



FM

# Town Manager's Office



DoIT



MC



COM



HR

Under the direction and guidance of the Town Manager and Assistant Town Managers, 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.

FM

FACILITIES  
MAINTENANCE

Provides a safe, clean, positive environment at all municipal facilities, for both employees and the public

DoIT

DIVISION OF  
INNOVATION  
AND  
TECHNOLOGY

Partners with departments Townwide to strategically implement technology that is secure and well-supported

MC

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

COM

COMMUNICATIONS

Facilitates community outreach and involvement for departments Townwide

HR

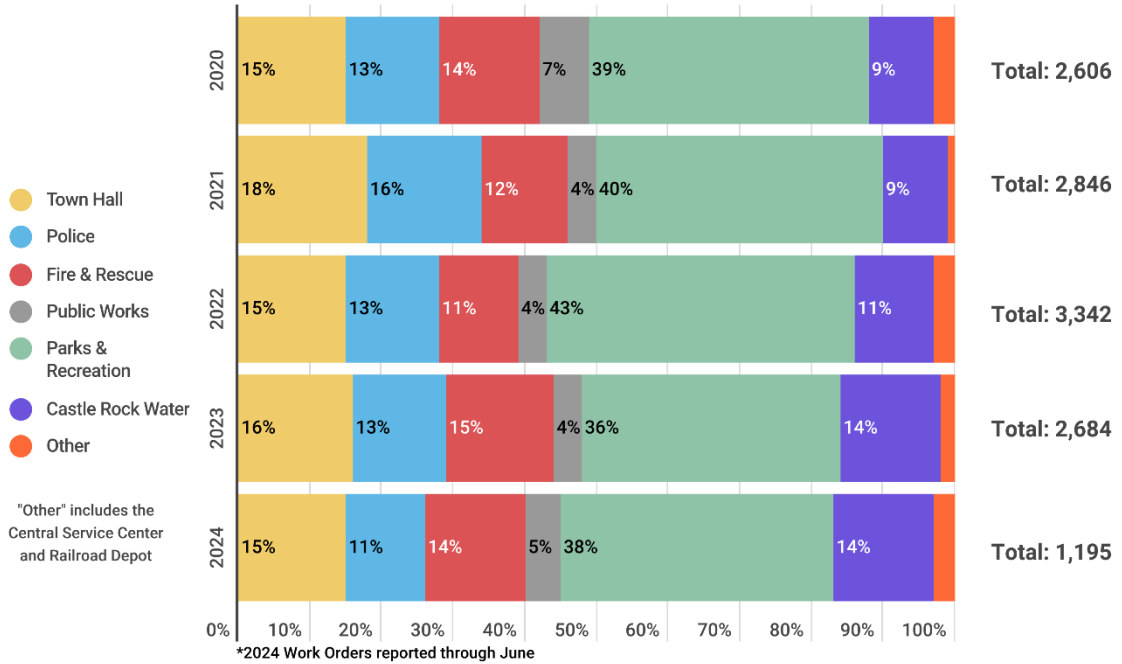
HUMAN  
RESOURCES

Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ In June, the Facilities team handled **169** work orders including **34** preventative maintenance activities and **26** custodial inspections
- ▶ There were **two** emergency work orders in June
- ▶ Completed boiler inspections at Town buildings
- ▶ Completed sewer line repairs and installation of new flooring in the preschool room at the Rec Center
- ▶ Installed new rain gutters at the Public Safety Training Facility (north building) and Police Department
- ▶ Refinished countertops at Fire Station #154 and installed new countertops in the women's locker room at PD
- ▶ Planning and support for numerous projects including gate replacement at Lost Canyon Ranch open space, HVAC repairs at a Castle Rock Water wellhouse and the Cantril renovation project

