



TOWN MANAGER'S OFFICE

January 2025

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.

- Facilities
- Division of Innovation and Technology
- Municipal Court
- Communications
- Human Resources
- Youth Commission

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

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

Communications

Facilitates community outreach and involvement for departments Townwide

Human Resources

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

Youth Commission

The Youth Commission provides a means for youth in the Town of Castle Rock to learn more about their local government, participate in the process, and represent and articulate the needs of our community's youth



Facilities

Key Accomplishments

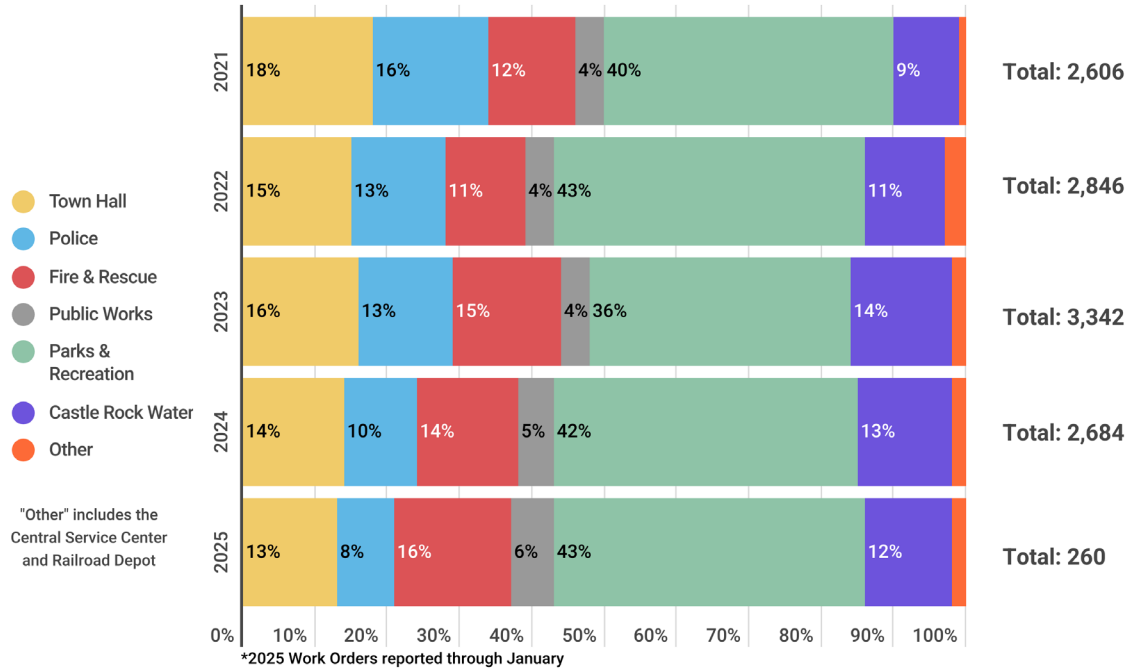


- In January, the Facilities team completed **260** work orders including **89** preventative maintenance activities and **29** custodial inspections. There was **one** emergency work order in January
- Completed emergency repairs on generators at Fire Stations #152 and #153
- Handled snow removal during **two** snow events in January
- Completed warranty repairs on floors/counters in Rec Center locker rooms
- Posted to fill vacant Lead Sr. Maintenance Technician position
- Supported planning and design efforts for the Fire Station #156 project and the electrical service upgrade project at the Cantril building

