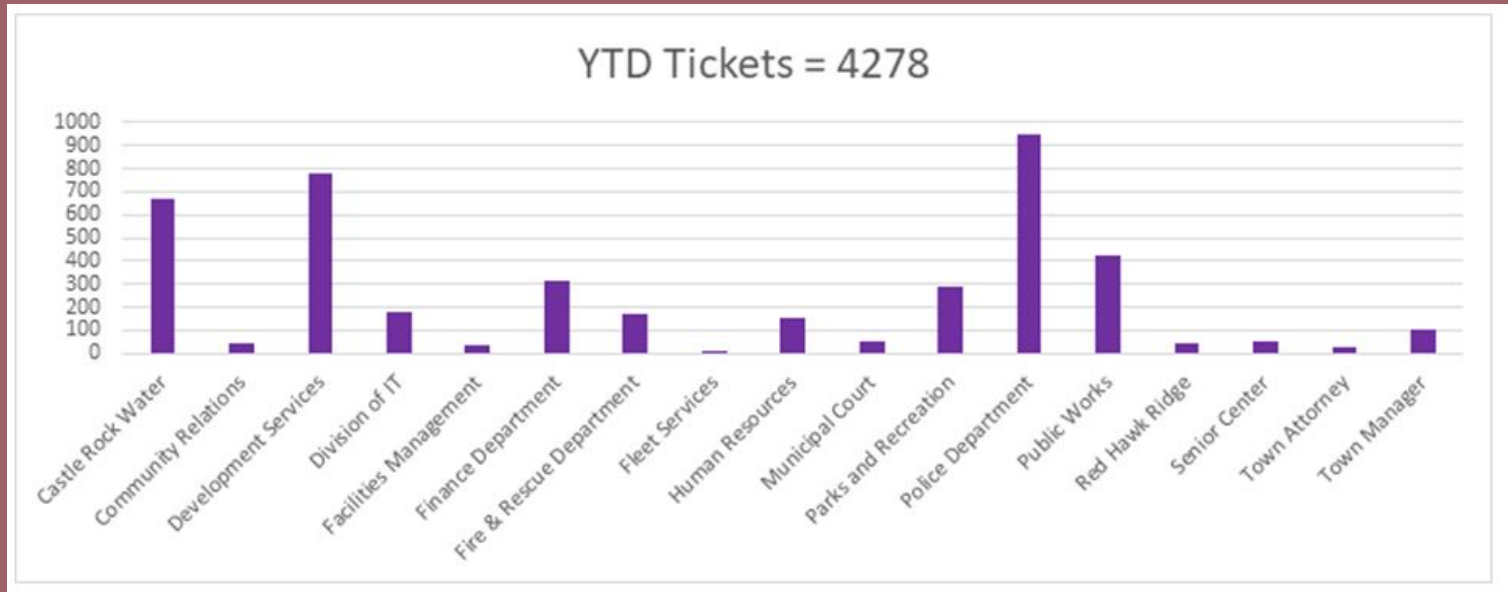
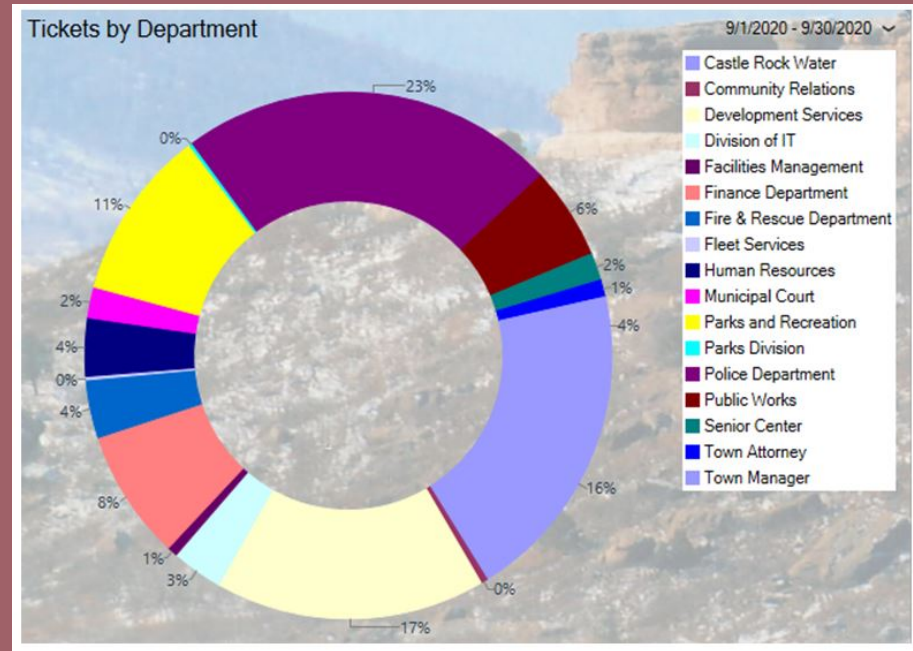
There was **one** annexation in September, which was reflected within the GIS database map within one week of receipt, for a **100%** completion rate (90% is goal)