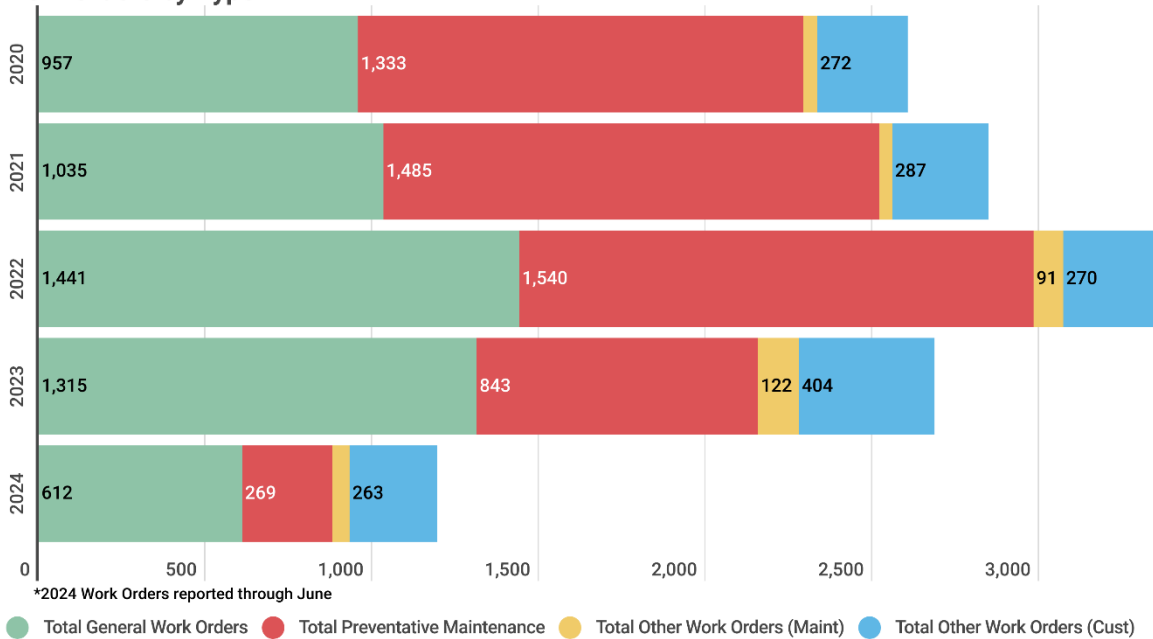
# Facilities Division

## Work Order % by Department



# Facilities Division

## Work Orders by Type



"Other" work orders include event setups, snow removal and custodial work orders/inspections



# DoIT Key Accomplishments

- ▶ Conducted **six** Town-wide training courses
- ▶ Upgraded the Town's Internet service
- ▶ Successful sales tax system upgrade

# DoIT

## Help Desk

Addressed **413** total tickets, with an average time to resolve of **45** hours

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

There were **25** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is the goal)

There were **346** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is the goal)

## Geographic Information Systems (GIS)

Addressed **9** total tickets, with an average open-to-resolve time of **41** hours