Facilities

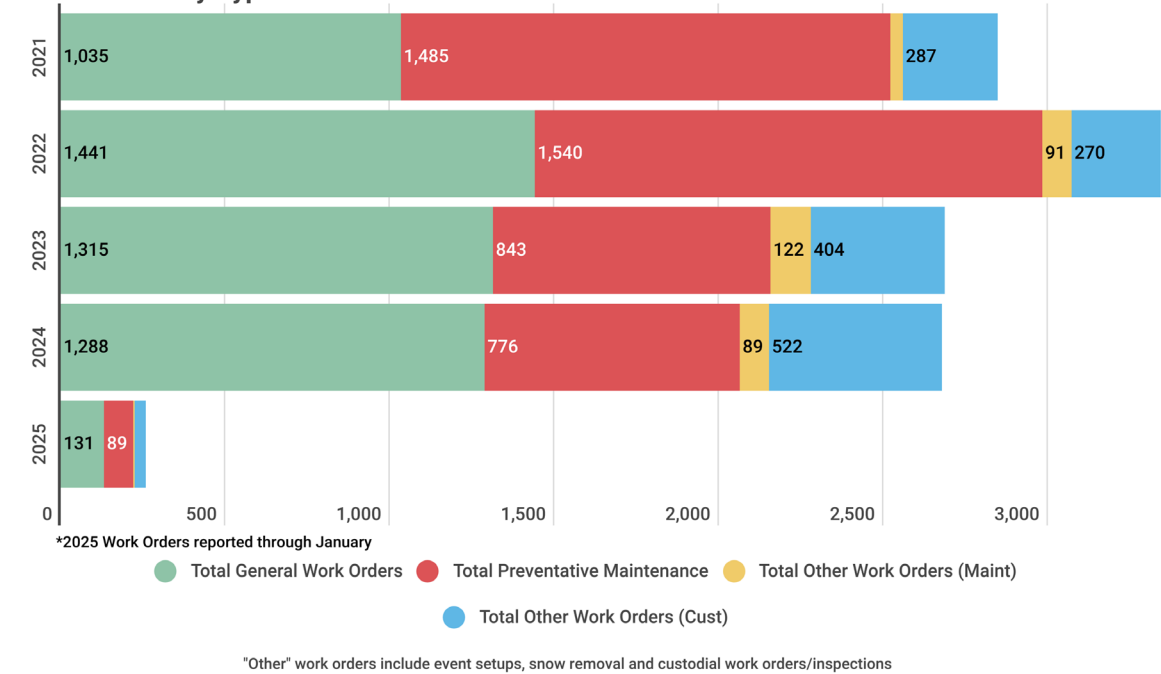
Facilities Division

Work Order % by Department



Facilities Division

Work Orders by Type





DoIT

Key Accomplishments



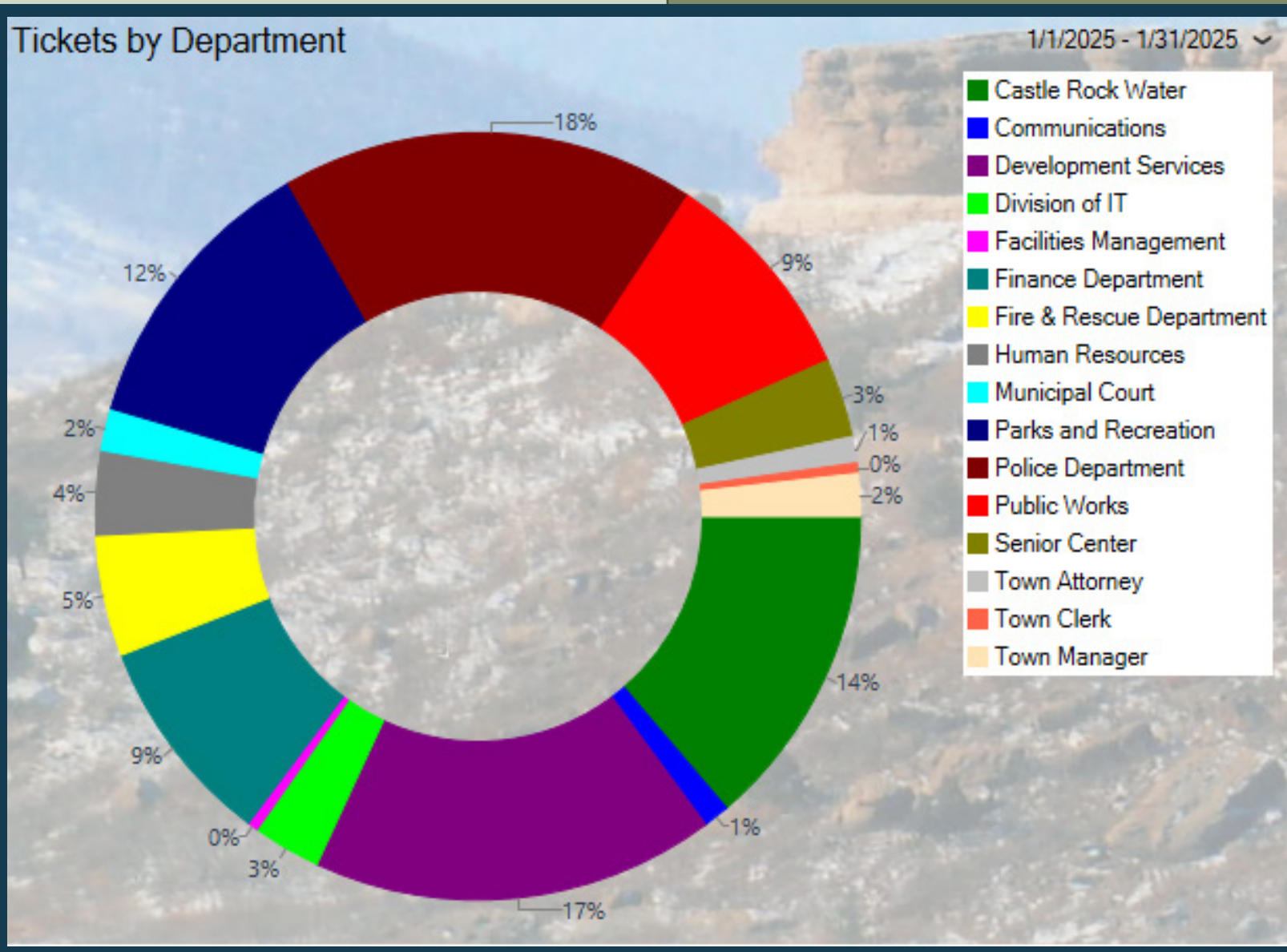
- Implemented map updates for Town annexations
- Patched critical vulnerabilities on Castle Rock Police Department servers
- Replaced end-of-life cameras at Castle Rock Recreation Center
- Installed fiber network connectivity to the Meadows Water Treatment Plant
- Continued progress on HB21-1110 accessibility requirements

