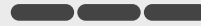


Town Manager's Office



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 HVAC planning for the new Water Administration building

Installed new fencing at the Public Works Service Center

Completed snow removal on Oct. 26

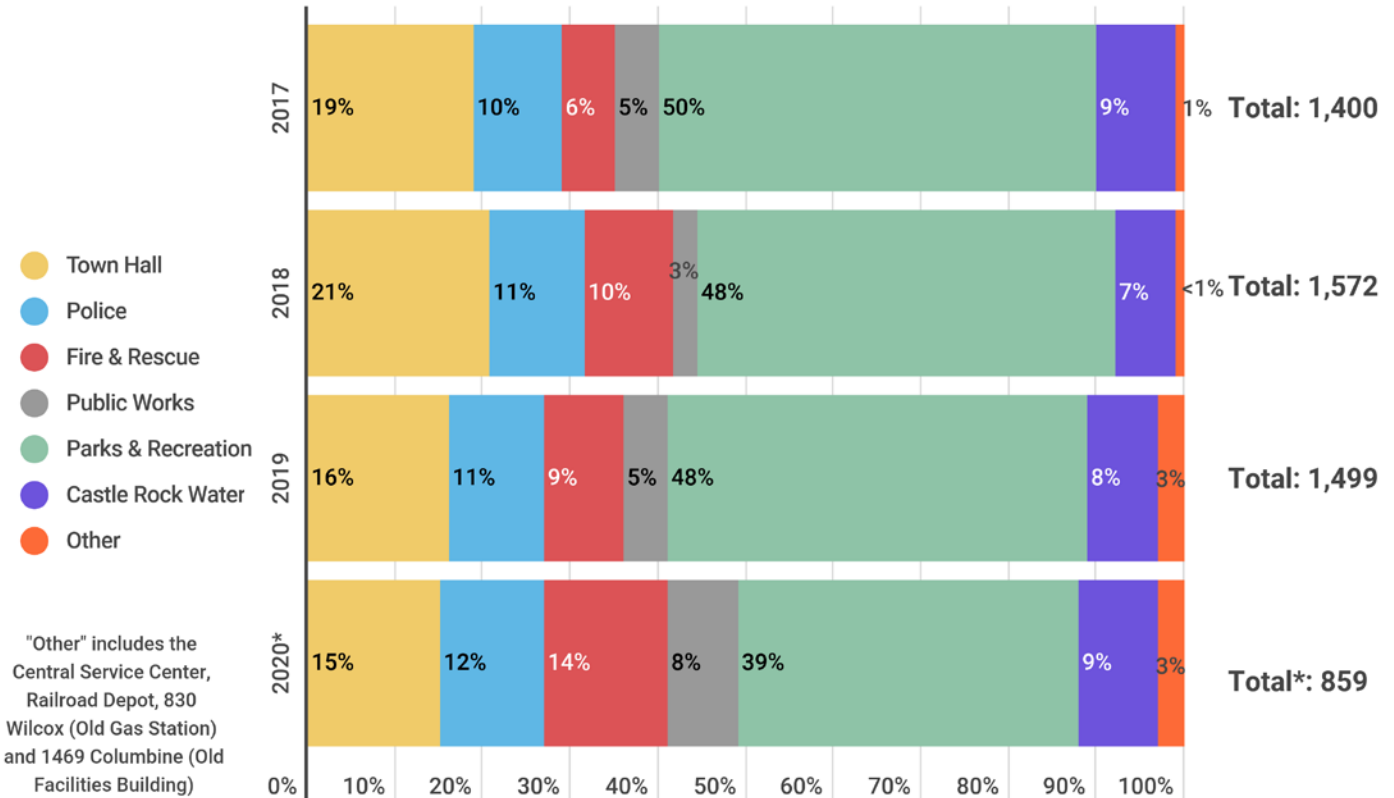
Completed emergency repairs on the Red Hawk Ridge fire sprinkler system

