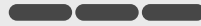


Town Manager's Office



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



Interviewed and hired Maintenance Tech I position

Awarded the 2021 HVAC contract after an extensive RFP process

Completed HVAC automation project at the Police Department

Completed generator and elevator inspections

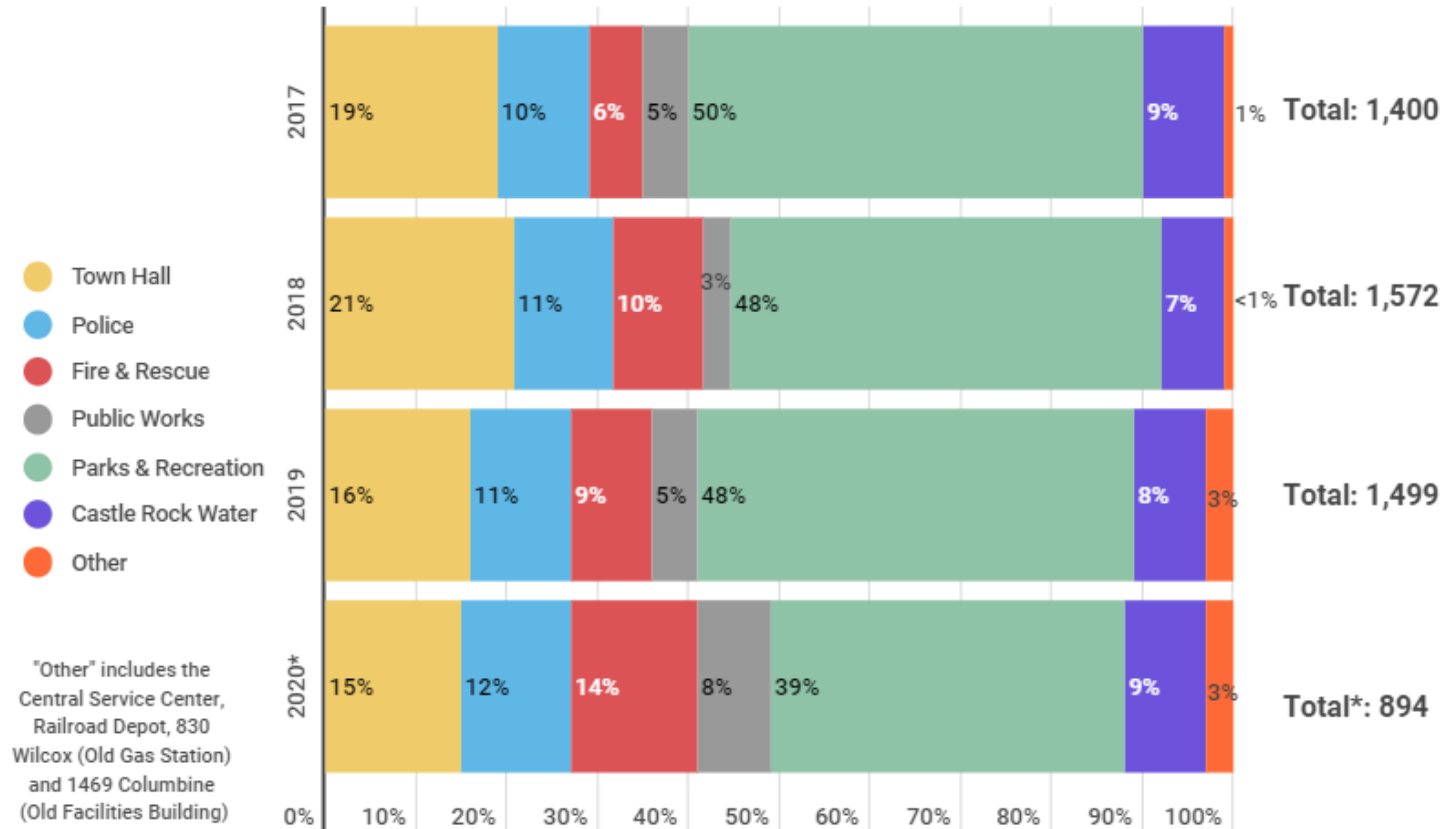
Ongoing assistance provided with demolition of the old facilities shop