- Addressed **424** total tickets, with an average time to resolve of **44** hours
- There were **four** emergency tickets this month, **100%** of which were resolved within one calendar day (80% is the goal)
- There were **22** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is the goal)
- There were **343** medium priority tickets this month, **99.7%** of which were resolved within 10 calendar days (90% is the goal)

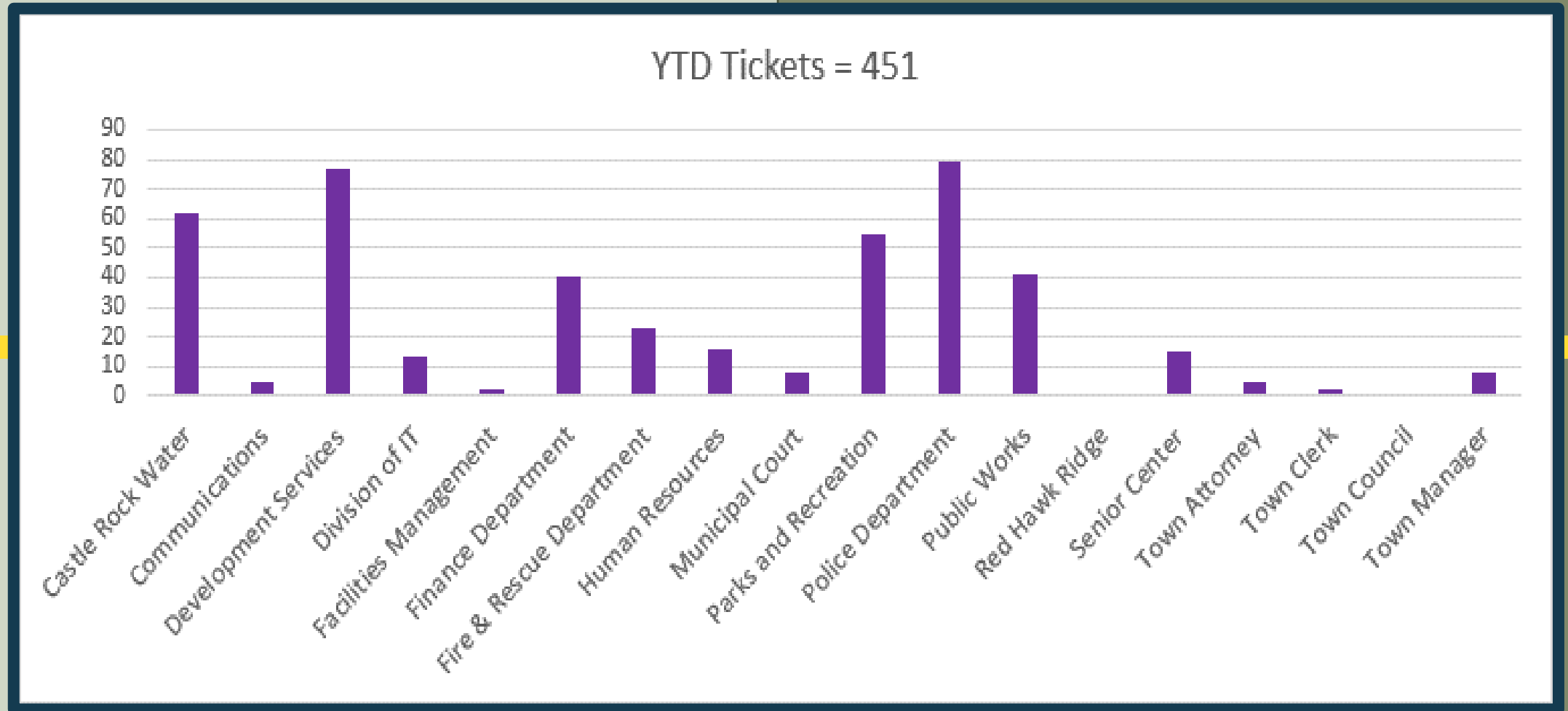
Help Desk

- Addressed **27** total tickets, with an average time to resolve of **79** hours
- There were **six** annexations in January, 100% of which were reflected within the GIS database map within one week of receipt; the goal is to have 90% of annexations reflected within that timeframe
- There were **six** zoning change in January, 100% of which were 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 were no parcel updates in January

GIS Geographic Information Systems



DoIT



Municipal Court

Key Accomplishments



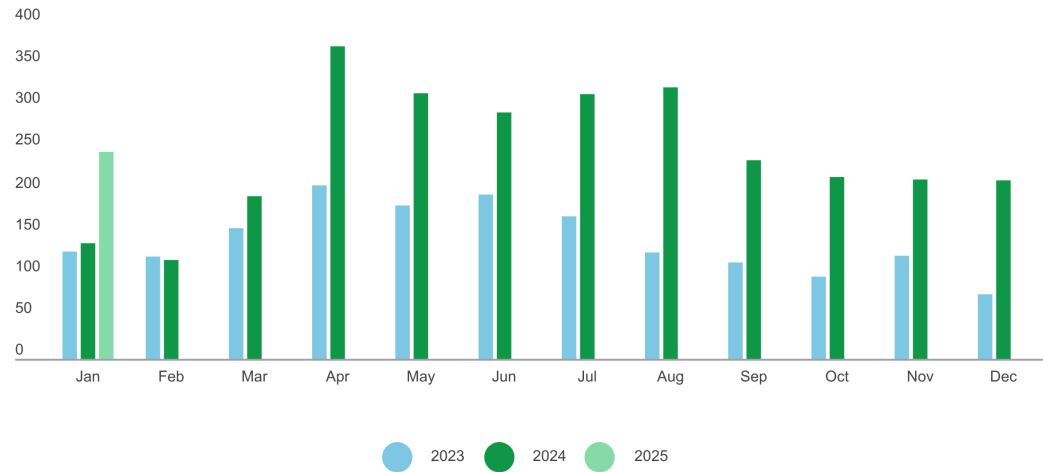
Teen Court held one peer panel in January

The Court welcomes our new intern, Kaelani Salinas. Kaelani is a senior at Colorado Early Colleges and will graduate in May with an associate degree in paralegal studies

The Court is working with Brazos, our ticketing software, to update the language on all Municipal Court tickets