Completed enhancements to Town Hall cubicle areas to help prevent the spread of COVID, and continued facility sanitizing and disinfecting related to COVID-19 needs



Facilities Department

General Maintenance Work Order % by Department



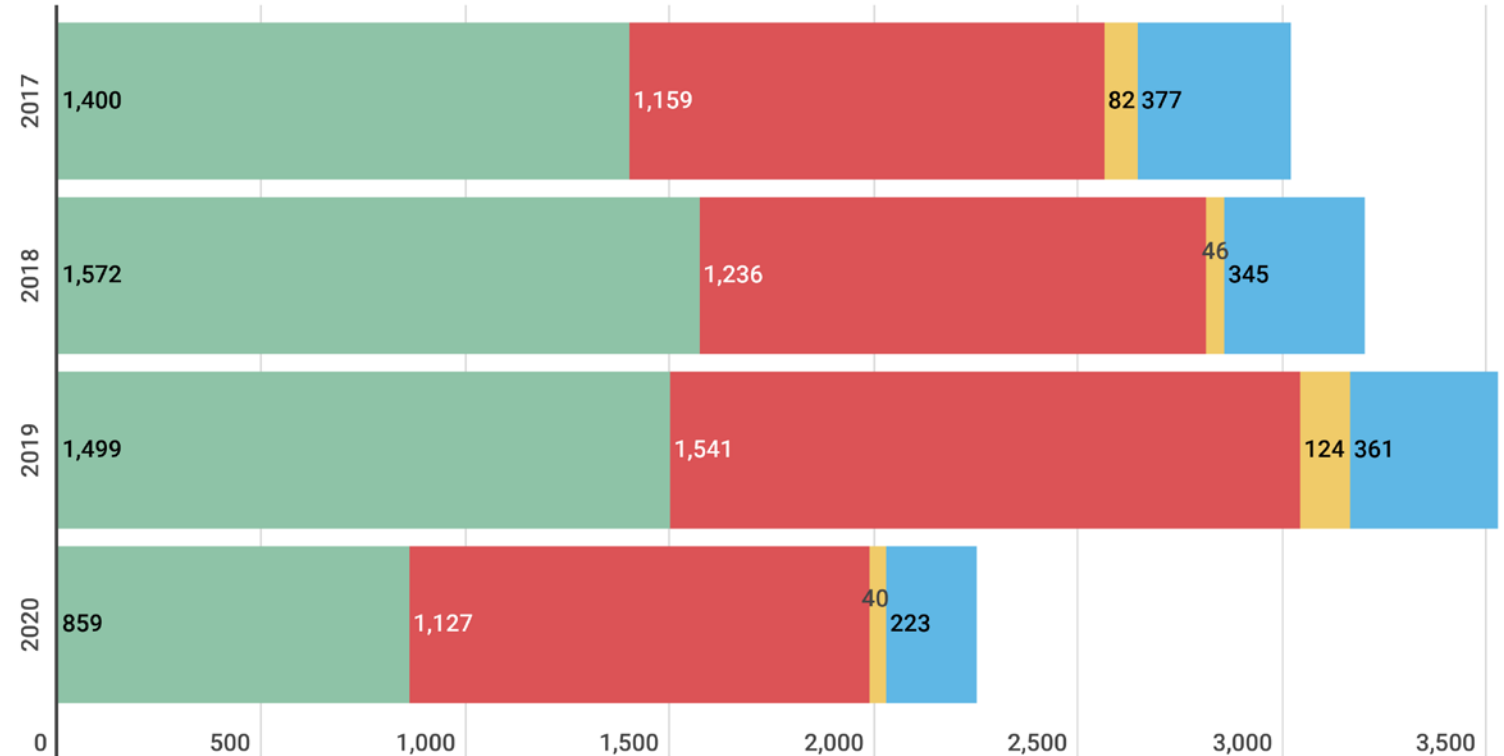
"Other" includes the Central Service Center, Railroad Depot, 830 Wilcox (Old Gas Station) and 1469 Columbine (Old Facilities Building)

