

# 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 extractor infrastructure at Fire Station #155

Designed and purchased soundproofing for the Police Department lobby

Began LED retrofit project at Police Department

Completed repairs on the Pool Dehumidification Unit (PDU) and fire panel at the MAC

Snow removal for three weather events in March

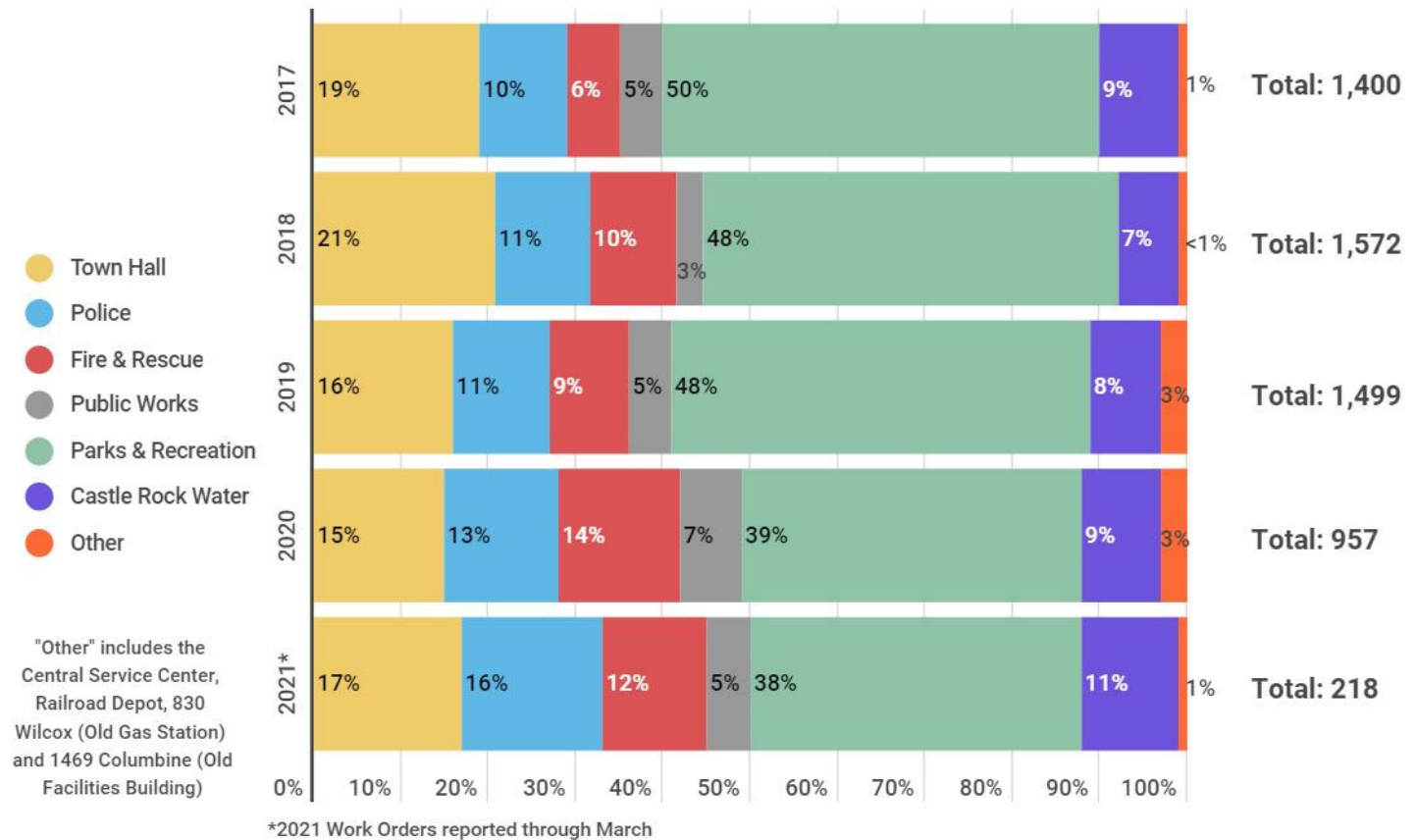
Continued facility sanitizing and disinfecting related to COVID-19 needs