Continued facility sanitizing and disinfecting related to COVID-19 needs



Facilities Department

General Maintenance Work Order % by Department



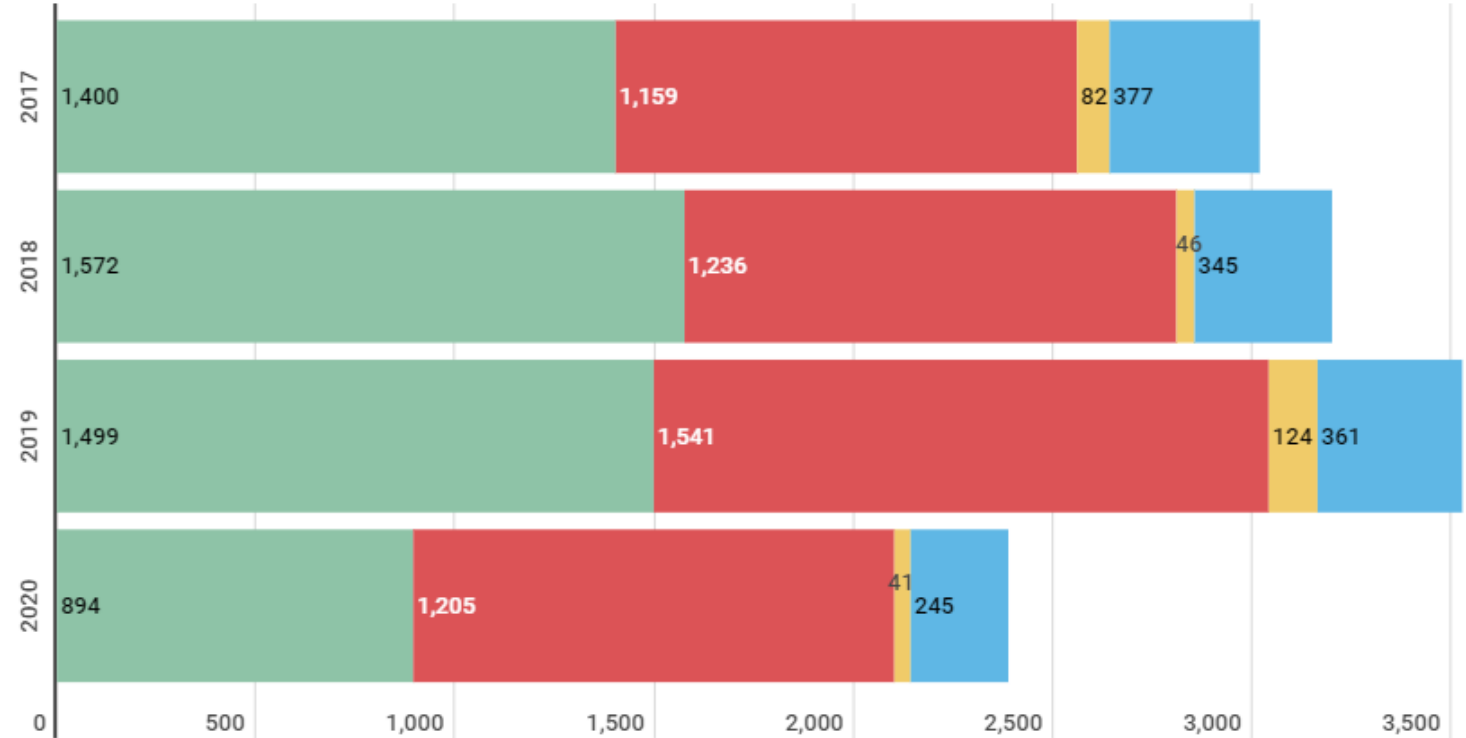
*"Other" includes the Central Service Center, Railroad Depot, 830 Wilcox (Old Gas Station) and 1469 Columbine (Old Facilities Building)

