

# 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 115 preventative maintenance activities and 22 custodial inspections, in addition to regular work order requests

Continued work on design efforts for Police Department basement remodel and ADA improvements

Installation of new building signs at the Public Works Service Center and the Police Department

Assisted with preparation for opening outdoor pools

Completed improvements at the Public Safety Training Facility – including new wall and door installation

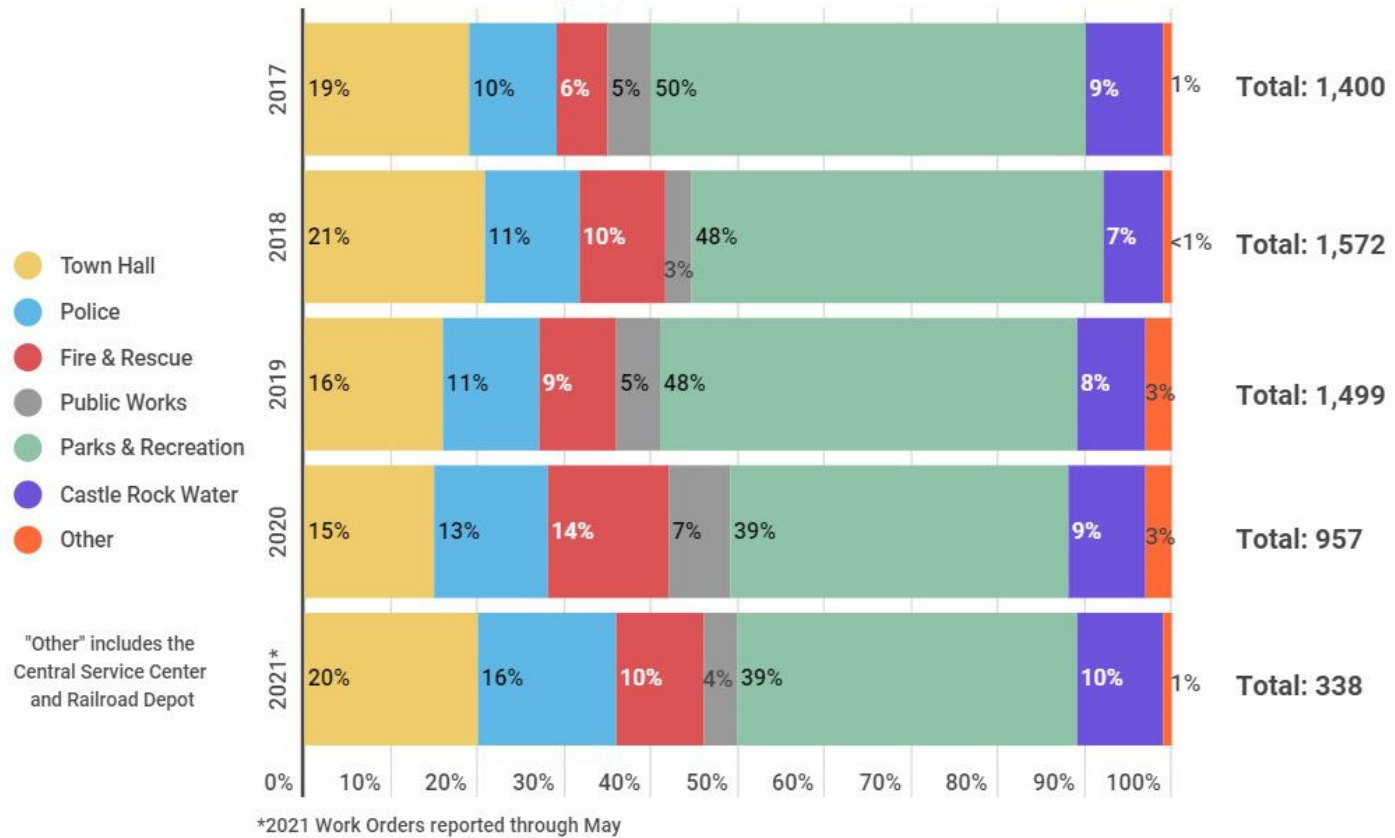
Planning for numerous other projects including new gate at Red Hawk Ridge loading dock, bay door changes at Fire Stations 154 and 155 and continued assistance with new Water Admin building

## Facilities



# Facilities Division

## General Maintenance Work Order % by Department

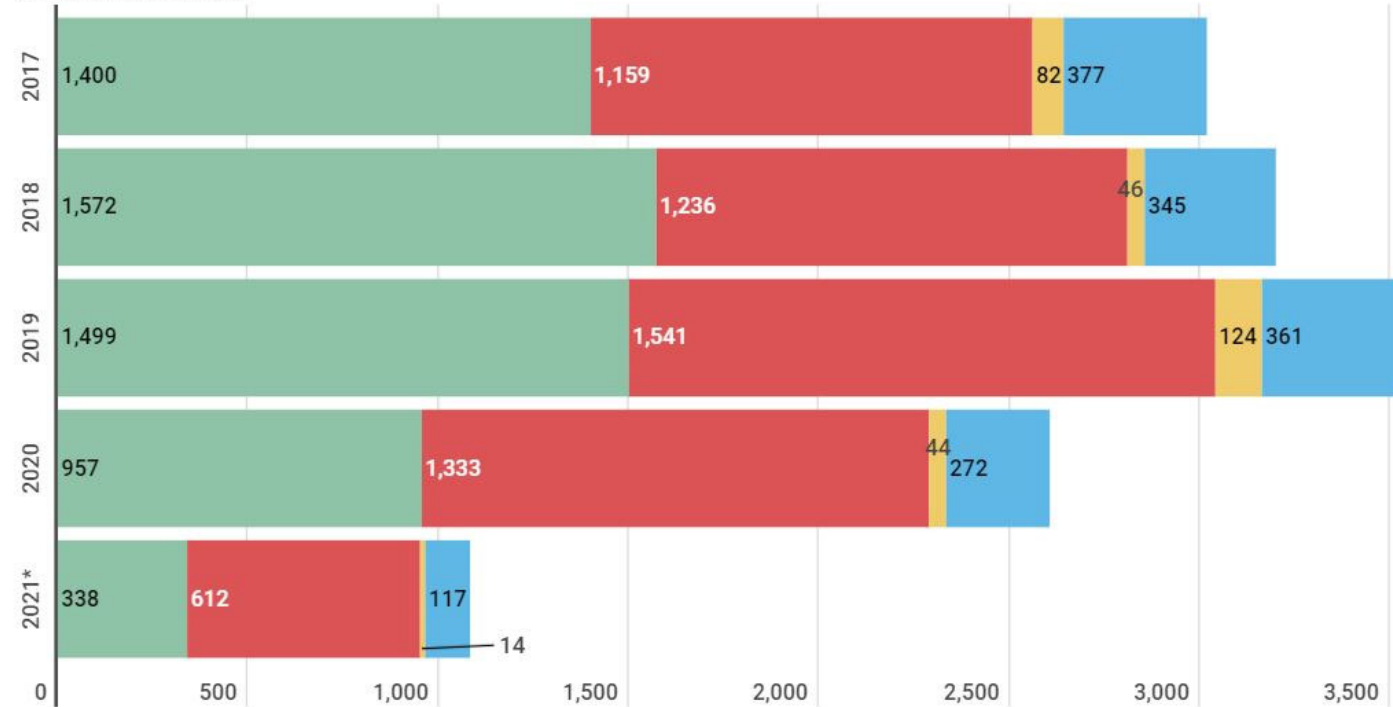


## Facilities



### Facilities Division

#### All Work Orders



\*2021 Work Orders reported through May

● 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 **two** Town-wide training classes

Upgraded the Helpdesk software and the Recreation Fusion software

Hired a temporary IT Intern, and a new GIS Specialist

## Division of Innovation and Technology



### Help Desk

Addressed **444** total tickets, with an average time to resolve of **104** hours

There was **one** emergency ticket this month

There were **38** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **263** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

### Geographic Information Systems (GIS)

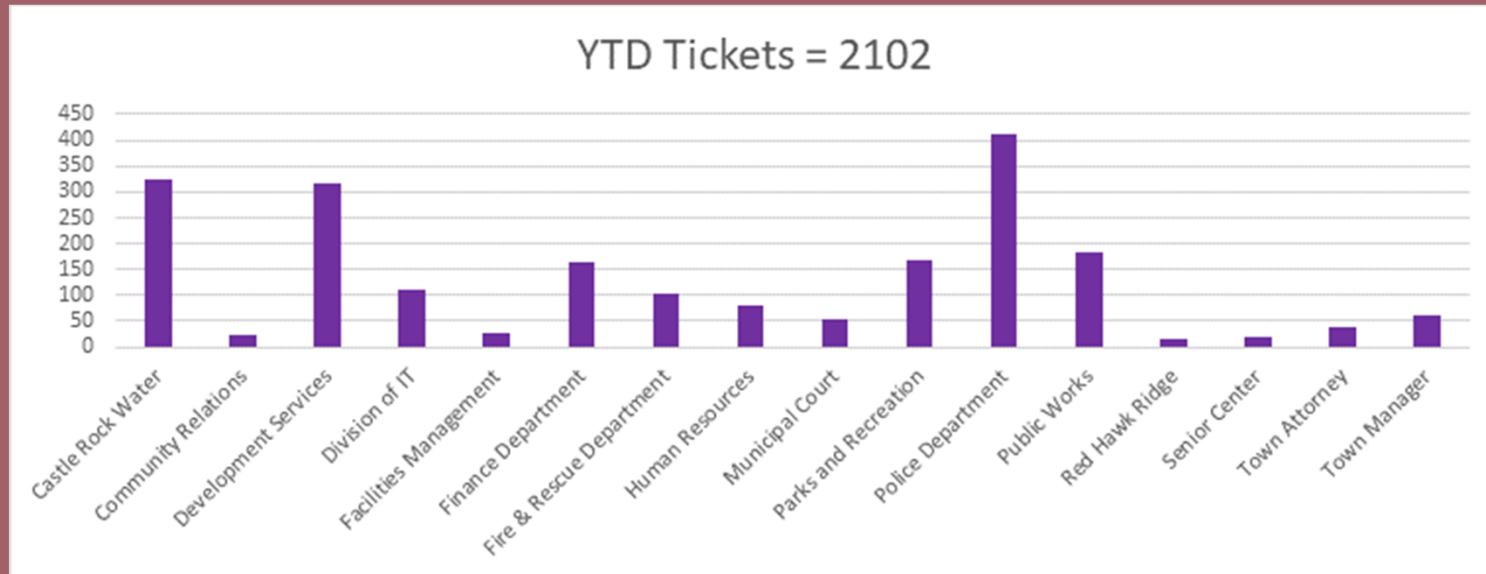
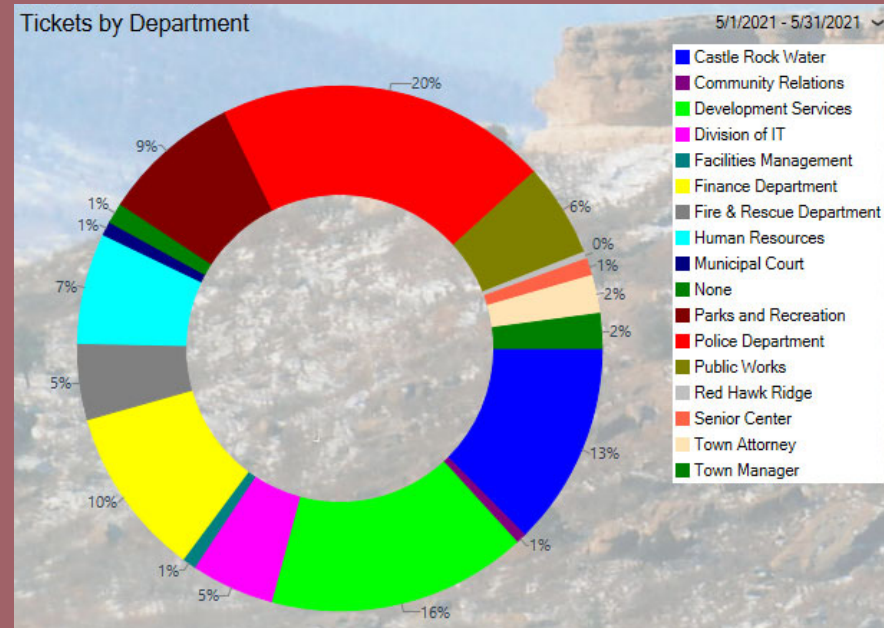
Addressed **25** total tickets, with an average open-to-resolve time of **207** hours

There were no annexations in May

There was **one** zoning change in May (100%), which was 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 was **one** parcel update in May (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

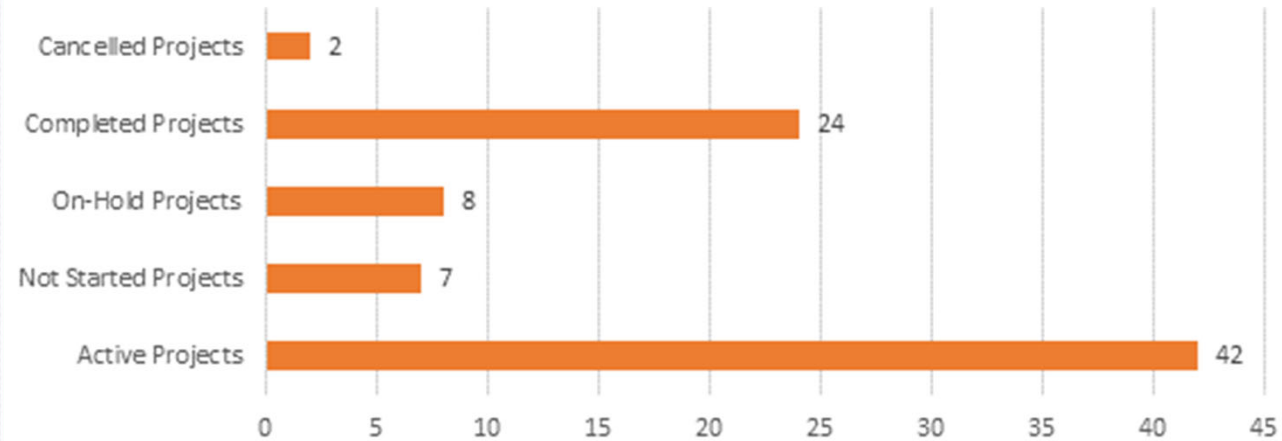
## Division of Innovation and Technology



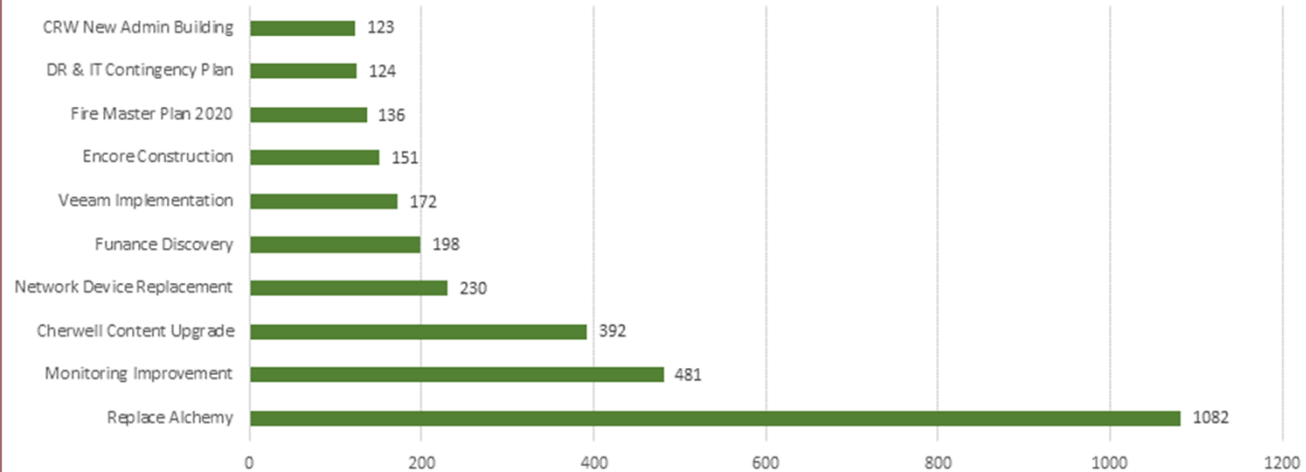
## Division of Innovation and Technology



### DoIT Project Summary



### Top 10 Active Projects by Hours





## Key Accomplishments



In May, Community Relations' CRgov.com/SignUp campaign netted **151** new email subscribers. The team shared **156** social updates, completed **four** videos, responded to **six** media requests and completed **one** publication: Your Town Talk.

## Key Accomplishments



Staff during May issued news releases about:

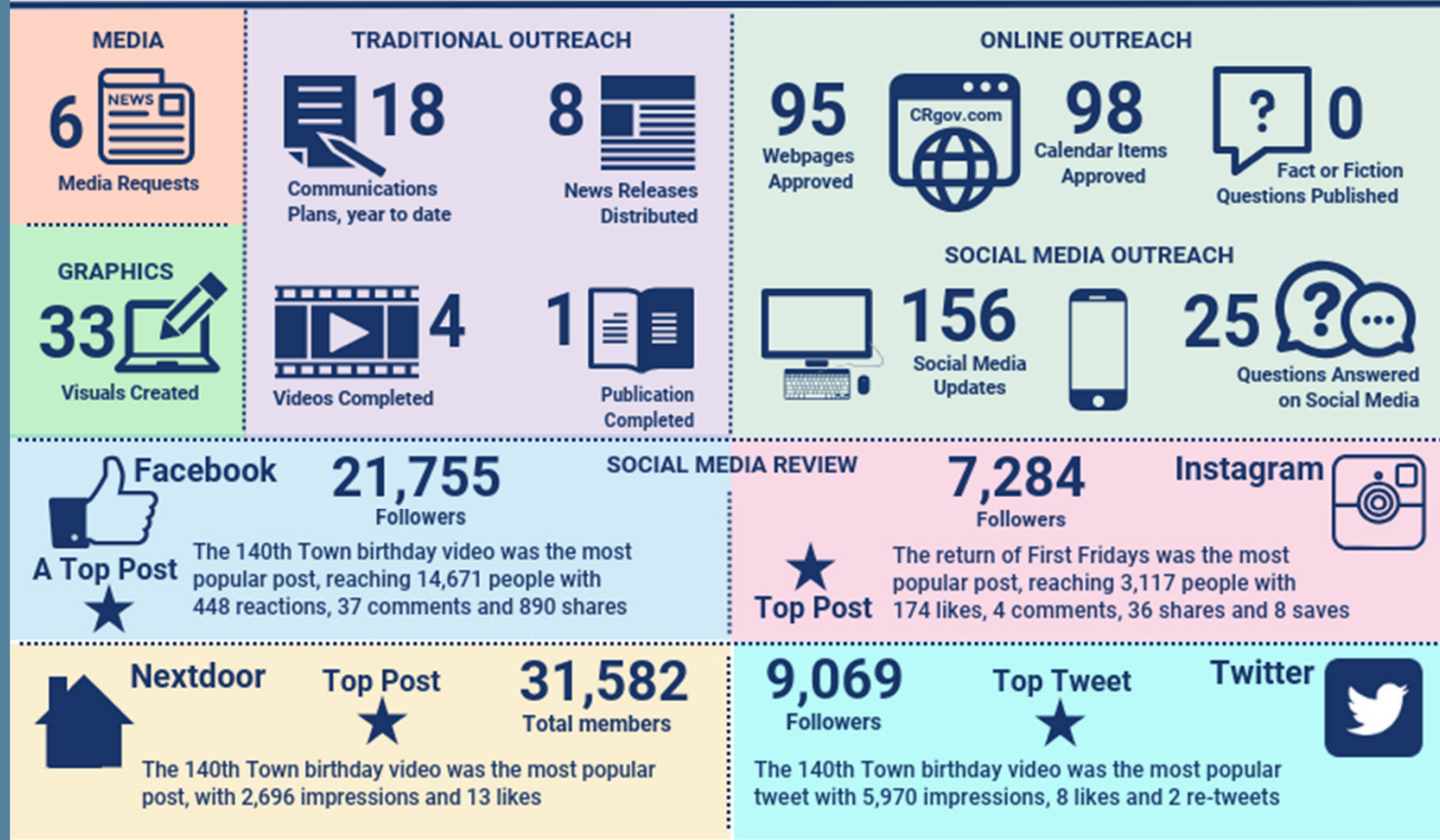
- [2021 community survey results show positive indicators, opportunities for improvement](#)
- ['Special Delivery' coming to PSM Park with 39 Special June 19](#)
- [First Friday feeling; live music, family fun, 5K and more at Festival Park June 4](#)
- [Town's fleet division recognized as a Best in North America](#)
- Join a killer party; get tickets now for Date Night – Murder Mystery May 21
- [Farmers market brings fresh food to Festival Park May 9](#)
- May 4 and May 18 Council updates

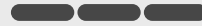
*Hyperlinked items were available as of June 3.*

# Community Relations



## Community Relations ■ May 2021 Report





## Key Accomplishments



HR sat on **one** interview panel:  
Traffic Engineering Analyst,  
Public Works

## Human Resources



### Welcome!

#### Employee Orientation

**Four** new full-time employees came on board during May

### Congratulations!

#### Performance Evaluations

HR on **Jun. 9** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in May reviewed **44** 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

May recognitions will be on the June report

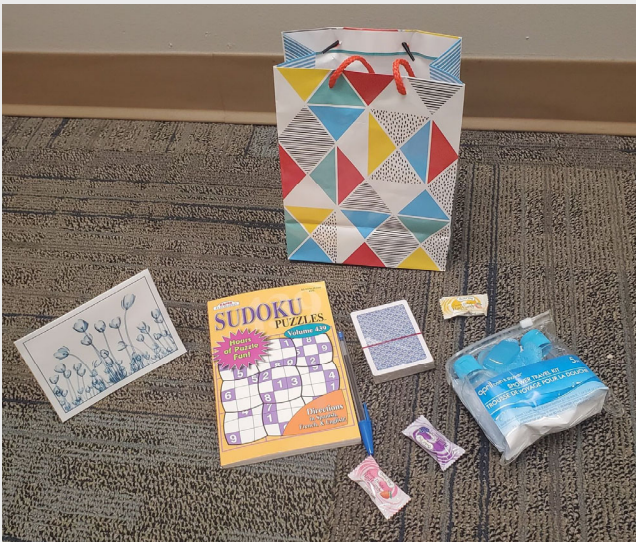
### Well done!

#### Training

There were no training classes in May



## Key Accomplishments



All Court team members participated in the Extended DISC workshop on May 3, 2021

In July all Traffic cases will be heard via the ZOOM Platform while criminal cases will return to in-person. In preparation for this change, the court has modified procedures, forms and messaging

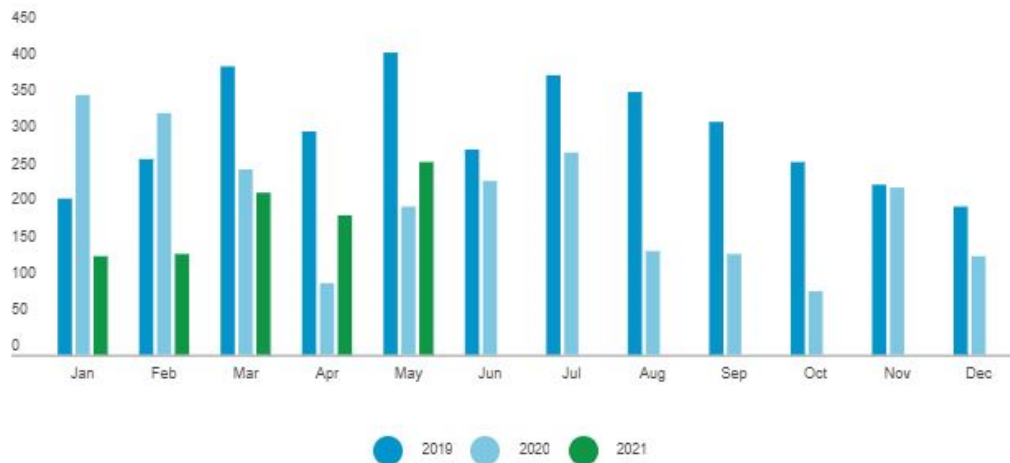
The Court accepted handmade gifts bags and cards from defendants. Each bag is one hour of credit towards community service. Residents at Brookside Inn were delighted to receive the gift bags. A win-win!

## Municipal Court



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

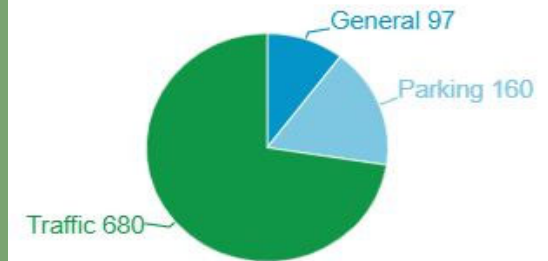
Total cases filed in Castle Rock Municipal Court: 2019-2021



	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	2,411
2021	135	138	222	191	264								

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

2021 YTD



2020 YTD