There was **one** zoning change in September, which was reflected within the GIS database map within two weeks of receipt, for a **100%** completion rate (90% is goal)

There were **no** parcel updates in September

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

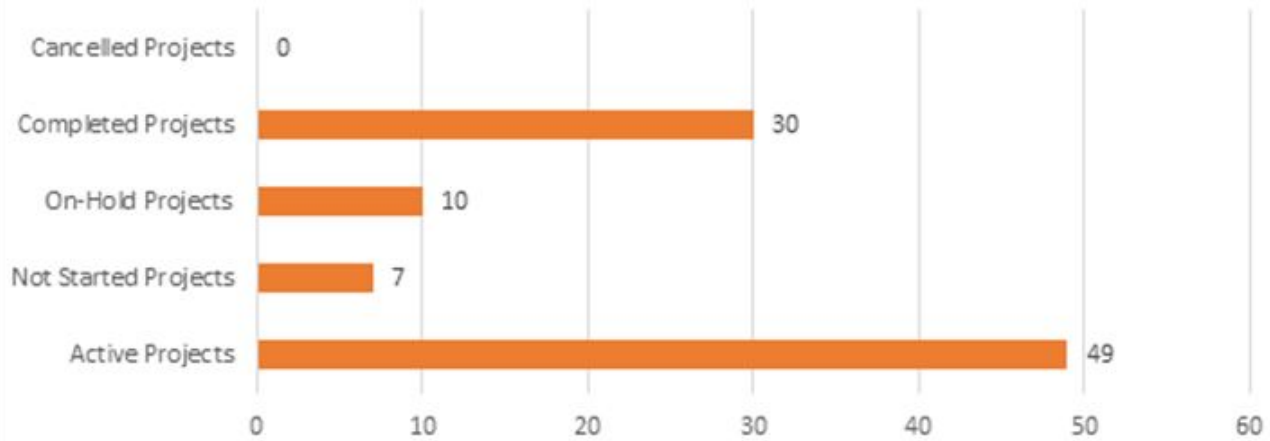
Division of Innovation and Technology



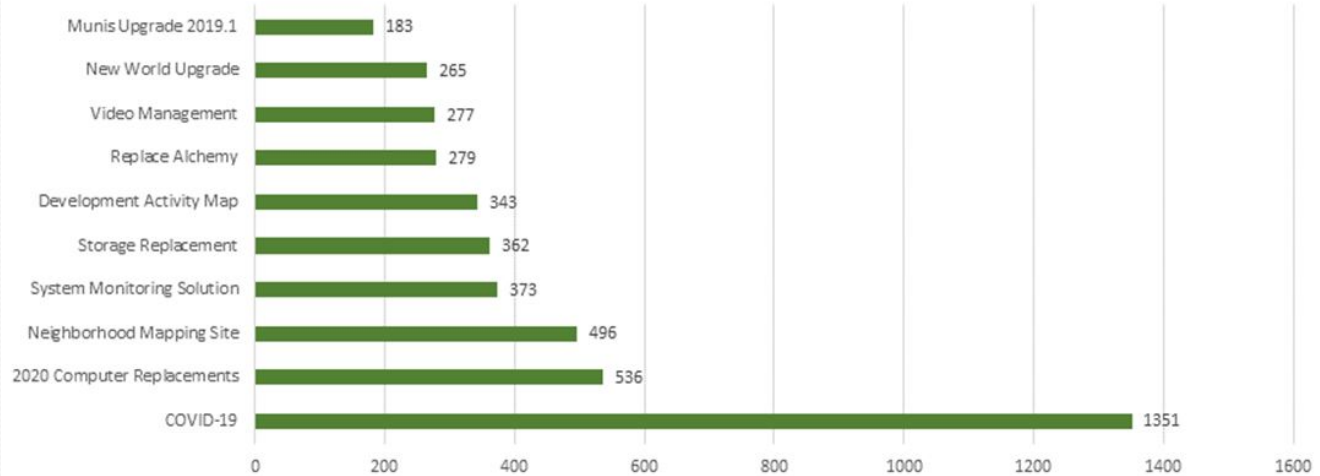
Division of Innovation and Technology



DoIT Project Summary



Top 10 Active Projects by Hours



Key Accomplishments



In September, Community Relations supported Councilmember Johnson's District 5 virtual open house

The team also completed **three** publications: Connect with Your Town / State of the Town postcard, PMP survey postcard and Your Town Talk newsletter

Additionally, **four** videos were completed, including two Dorsey Pictures videos highlighting historical figures in Castle Rock history

