



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

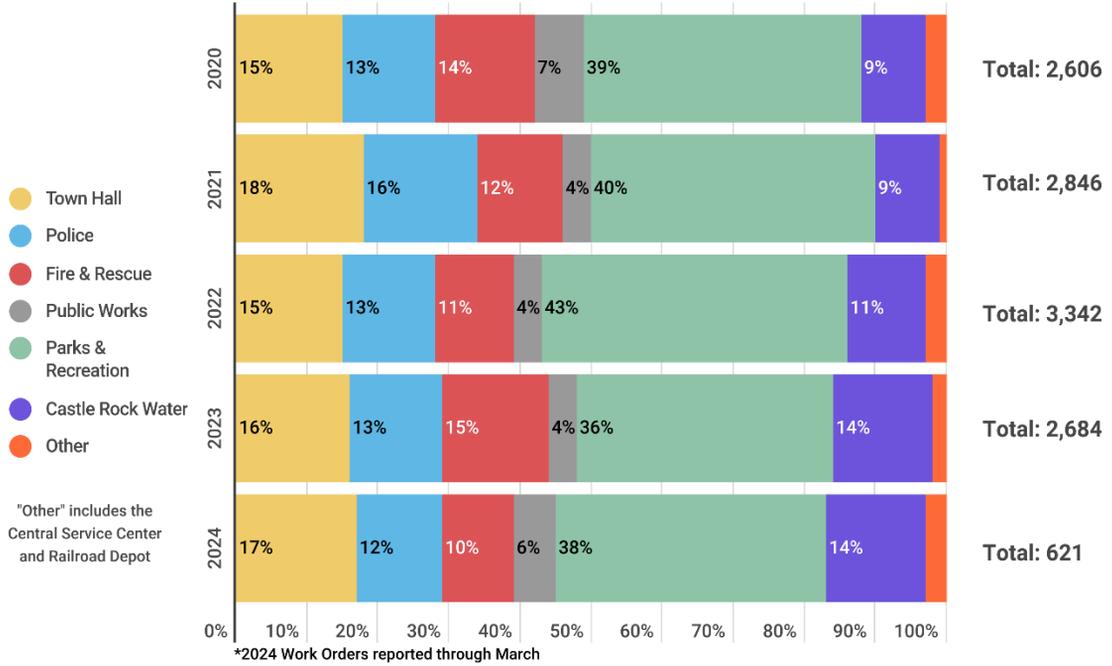
HUMAN  
RESOURCES

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

- ▶ In March, the Facilities team handled **178** work orders including **38** preventative maintenance activities and **34** custodial inspections
- ▶ There was **one** emergency work order in March
- ▶ Coordinated roof repairs at the Police Department and historic Cantril School building
- ▶ Completed carpet replacement project at Red Hawk Ridge Golf Course
- ▶ Tested and serviced backup generators at Town buildings
- ▶ Planning for numerous projects including fencing repair at the Public Safety Training Facility and HVAC improvements at the Woodlands Wellhouse #1
- ▶ Provided support for the Rec Center slide tower reconstruction and for the Cantril building renovation

