

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 sewer line repair at Fire Station #154

Installed new fire panel at Police Department

Completed fire panel, extinguisher and fire line inspections at Town facilities

Began onboarding/training for Jack Berry, Maintenance Tech I who started in early December. Welcome Jack!

Ongoing assistance provided with demolition of the old facilities shop

Continued facility sanitizing and disinfecting related to COVID-19 needs

Facilities



Facilities Division

General Maintenance Work Order % by Department

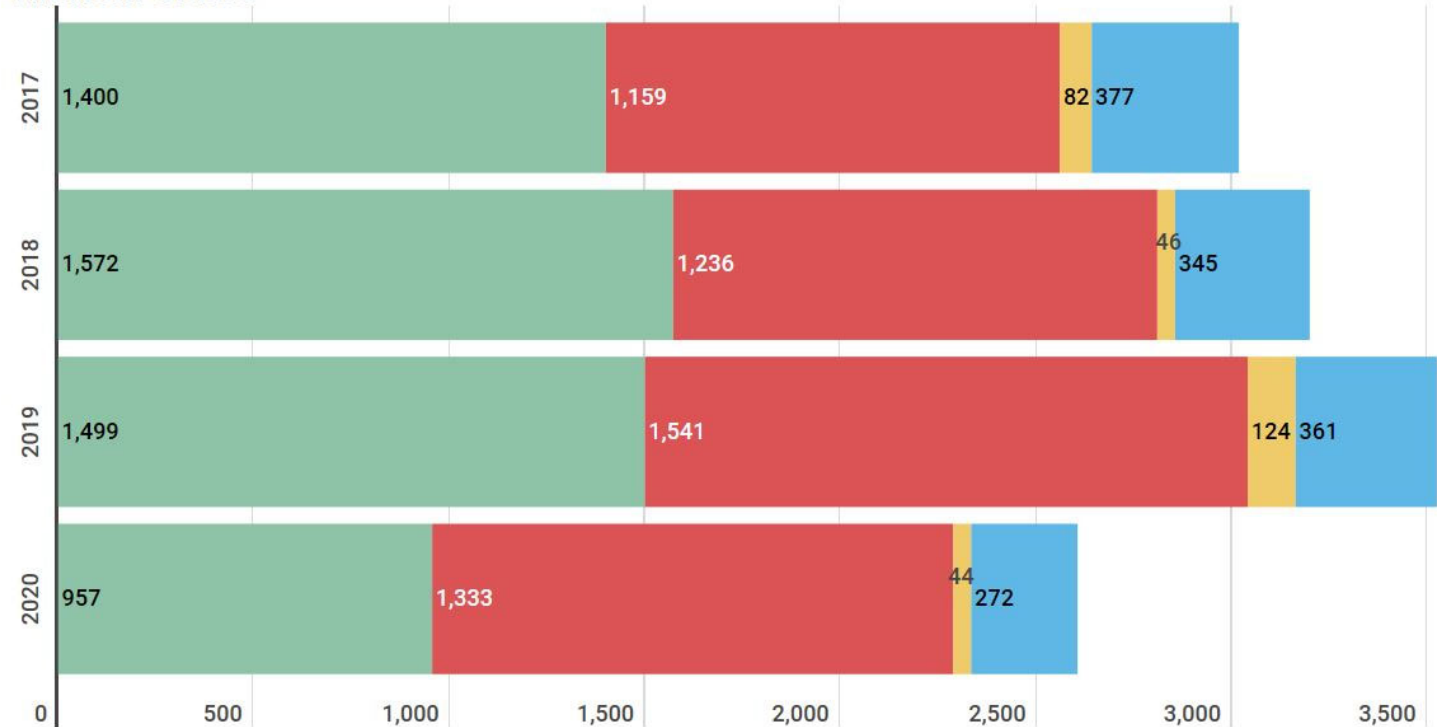


Facilities



Facilities Division

All Work Orders



*2020 Work Orders reported through December

● 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

2020 Overview



Facilities had a 26% reduction in total work orders in 2020 – dropping from 3,525 in 2019 to 2,606 in 2020. This is primarily due to the increase in remote working and closure of facilities related to COVID.

