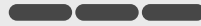


Town Manager's Office



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



Congrats to Brittany Angerman on her promotion to the Facility Services Lead position!

Completed final warranty walk-through for Service Center

Completed annual building assessment for the MAC

Completed snow melt system and lighting warranty repairs at the Public Safety Training Facility

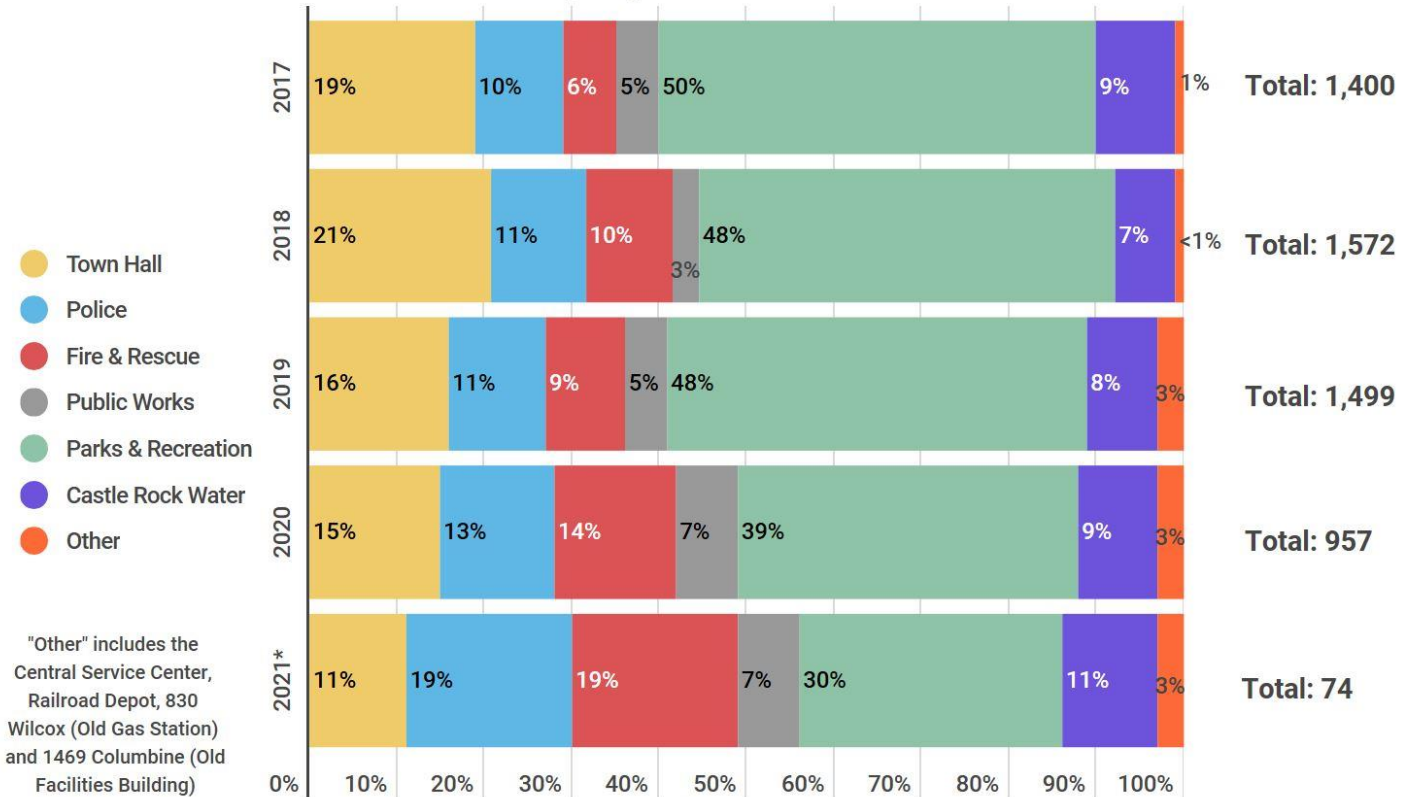
Snow removal for two weather events in January

