

FM

Town Manager's Office

DoIT

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

MC

within the Town Manager's Office has established performance objectives,

COM

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.

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

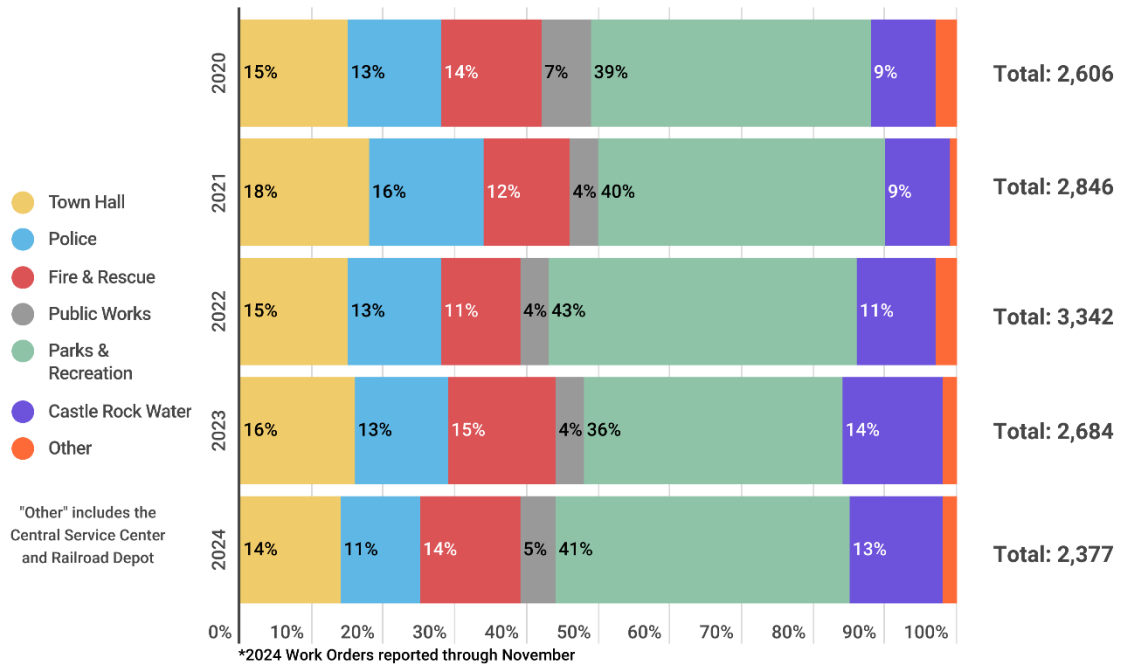
HUMAN
RESOURCES

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

- ▶ In November, the Facilities team handled **220** work orders including **68** preventative maintenance activities and **17** custodial inspections. There were no emergency work orders in November
- ▶ Hired new HVAC Specialist – welcome Jimmy Burton!
- ▶ Completed annual elevator and fire inspections
- ▶ Resurfaced floors in the North 40 locker rooms at the Rec Center
- ▶ Assisted Black Hills Energy with energy assessments of **18** Town buildings
- ▶ Supported planning and design efforts for the Fire Station #156 project