Key Accomplishments



Provided **three** customized training classes (**SQL** and **Legistar**) for the Parks & Recreation and Legal departments

Completed the deployment of **220** laptops to support the remote working environment

Performed updates to **Full Court** (Municipal Court) and **Cisco Jabber** (communications)

Go-live of the **Santa Tracker** interactive mapping site

Division of Innovation and Technology



Help Desk

Addressed **349** total tickets, with an average time to resolve of **87** hours

There were **no** emergency tickets this month

There were **50** **63** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **188** medium priority tickets this month, **93%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

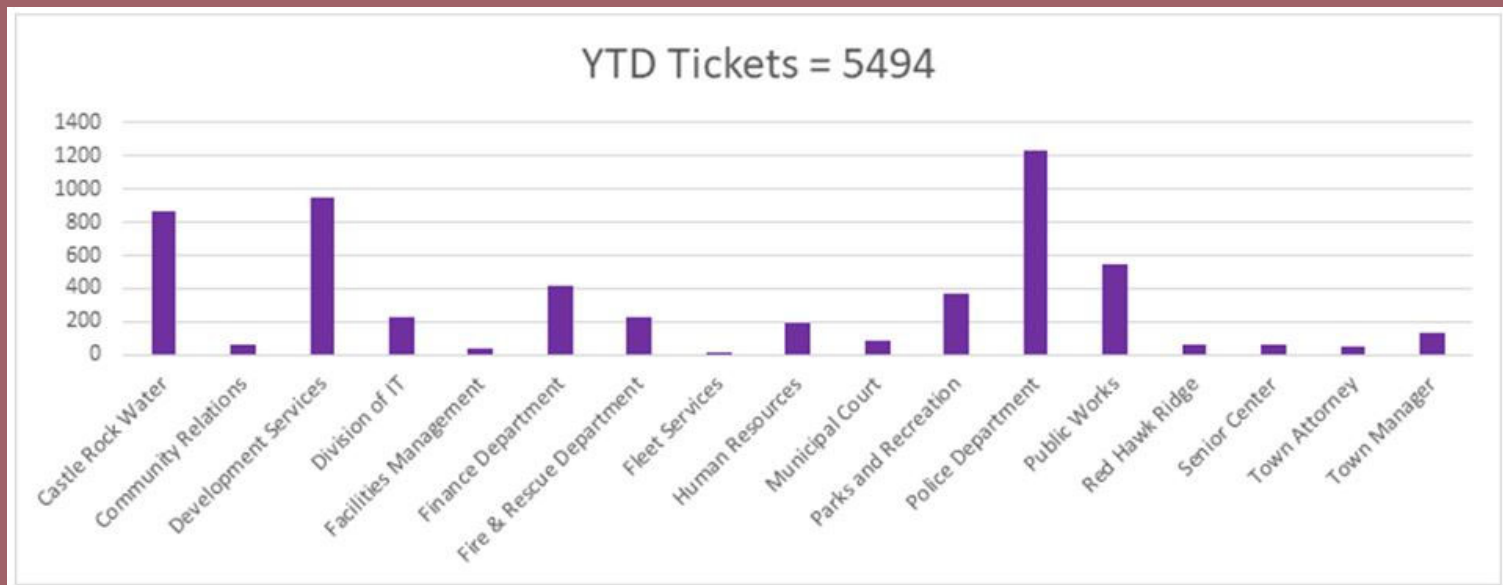
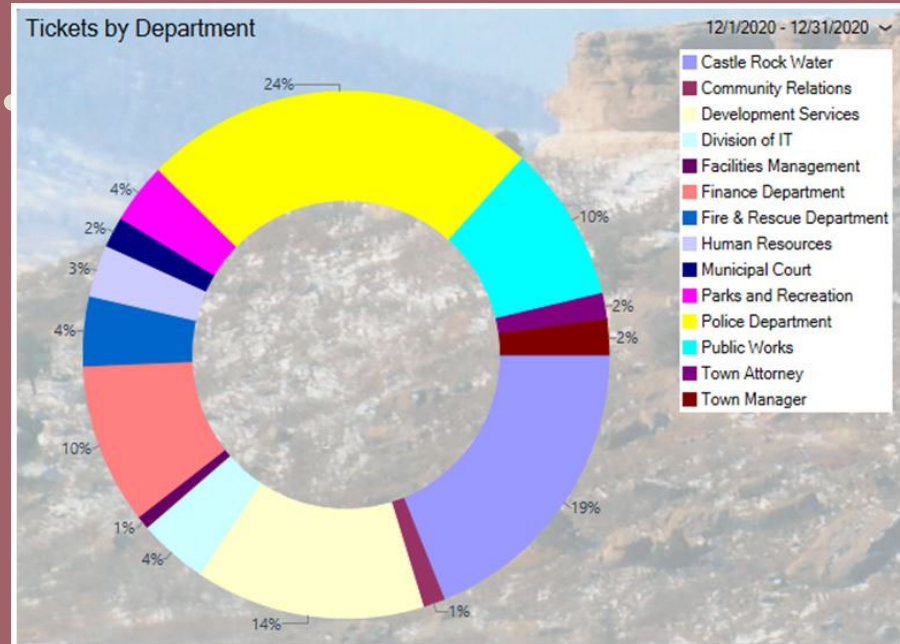
Addressed **31** total tickets, with an average open-to-resolve time of **240** hours

