



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

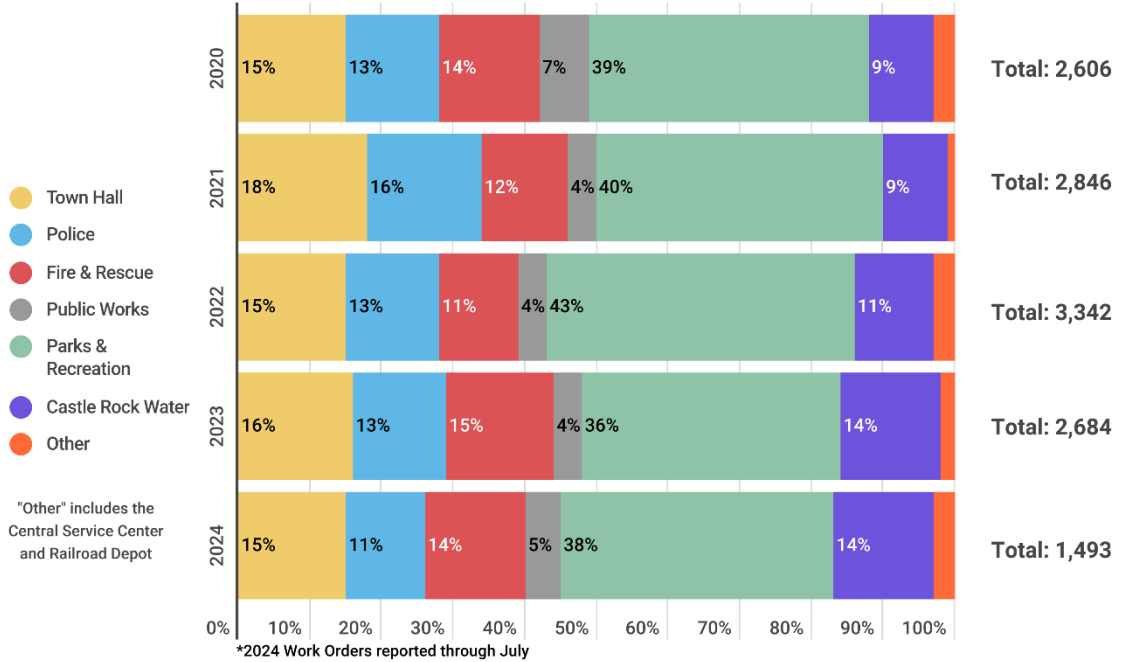
HUMAN
RESOURCES

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

- ▶ In July, the Facilities team handled **298** work orders including **125** preventative maintenance activities and **42** custodial inspections
- ▶ There were no emergency work orders in July
- ▶ Completed painting and flooring replacement in the Cantril addition
- ▶ Assisted with fire drill coordination for several Town buildings
- ▶ Completed semiannual inspections for backup generators at Town buildings
- ▶ Planning and support for numerous projects including gate replacement at Lost Canyon Ranch open space and the Cantril renovation project

