

A teal-colored circle containing the text "FM".

FM

Town Manager's Office

A blue-colored circle containing the text "DoIT".

DoIT

Under the direction and guidance of the Town Manager and Assistant Town Managers, each division

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MC

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.

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COM

A dark blue-colored circle containing the text "HR".


HR





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

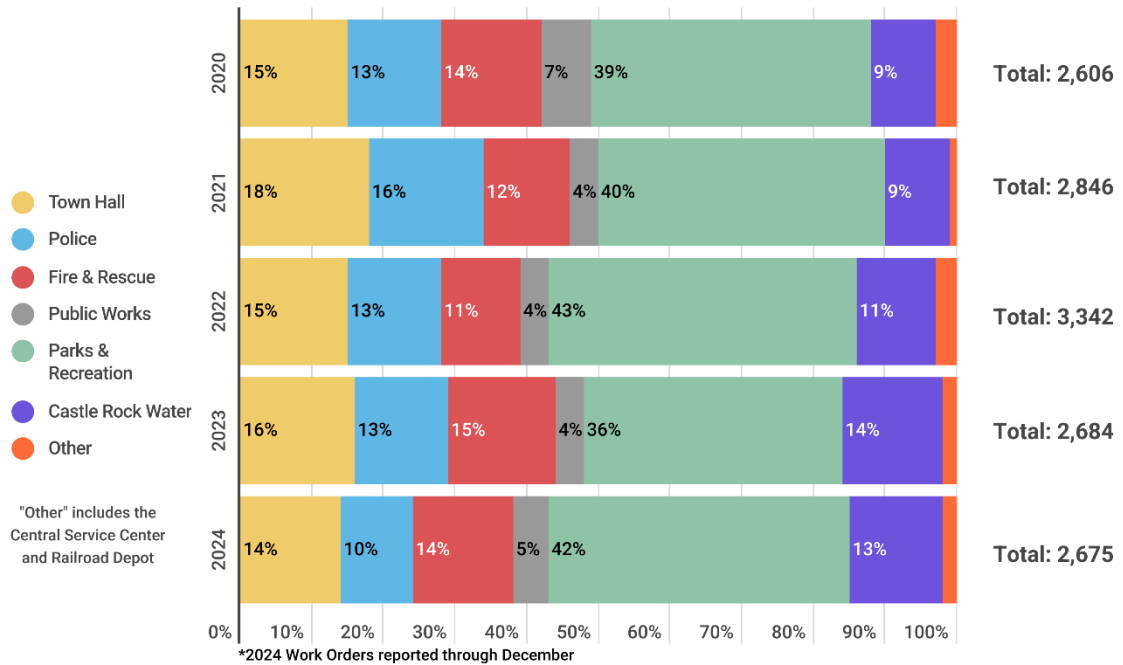


FM Key Accomplishments

- ▶ In December, the Facilities team handled **298** work orders including **93** preventative maintenance activities and **36** custodial inspections. There were no emergency work orders in December
- ▶ In 2024, Facilities completed **2,675** work orders which is nearly the same as 2023 (2,684 work orders). Of the 2024 total, **41%** of the work orders were related to preventative maintenance activities
- ▶ Handled snow removal for **one** storm in December
- ▶ Completed furniture installation project for Finance Department
- ▶ Completed elevator repairs identified during annual inspection process
- ▶ Completed soundproofing project at the Public Works Service Center
- ▶ Supported planning and design efforts for the Fire Station #156 project and the electrical service upgrade project at the Cantril building