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

There were **three** zoning changes in December; which were reflected within the GIS database map within two weeks of receipt (90% is the goal)

There was **one** parcel update in December; which was reflected within the GIS database map within four weeks of receipt (90% is the goal)

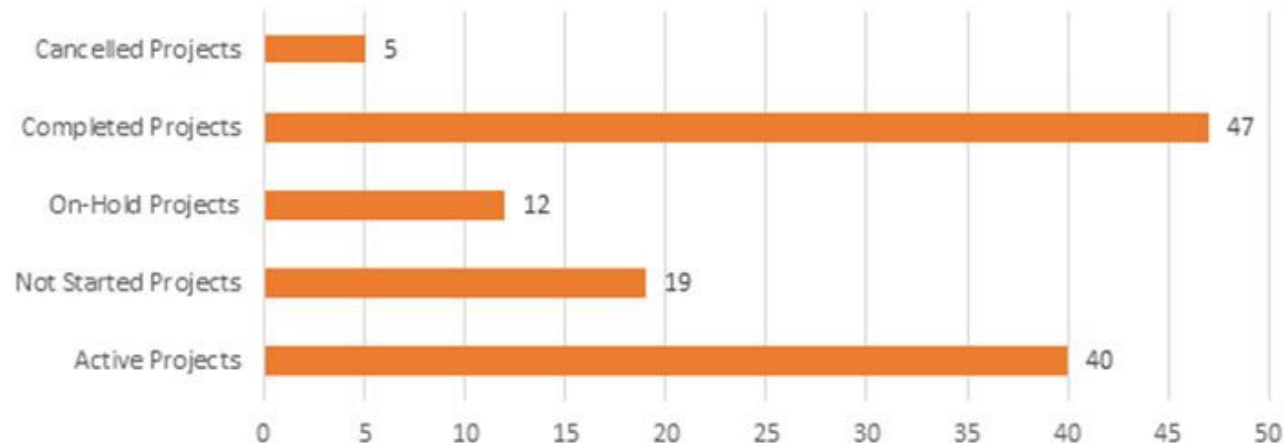
Division of Innovation and Technology



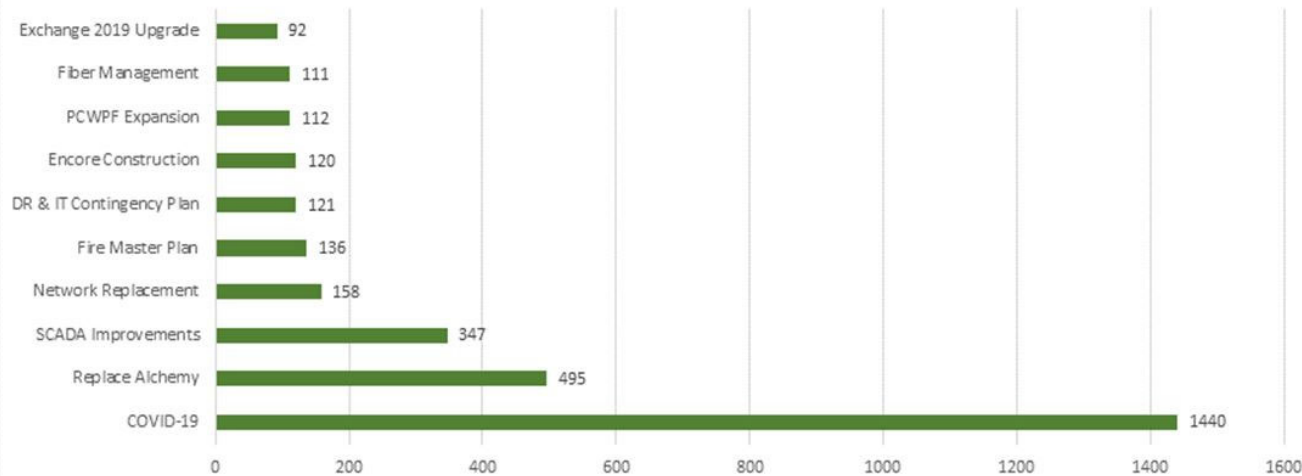
Division of Innovation and Technology



DoIT Project Summary



Top 10 Active Projects by Hours



2020 Overview



Server Availability – **99.99%**

Exceeded Service Level Agreements – Urgent **99.55%** (85% goal), Medium **96.31%** (90% goal)

Supported over **4800** WebEx meetings, **240,000** meeting minutes and **22,500** participants in total since COVID

Installed **220** laptops to support Town-wide remote working

631 helpdesk tickets in March to support remote working compared to an average of **403**