*2020 Work Orders reported through October



Facilities Department

All Work Orders



*2020 Work Orders reported through October

● 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

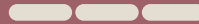


Conducted seven Townwide training classes

Successfully went “live” with the newly designed Development Activity Map

Successfully upgraded HR’s Munis system and fully updated GIS to the New World environment

Replaced connectivity switches at Town Hall and applied security patches to Firewalls



Help Desk

Addressed **414** total tickets, with an average time to resolve of **64** hours

There were **no** emergency tickets this month

There were **60** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **278** medium priority tickets this month, **95%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **42** total tickets, with an average open-to-resolve time of **139** hours

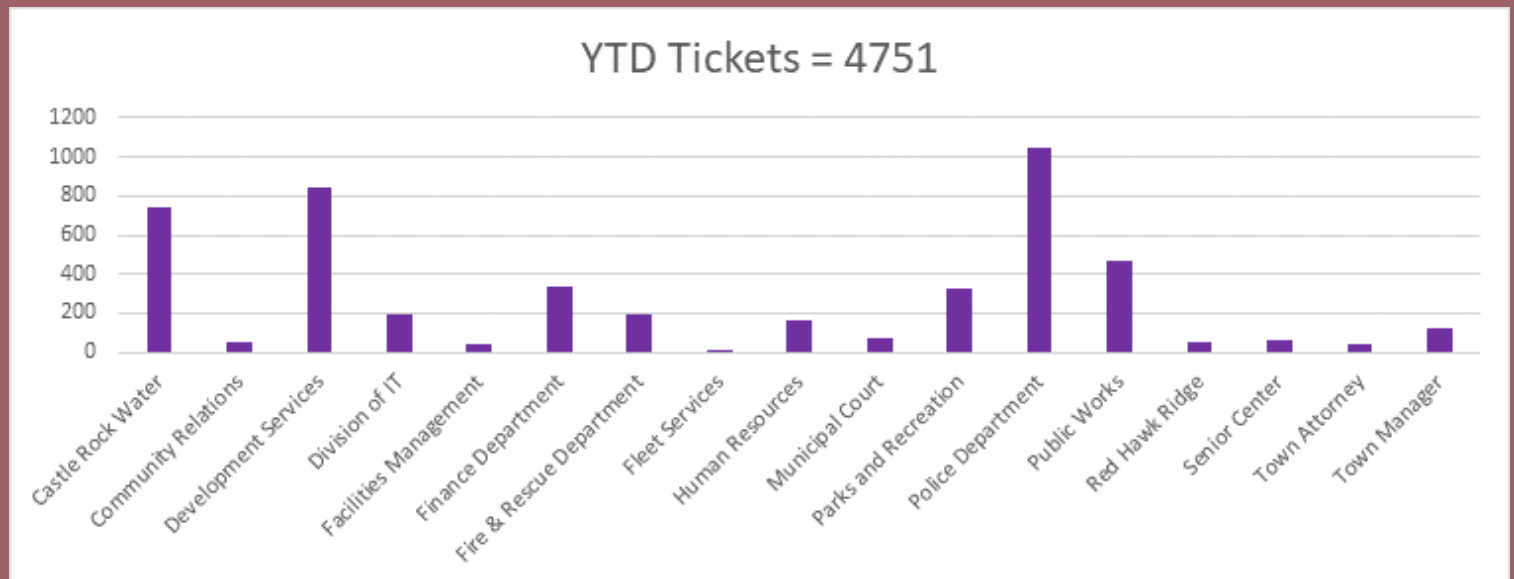
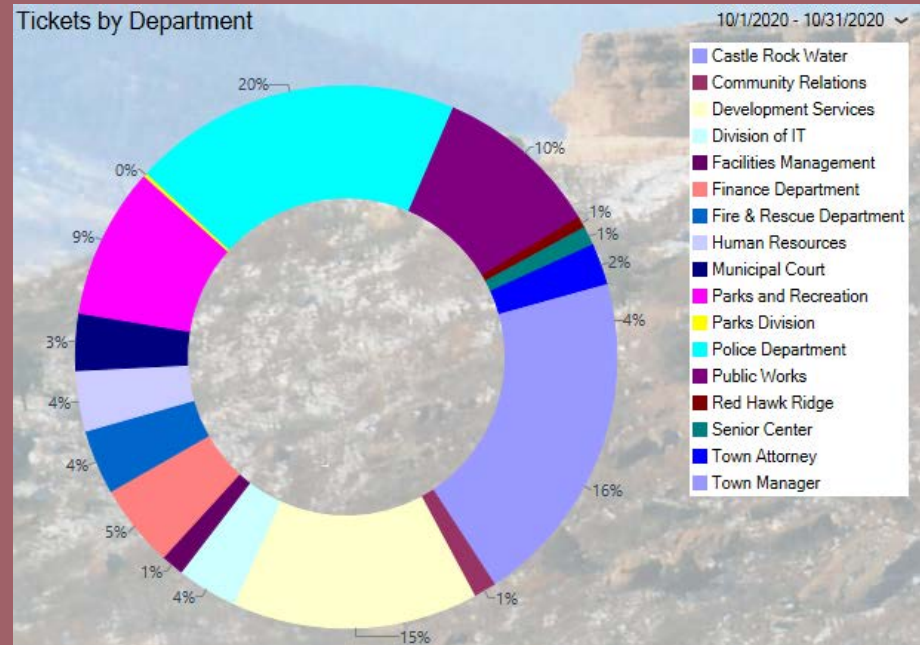
There were no annexations in October; the goal is to have 90% of annexations reflected within the GIS database map within one week of receipt

