

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 annual Rec Center shutdown work including re-grouting the steam room and hot tub and improvements to Panorama Hall

Completed Town Hall sign installation

Completed **125** preventative maintenance activities and **27** custodial inspections, in addition to regular work order requests – in total, the Facilities Team handled **273** work orders in August

Participated in software demo for new work order and asset management system – implementation planned for 2022

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

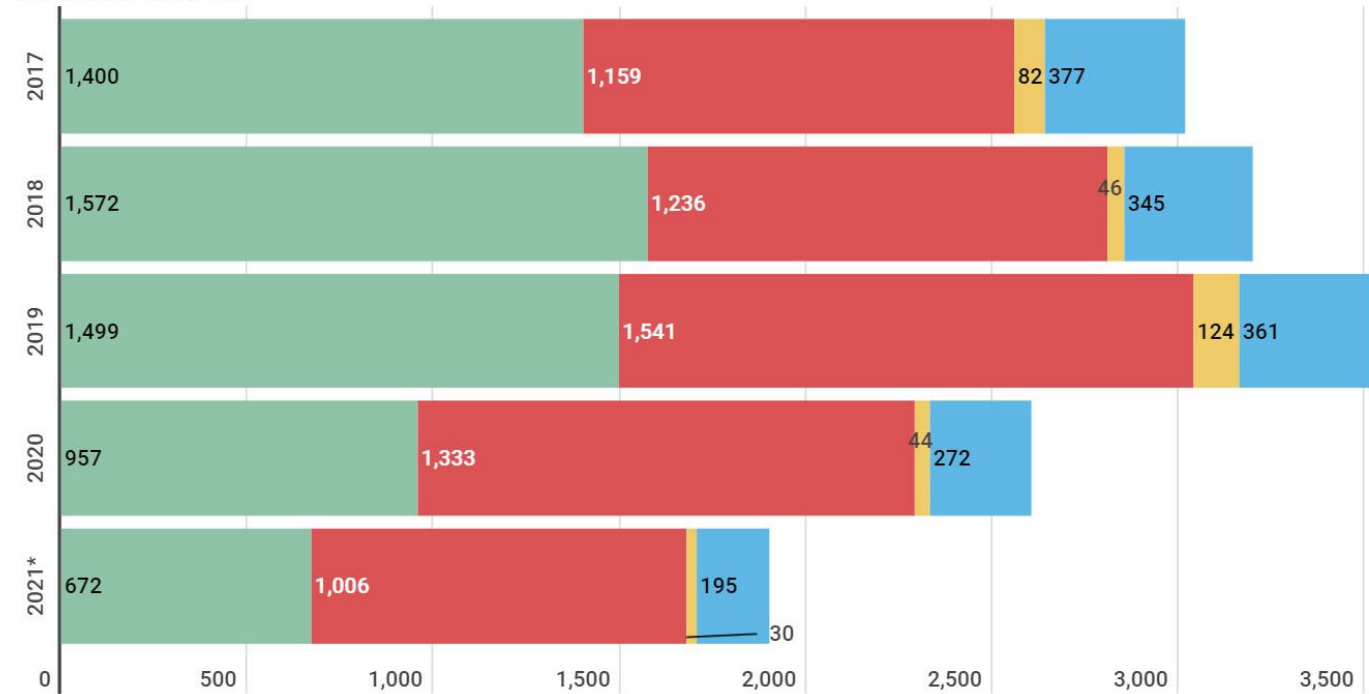


Facilities



Facilities Division

All Work Orders



*2021 Work Orders reported through August

● 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 **four** Town-wide training classes

Decommissioned obsolete servers

Updated scanning software on all workstations and servers

Division of Innovation and Technology



Help Desk

Addressed **486** total tickets, with an average time to resolve of **48** hours

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

There were **40** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **415** medium priority tickets this month, **96%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

