

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 **133** preventative maintenance activities and **20** custodial inspections, in addition to regular work order requests. In total, the Facilities Team handled **271** work orders in July

Completed fire panel replacement/installation at Town Hall

Completed new office build-out for Legal department

Completed sand/oil interceptor installation at Fire Station #154

Preparation for facility improvements at the Recreation Center during the annual August shutdown

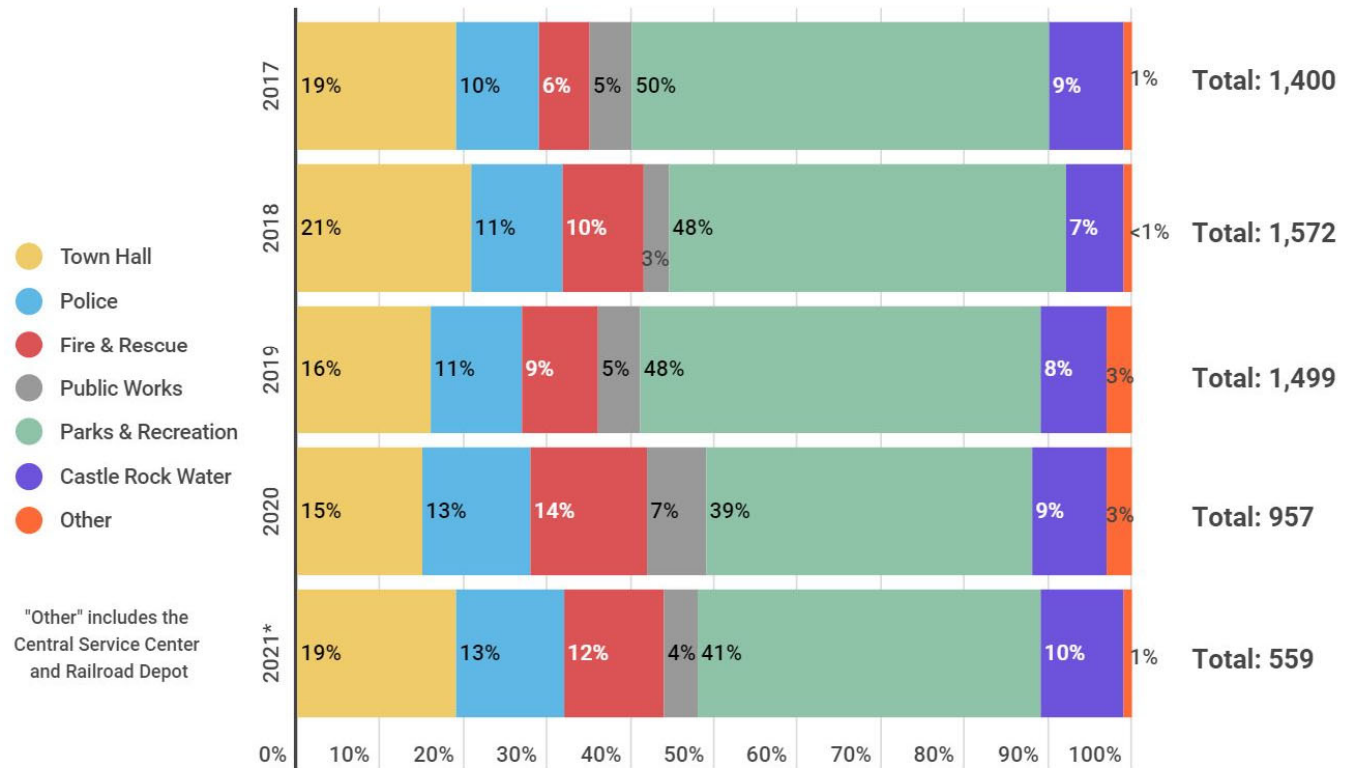
Planning for numerous other projects including Town Hall carpeting, Town Hall kitchen improvements, battery backup system for dispatch and continued assistance with new Water Admin building