*2020 Work Orders reported through November



Facilities Department

All Work Orders



*2020 Work Orders reported through November

● 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 Town applications - TrakIt, Bomgar, Full Court, and Lansweeper

Performed 3 Town-wide training courses

Go-Live of the new Neighborhood Mapping Site and the new GIS Data Catalog



Help Desk

Addressed **377** total tickets, with an average time to resolve of **77** hours

There were **no** emergency tickets this month

There were **63** urgent priority tickets this month, **97%** of which were resolved within two calendar days (85% is goal)

There were **193** medium priority tickets this month, **93%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

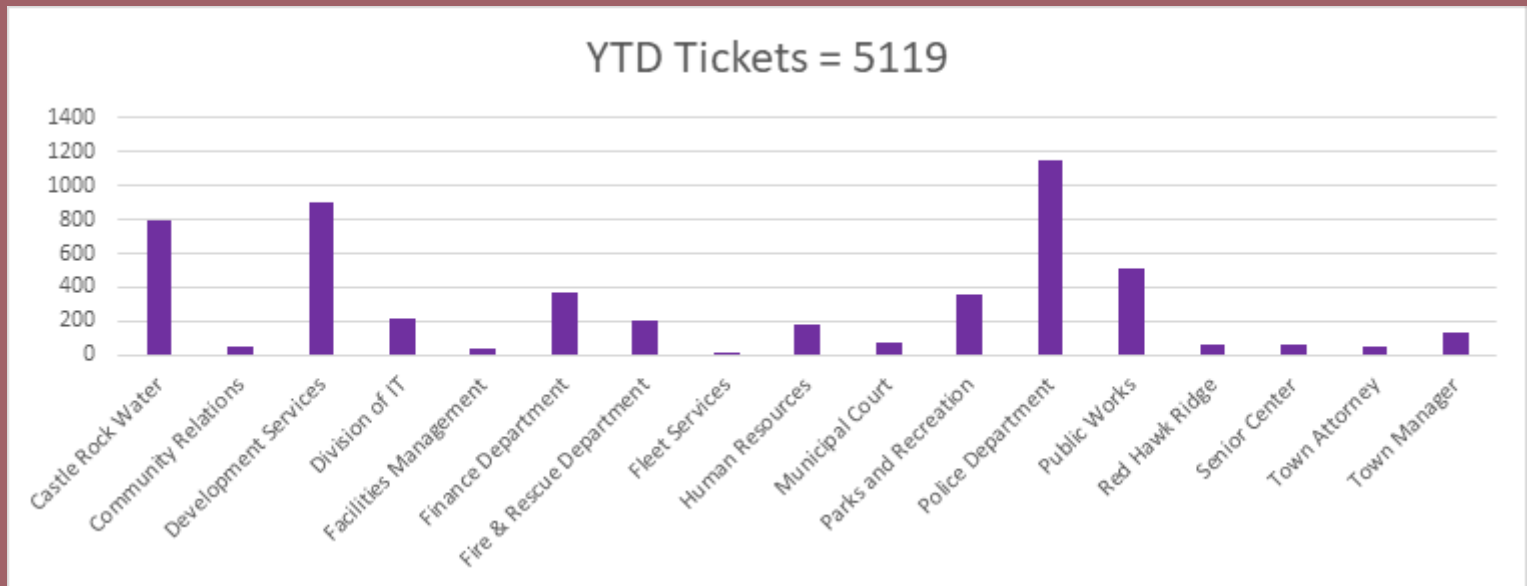
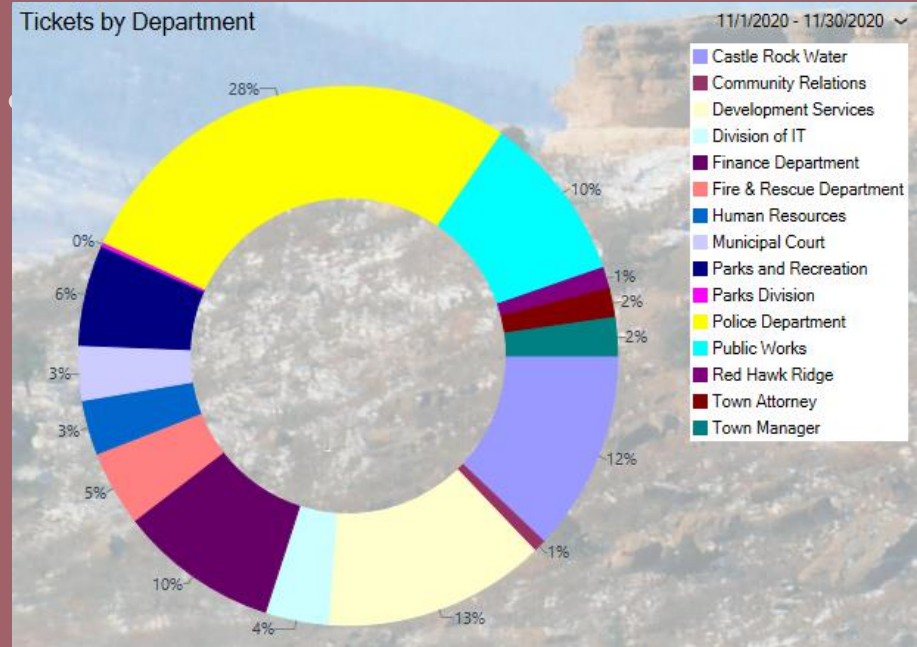
Addressed **19** total tickets, with an average open-to-resolve time of **109** hours