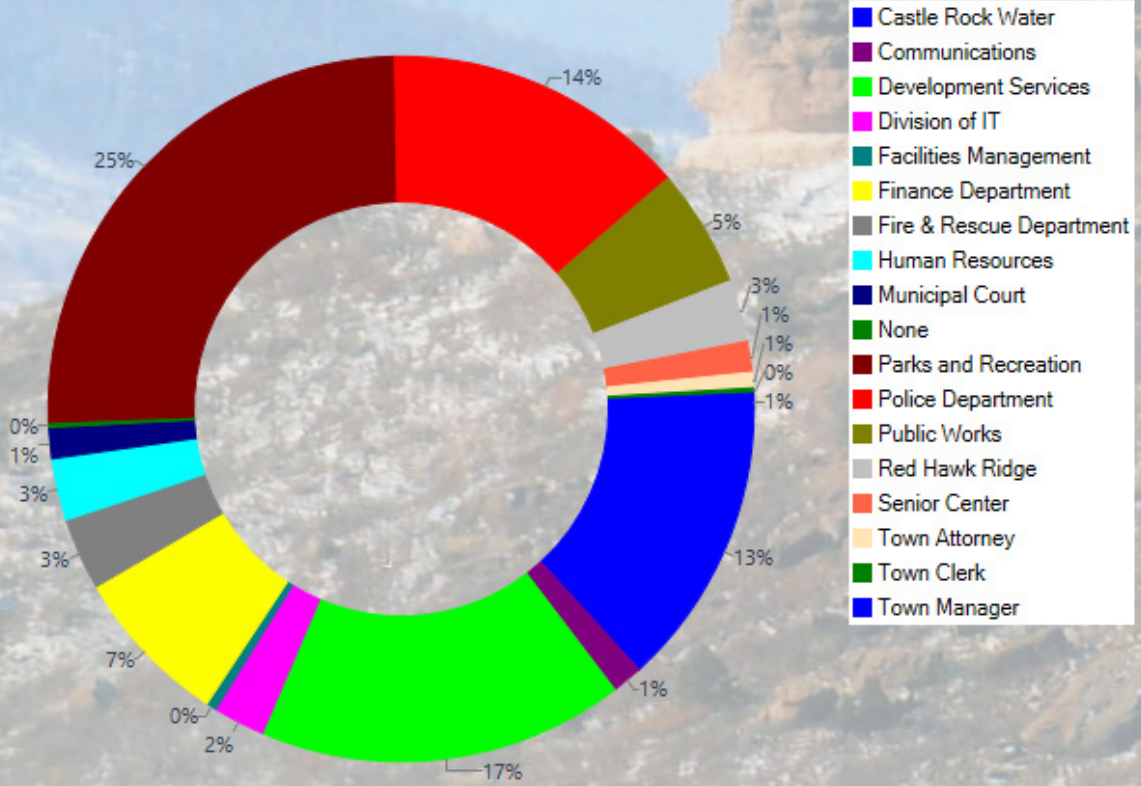
There were **no** annexations in June

There were **no** zoning changes in June

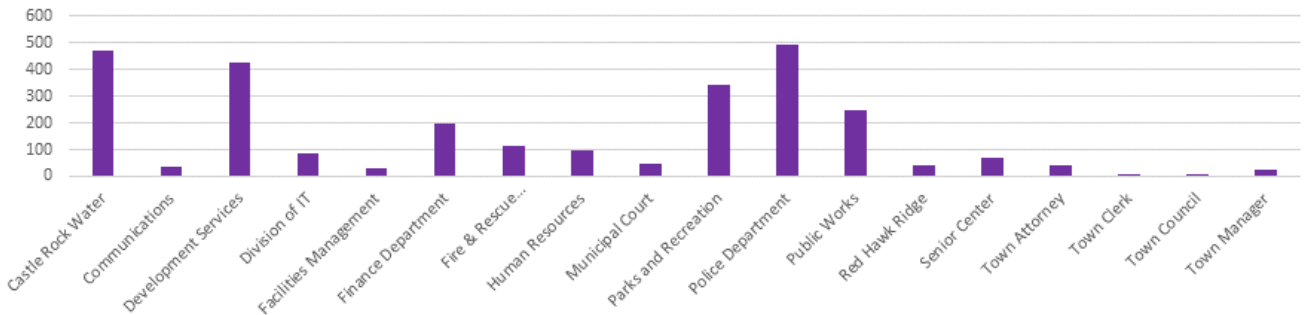
There were **no** parcel updates in June