Facilities



Facilities Division

General Maintenance Work Order % by Department



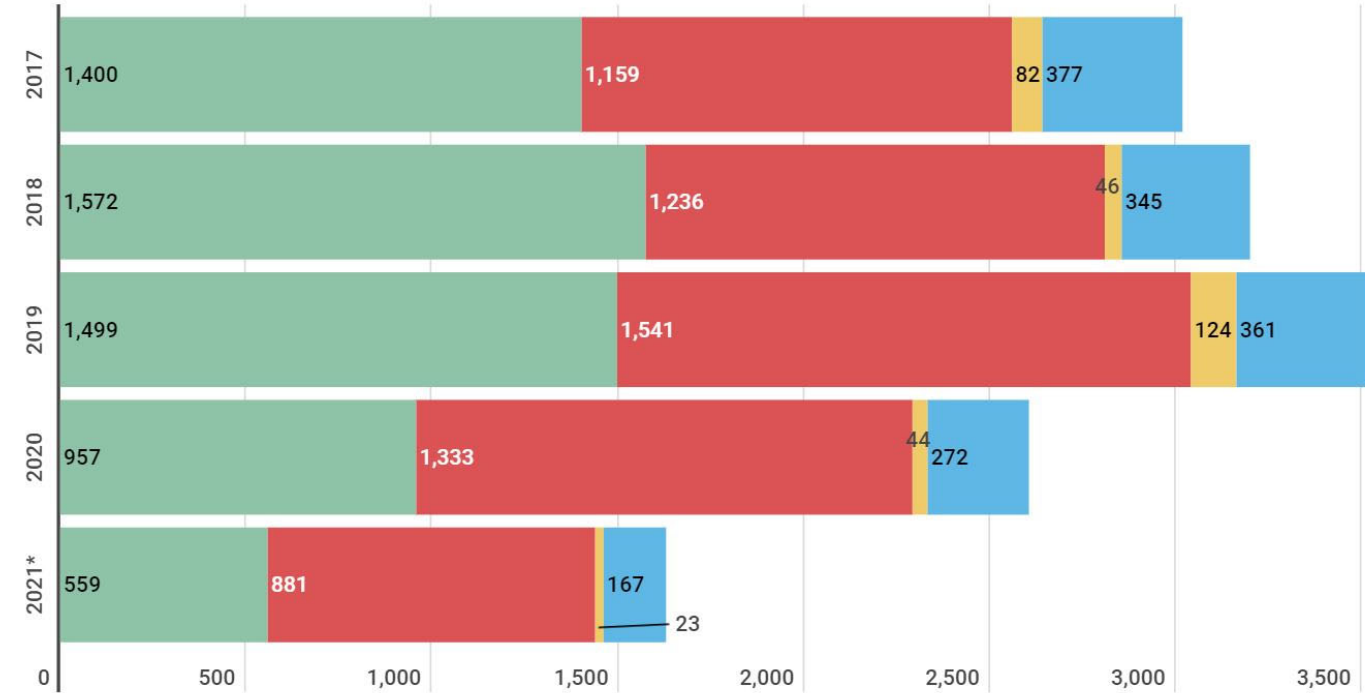
*2021 Work Orders reported through July

Facilities



Facilities Division

All Work Orders



*2021 Work Orders reported through July

● 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



Performed **one** Town-wide training class

Finished the 2021 annual Computer Replacement project – over **500** hours of effort

Successful upgrades of Police Records Management and Obligation Management

Division of Innovation and Technology



Help Desk

Addressed **434** total tickets, with an average time to resolve of **40** hours

There were **eight** emergency tickets this month, **100%** of which were resolved within one calendar day (80% is goal)

There were **29** urgent priority tickets this month, **97%** of which were resolved within two calendar days (85% is goal)