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

There was **one** parcel update in November; the goal is to have 90% of parcel updates reflected within the GIS database map within one week of receipt

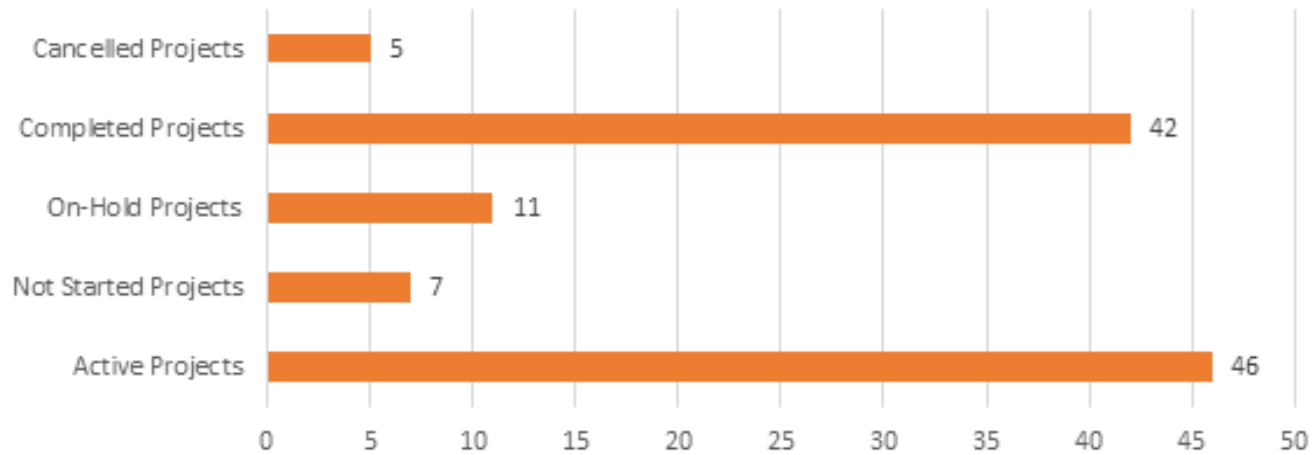
Division of Innovation and Technology



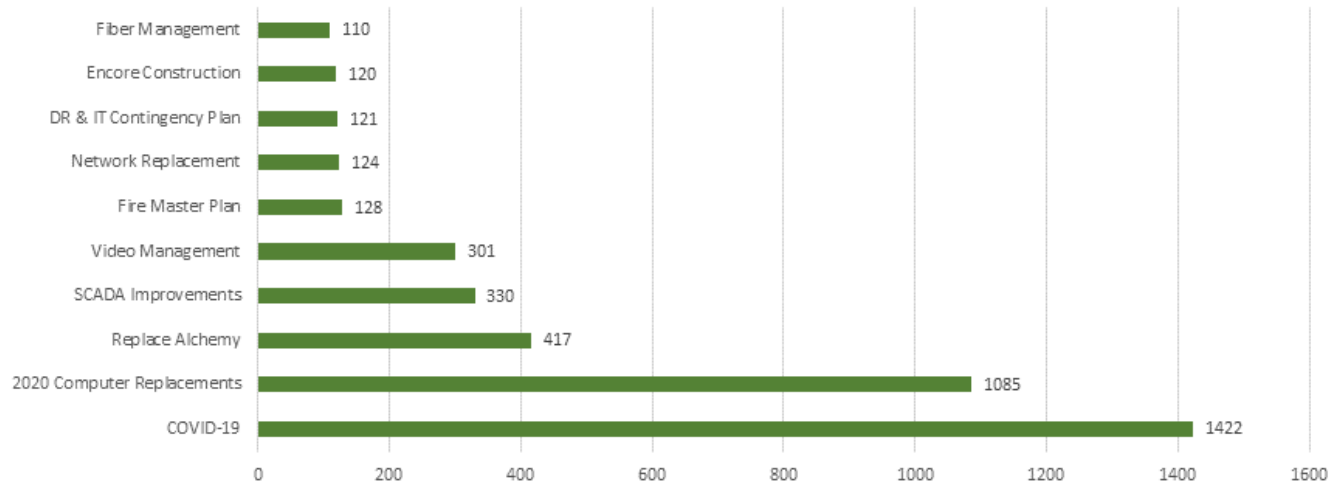
Division of Innovation and Technology



DoIT Project Summary



Top 10 Active Projects by Hours



Key Accomplishments



In November, Community Relations coordinated the Red Hawk Ridge Flag Dedication Ceremony and the Starlighting live stream

Through November, the team increased News and Announcement subscribers by **197**, or **11%**, utilizing the new website pop-up feature

The team also completed **three** publications: Outlook magazine, Crystal Valley Crosswalk postcard and Your Town Talk newsletter