Continued facility sanitizing and disinfecting related to COVID-19 needs



Facilities Division

General Maintenance Work Order % by Department

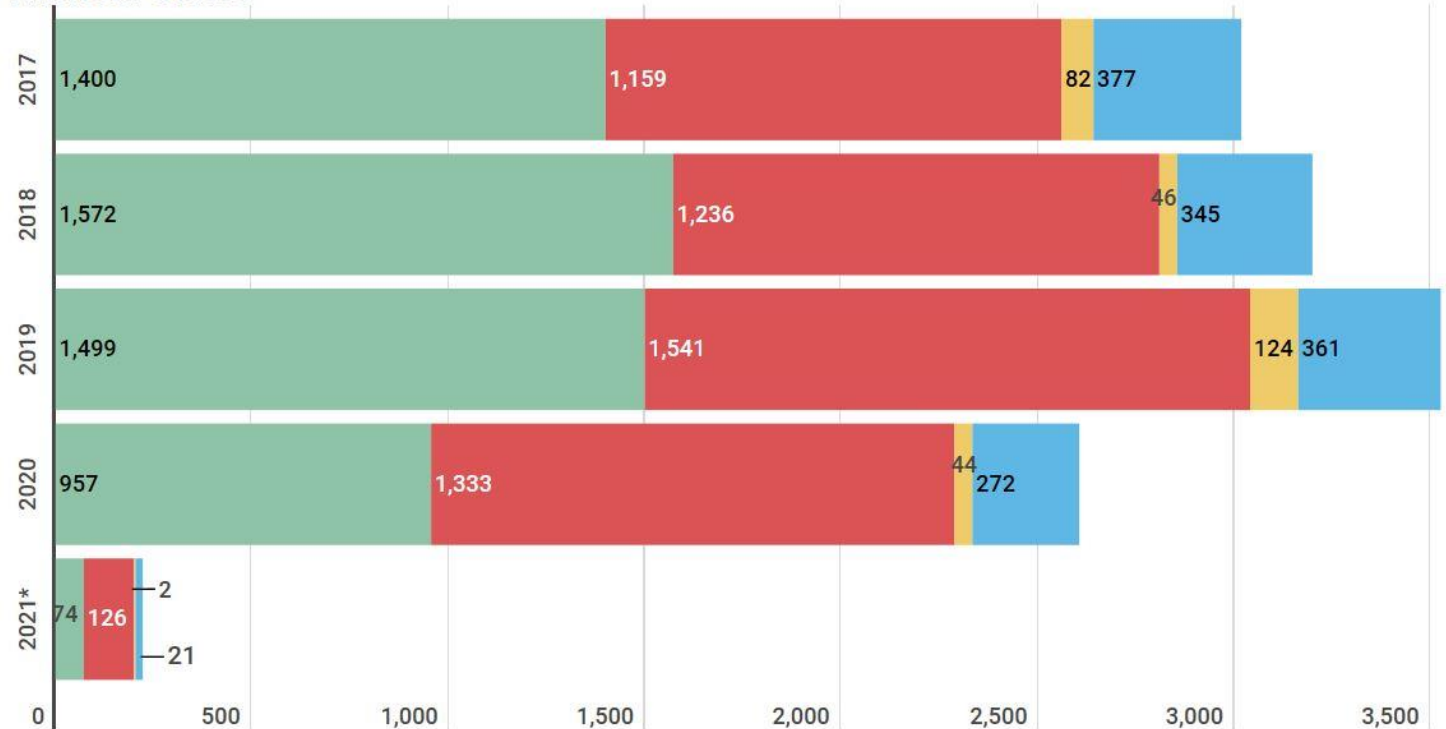


*2021 Work Orders reported through January



Facilities Division

All Work Orders



*2021 Work Orders reported through January

● 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

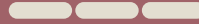


Implemented a new password policy to meet government compliance

Initiated new location indicators on Town desk phones to aid first responders

Go-live of DocuPet Pet Licensing and Lost Pet Services

Conducted **four** customized SQL classes for Parks & Recreation



Help Desk

Addressed **392** total tickets, with an average time to resolve of **54** hours

There were **no** emergency tickets this month

There were **49** urgent priority tickets this month, **98%** of which were resolved within two calendar days (85% is goal)

There were **213** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

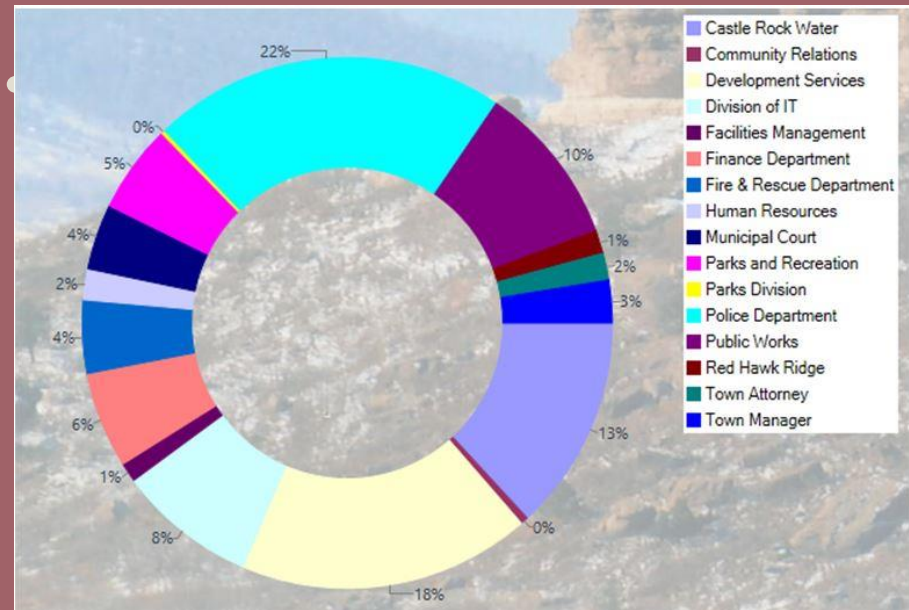
Addressed **29** total tickets, with an average open-to-resolve time of **85** hours

There was **one** annexation in January (100%), which was reflected within the GIS database map within one week of receipt; the goal is to have 90% of annexations reflected within that timeframe

There were **four** zoning changes in January (100%), which were reflected within the GIS database map within two weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

There were no parcel updates in January

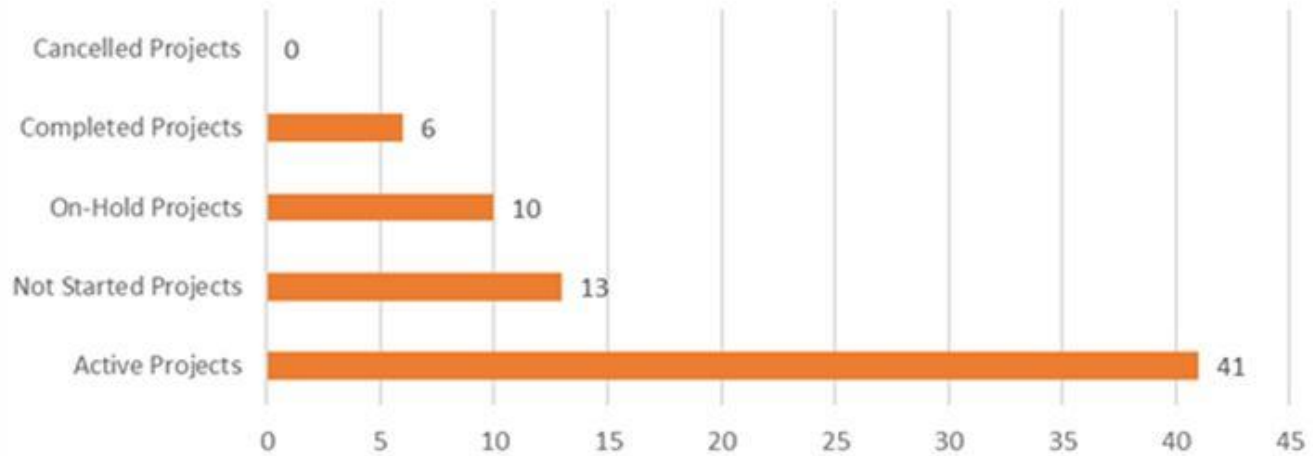
Division of Innovation and Technology



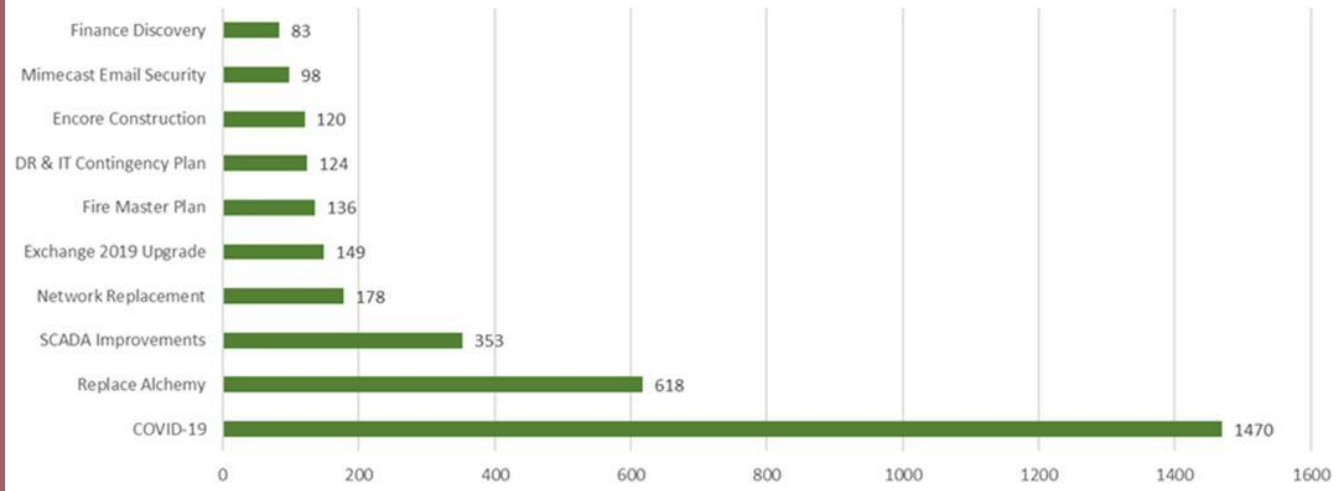
Division of Innovation and Technology



DoIT Project Summary



Top 10 Active Projects by Hours



Key Accomplishments



In January, Community Relations supported the Crowfoot Valley Traffic Control Visioning Open House

The team completed four publications: 2020 Report to the Community, Meet Council mailer, Crowfoot Valley Road Traffic Control Visioning Open House postcard and *Your Town Talk* newsletter