## Facilities



# Facilities Division

## General Maintenance Work Order % by Department

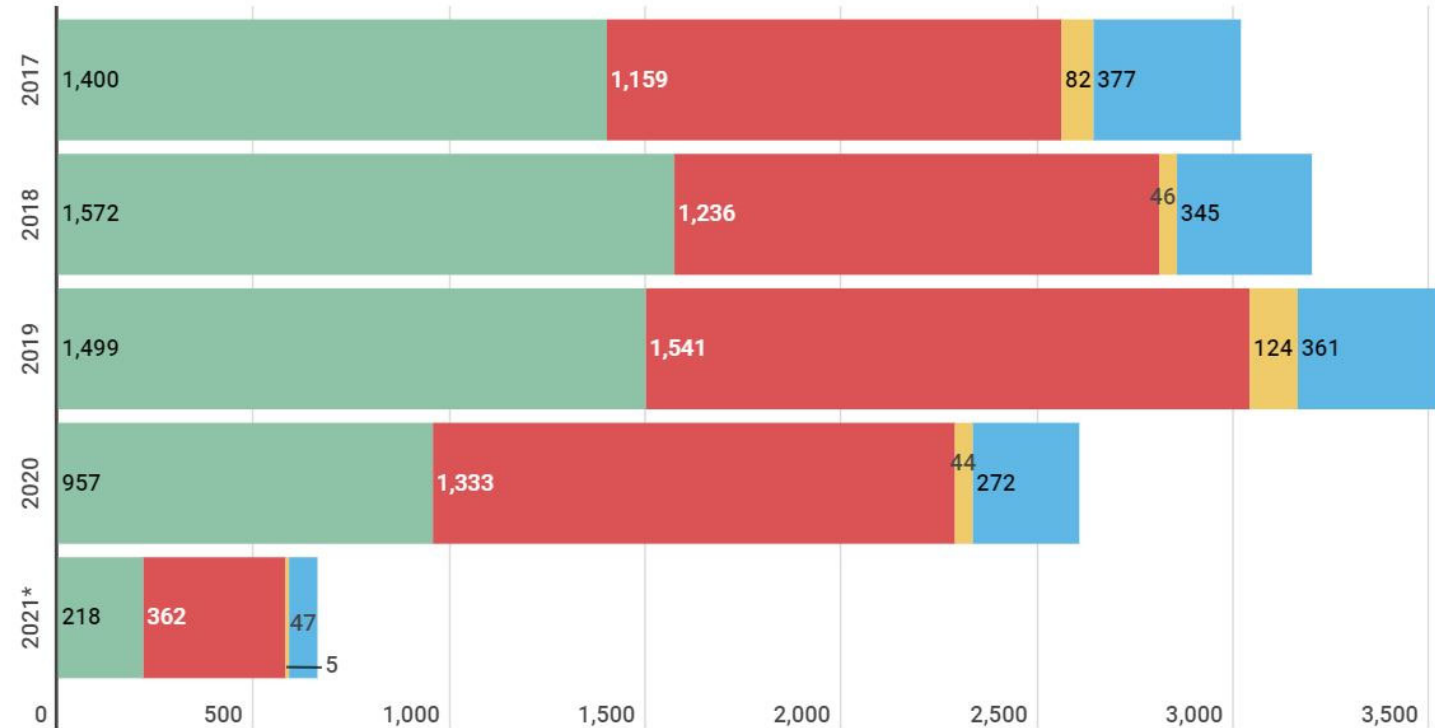


## Facilities



# Facilities Division

## All Work Orders



\*2021 Work Orders reported through March

● 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



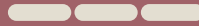
Conducted **six** Town-wide training classes