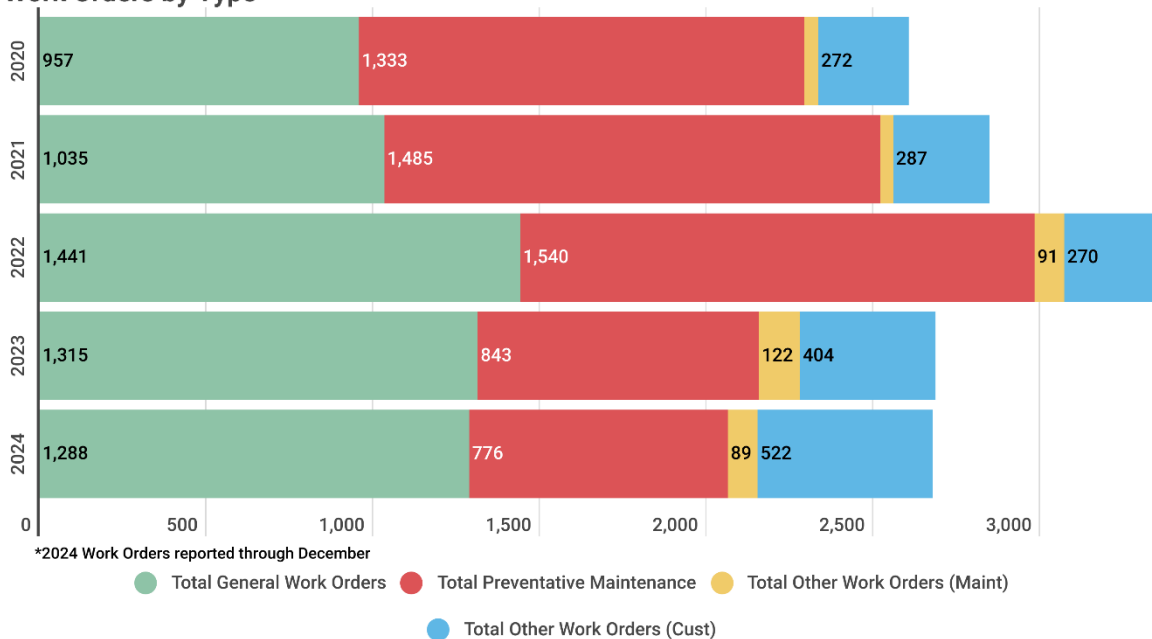
Facilities Division

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 and 2024 Review

In December DoIT:

- ▶ Finalized 2025 Technology Training Schedule
- ▶ Implemented System Updates to Support Sales Tax Adjustment
- ▶ Welcomed IT Intern Brandon Gillis
- ▶ Patched critical backup server vulnerability

2024 Review:

- ▶ DoIT processed **5,268** helpdesk tickets in 2024
- ▶ DoIT maintained **99.998%** network availability in 2024

DoIT

Help Desk

Addressed **302** total tickets, with an average time to resolve of **47** hours

There were **no** emergency tickets this month, **100%** of which were resolved within one calendar day (80% is the goal)

There were **36** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is the goal)

There were **272** medium priority tickets this month, **99.3%** of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems (GIS)