Key Accomplishments

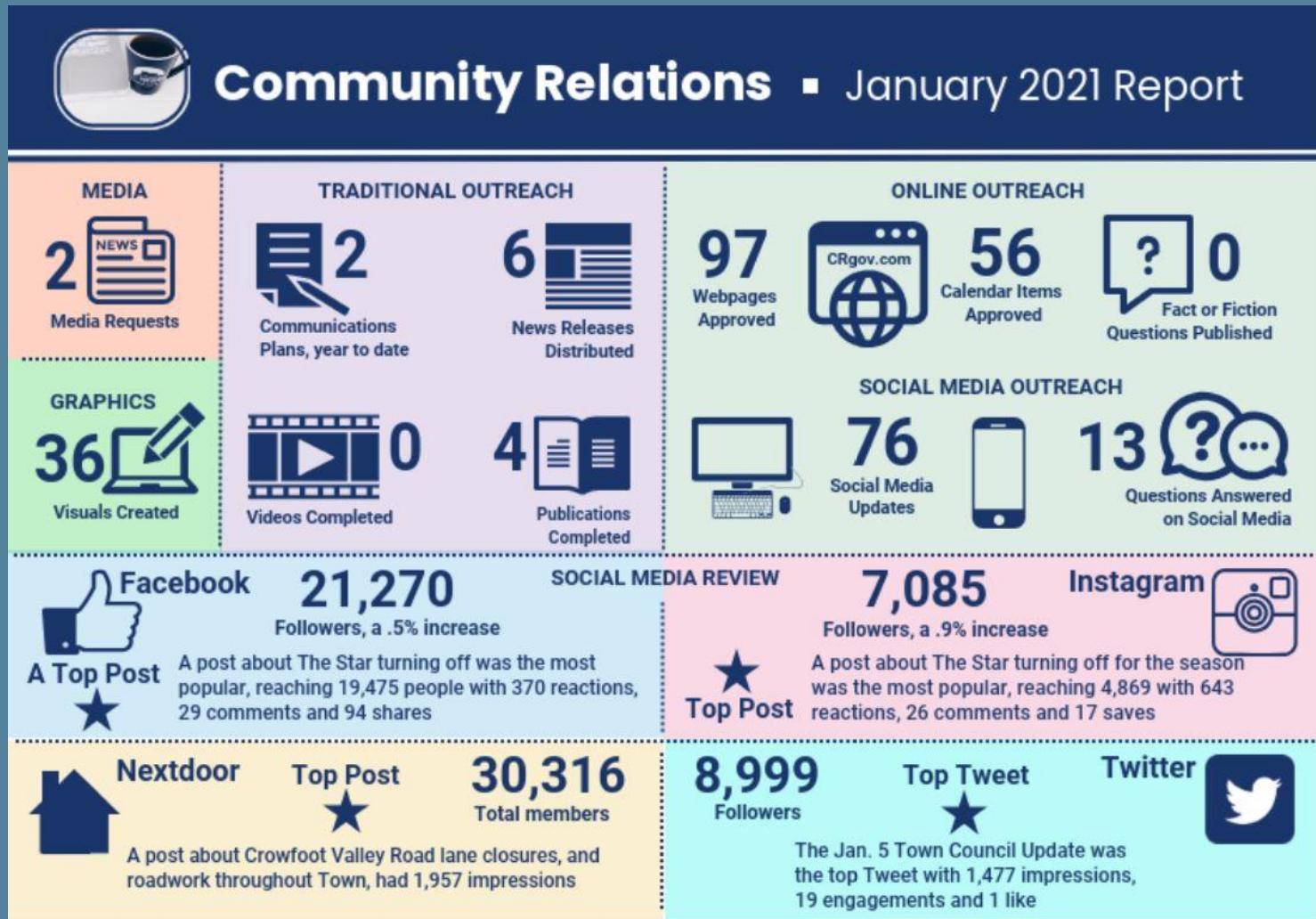


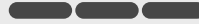
Staff during January 2021 provided information about:

- [Report allows community to celebrate 2020's successes, look ahead into 2021](#)
- [Get a jump start on summer; youth camp registration now open](#)
- Learn about Crowfoot Valley road traffic control options; virtual open house Jan. 26
- [Join the adventure; the Town's preschool registration opens Jan. 19](#)
- Jan. 5 and Jan. 19 Council Updates

Hyperlinked items were available as of Feb. 4.

Community Relations





Key Accomplishments



HR sat on one interview panel,
Combo Building Inspector
Development Services

Human Resources



Welcome!

Employee Orientation

Two new full-time employees came on board during January

Congratulations!

Performance Evaluations

HR on **Feb. 2** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in January reviewed **106** 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!

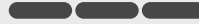
Employee Recognition

There were **23** recognitions in January

Well done!

Training

There were no training classes in January



Key Accomplishments

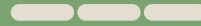


Currently working on a major forms project for consistent documentation with over 140 forms in the Court software

Implemented new wireless credit card machines that make it possible to take payments during virtual Court and over the phone

Working through transition with the Town Attorney's Office to assist with prosecution discovery and subpoenas for trial witnesses and officers

Municipal Court

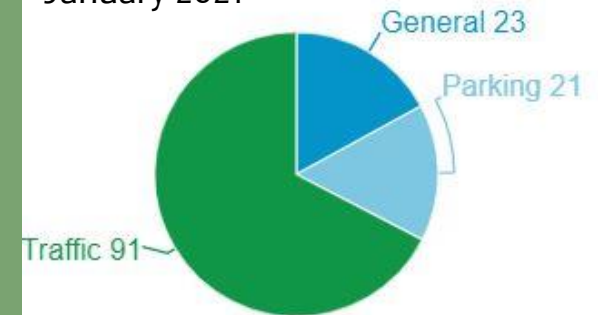


Total cases filed in Castle Rock Municipal Court: 2019-2021



Total cases filed in Castle Rock Municipal Court by type:

January 2021



January 2020