Key Accomplishments



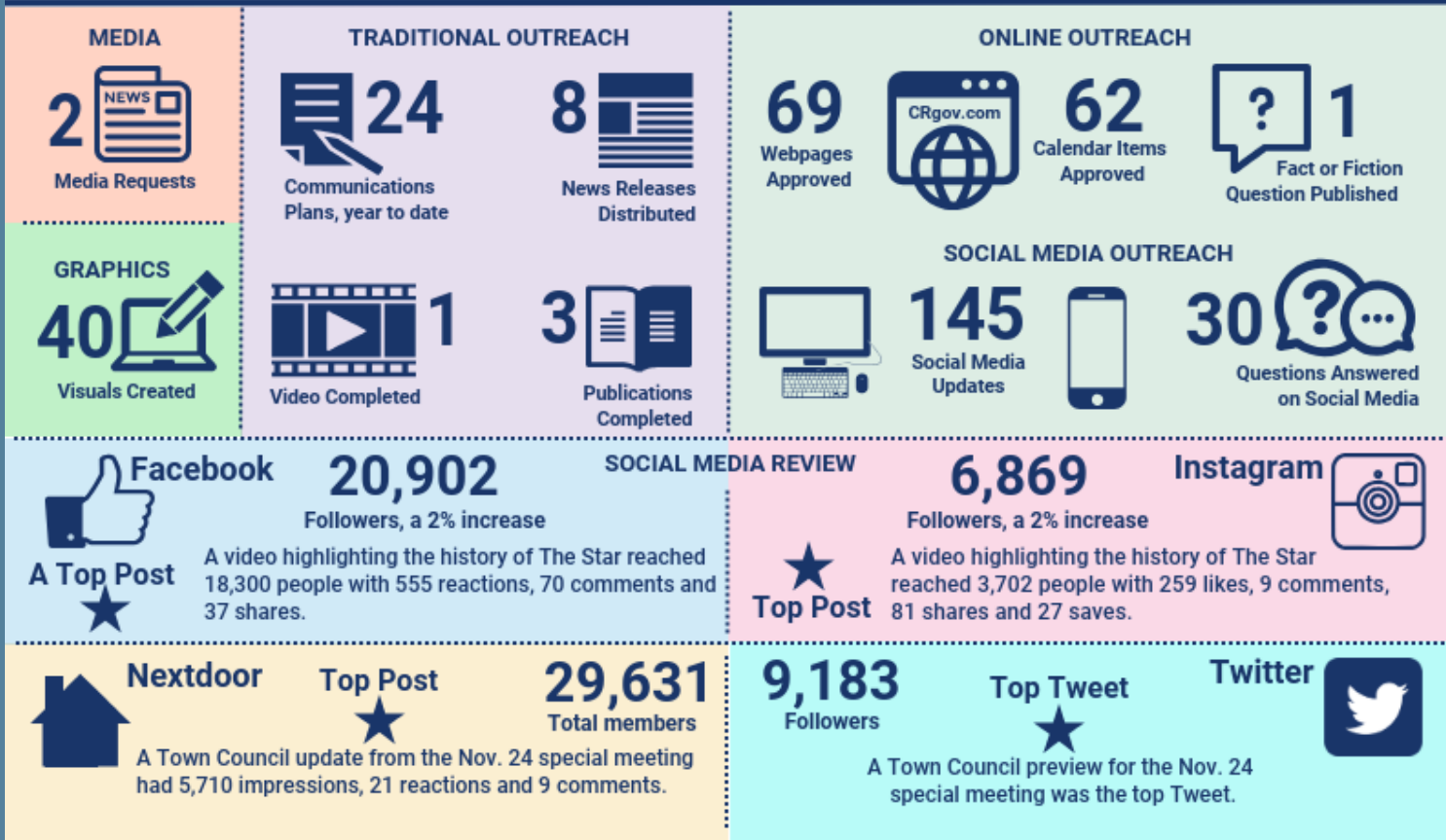
Staff during November provided information about:

- [Town Council approves third round of small business grants](#)
- [Castle Rock Parks and Recreation recognized for commitment to the community](#)
- [Season of the Star event series helps the holidays shine bright](#)
- [Town Development Activity Map gets an upgrade](#)
- Provide input as the Town improves access
- Town Council election results available on the Douglas County website
- Nov. 3 and Nov. 17 Council updates

Hyperlinked items were available as of Dec. 7



Community Relations ■ November 2020 Report





Key Accomplishments



HR hosted open enrollment
from November 2 through
November 13!

Human Resources



Welcome!

Employee Orientation

Six new full-time employees came on board during November

Congratulations!

Performance Evaluations

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

HR in November reviewed **27** 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 **48** recognitions in November

Well done!

Training

There were no training classes in November

Key Accomplishments



The Court completed the Adopt a Child portion of Santa's Second Chance. Town Employees adopted 97 kiddos from 34 different families. Employees fulfilled wish lists, wrapped and delivered presents to the municipal court. The police department delivered these presents directly to the families

The Court is working in conjunction with police records and prosecution to implement Evidence.com. This is a software that allows the sharing of video evidence through a link instead of producing discs for the purpose of discovery

The Court is working with Prosecution to hold criminal cases in a virtual format by zoom

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	161	277	142	138	87	229		

Total cases filed in Castle Rock Municipal Court by type:

