



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

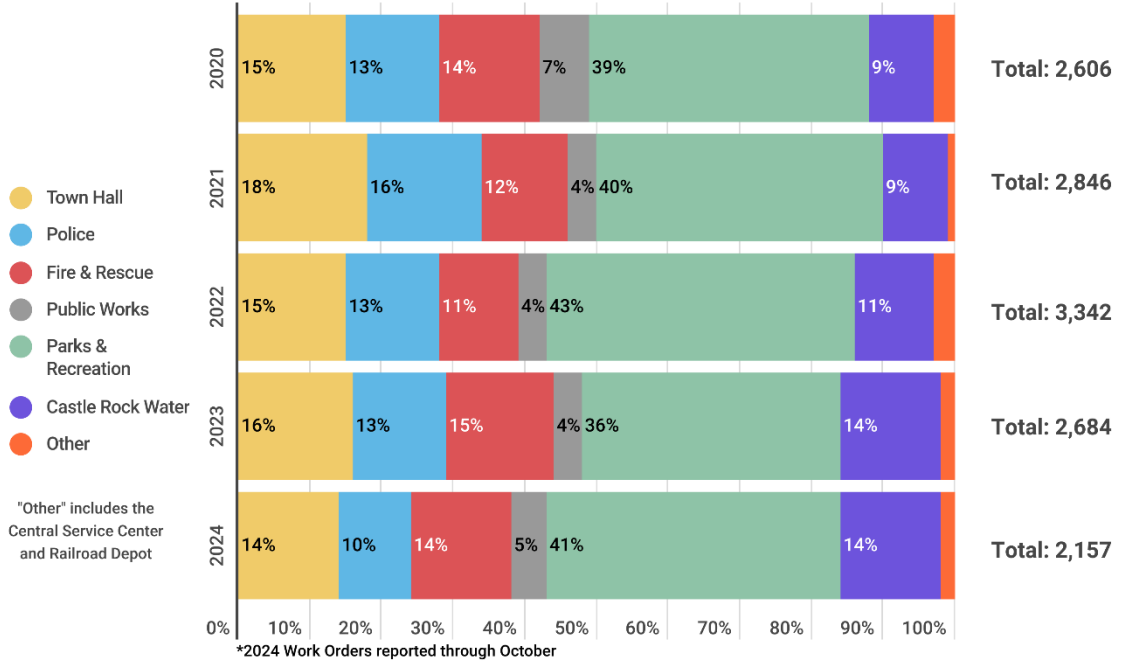
HUMAN
RESOURCES

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

- ▶ In October, the Facilities team handled **227** work orders including **106** preventative maintenance activities and **24** custodial inspections. There were no emergency work orders in October
- ▶ Completed installation of new lockers in the women's locker room at Plum Creek Water Purification Facility
- ▶ Winterized outdoor pool buildings
- ▶ Completed repairs to the pool dehumidification unit for the leisure pool at the Rec Center
- ▶ Completed ADA concrete improvements at the Service Center, Fire Station #152 and Fire Station #155
- ▶ Continued work at the historic Cantril building including reaching substantial completion of the bathroom renovation project, wood floor refinishing, planning to replace the fire panel and continued work on the electrical service upgrade project
- ▶ Supported planning and design efforts for the Fire Station #156 project

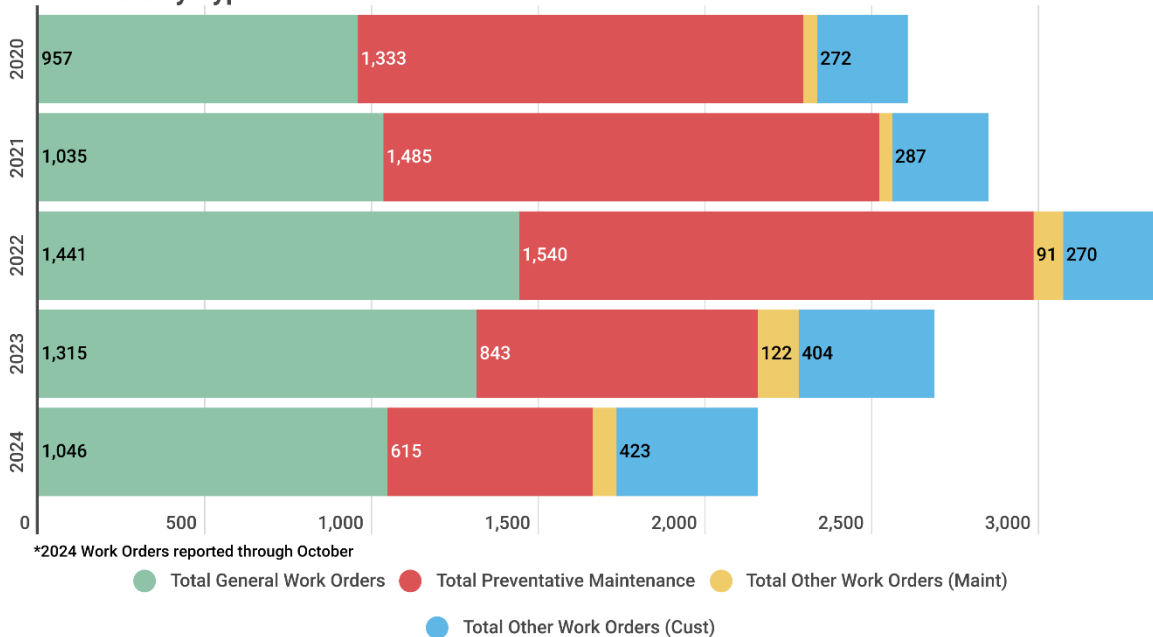
Facilities Division

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

- ▶ DoIT conducted **three** Town-wide training classes in October
- ▶ Welcomed Jason Fields – GIS Administrator
- ▶ Released the 2024 DoIT Customer Survey
- ▶ Security Cameras installed at Emerald Park

DoIT

Help Desk

Addressed **407** total tickets, with an average time to resolve of **46** hours

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

There were **28** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is the goal)

There were **329** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is the goal)

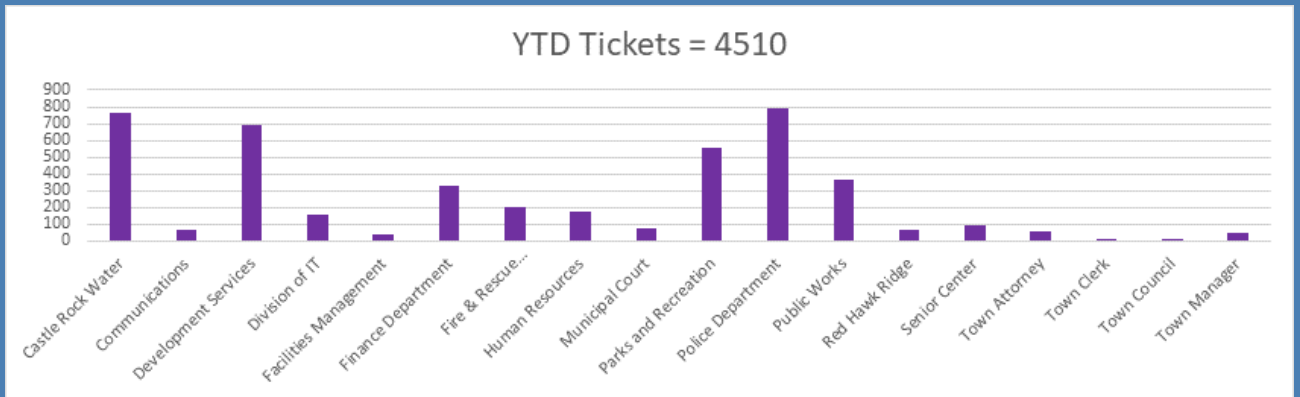
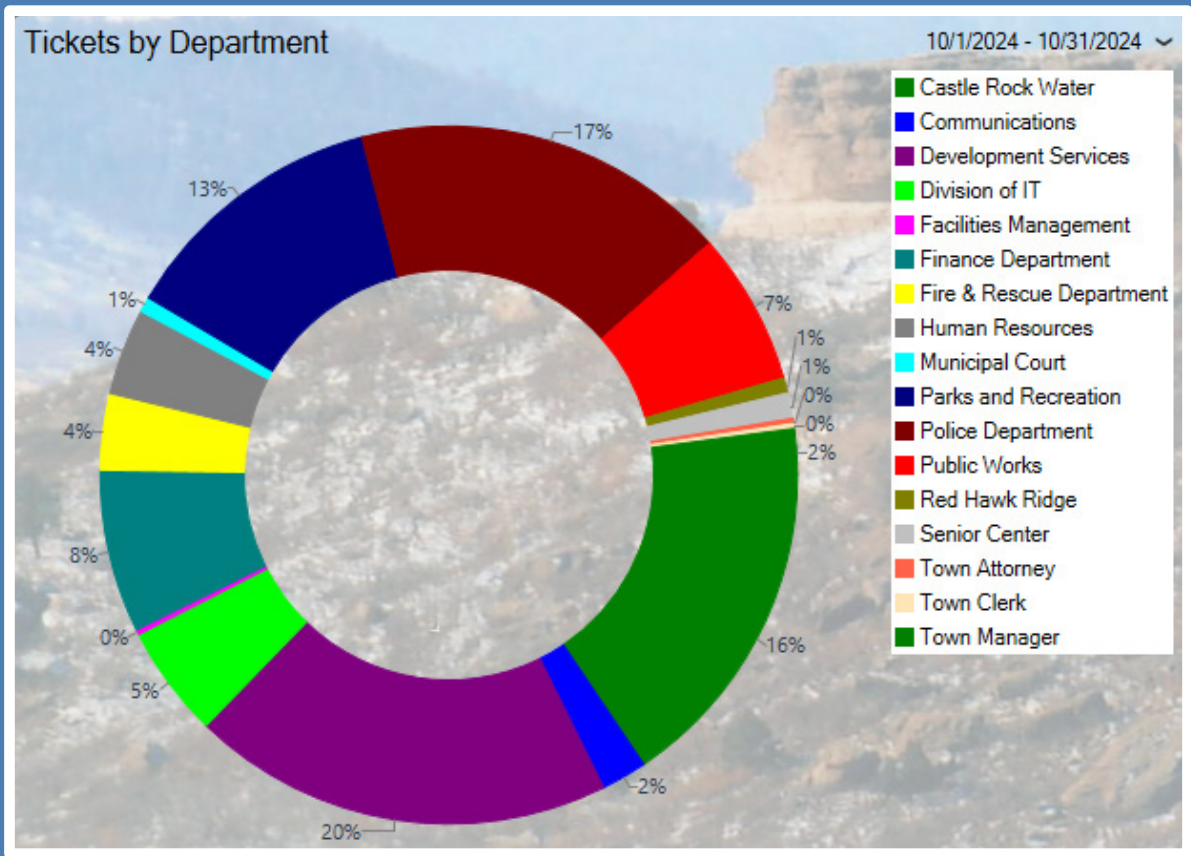
Geographic Information Systems (GIS)