Implemented an e-Document recording solution for the Town Clerk's office

Successful go-live of the new Election Redistricting, including an updated Interactive Mapping site

Patched critical vulnerabilities to Microsoft Exchange and Palo Alto Firewalls

## Division of Innovation and Technology



### Help Desk

Addressed **401** total tickets, with an average time to resolve of **65** hours

There were **no** emergency tickets this month

There were **61** urgent priority tickets this month, **98%** of which were resolved within two calendar days (85% is goal)

There were **219** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

### Geographic Information Systems (GIS)

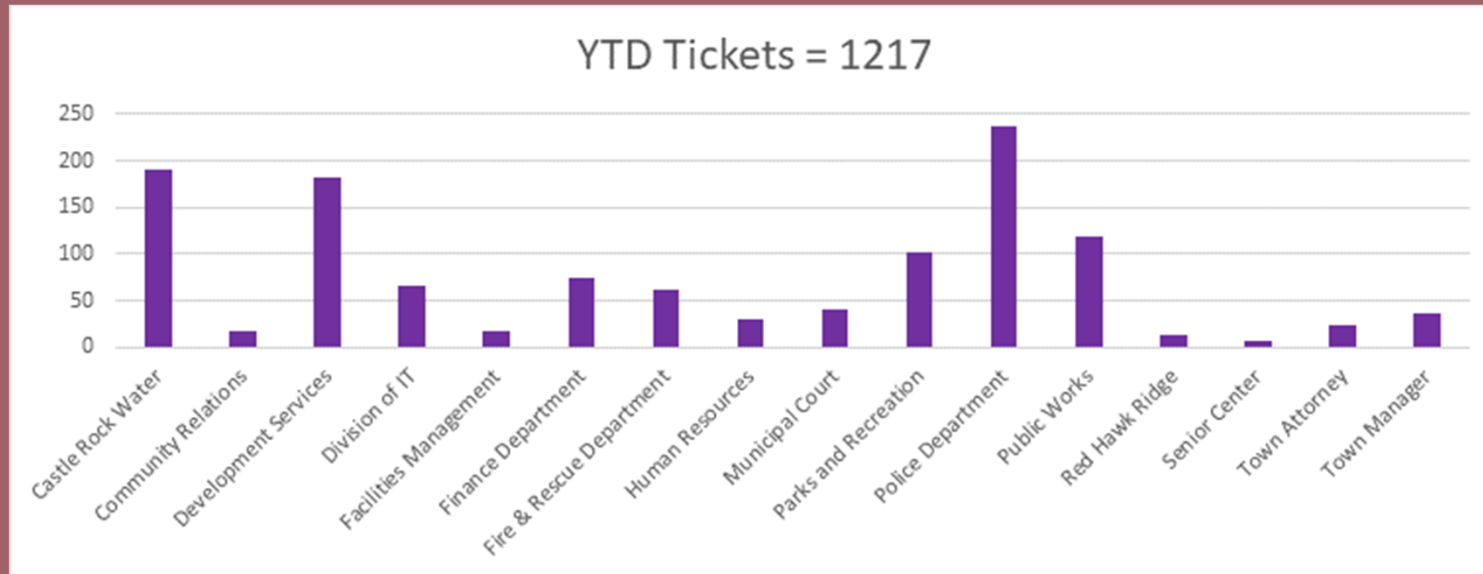
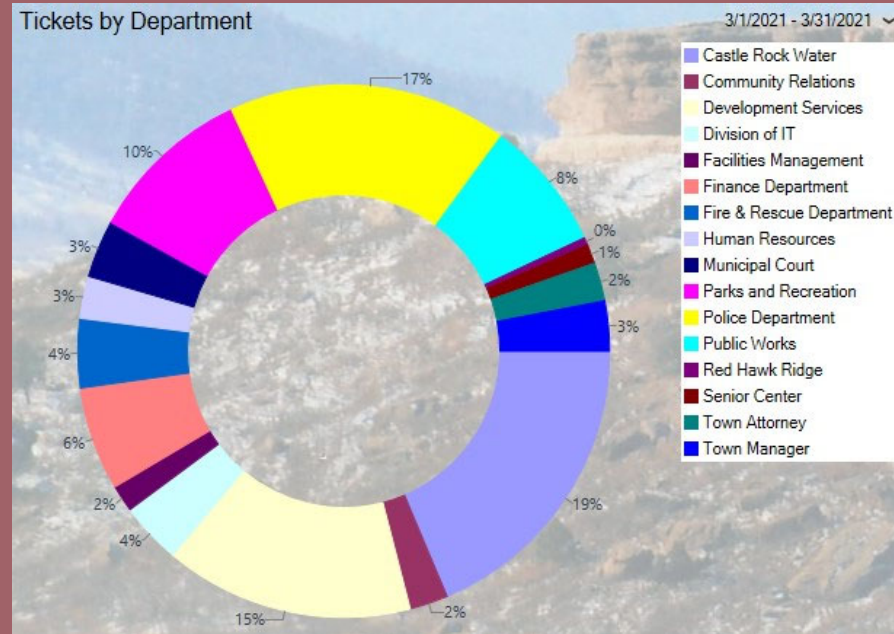
Addressed **27** total tickets, with an average open-to-resolve time of **125** hours