Key Accomplishments



In December, Community Relations continued to share regular social media updates supporting local businesses; and promoted resources for helping others in the community, and getting needed help.

The team also completed an RFP for video services and provided communication support for the Santa Drive-bys.

Additionally, Your Town Talk newsletter was completed.

Key Accomplishments



Staff during December provided information about:

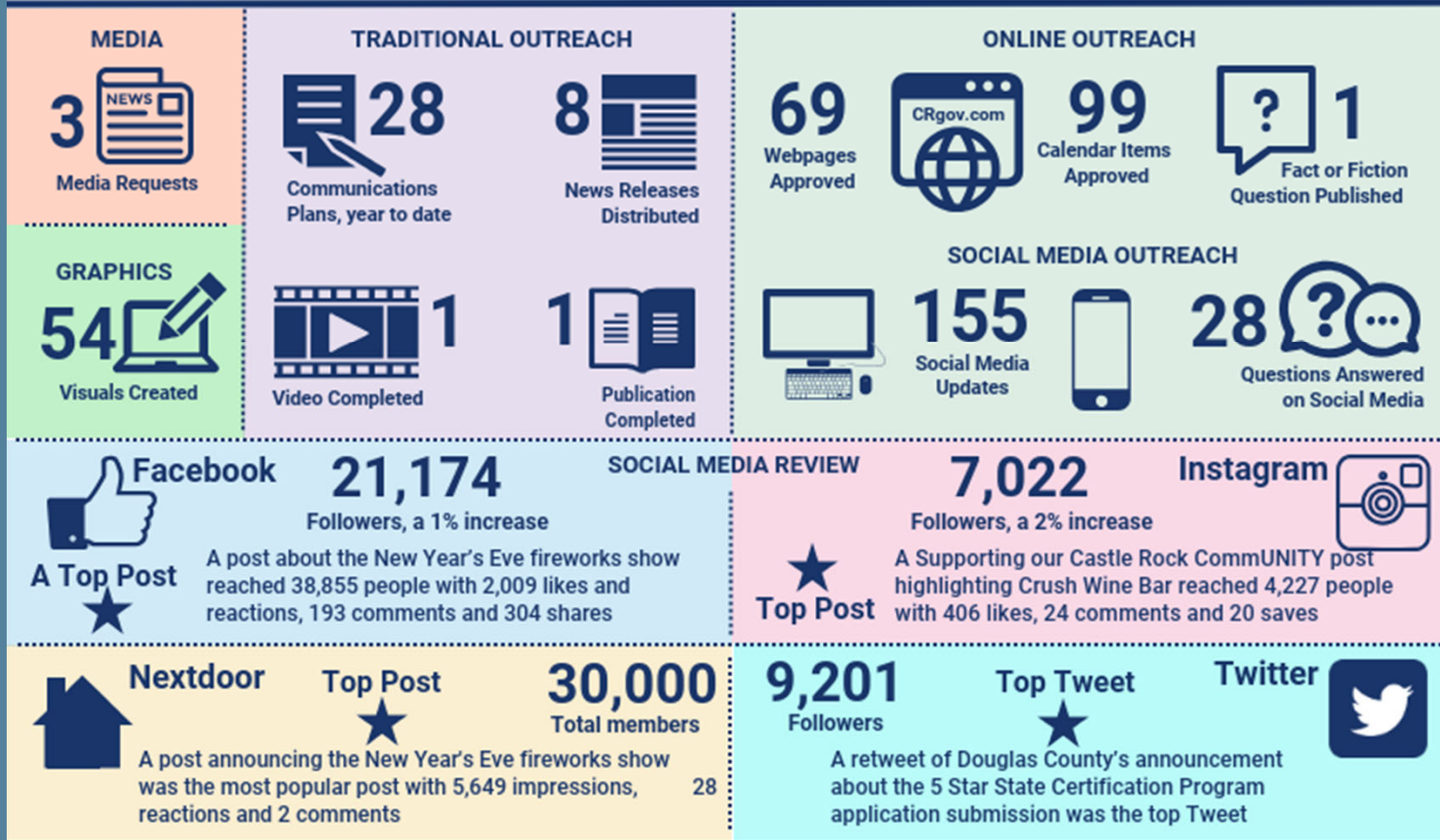
- [New community partnerships help Castle Rock Water support local restaurants](#)
- [Douglas County among first to seek approval for business “lifeline” variance from CDPHE](#)
- [Newsletter keeps readers in the know about development](#)
- [Snow, colder temps lead Castle Rock Fire and Rescue to lift fire restrictions](#)
- Fireworks to blast off on New Year’s Eve in Castle Rock
- Castle Rock Fire and Police departments escort Santa through Town
- Dec. 1 and Dec. 15 Council updates