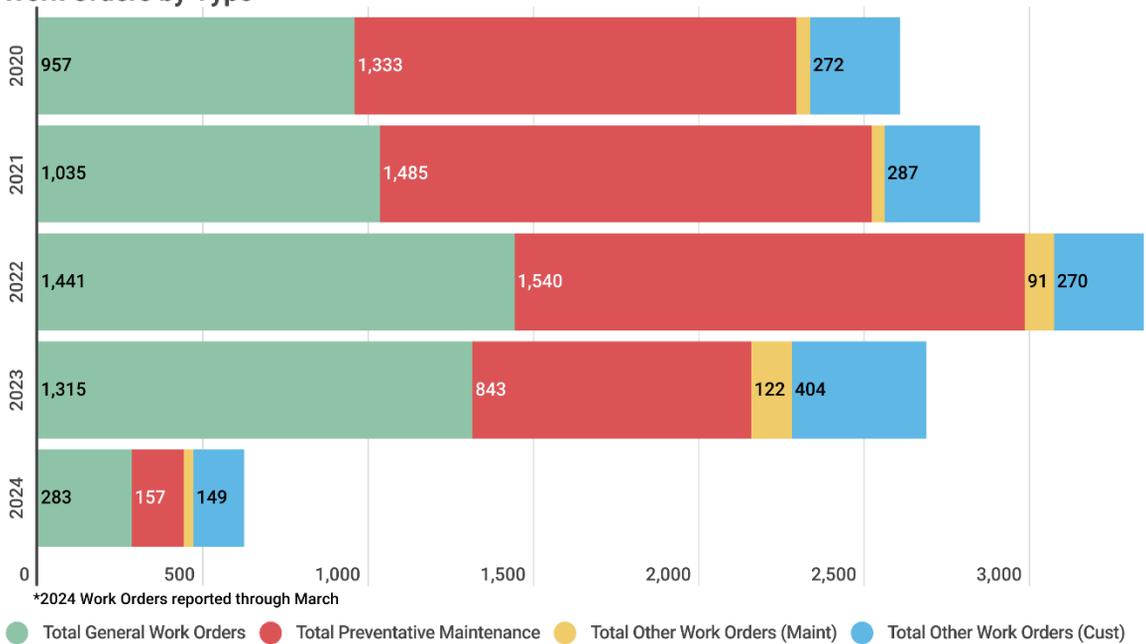
# Facilities Division

## 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 **five** Town-wide training courses
- ▶ Successful upgrade of Legistar (Legislative Management) and Full Court systems
- ▶ Replaced End-of-Life security cameras in Town Hall
- ▶ Successful go-live of the UKG Pro Learning module

# DoIT

## Help Desk

Addressed **439** total tickets, with an average time to resolve of **46** hours

There were **2** emergency tickets this month, **100%** of which were resolved within one calendar day (80% is the goal)

There were **32** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **386** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