## Tickets by Department

6/1/2024 - 6/30/2024

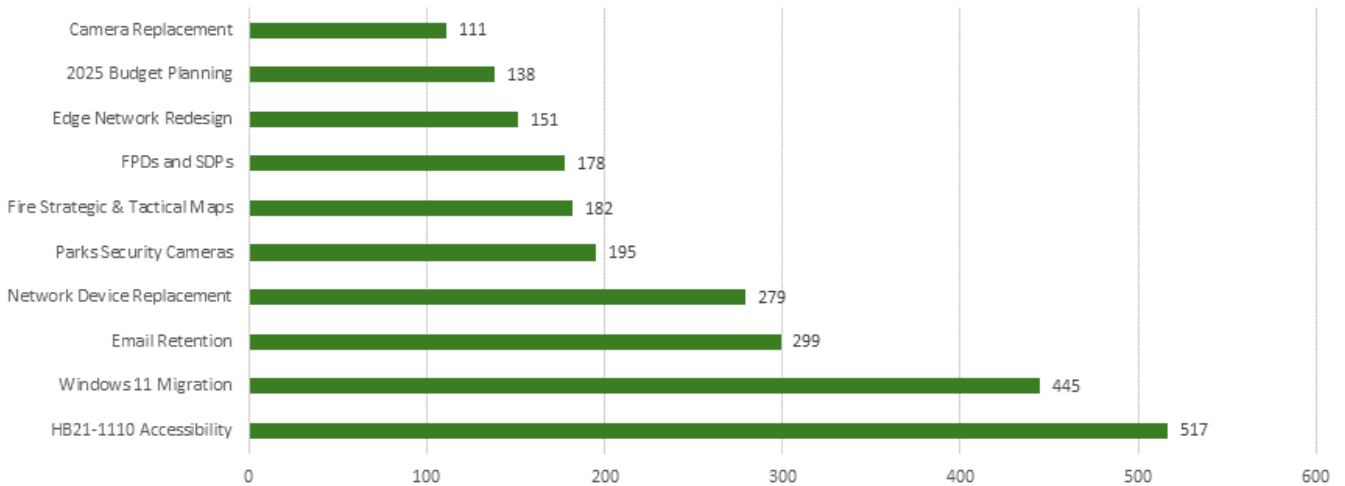


## YTD Tickets = 2783

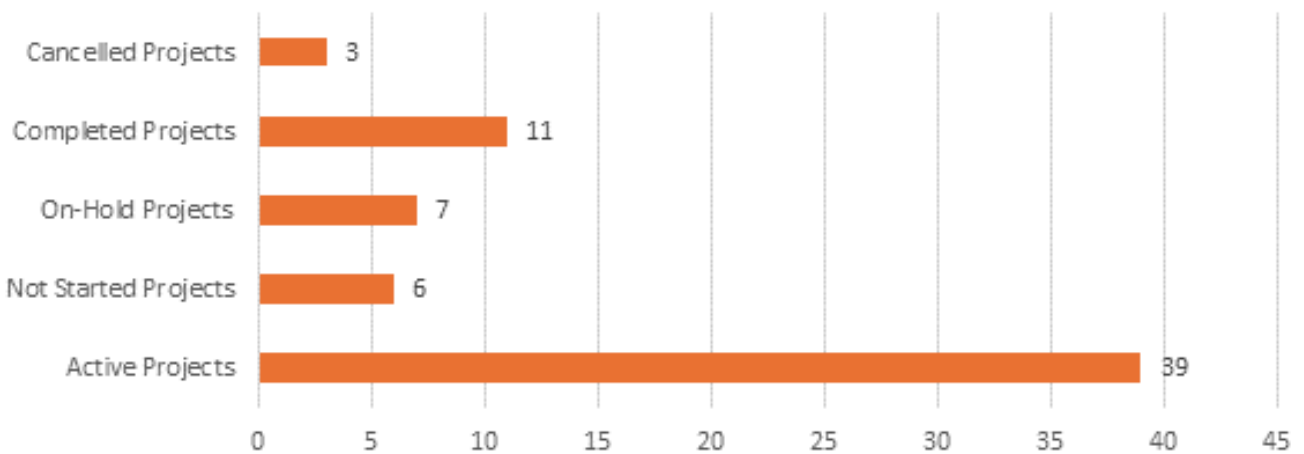


# DoIT

### Top 10 Active Projects by Hours



### DoIT Project Summary







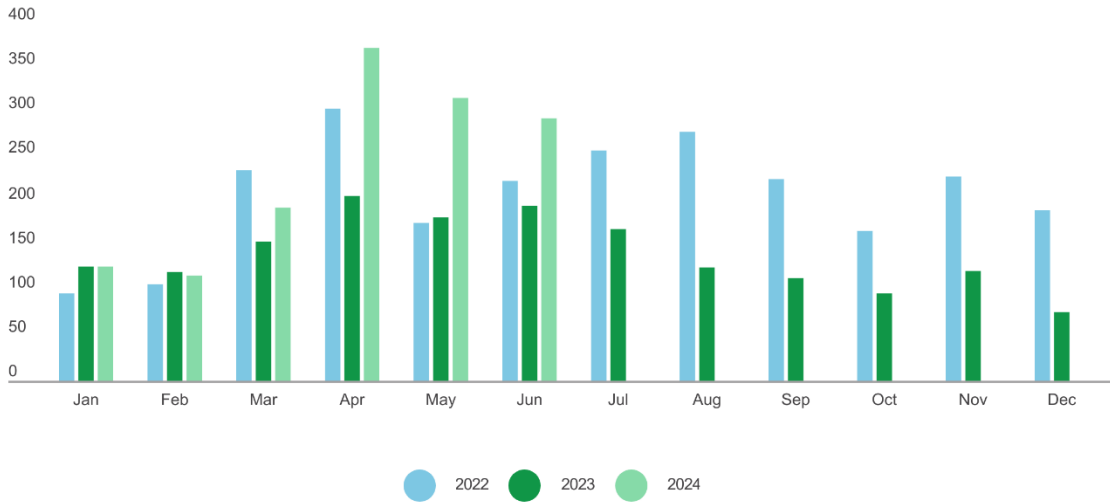
MC

# Key Accomplishments



- ▶ The Court is pleased to welcome Erika Fiordalis as a full-time Court Technician. Erika brings valuable experience from her previous role in Castle Rock Police Department Records Division. She possesses extensive knowledge of criminal practices in the Town of Castle Rock

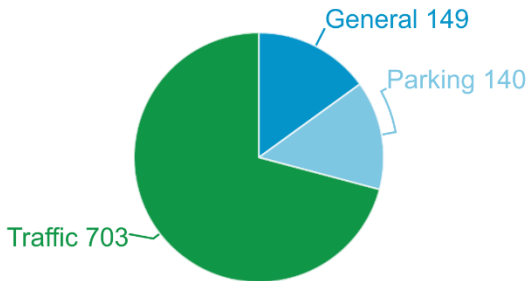
**Total cases filed in Castle Rock Municipal Court: 2022-2024**