There were no annexations in March

There were no zoning changes in March

There was **one** parcel update in March (100%), which was reflected within the GIS database map within four weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

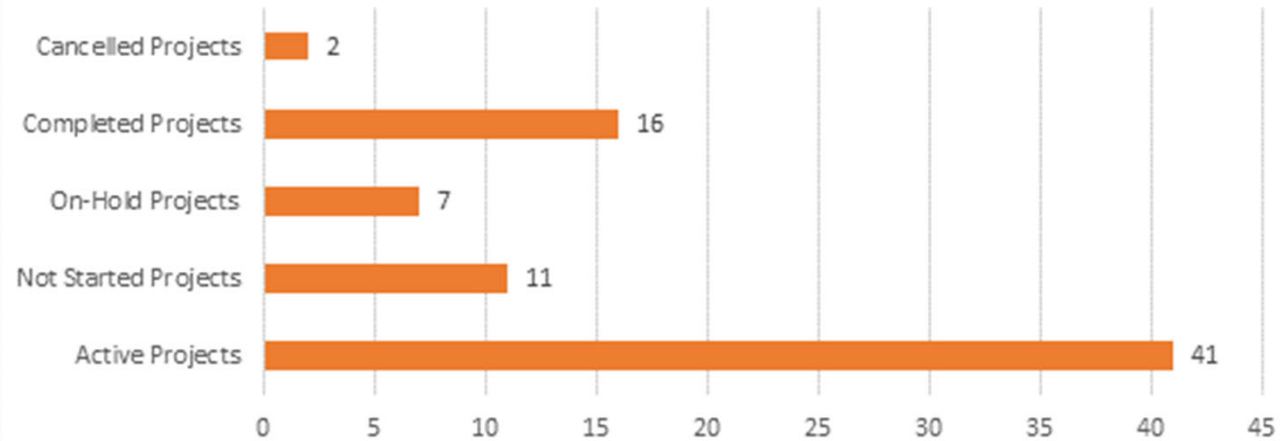
## Division of Innovation and Technology