There were **355** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

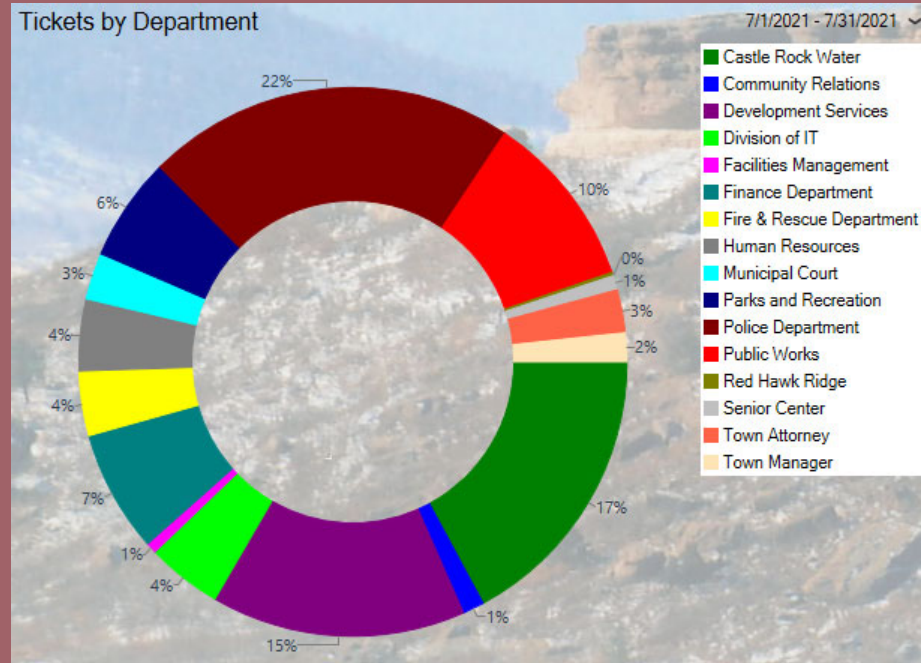
Addressed **31** total tickets, with an average open-to-resolve time of **56** hours

There were no annexations in July

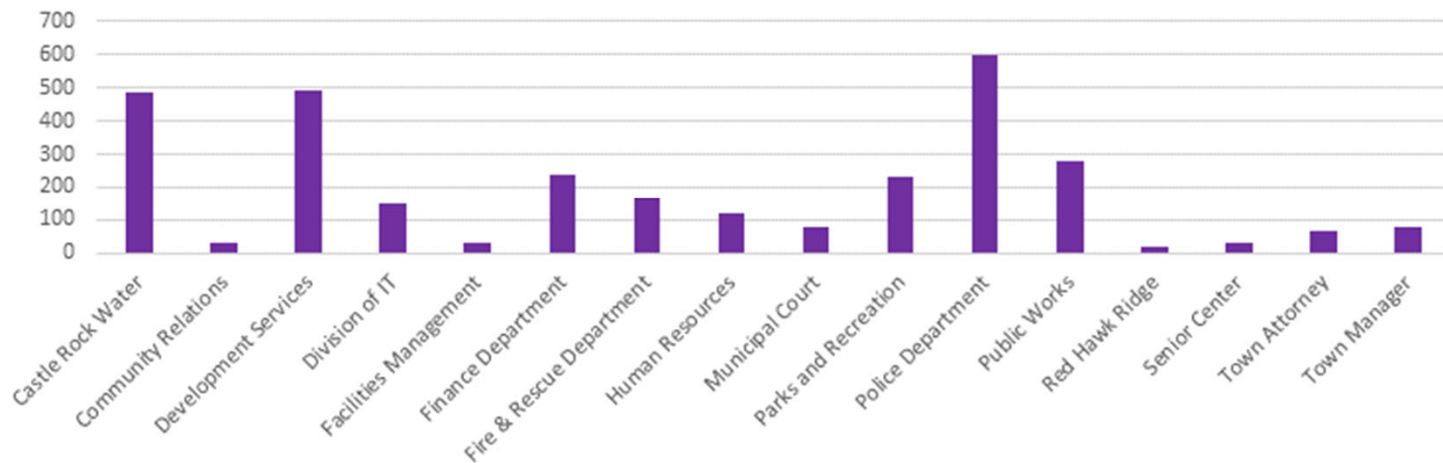
There were no zoning changes in July

There was **one** parcel update in July (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