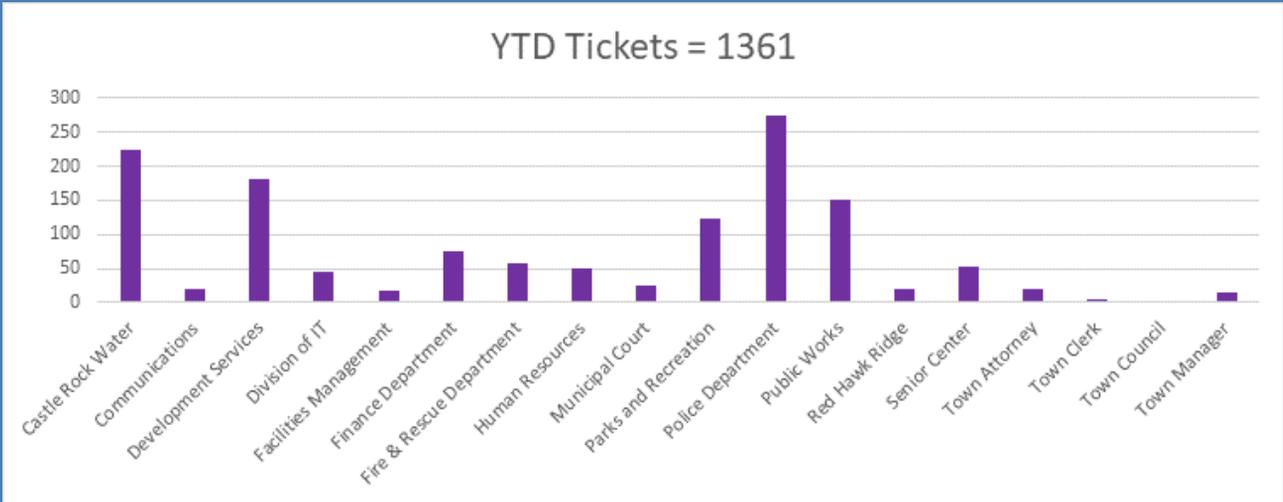
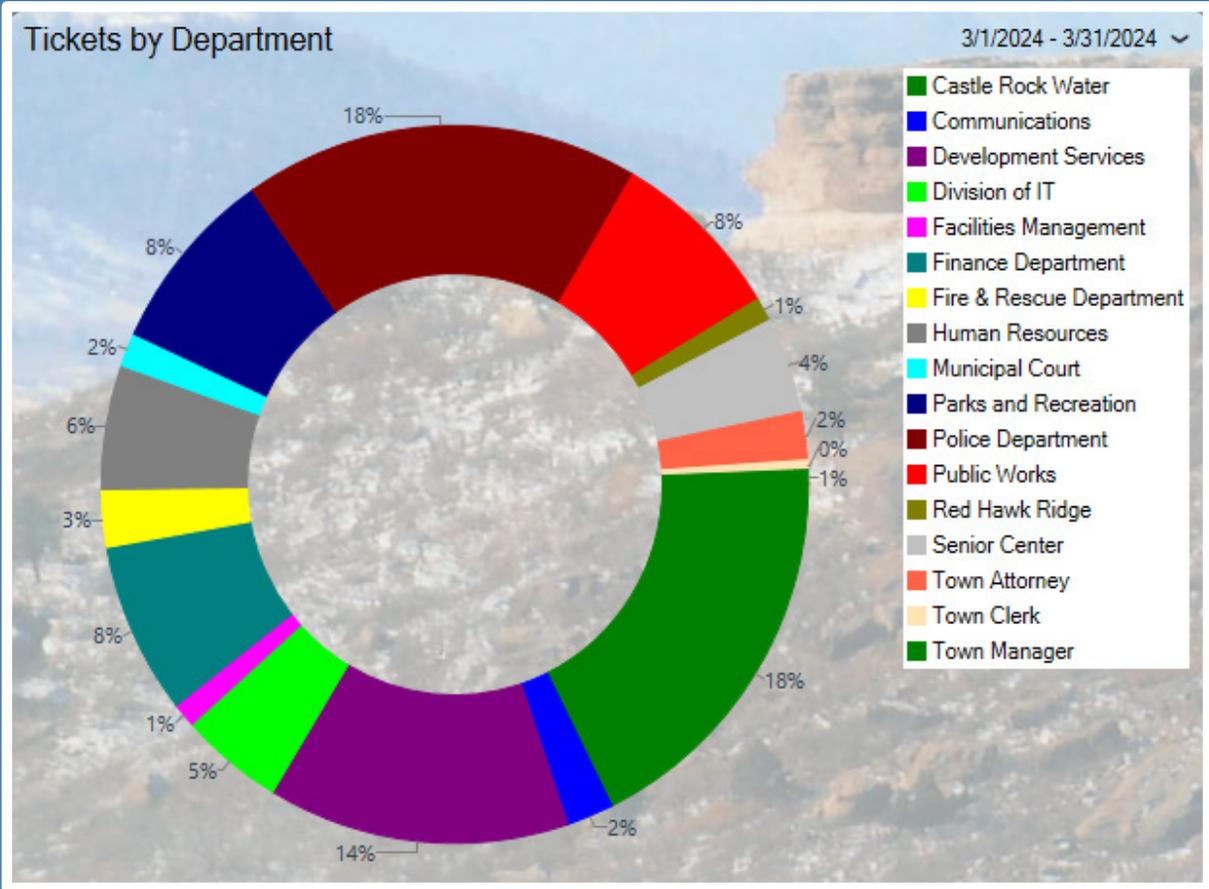
Addressed **18** total tickets, with an average open-to-resolve time of **98** hours

There was **one** annexation in March (100%), which was reflected within the GIS database map within one week of receipt; the goal is to have 90% of annexations reflected within that timeframe

There was **one** zoning change in March (100%), which was reflected within the GIS database map within two weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe

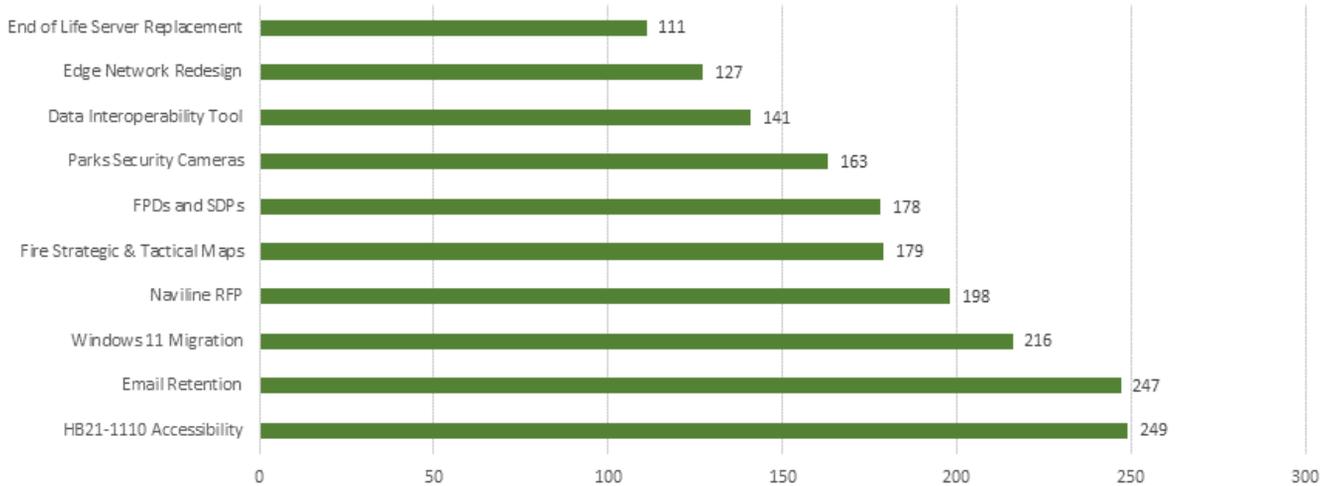
There were **no** parcel updates in March

# DoIT

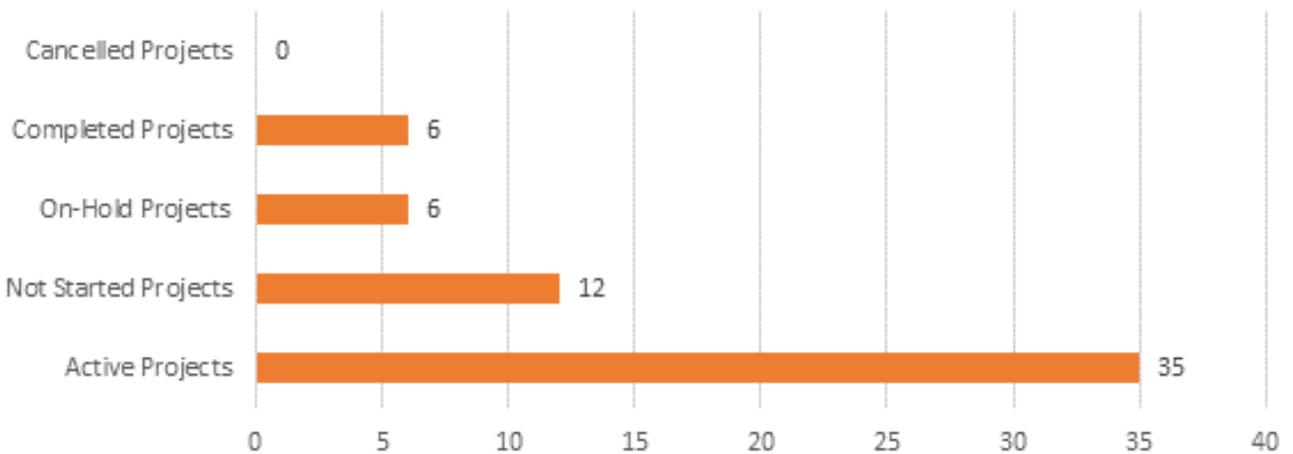


# DoIT

## Top 10 Active Projects by Hours



## DoIT Project Summary





MC

# Key Accomplishments



- ▶ Teen Court held two hearings in March
- ▶ The Court team remains dedicated to the ongoing task of updating and refining all Court procedures to ensure efficiency and effectiveness