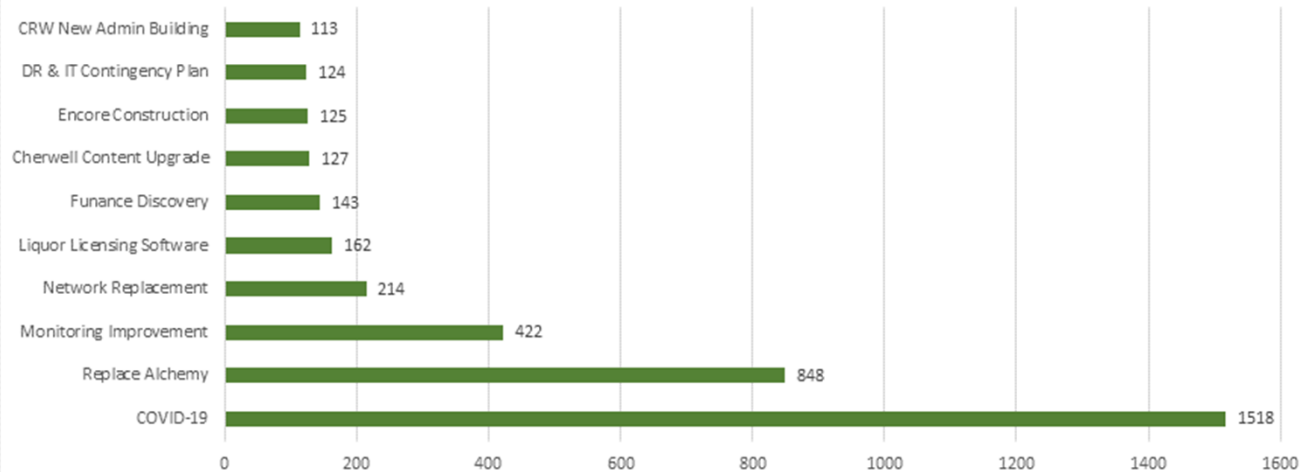
## Division of Innovation and Technology



### DoIT Project Summary



### Top 10 Active Projects by Hours





## Key Accomplishments



In March, Community Relations supported open houses related to the design of the Four Corners Intersection Improvement Project and the 2021 Pavement Maintenance Program. The team responded to **12** media requests and completed **four** publications: Outlook magazine, reuse water mailer, 2021 PMP postcard and Your Town Talk newsletter.

# Key Accomplishments



Staff during March provided information about:

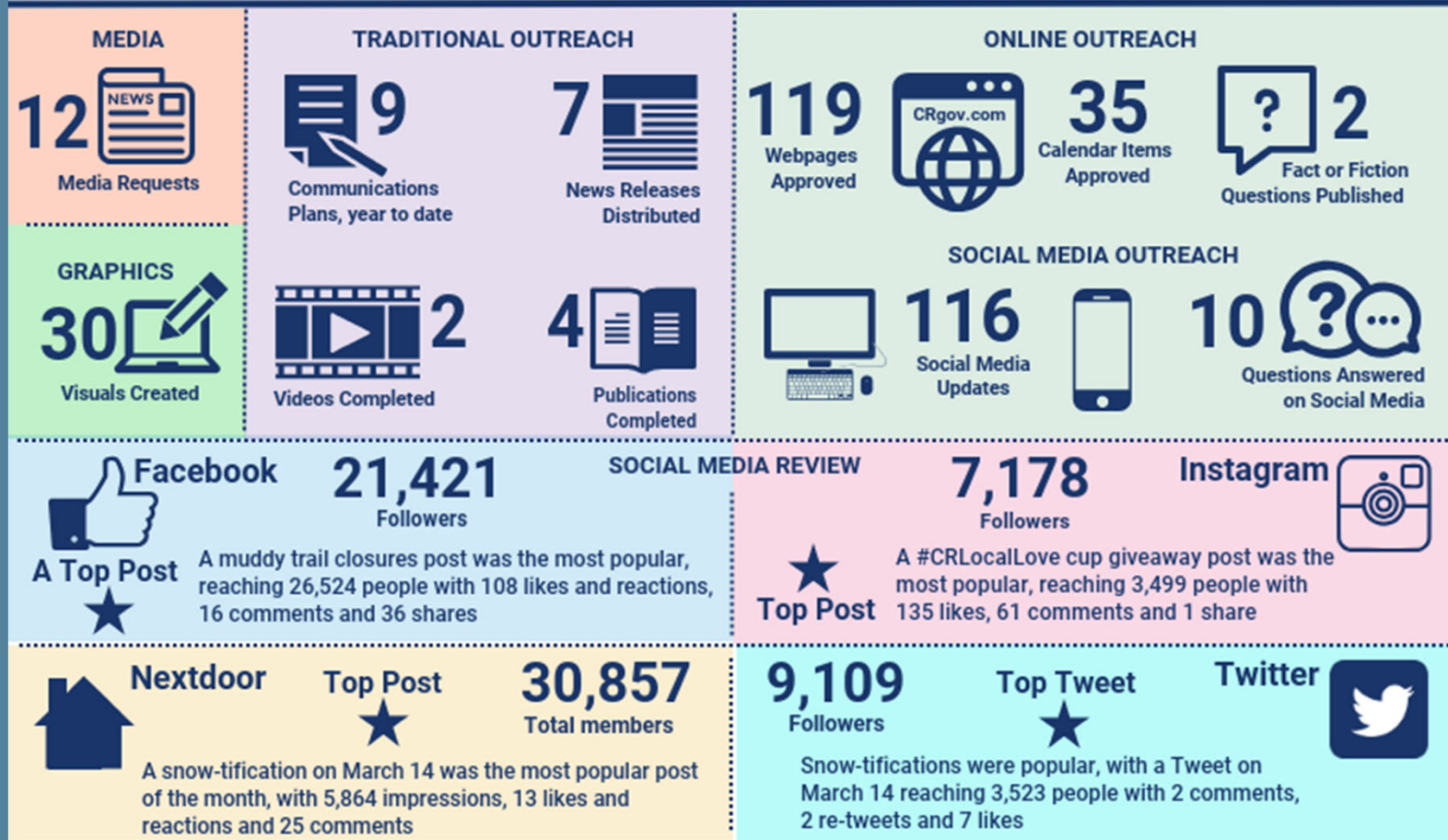
- [Climb4Change to change lives May 22](#)
- [Neighborhood road maintenance begins in April](#)
- [Election Commission finalizes election district updates](#)
- Share your thoughts about Town services, topics through online survey
- Online open house for Four Corners Intersection Improvement Project March 9
- March 2 and March 16 Council Updates

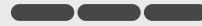
*Hyperlinked items were available as of April 5.*

# Community Relations



## Community Relations ■ March 2021 Report





## Key Accomplishments



HR sat on **four** interview panels:  
Assistant Town Attorney, Project  
Manager - Construction, Sales Tax  
PIF Specialist and Development  
Services Technician Supervisor

## Human Resources



### Welcome!

#### Employee Orientation

**Three** new full-time employees came on board during March

### Congratulations!

#### Performance Evaluations

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

HR in March reviewed **53** 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 **46** recognitions in March

### Well done!

#### Training

There were no training classes in March



## Key Accomplishments



Town logo was installed in the Courtroom on the wall behind the Bench

Court staff attended the Power Up conference through Ontario Systems to remain current on changes with in the court's case management software

Designed a work station for the Judge so that he will have access to electronic files while in Court

## Municipal Court



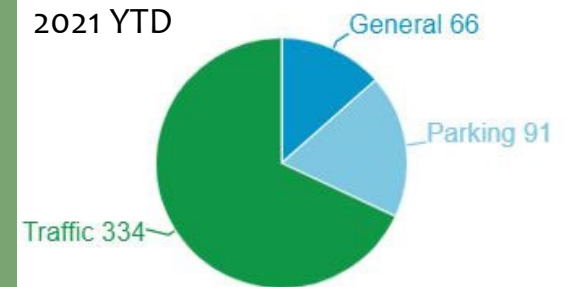
### Total cases filed in Castle Rock Municipal Court: 2019-2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
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	2411
2021	135	138	222										

Total cases filed in Castle Rock Municipal Court by type year to date:  
Mar. 2020 vs. Mar. 2021

#### 2021 YTD



#### 2020 YTD