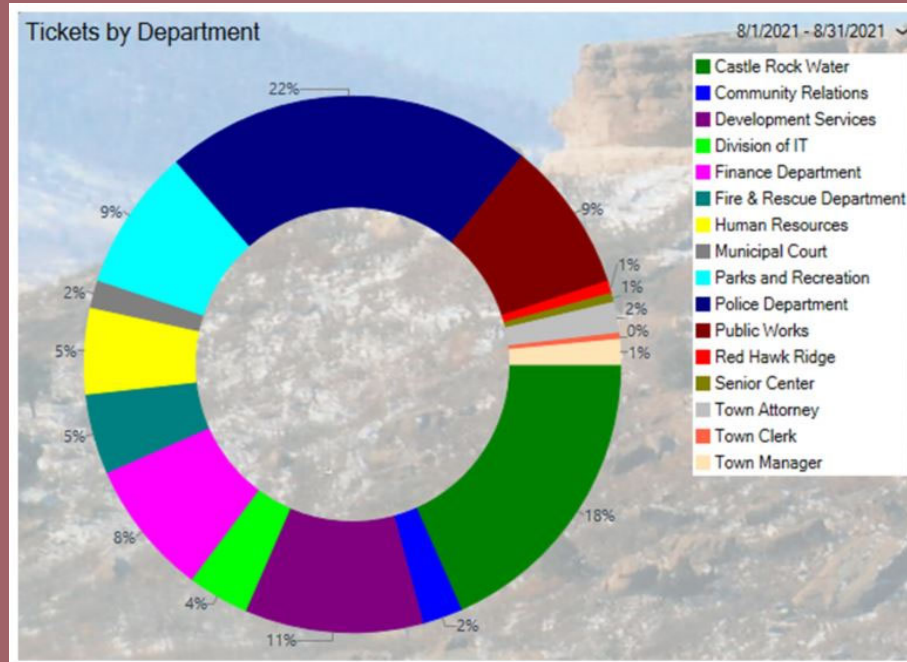
Addressed **39** total tickets, with an average open-to-resolve time of **37** hours

There were no annexations in August

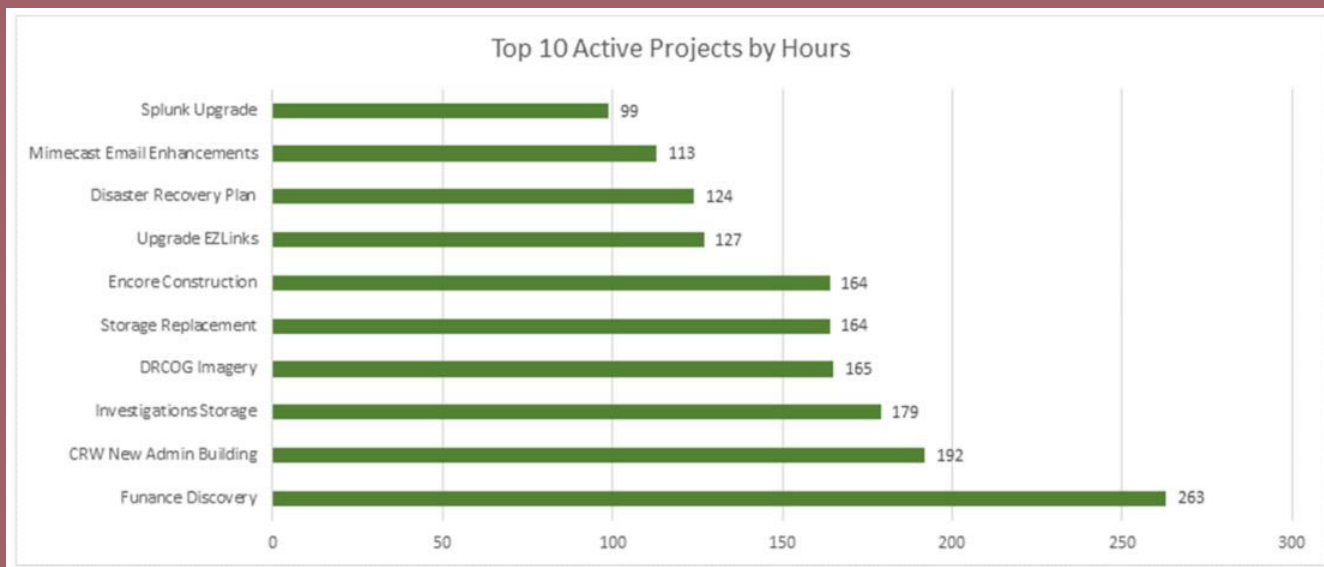
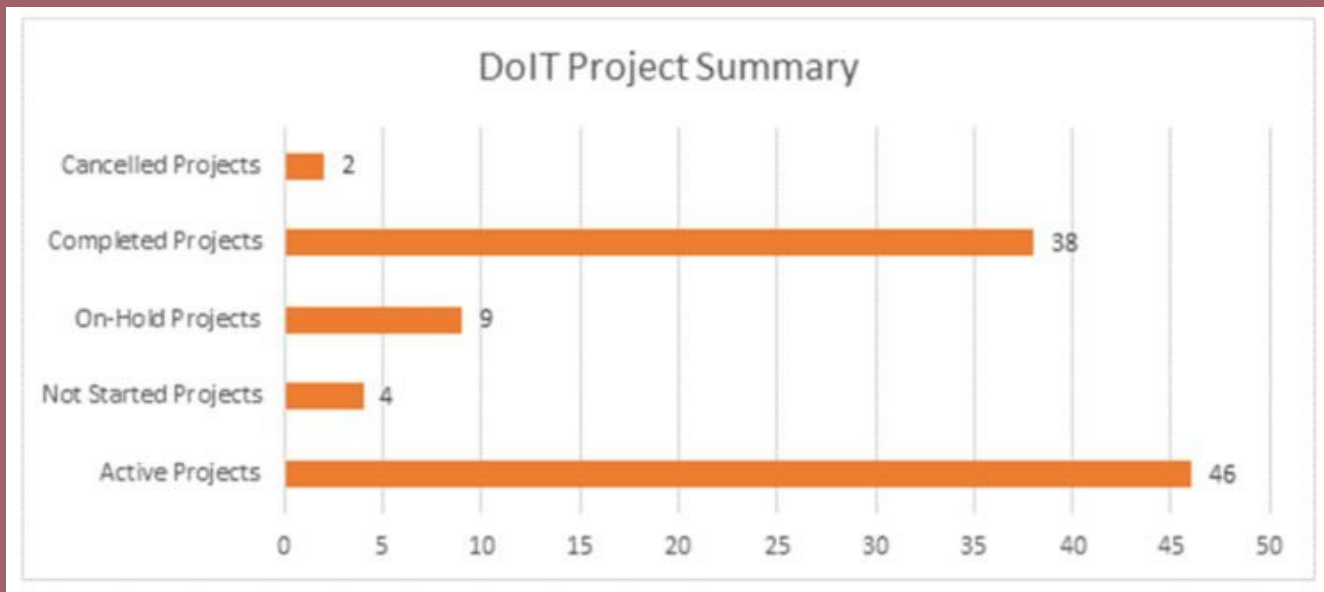
There were no zoning changes in August