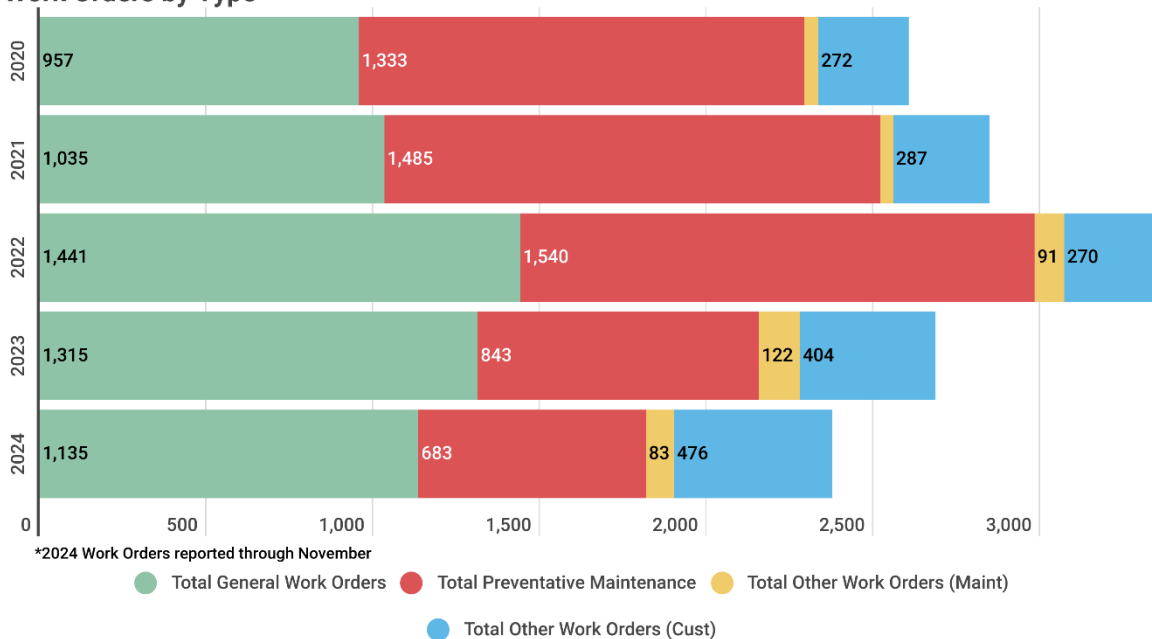
Facilities Division

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

- ▶ Welcomed Jason Fields – GIS Administrator
- ▶ Welcomed Robert Ortiz – Systems Administrator
- ▶ Migrated CRW assets to the Cartograph OMS cloud platform
- ▶ Patched critical firewall vulnerability

DoIT

Help Desk

Addressed **357** total tickets, with an average time to resolve of **46** 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 **285** medium priority tickets this month, **99.3%** of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems (GIS)

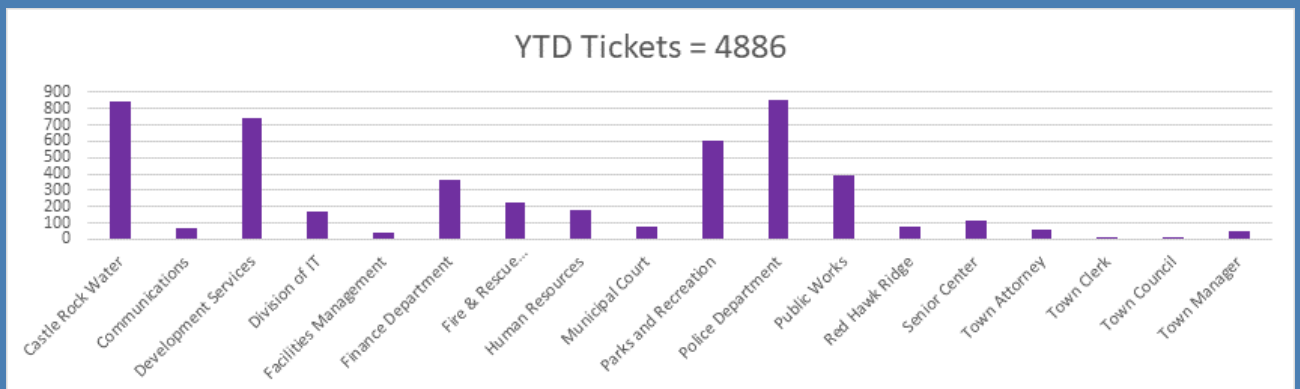
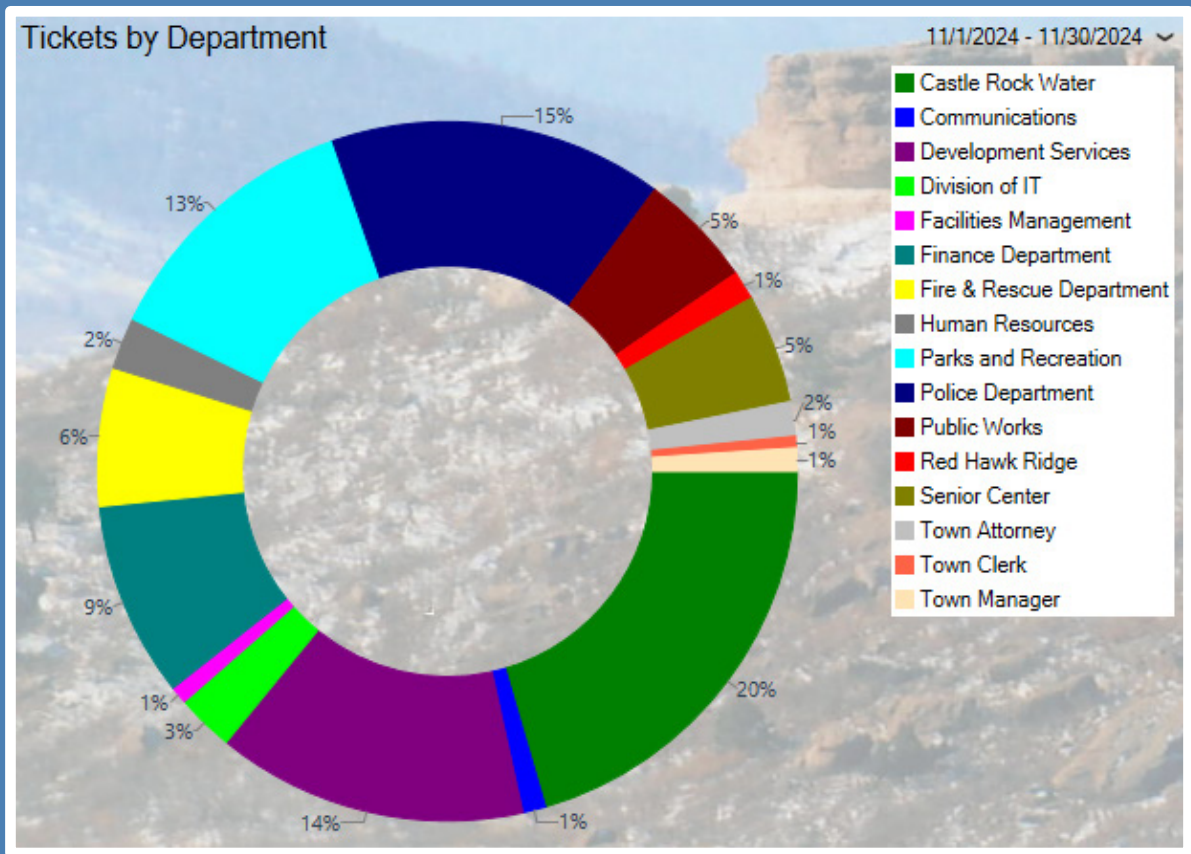
Addressed **18** total tickets, with an average open-to-resolve time of **56** hours