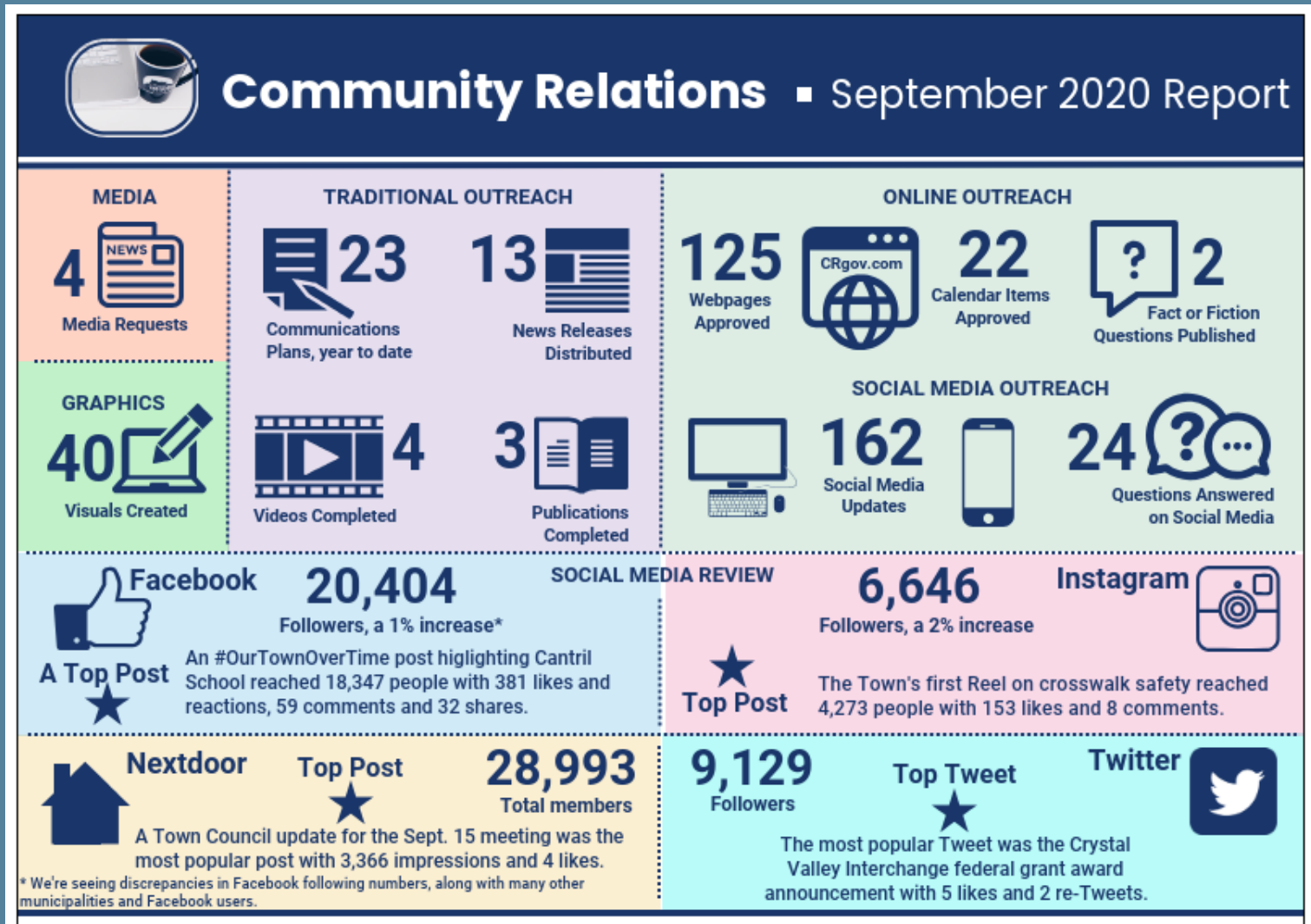
Key Accomplishments



Staff during September provided information about:

- [The return to wellness continues; Miller Activity Complex reopens Oct. 1](#)
- Satisfy your wanderlust with weekly guided hikes
- [Town transitions from Stage 2 to Stage 1 Fire Restrictions](#)
- [Town Council to discuss several financial planning items Tuesday](#)
- Let's Talk Transit – summary report online for feedback
- [Town to receive \\$5.4 million BUILD Grant for Crystal Valley interchange project](#)
- All-vocal band Face rocks Castle Rock for free concert Sept. 17; registration opens Sept. 14
- Join Councilmember Johnson for District 5 virtual open house Sept. 22
- Celebrate trails and learn to liveBIG at Castle Rock Trail Festival Oct. 3
- Don't miss your chance to “escape” in Castle Rock at Yacht Rock Revue Sept. 12
- [Town Council candidates finalized for November election ballot](#)
- Sept. 1 and Sept. 16 Council updates

Hyperlinked items were available as of Oct. 6






Key Accomplishments



Welcomed Alex Gonzalez as the new Sr. HR Technician



Celebrated 2020 Years of Service for 180 employees