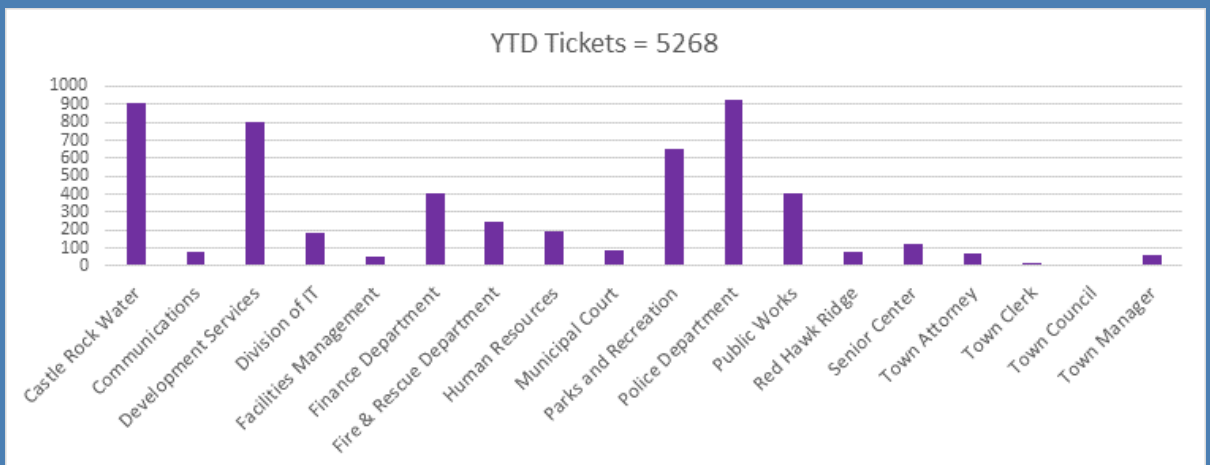
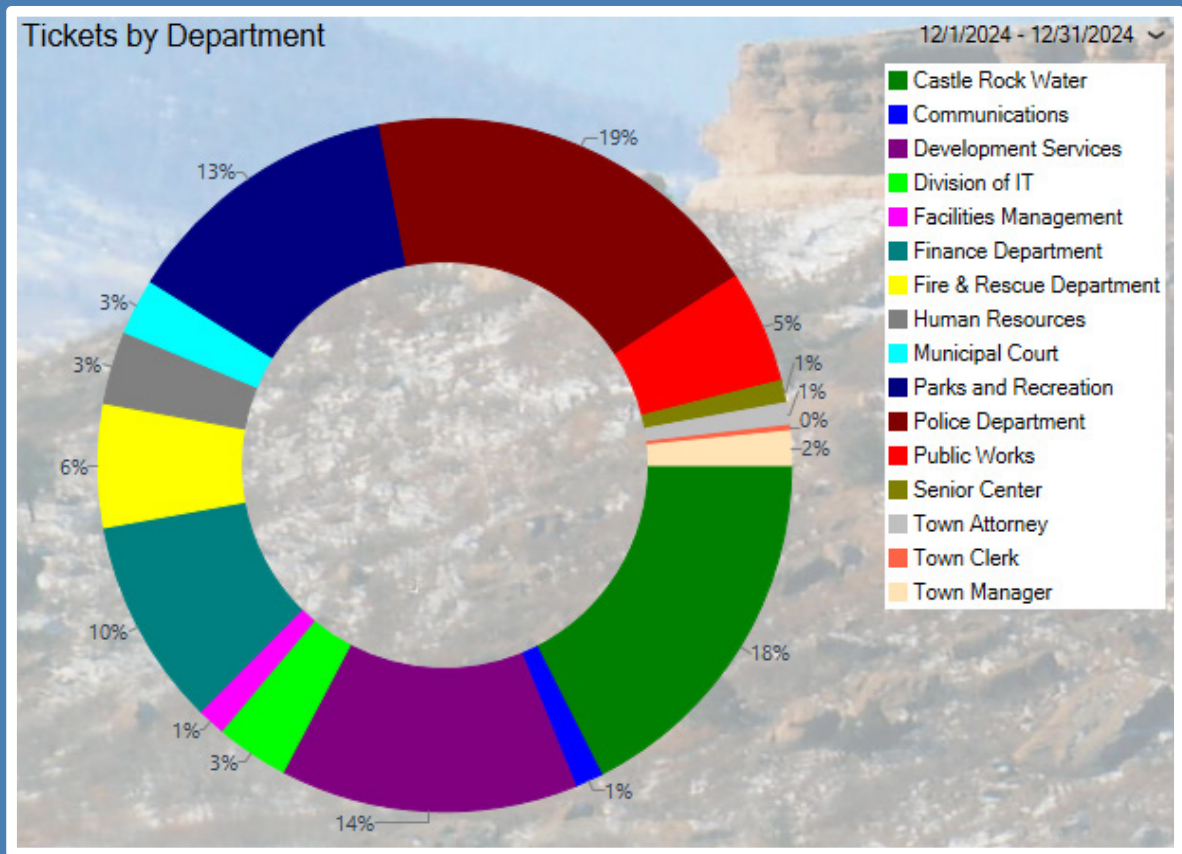
Addressed **20** total tickets, with an average open-to-resolve time of **64** hours

There were **no** annexations in December

There were **no** zoning changes in December

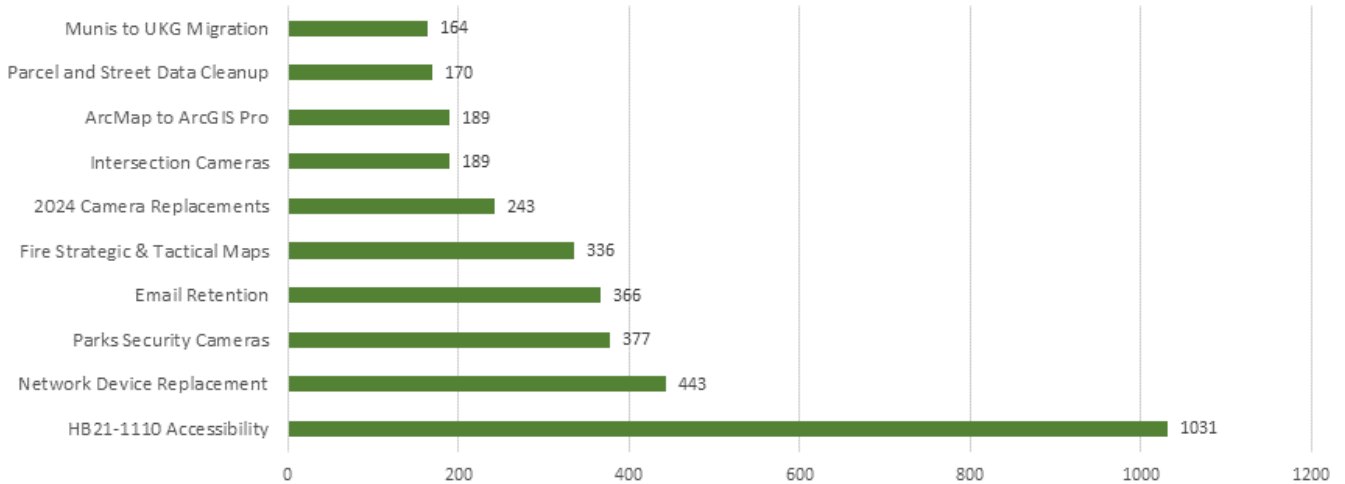
There were **no** parcel updates in December