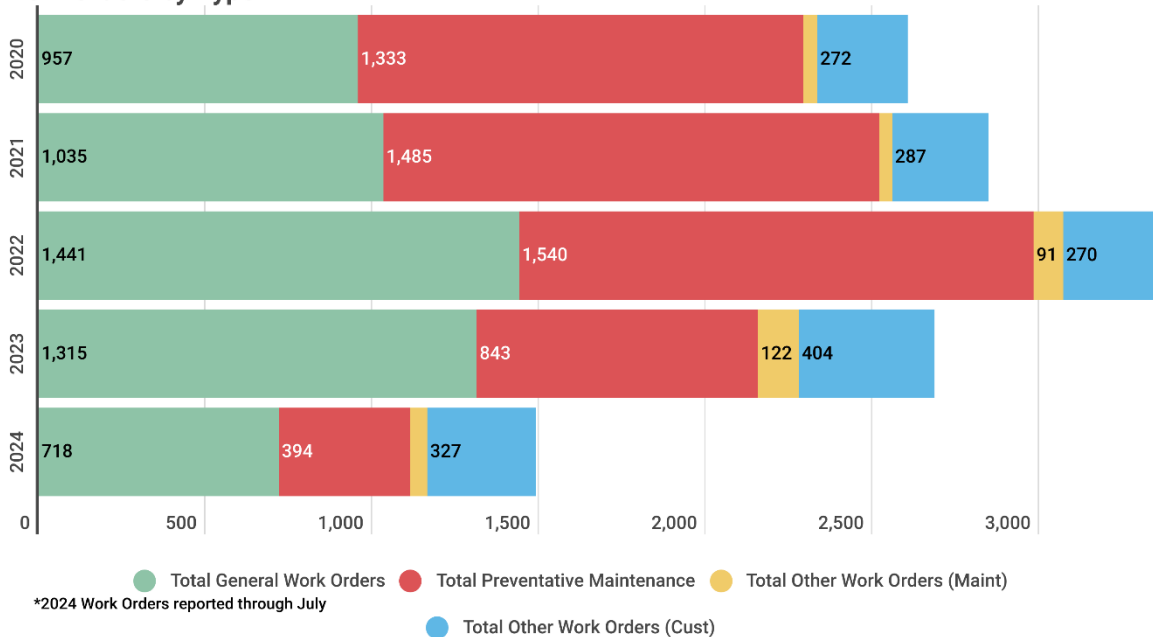
Facilities Division

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
- ▶ Successful Palo Alto Firewall replacement
- ▶ Veeam Backup Software upgrade
- ▶ Worked through the global CrowdStrike outage, affecting multiple SaaS applications throughout Town
- ▶ Welcome Shanell Hurst – IT Project Manager!

DoIT

Help Desk

Addressed **459** total tickets, with an average time to resolve of **45** hours

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

There were **38** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is the goal)

There were **365** medium priority tickets this month, **99.18%** of which were resolved within 10 calendar days (90% is the goal)

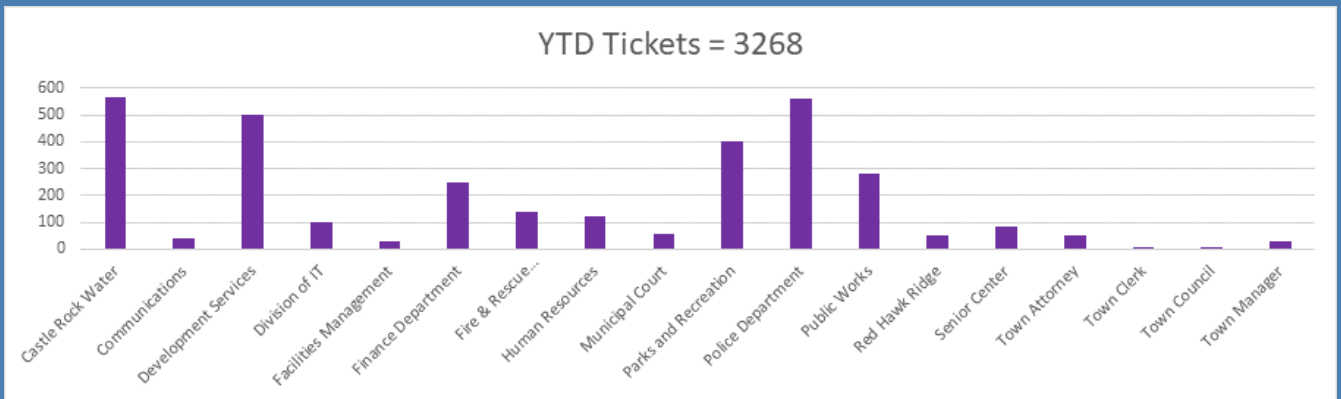
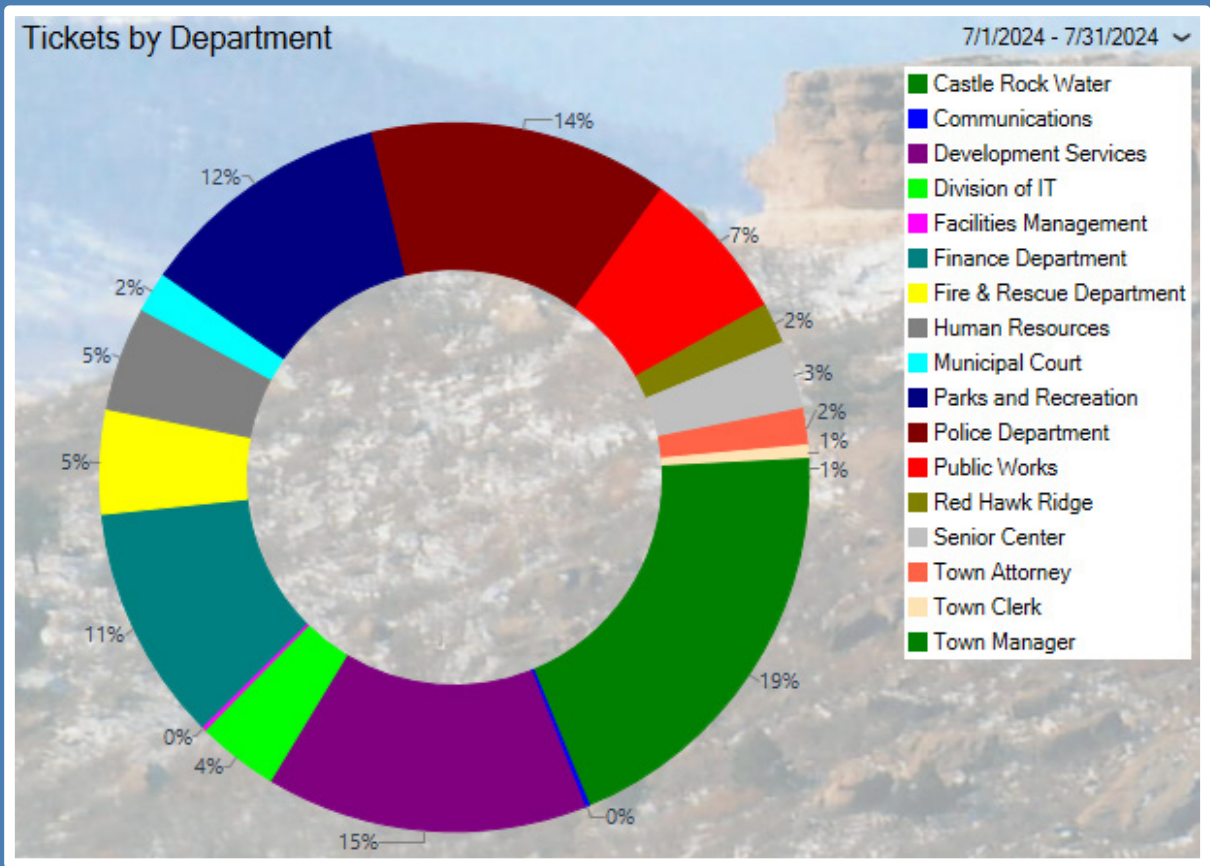
Geographic Information Systems (GIS)

Addressed **21** total tickets, with an average open-to-resolve time of **49** hours

There were **no** annexations in July

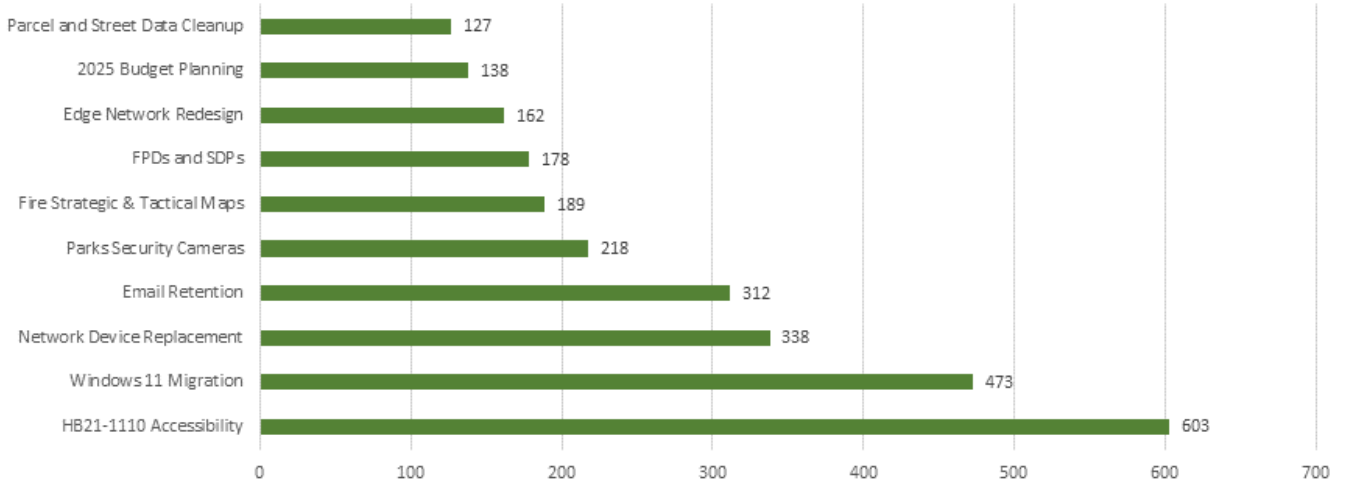
There were **no** zoning changes in July

There were **no** parcel updates in July

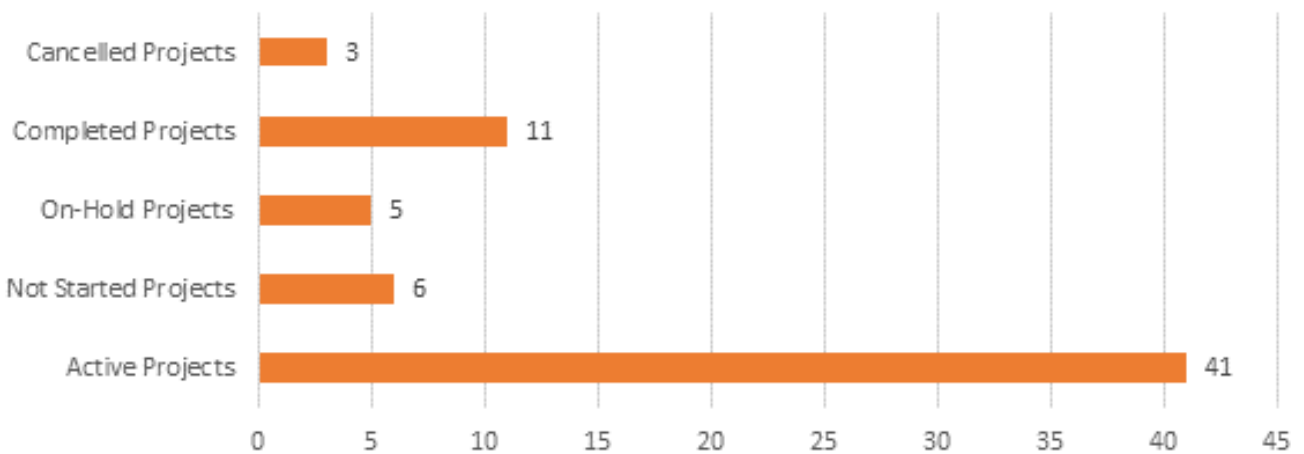


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





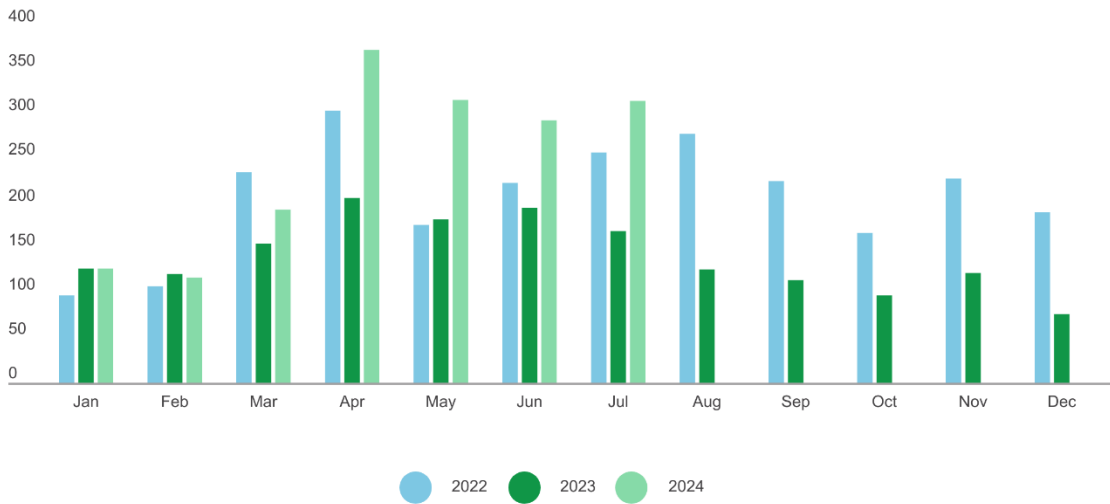
MC

Key Accomplishments



- ▶ The Court is currently focused on training our newest team member, Erika Fiordalis, who has joined us as a full-time Court Technician. Erika brings valuable experience from her previous role in the Police Department's Records Division and possesses extensive knowledge of criminal justice practices in the Town of Castle Rock
- ▶ Additionally, the Court is working on a security audit for the Colorado Crime Information Center (CCIC) through the Colorado Bureau of Investigation (CBI). The Court utilizes CCIC to access criminal histories for cases, which play a role in plea-negotiations and sentencing decisions

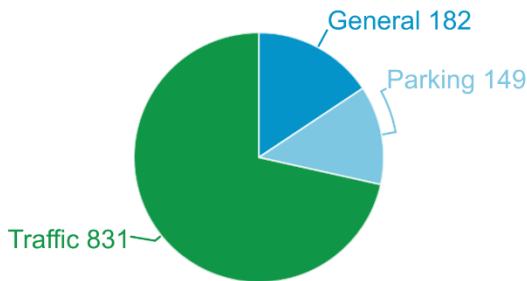
Total cases filed in Castle Rock Municipal Court: 2022-2024



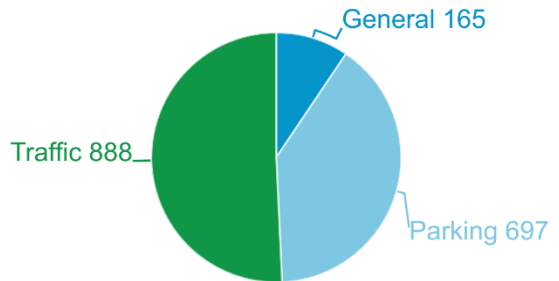
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022	98	108	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	118	194	373	317	294	316	0	0	0	0	0	1750

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


2023 YTD



2024 YTD



Create and publish your infographic

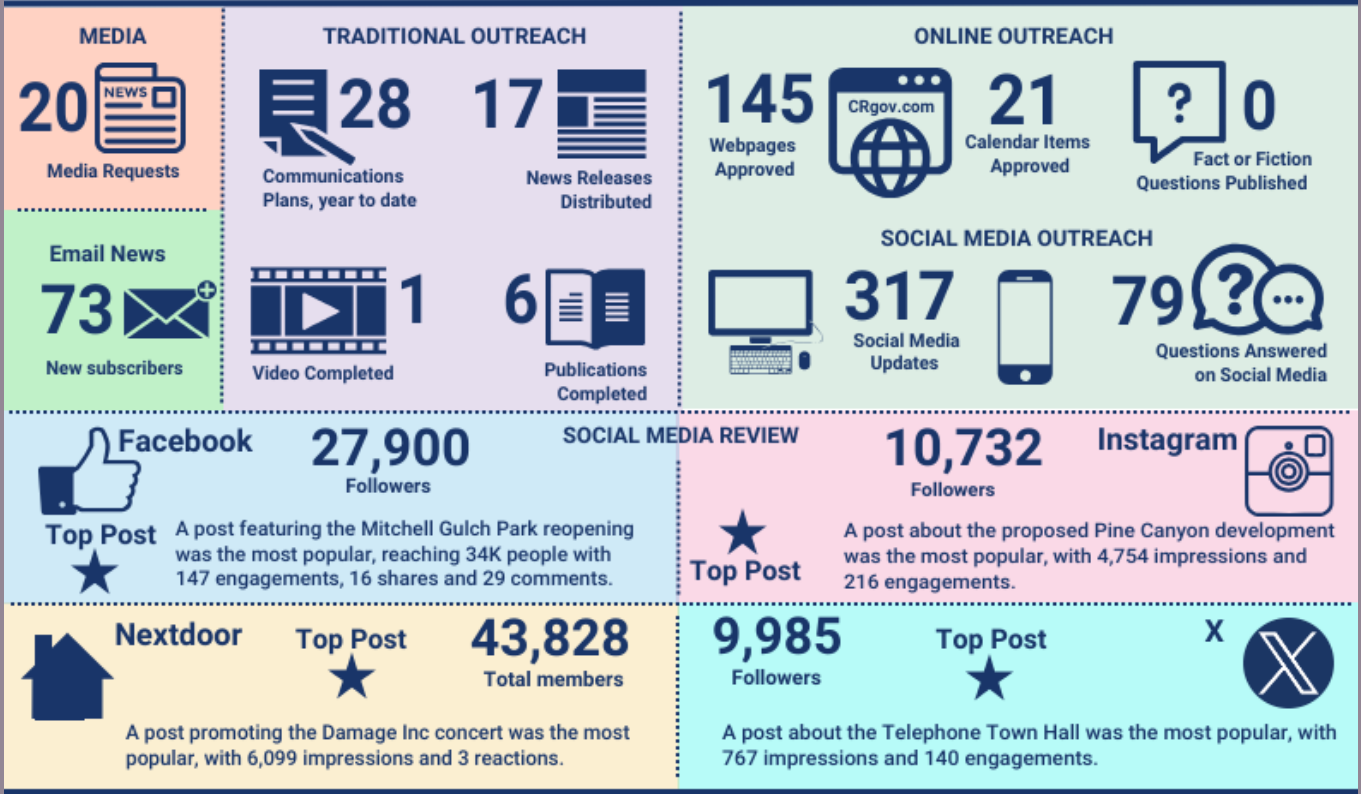
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- ▶ In July, the Communications Division supported the Mitchell Gulch Park grand reopening, Telephone Town Hall and the District 5 Council open house. The team also produced **six** publications: Outlook magazine, District 1 and District 3 open house postcard, District 2 open house postcard, Support Public Safety postcard, letter to residents with mailbox being relocated for the Crystal Valley interchange project and Your Town Talk newsletter
 - ▶ Staff during July issued news releases about:
 - [Ongoing fire dangers prompt Town to implement Stage 2 fire restrictions](#)
 - [Town Council considering November ballot question to support public safety](#)
 - [Get the latest Castle Rock news at the State of the Town Aug. 13](#)
 - [Former American Idol winner Phillip Phillips takes the Amphitheater stage Aug. 27](#)
 - [Damage Inc joins the Denver Pops to rock the Amphitheater Aug. 23](#)
 - [Crystal Valley Parkway access will be relocated to the south on East Frontage Road July 31](#)
 - [Dive into enchantment at the Summer Ball Saturday, Aug. 24](#)
 - [Young athletes encouraged to 'tri' at annual youth triathlon Sept. 8](#)
 - [Interested in running for Town Council? Here's what you need to know](#)
 - [Help name Town's future east-west connector trail](#)
 - [Play pickleball and support Castle Rock firefighters Aug. 10](#)
 - [WILDER WOODS brings soulful melodies to the Amphitheater Aug. 17](#)
 - Watch the Old West come to life with a longhorn cattle drive July 26
 - [Connect with your Council representatives — open houses start July 23](#)
 - [Rock out like it's the 80s with HAIRBALL at the Amphitheater Aug. 10](#)
 - July 2 and [July 16](#) Council updates

Hyperlinked items were available as of Aug. 5

COMMUNICATIONS



Communications ■ July 2024 Report





HR

Key Accomplishments



▶ HR attended **35** interviews:

- Fleet Tech: 2
- Budget Manager: 3
- Accountant: 5
- HR Specialist: 3
- Asset Program Manager: 2
- DoIT Project Manager: 2
- Street Maintenance: 2
- Distribution Operator: 5
- GIS Technician: 3
- Finance Administrative Assistant: 5
- Water Operator: 2
- Parks Maintenance Worker II: 1



HR

Key Accomplishments

Sr. HR Generalist, Sarah Ballow was selected to serve as a board member for PSHRA (Public Sector Human Resources Association) - Colorado Chapter. PSHRA is a nonprofit and educational organization, committed to the advancement of the public sector human resource professionals. The program strives to encourage and facilitate a cooperative relationship between public jurisdictions and private employers within the chapter area on human resource issues. PSHRA represents more than 9,000 individuals and 1,100 agencies at the local, state and federal levels of government worldwide.

Congratulations Sarah!

HUMAN RESOURCES

Welcome!

Employee Orientation

11 new full-time employees came on board during July.

Congratulations!

Performance Evaluations

In July HR reviewed **138** 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 **four** recognitions in July

Well done!

Training and Recruitment

There were no career fairs or trainings in July.