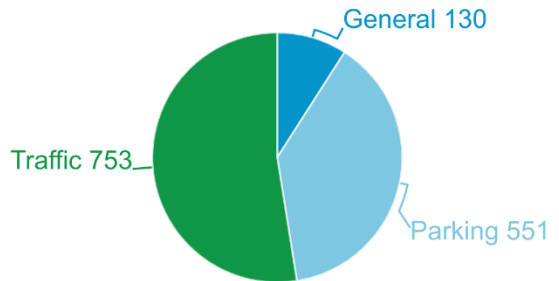
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022	98	108	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	118	194	373	317	294	0	0	0	0	0	0	1434

**Total cases filed in CR Municipal Court by type YTD: June 2023 vs. June 2024**

2023 YTD



2024 YTD




Create and publish your infographics



# COM

# Key Accomplishments

- 
- ▶ In June, the Communications Division supported the Lost Canyon Ranch Open Space VIP and Bike to Work Day events. The team also produced **four** publications: District 5 open house postcard, Summer Concert Series postcard, Mitchell Gulch Park reopening postcard and Your Town Talk newsletter

Staff during June issued news releases about:


















- [The fun is as full as the moon at Pedal the Moon July 20](#)
- [Sign up to receive call on July 15 to discuss Town finances, potential ballot item](#)
- [Say aloha to your new Mitchell Gulch Park; reopening celebration July 10](#)
- [Learn about animals around the Rock at upcoming educational programs](#)
- [Free concerts and family fun at PSM Park support our parks and trails](#)
- Save gas, get fit and win prizes; annual Bike to Work Day is June 26
- [Castle Rock goes country with Cooper Alan at the Amphitheater July 19](#)
- [Two Town projects receive Starburst Awards; People's choice voting begins June 15](#)
- Celebrate Independence Day in Town with fireworks show set for Thursday, July 4
- [Follow us down to the Amphitheater July 12 for the Gin Blossoms](#)
- Applications open for 2024 Your Town Academy
- June 18 Council update

*Hyperlinked items were available as of July 8*

# COMMUNICATIONS



## Communications ■ June 2024 Report

<p><b>MEDIA</b></p> <p><b>14</b> </p> <p>Media Requests</p>	<p><b>TRADITIONAL OUTREACH</b></p> <p><b>26</b>  <b>12</b> </p> <p>Communications Plans, year to date News Releases Distributed</p>	<p><b>ONLINE OUTREACH</b></p> <p><b>228</b>  <b>34</b>  <b>0</b> </p> <p>Webpages Approved CRgov.com Calendar Items Approved Fact or Fiction Questions Published</p>
<p><b>Email News</b></p> <p><b>54</b> </p> <p>New subscribers</p>	<p><b>6</b>  <b>4</b> </p> <p>Videos Completed Publications Completed</p>	<p><b>SOCIAL MEDIA OUTREACH</b></p> <p><b>266</b>  <b>86</b> </p> <p>Social Media Updates Questions Answered on Social Media</p>
<p><b>Facebook</b> <b>27,700</b> Followers</p> <p><b>Top Post</b>  A post announcing the July 4 fireworks show was the most popular, reaching 16.4K people with 227 engagements, 83 shares and 55 comments.</p>	<p><b>SOCIAL MEDIA REVIEW</b> <b>10,687</b> Followers</p> <p><b>Instagram</b> </p> <p><b>Top Post</b>  A post announcing the July 4 fireworks show was the most popular, with 3,578 impressions and 193 engagements.</p>	
<p><b>Nextdoor</b> <b>43,419</b> Total members</p> <p><b>Top Post</b>  A post warning about leaving dogs in hot cars was the most popular, with 10,528 impressions and 4 reactions.</p>	<p><b>9,937</b> Followers <b>Top Post</b>  <b>X</b> </p> <p>A post about the Safe Streets for All survey was the most popular, with 310 impressions and 33 engagements.</p>	



# HR

## Key Accomplishments



▶ HR attended **30** interviews:

- HR Generalist: 6
- Accountant: 5
- Budget Manager: 6
- Street Maintenance Tech: 3
- Court Tech: 4
- Seasonal Streets: 1
- CIP Project Manager CRW: 2
- Asset Program Manager: 1
- Fleet Tech: 2

# HUMAN RESOURCES

Welcome!

## Employee Orientation

**Five** new full-time employees came on board during June. HR processed **47** Seasonal and Re-hire employees

Congratulations!

## Performance Evaluations

In June HR reviewed **65** 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 **two** recognitions in June

Well done!

## Training and Recruitment

There were no career fairs in June. HR held **one** training in June: Generations Training