HR participated in interview panels for Sr. HR Technician, HR Manager, Financial Analyst and Finance Project Analyst

Human Resources



Welcome!

Employee Orientation

Seven new full-time employees came on board during September

Congratulations!

Performance Evaluations

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

HR in September reviewed **78** 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!

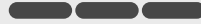
Employee Recognition

There were **29** recognitions in September

Well done!

Training

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



Key Accomplishments



Court Administrator Karla McCrimmon celebrated 25 years of employment with the Town

The Court is working on additional zoom processes for Court hearings

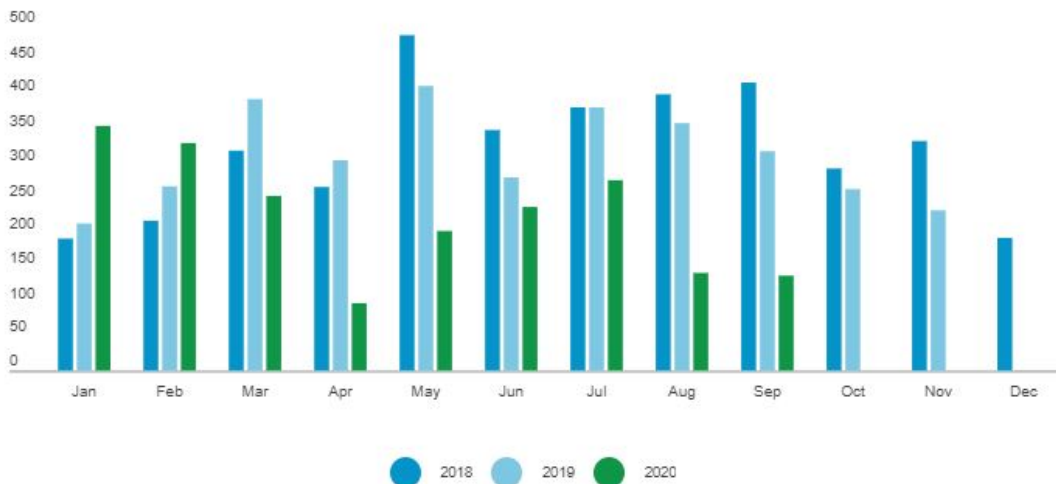
The Court is working on new COVID safe processes for our Santa's Second Chance Program

Municipal Court



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

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



Total cases filed in Castle Rock Municipal Court by type:

September 2020



September 2019