DoIT

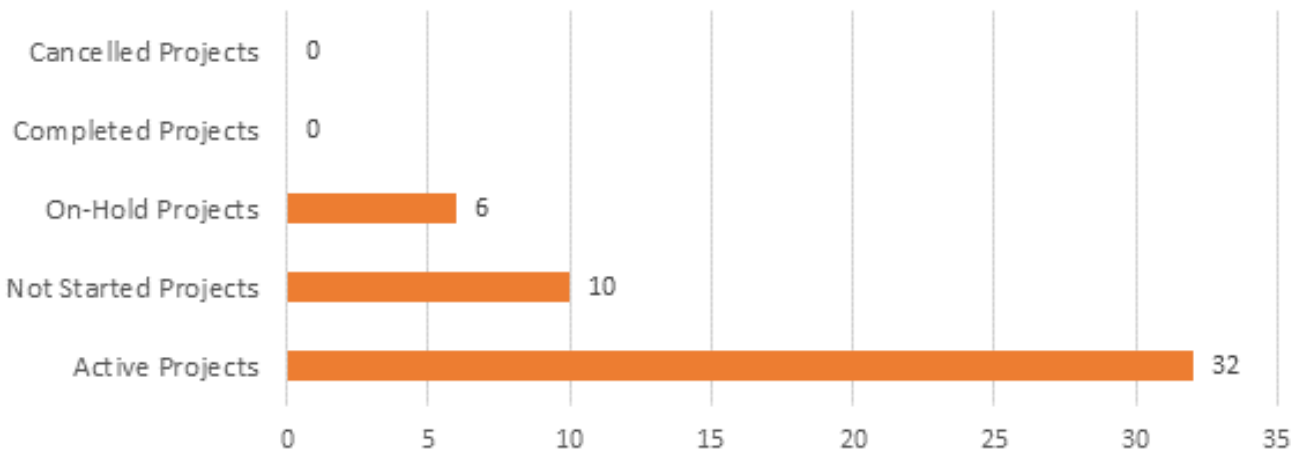


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





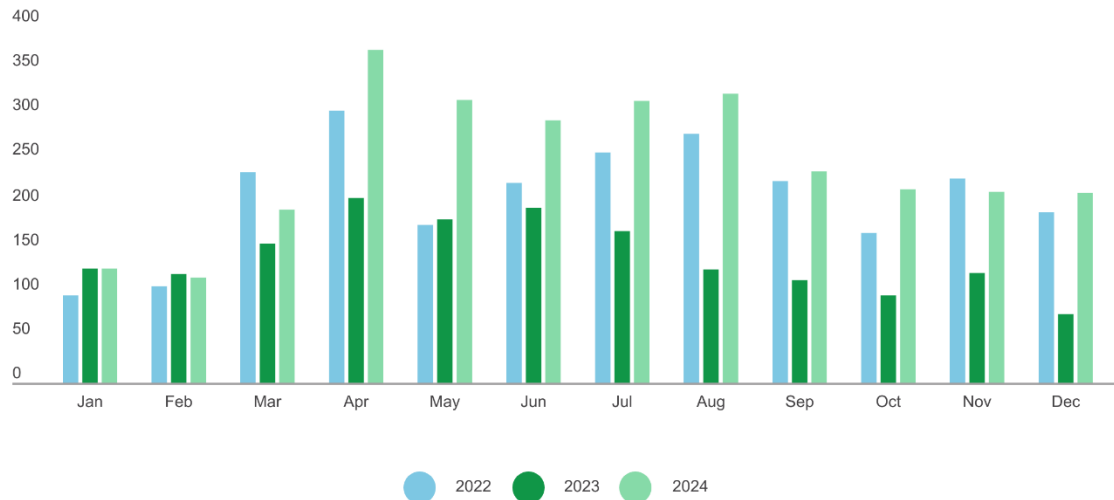
MC

Key Accomplishments



- ▶ Teen Court did not hold any hearings in December
- ▶ After **38** years of service, Judge Lou Gresh retired from the Town in December
- ▶ On Dec. 14, Court employees participated in Heroes and Helpers at the Castle Rock Walmart. Court staff helped wrap presents for over **80** children

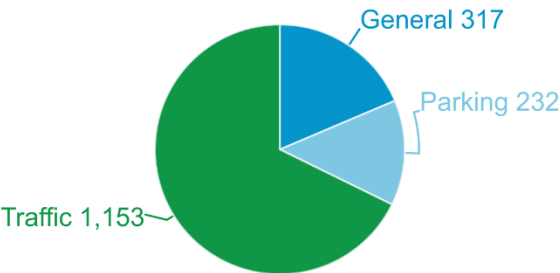
Total cases filed in Castle Rock Municipal Court: 2022-2024



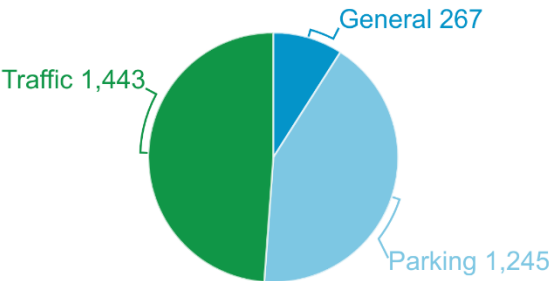
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022	98	108	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	118	194	373	317	294	316	324	237	217	214	213	2955

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

2023 YTD



2024 YTD



Create and publish your infographic

COM Key Accomplishments

- ▶ In December, the Communications Division continued to work with departments to make Town websites more accessible for people with disabilities per HB 21-1110, with more than **200** PDF documents made compatible with assistive technologies to date. The team also produced one publication: Your Town Talk
- ▶ Staff during December issued news releases about:
 - [Castle Rock Municipal Judge Louis A. Gresh retiring after nearly four decades of service](#)
 - Help preserve history in Castle Rock — board applications due Jan. 5
 - Town Council to recognize 2024 Holiday Card Art Contest winner
 - Dec. 3 and Dec. 17 Council updates

Hyperlinked items were available as of Jan. 8

COMMUNICATIONS



Communications ■ December 2024 Report

MEDIA



Media Requests

Email News



New subscribers

TRADITIONAL OUTREACH



Communications Plans, year to date



News Releases Distributed



Videos Completed



Publication Completed

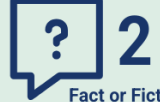
ONLINE OUTREACH



Webpages Approved



Calendar Items Approved



Fact or Fiction Questions Published

SOCIAL MEDIA OUTREACH



Social Media Updates



Questions Answered on Social Media



Facebook

28,576
Followers



Top Post

The Christmas under the Star shop local promotional video reached 10.4 K people, with 18.2K views, 433 reactions, 66 shares and 267 comments.

SOCIAL MEDIA REVIEW

11,658
Followers

Instagram



Top Post

The Christmas under the Star shop local promotional video reached 8.7K, with 13.1K views, 476 reactions, 406 shares and 16 comments.



Nextdoor



Top Post

45,660
Total members

A news release about Judge Gresh's retirement was the most popular post, with 5,483 impressions, 11 comments and 34 reactions.

9,968
Followers



Top Post



A Town Council preview that included information about Council's resolution supporting Federal immigration policies was the most popular post, with 317 impressions and 19 engagements.



HR

Key Accomplishments



► HR attended **35** interviews:

- Castle Rock Water: 6
- Administrative Assistant: 3
- Water Plant Operator: 1
- HRIS Analyst: 1
- Finance Project Analyst: 3
- Traffic Operations Engineer: 1
- Engineering Project Manager: 2
- Senior Athletics Supervisor: 4
- AP/AR Supervisor: 2
- Seasonal Snow Maintenance Worker: 6
- CRW Plan Review Engineer: 2
- Accountant: 1



HR

2024 Review



► HR 2024 Year in Review:

- Performance Reviews: 858
- Employee Recognitions: 54
- Total Interviews Attended: 348
- Total Interview Panels Participated In: 133
- FT New Hires Processed/Onboarded: 102
- FT Separations Processed: 86
- PT/Seasonal Hires Processed: 380
- PT/Seasonal Separations Processed: 366

HUMAN RESOURCES

Welcome!

Employee Orientation

Two new full-time employees came on board during December

Congratulations!

Performance Evaluations

In December HR reviewed **58** 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 **three** recognitions in December

Well done!

Training and Recruitment

- HR attended **two** career fairs in December: School of Mines Career Fair and UCCS Engineering, Computer, ETC Career and Internship Fair
- There were no trainings in December