There were **no** annexations in November

There were **no** zoning changes in November

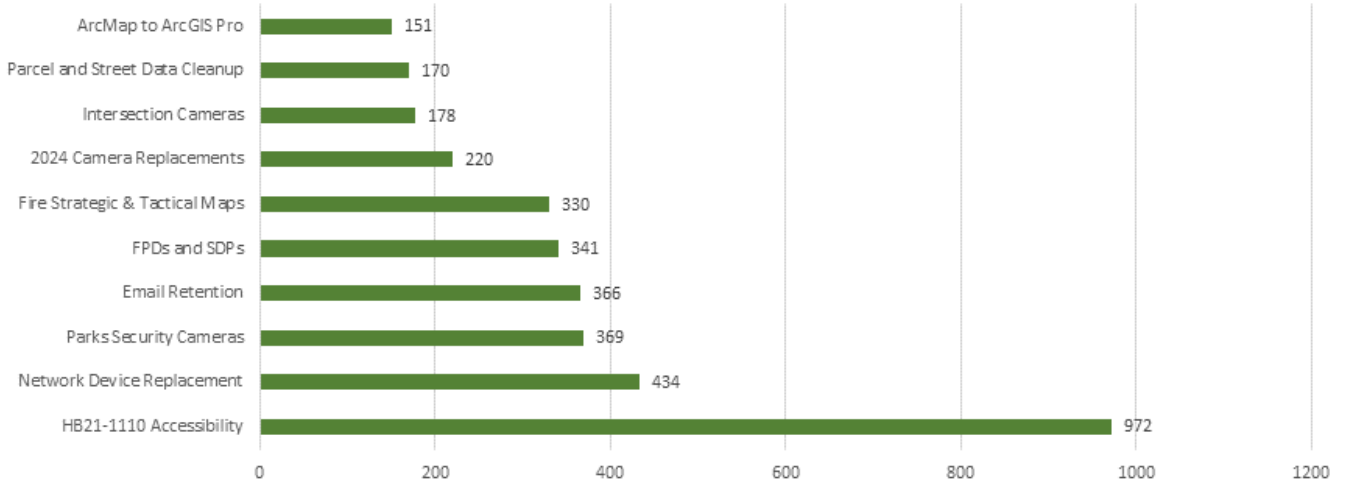
There were **no** parcel updates in November

DoIT

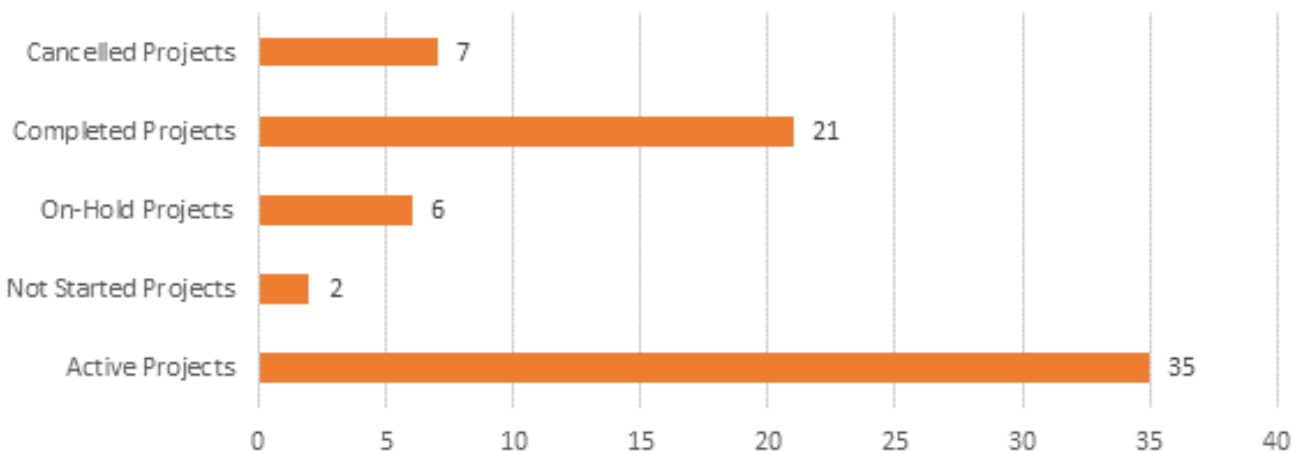


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





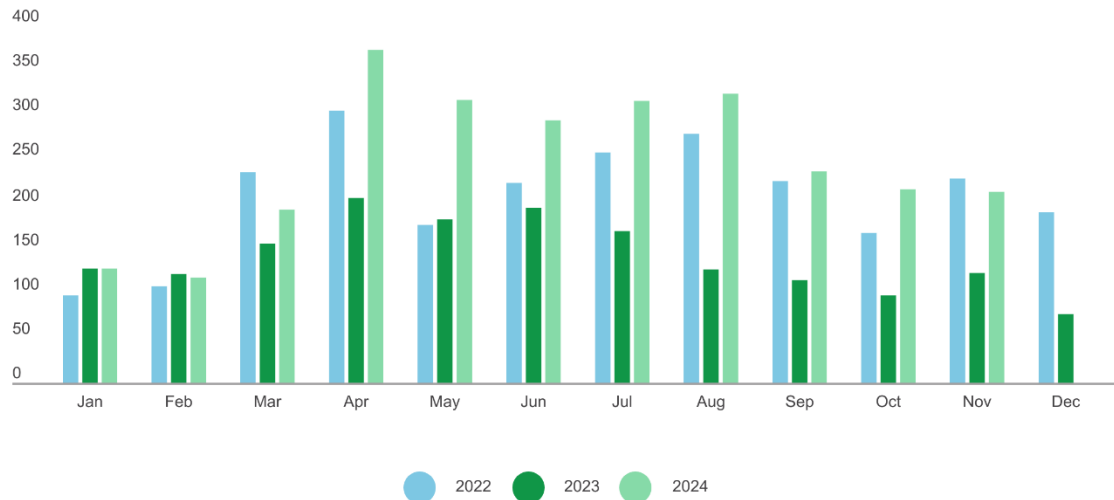
MC

Key Accomplishments



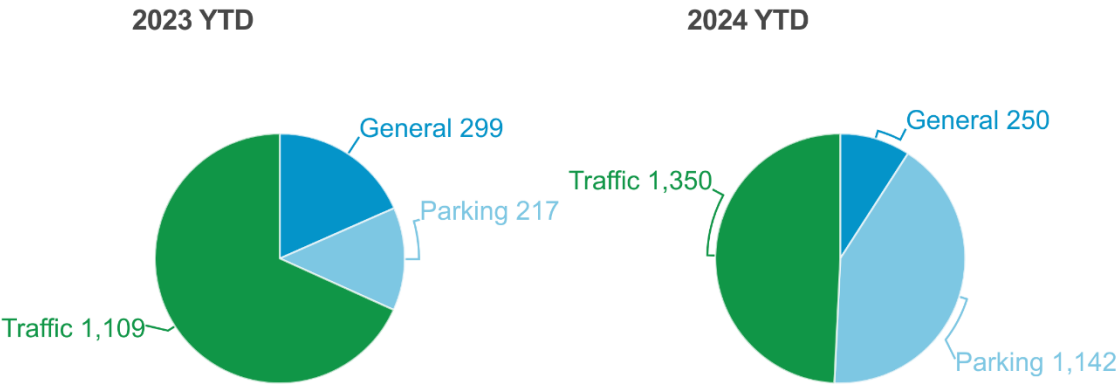
- ▶ Teen Court held **four** hearings in November
- ▶ The Court donated nearly **60** tie blankets to the Castle Rock Buddy Center this month as part of a community service initiative. Defendants purchase the supplies and follow our instructional YouTube video to create the blankets, earning two hours of community service credit for each blanket completed. This program not only fulfills service requirements but also contributes to supporting local needs
- ▶ The Court coordinated an Adopt-a-Child program in collaboration with Town of Castle Rock employees, who adopted, shopped for, wrapped, and fulfilled the wish lists of **23** children. Additionally, many employees contributed donations to support the Police Department's Heroes and Helpers program

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	0	2742

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





COM Key Accomplishments

- 
- ▶ In November, the Communications Division supported the Lost Canyon Ranch Open Space open house and reorganized CRgov.com website permissions for Town staff to increase security and help improve accessibility efforts. The team also produced **four** publications: Outlook magazine, Castle Rock Water mailer, Your Town Talk newsletter and the Town holiday card
 - ▶ Staff during November issued news releases about:
 - [Castle Rock glows with holiday spirit during Season of the Star](#)
 - Unofficial Town ballot question 2A, Council election results available on Douglas County website
 - Moisture, colder temps lead Castle Rock Fire and Rescue to lift fire restrictions
 - Nov. 19 Council update

Hyperlinked items were available as of Dec. 5

COMMUNICATIONS



Communications ■ November 2024 Report

MEDIA

14 
Media Requests

Email News

64 
New subscribers

TRADITIONAL OUTREACH

41 
Communications
Plans, year to date

4 
News Releases
Distributed

1 
Video Completed

3 
Publications
Completed

ONLINE OUTREACH

76 
Webpages
Approved

95
Calendar Items
Approved

0 
Fact or Fiction
Questions Published

SOCIAL MEDIA OUTREACH

186 
Social Media
Updates



27 
Questions Answered
on Social Media



Facebook

28,526
Followers

★
Top Post

A video post featuring the Keepers of the Star reached 107.2K people, with 1.9K interactions, 350 shares and 51 comments.

SOCIAL MEDIA REVIEW

11,400
Followers

★
Top Post

A video post featuring the Keepers of the Star reached 16K, with 1.2K interactions, 321 shares and 14 comments.

Instagram



Nextdoor

★
Top Post

45,290
Total members

A Water Wednesday post about clearing snow from around fire hydrants the most popular, with 7,839 impressions, two comments and 39 reactions.

9,937
Followers

★
Top Post

A Town Council update that included information about Costco and ColoradoScape requirements was the most popular post, with 465 impressions and 64 engagements.

X





HR

Key Accomplishments



► HR attended **29** interviews:

- Fire Department: 2
- Collections Operator: 3
- Distribution Operator: 5
- GIS Technician: 4
- GIS Manager: 2
- Accounting Manager: 4
- Signal Technician: 3
- Seasonal Snow Maintenance: 6

HUMAN RESOURCES

Welcome!

Employee Orientation

Six new full-time employees came on board during November.

Congratulations!

Performance Evaluations

In November HR reviewed **76** 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 **five** recognitions in November.

Well done!

Training and Recruitment

HR did not hold any trainings or attend any career fairs November