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



Key Accomplishments



In August, 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 **August** issued news releases about:

- [Find 'Love on the Rocks' at Super Diamond with The Denver Pops Sept. 11](#)
- [Young athletes encouraged to 'try' at annual youth triathlon Sept. 12](#)
- Get ready to 'Shake Rattle & Roll' with Shelvis and the Roustabouts at First Fridays Sept. 3
- [Meet your Councilmember – open houses start Sept. 9](#)
- [Town Council approves ballot language for election this November](#)
- [Wide open spaces are waiting for you; provide feedback to help plan the community's next open space](#)
- Share your thoughts on Town funding priorities at budget open house
- Those with interest in Downtown invited to attend special Town Council meeting
- [New sculptures invite the public to encounter art in Castle Rock](#)
- August 17 Council update
- Tune in for a good cause at PSM Park; Face Vocal Band takes the stage Aug. 19
- Learn, play and explore at Small Fry Field Day Aug. 17
- Maintenance work at The rock starts Aug. 9
- Annual maintenance closes the Castle Rock Recreation Center Aug. 9-13
- Design begins on Crowfoot Valley road; open house set for Aug. 19
- Keep the 'World Turning' with TUSK at First Fridays Aug. 6
- Father-daughter tradition expands to summer; Daddy Daughter Ball set for Aug. 20

Hyperlinked items were available as of Sept. 6.