Castle Rock Municipal Court Monthly Report -January 2025

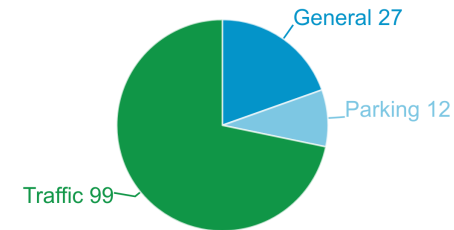
Total cases filed in Castle Rock Municipal Court: 2023-2025



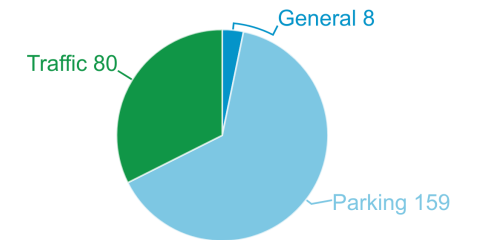
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	118	194	373	317	294	316	324	237	217	214	213	2955
2025	247												247

Total cases filed in CR Municipal Court by type YTD: January 2024 vs. January 2025

2024 YTD



2025 YTD





Communications

Key Accomplishments



In January, the Communications staff completed **three** publications:

- Your Town Talk newsletter
- Meet Council mailer
- 2024 Year in Review mailer

The team also facilitated updates to the CRgov.com website to improve backend security

Staff during January issued news releases about:

- [Town completes Four Corners intersection improvements](#)
- [Volunteer to help Castle Rock's bluebirds flourish; open house Feb. 5](#)
- [Dreaming of Summer? Youth camp registration opens Monday, Jan. 20](#)
- [Video, report highlights 2024 successes, look ahead to 2025](#)
- Jan. 7 and Jan. 21 Council updates

(Hyperlinked items were available as of Feb. 10)



Communications ■ January 2025 Report

MEDIA



4

Media Requests

Email News

37

New subscribers

TRADITIONAL OUTREACH



1

Communications
Plan, year to date



6

News Releases
Distributed



1

Video Completed



3

Publications
Completed

ONLINE OUTREACH

104

Webpages
Approved



55

Calendar Items
Approved



0

Fact or Fiction
Questions Published

SOCIAL MEDIA OUTREACH



124

Social Media
Updates



25

Questions Answered
on Social Media



Facebook

28,713

Followers



Top Post

A shared CRFD post of firefighters on their way to help with California wildfires reached 3.2K, with 8.2K views, 425 reactions, 13 shares and 63 comments.

SOCIAL MEDIA REVIEW

11,835

Followers



Top Post

A post about the Season of the Star coming to a close reached 3.7K, with 6.1K views and 456 interactions.

Instagram



Nextdoor

Top Post



45,973

Total members

A news release about the completion of the Four Corners intersection improvements was the most popular post, with 7,749 impressions, 2 comments and 18 reactions.

9,967

Followers

Top Post



A Town Council update that included information on the CDOT mobility hub and the Transportation Safety Action Plan was the most popular post, with 335 impressions and 25 engagements.

X



Human Resources

Key Accomplishments



HR attended **12** Interview Panels, totaling **37** interviews:

- HRIS Analyst: 4
- Parks & Rec Admin: 3
- Distribution Operator: 1
- Special Events and Programs Supervisor: 5
- Fleet Technician: 3
- Accountant: 3
- Water Efficiency Specialist: 5
- Sr. Construction Inspector: 3
- Distribution Operator: 1
- PW GIS Technician: 4
- Water Engineer: 1
- Parks Supervisor: 4

HR processed **214** market adjustments in January

Employee Orientation

Ten new full-time employees and **16** part-time or seasonal employees came on board in January

Separations

HR separated **12** full-time employees and **98** part-time or seasonal employees in January

Performance Evaluations

In January HR reviewed **71** performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met

Employee Recognition

There were **three** recognitions in January

Training and Recruitment

HR attended **one** career fair in January, Colorado School of Mines Spring Career Fair

Human Resources

Youth Commission

Key Accomplishments



Established the Castle Rock Youth Commission on Jan. 7

- Empowers high school students (grades 9 to 12) to engage in local government
- Members will advise the Town Council, lead youth projects and strengthen community involvement
- Commission will consist of nine members with staggered terms
- Commission will have four powers; involvement, communication, engagement and recognition
- CRgov.com/YouthCommission