Addressed **20** total tickets, with an average open-to-resolve time of **122** hours

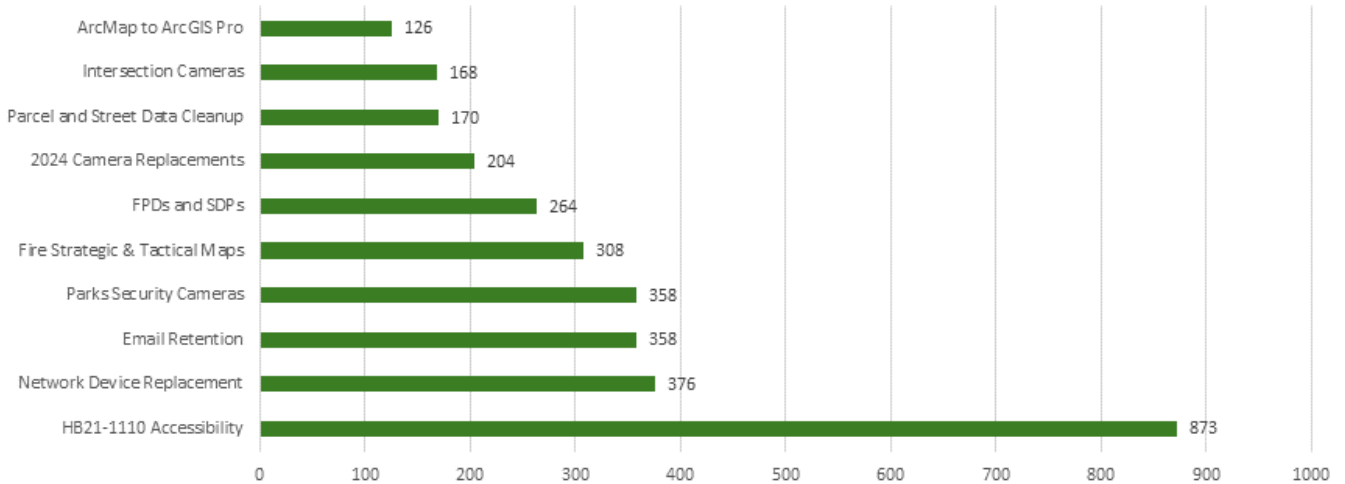
There were **no** annexations in October