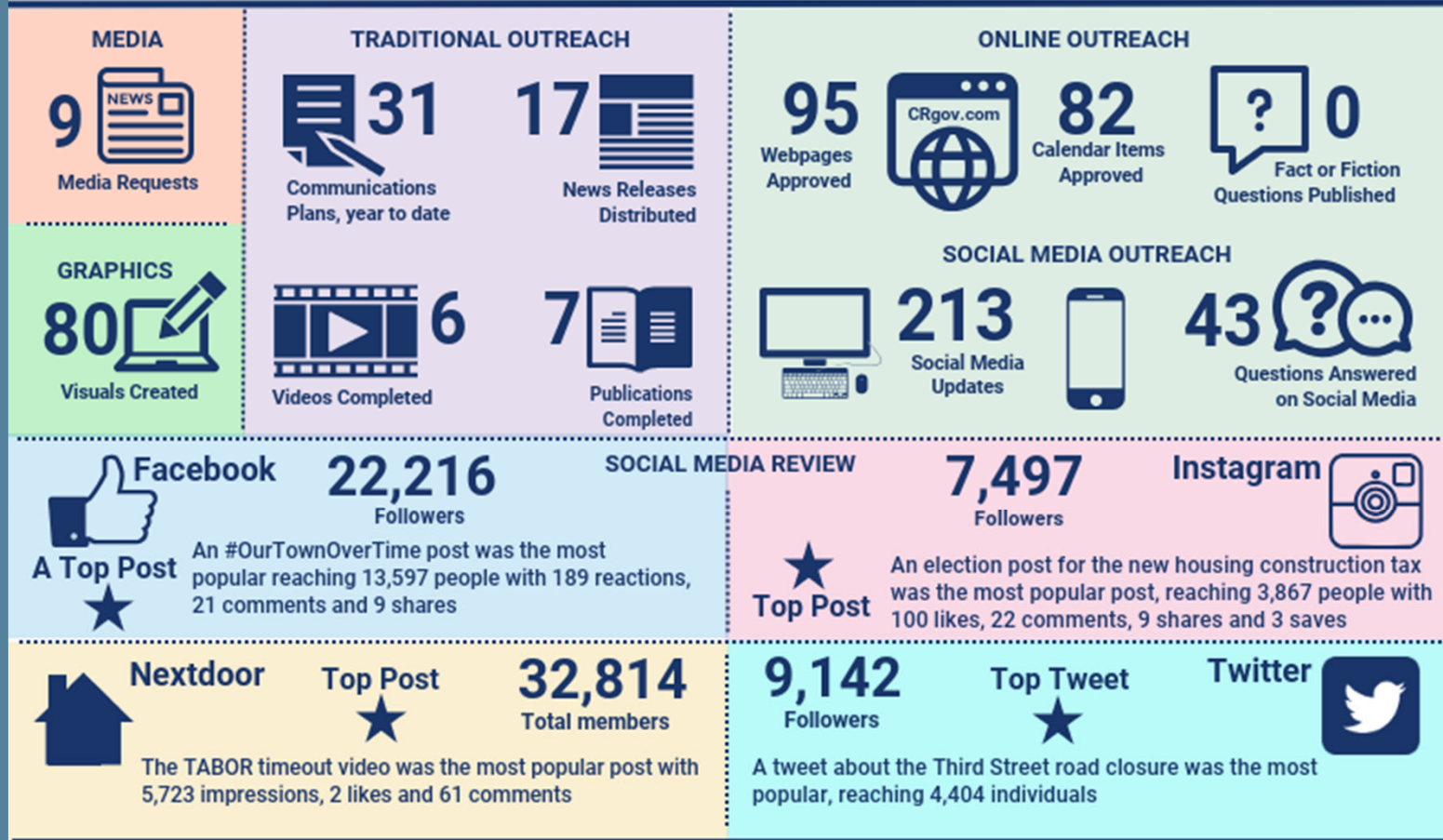
Town Manager's Office **August 2021**

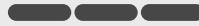


Community Relations




Community Relations ■ August 2021 Report





Key Accomplishments



HR sat on the following interview panels in August: Assistant Town Attorney, Business Solutions and Support Manager, Meter Services Supervisor, Enterprise Fund Analyst and Sr. Financial Analyst

Human Resources



Welcome!

Employee Orientation

Seven new full-time employees came on board during August

Congratulations!

Performance Evaluations

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

HR in August reviewed **37** 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 **35** recognitions in August

Well done!

Training

There were no training classes in August

Key Accomplishments



The court has completed approximately **70%** of our strategic plan and we are only in year one!

The District Court has recently affirmed the Municipal Court's decision in an appeal on a six-point speeding ticket in a school zone

Court staff have updated approximately **90%** of existing written procedures on current processes. This project will be ongoing as new procedures will be needed when procedures change with legislative changes. Court staff is looking forward to the challenge

Municipal Court



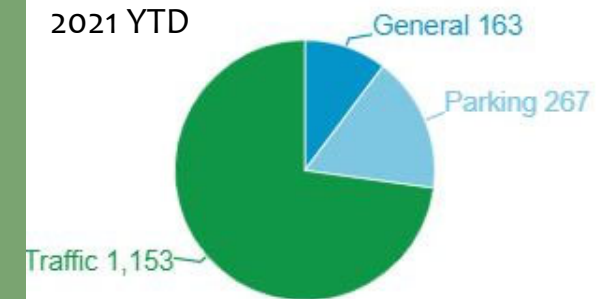
Total cases filed in Castle Rock Municipal Court: 2019-2021



	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	200					

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

2021 YTD



2020 YTD