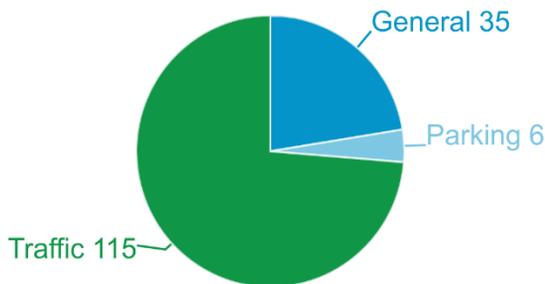
**Total cases filed in Castle Rock Municipal Court: 2022-2024**



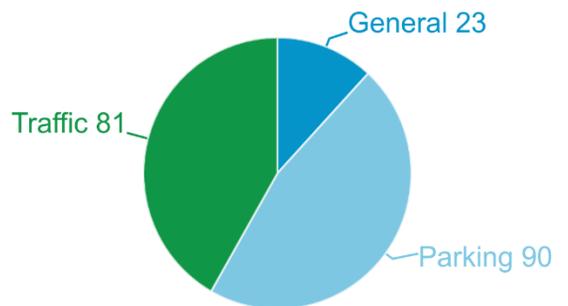
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022	98	108	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	118	194	0	0	0	0	0	0	0	0	0	138

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

**2023 YTD**



**2024 YTD**



# COM Key Accomplishments

- ▶ In March, the Communications Division supported the Food Truck Jamboree safety event and the 2024 Pavement Maintenance Program open house. The team also produced **four** publications: Outlook magazine, Your Town Talk newsletter, PMP mailer and PMP letter
- ▶ Staff during March issued news releases about:
  - [Castle Rock Water offers 9,000 reasons to transform your yard to ColoradoScape](#)
  - [Help restore our creek banks at Earth Day willow harvest and planting April 20](#)
  - Annual pavement maintenance focuses on western Castle Rock; open house set for March 25
  - ColoradoScape demonstration garden planned; attend an open house March 20
  - [Section of East Plum Creek Trail to close beginning March 11](#)
  - Does your neighborhood food truck meet safety requirements?
  - [Get more cash for your grass in 2024](#)
  - March 5 and March 19 Council updates

*Hyperlinked items were available as of April 4*

# COMMUNICATIONS



## Communications ■ March 2024 Report

### MEDIA

**10**   
Media Requests

### TRADITIONAL OUTREACH

**11**   
Communications  
Plans, year to date

**9**   
News Releases  
Distributed

### ONLINE OUTREACH

**91**   
Webpages  
Approved

**44**  
Calendar Items  
Approved

**1**   
Fact or Fiction  
Question Published

### Email News

**175**   
New subscribers

**0**   
Videos Completed

**4**   
Publications  
Completed

### SOCIAL MEDIA OUTREACH

**229**   
Social Media  
Updates



**65**   
Questions Answered  
on Social Media



### Facebook

**27,387**  
Followers

### SOCIAL MEDIA REVIEW

**10,345**  
Followers

### Instagram



A snownotification update that included a resident purchasing pizza for the snow team was the most popular, reaching 16,900 people with 616 engagements, 23 shares and 151 comments.

★  
Top Post

A post featuring a firefighter in ordinary clothing reminding people to clear snow from fire hydrants reached 4,724 people, with 235 engagements.



### Nextdoor

Top Post

**42,272**  
Total members

A March 19 snownotification about the incoming winter storm was the most popular, with 10,119 impressions and 49 reactions.

**9,864**  
Followers

Top Tweet

### Twitter



A March 19 snownotification about the incoming winter storm was the most popular, with 909 impressions and 180 engagements.



HR

# Key Accomplishments



▶ HR attended **25** interviews:

- Water Operator: 3
- Sr. Financial Analyst: 2
- Accounting Manager: 3
- Accountant: 2
- Street Maintenance Tech: 4
- Traffic Engineering Tech: 1
- Sales Tax PIF: 2
- Development Engineering & Construction Manager: 2
- Aquatic Specialist: 1
- Athletics Specialist: 3
- Irrigation Technician: 2

# HUMAN RESOURCES

Welcome!

## Employee Orientation

**Three** new full-time employees came on board during March

Congratulations!

## Performance Evaluations

In March HR reviewed **50** 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 March

Well done!

## Training and Recruitment

HR attended the Career Fair Showcase at Legend High School