Hyperlinked items were available as of Jan. 5.

Community Relations

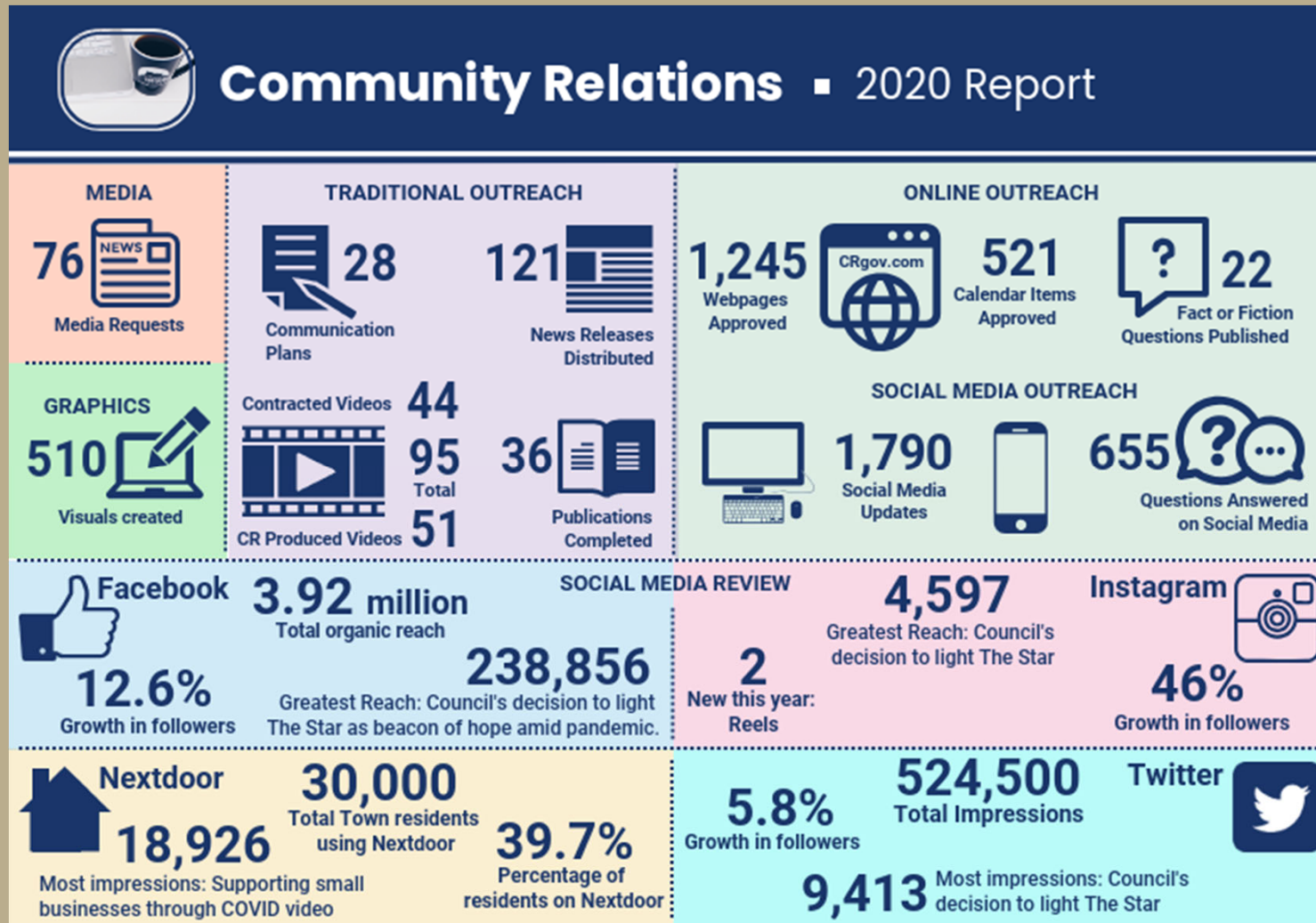


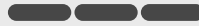
Community Relations ■ December 2020 Report





2020 Overview





Key Accomplishments



HR sat on one interview panel,
Plan Review Project Coordinator
for Development Services

Human Resources



Welcome!

Employee Orientation

Three new full-time employees came on board during December

Congratulations!

Performance Evaluations

HR on **Jan. 5** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in December reviewed **154** 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 **25** recognitions in December

Well done!

Training

There were no training classes in December

2020 Overview



HR on-boarded **65** employees

Reviewed **898** Performance Evaluations

Facilitated **181** employee recognitions