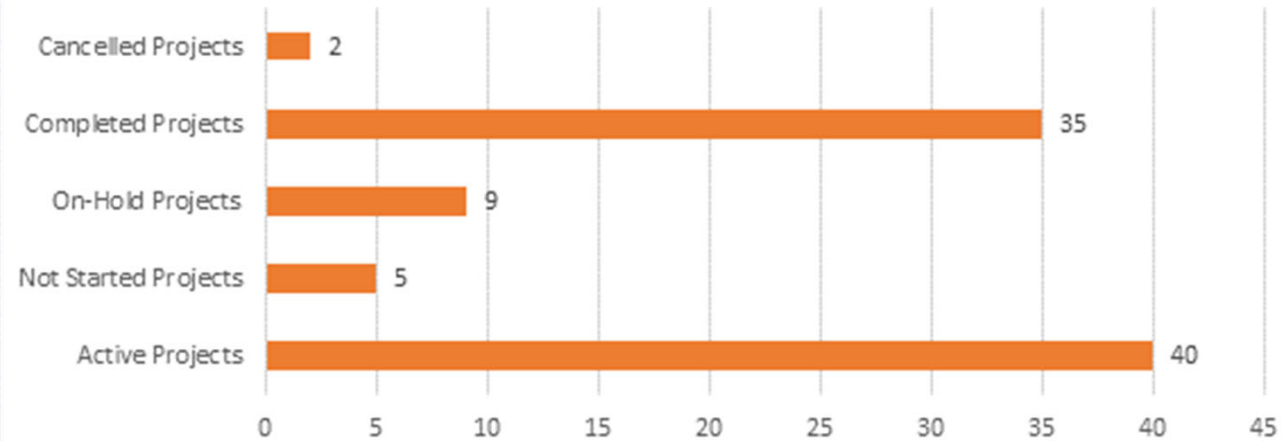
YTD Tickets = 3105



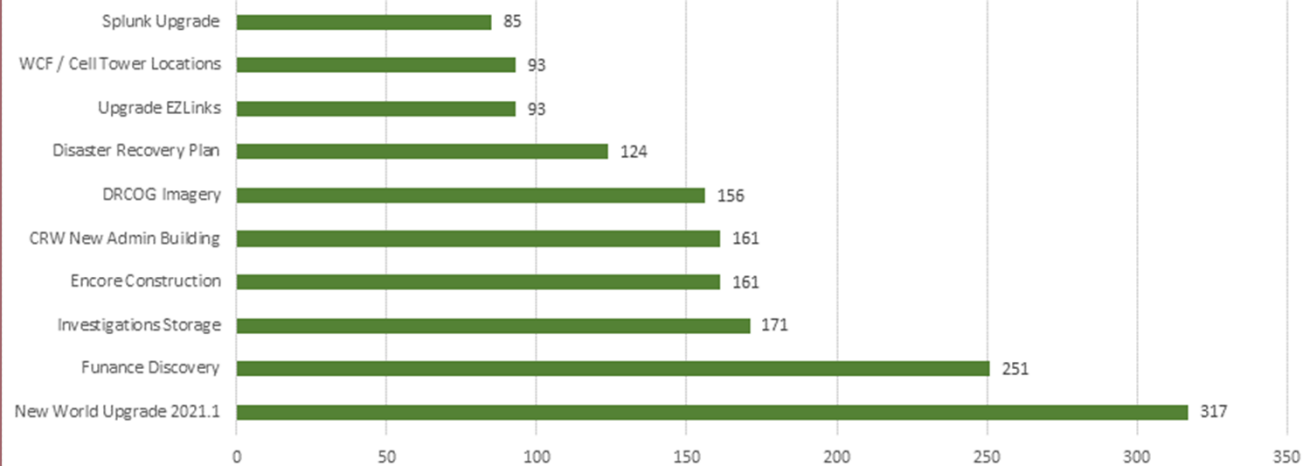
Division of Innovation and Technology



DoIT Project Summary



Top 10 Active Projects by Hours



Key Accomplishments



In July, Community Relations created a postcard, mailer, **five** handouts, social media posts and other communications to inform the community about the potential ballot measures. The team also completed **nine** publications: Outlook magazine, needs case postcard, budget open house postcard, Rising Moon traffic calming postcard, election mailer, Crowfoot Valley Road widening open house letter, CRPD Citizens Academy election letter, Your Town Academy election letter and Your Town Talk.

Key Accomplishments