There were no zoning changes in October; the goal is to have 90% of zoning changes reflected within the GIS database map within one week of receipt

There were no parcel updates in October; the goal is to have 90% of parcel updates reflected within the GIS database map within one week of receipt

There were **11** In Your Backyard requests completed this month

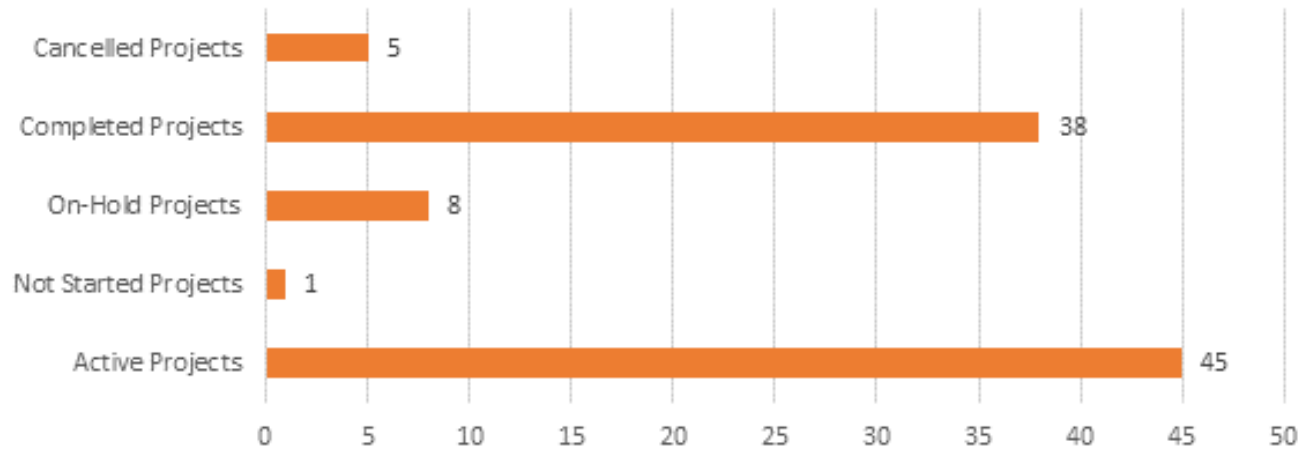
Division of Innovation and Technology



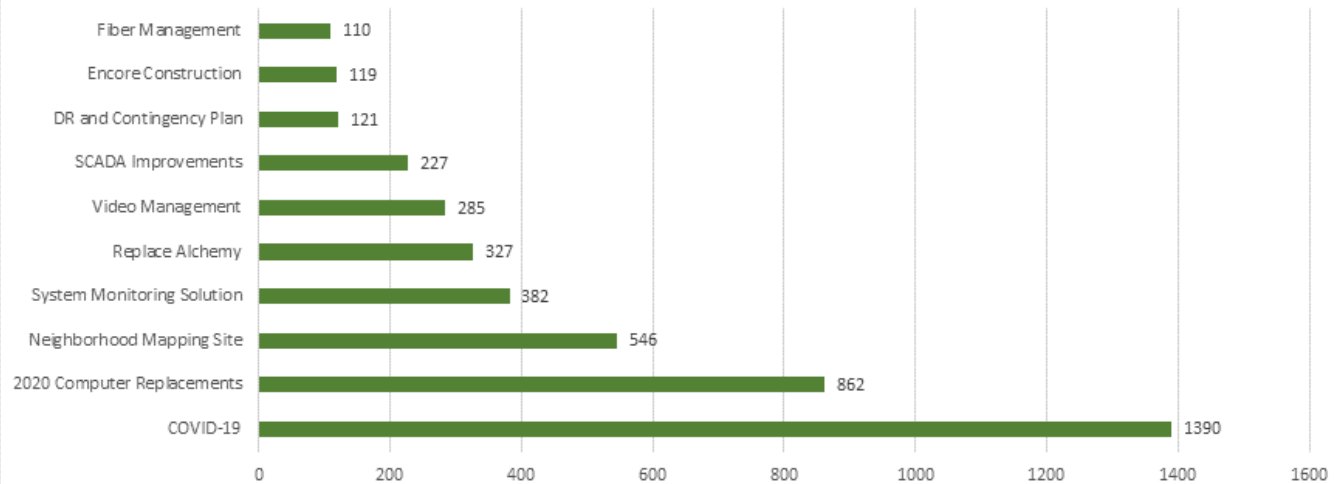
Division of Innovation and Technology



DoIT Project Summary



Top 10 Active Projects by Hours



Key Accomplishments



In October, Community Relations supported Mayor Gray's State of the Town VIP event and completed assets for the first phase of the "We've Got Outlets" Castle Rock holiday marketing campaign

The team completed **two** publications: PMP survey and Your Town Talk newsletter

Additionally, **four** videos were completed, including the 2020 State of the Town

Key Accomplishments



Staff during October provided information about:

- [Easy as pie? Submit an entry in the Town's Pie Bake-Off Nov. 7](#)
- [Help shape the future of public art in Castle Rock; complete a survey before Nov. 20](#)
- Fall fun and more at the Fall Festival Oct. 25
- Don't get spooked – fall break is almost here; register for camps today
- Castle Rock Fire encourages residents to 'Serve Up Fire Safety in the Kitchen!'
- Oct. 6 and 20 Town Council updates

Hyperlinked items were available as of Nov. 9



Community Relations ■ October 2020 Report

MEDIA

2 
Media Requests

TRADITIONAL OUTREACH

24 
Communications
Plans, year to date

7 
News Releases
Distributed

ONLINE OUTREACH

75
Webpages
Approved



26
Calendar Items
Approved

5 
Fact or Fiction
Questions Published

GRAPHICS

47 
Visuals Created

4 
Videos Completed

2 
Publications
Completed

SOCIAL MEDIA OUTREACH



126
Social Media
Updates



18 
Questions Answered
on Social Media



Facebook

20,530

Followers, a 1% increase*

A Top Post
★

A video highlighting the history of Downtown street names reached 21,642 people with 576 reactions, 100 comments and 139 shares.