Sat in on **17** interview panes

Conducted **four** training classes

Key Accomplishments



Created an Advisement of Rights Video in Spanish and uploaded it to the website with assistance from Community Relations

Supported the Police Department with their Heroes and Helpers program

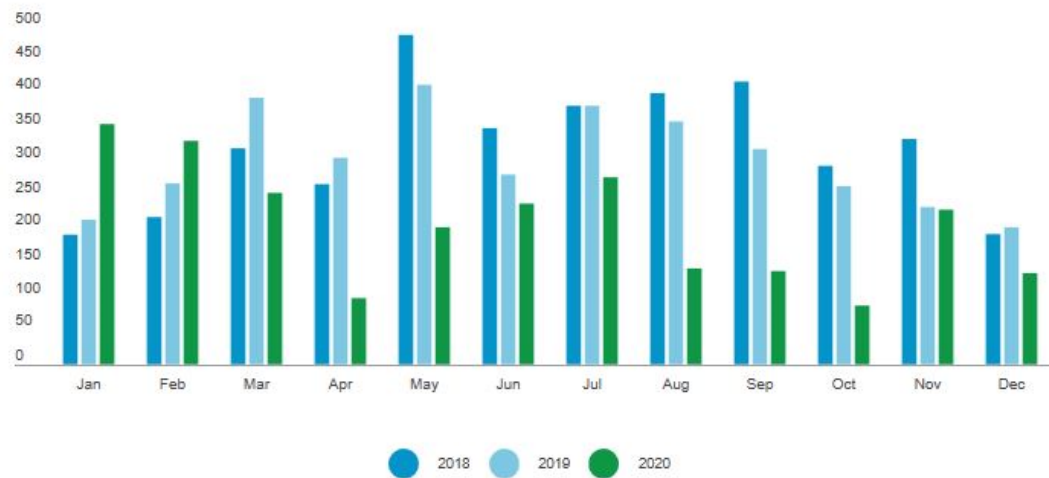
Updated the Court software to include the ability to send text message reminders to people about upcoming court appearances, and payments due. The Court hopes to roll out this new process in second quarter of 2021

Municipal Court



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

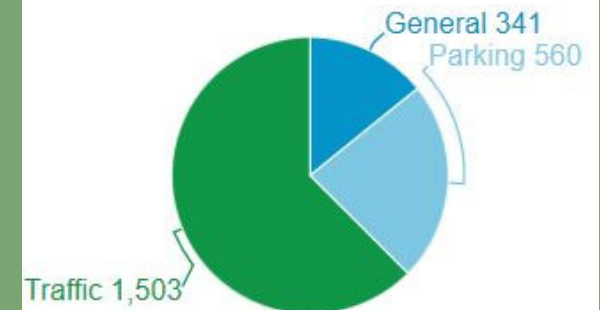
Total cases filed in Castle Rock Municipal Court: 2018-2020



	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	135	2,411

Total cases filed in Castle Rock Municipal Court by type:

December 2020



December 2019