Staff during **July** issued news releases about:

- Proposed regulations to protect Town infrastructure from outside development; open house Aug. 2
- Watch the Wild West come to life with the Western Heritage Welcome July 30
- [Creating a vision for Downtown alleyways](#)
- Online open house for Four Corners Intersection Improvement Project July 27
- Family fun lights up East Plum Creek Trail at Pedal the Moon July 23
- Popular 80s tribute band, That Eighties Band, returns to PSM Park July 15
- [Enter to win a ColoradoScape yard makeover and conquer the call to conserve](#)
- Grant funding available for local nonprofits; applications due Aug. 1
- July 6 and July 20 Council updates

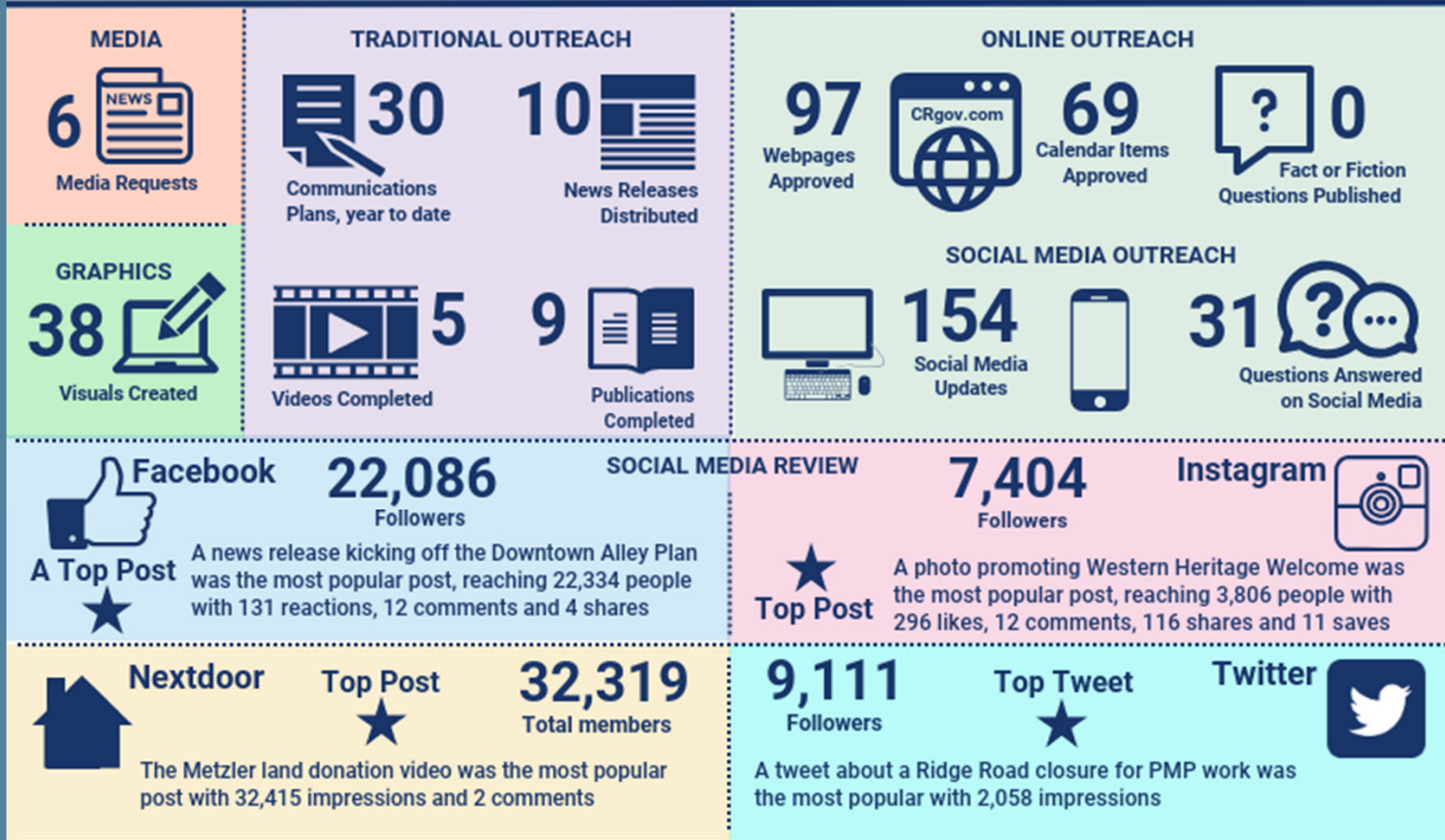
Hyperlinked items were available as of Aug. 5.