SOCIAL MEDIA REVIEW

6,734

Followers, a 1% increase

★
Top Post

A resident's photo of a baby enjoying the falling leaves in Town reached 3,589 people with 255 likes, 2 comments, 8 shares and 1 save.

Instagram



Nextdoor

Top Post
★

29,364
Total members

A news release about Fire Prevention Week reached 3,493 people.

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

9,129
Followers

Top Tweet
★

A re-Tweet of CRPD's Follow Friday giveaway was the top Tweet.

Twitter





Key Accomplishments



Welcomed Sheryl Coffey as the new Human Resources Manager!

HR participated in interview panel for Payroll Technician

Human Resources



Welcome!

Employee Orientation

Fourteen new full-time employees came on board during October

Congratulations!

Performance Evaluations

HR on **Nov. 3** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in October reviewed **73** 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 **56** recognitions in October

Well done!

Training

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



Key Accomplishments



Staff has done a great job of demonstrating the Town Value of "We are adaptable and open to change" as we continue to make numerous changes due to the pandemic, while staying within all the legal guidelines of criminal and municipal court rules.

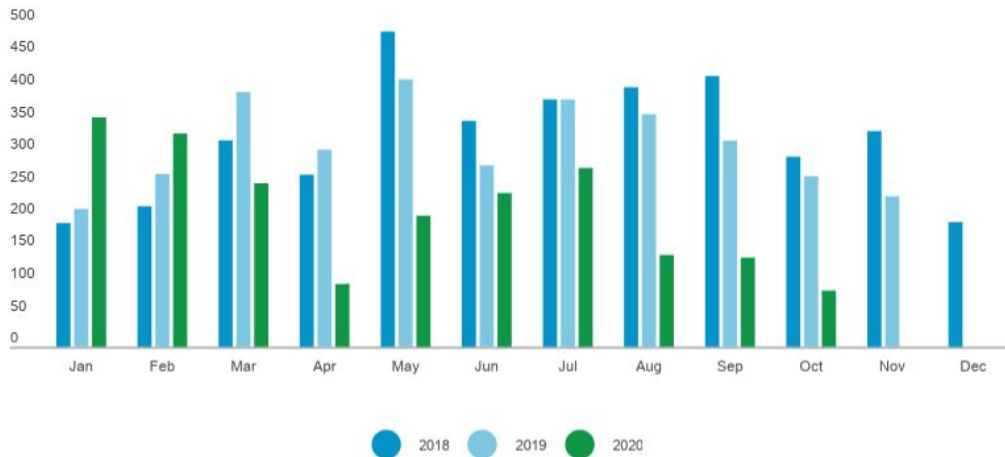
We updated the website with a fillable advisement of rights form that also allows us to capture defendants' phone numbers and email addresses for better communication.

We held our first virtual Teen Court training by Zoom .

Municipal Court



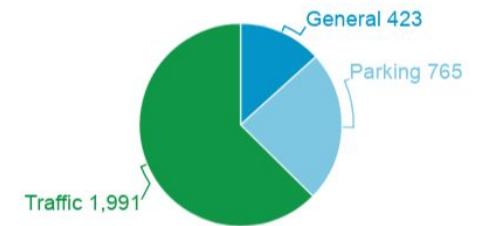
Total cases filed in Castle Rock Municipal Court: 2018-2020



	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	161	277	142	138	87			

Total cases filed in Castle Rock Municipal Court year-to-date by type:

October 2019



October 2020