Town Manager's Office **July 2021**

Community Relations



Community Relations ■ July 2021 Report



Human Resources



Welcome!

Employee Orientation

Ten new full-time employees came on board during July

Congratulations!

Performance Evaluations

HR on **Aug. 3** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in July reviewed **54** 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 **34** recognitions in July

Well done!

Training

There were no training classes in July

Key Accomplishments



The court held a rare and interesting six hour restitution hearing in an animal case. This was a complicated case that required many hours of preparation by the Town Prosecutor and the Court Clerk's office

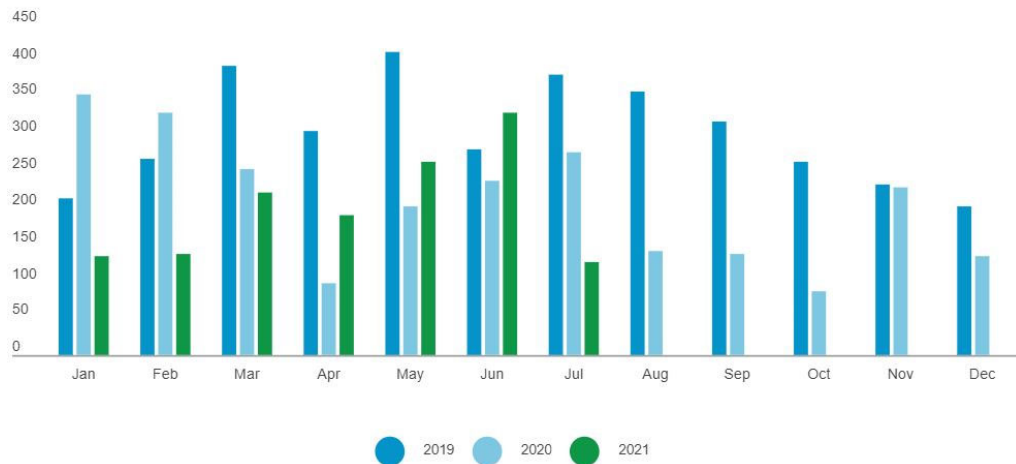
Court staff was able to scan two years of previous records that were being stored in a hard copy format. This eliminated the need to find precious storage space at an off-site location

Staff continues to work towards updating existing procedures and/or creating new procedures for updated workflow processes. This is one of the objectives in the Court's strategic plan

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	2,411
2021	135	138	222	191	264	331	127						

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