There were **no** zoning changes in October

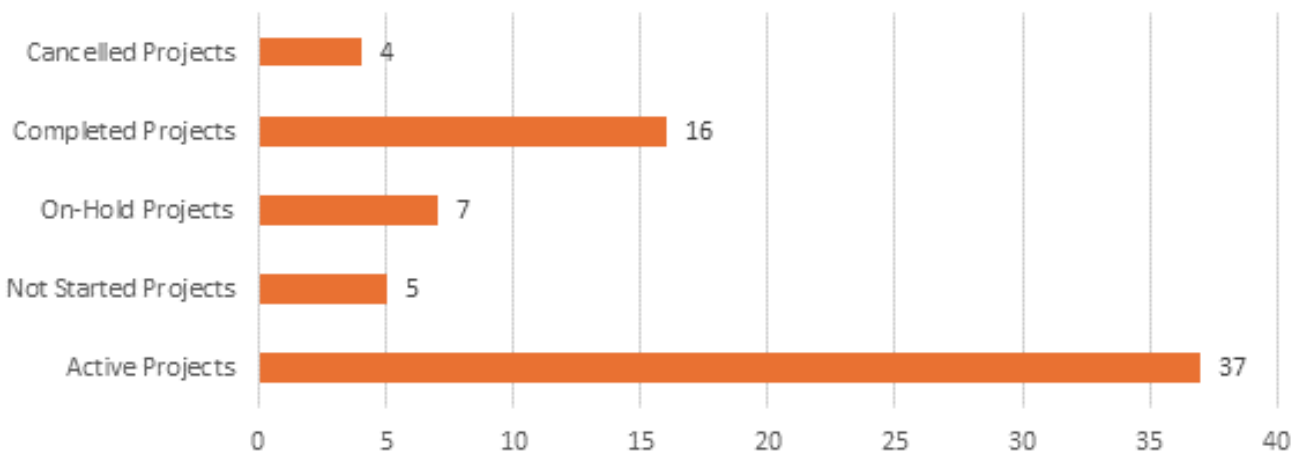
There were **no** parcel updates in October



Top 10 Active Projects by Hours



DoIT Project Summary





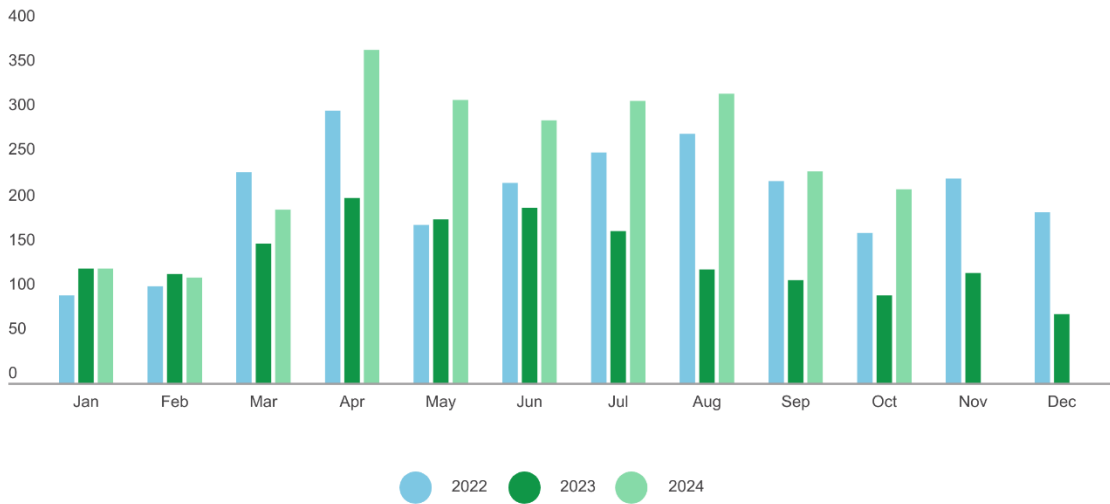
MC

Key Accomplishments



- ▶ Teen Court held **five** hearings in October
- ▶ Court staff reviewed, uploaded, and tested **113** FullCourt documents updated to include the Town's ADA statement
- ▶ The Court successfully completed a comprehensive audit by the Colorado Bureau of Investigation (CBI), granting us access to the Colorado Crime Information Center (CCIC) for running criminal histories and entering bench warrants.

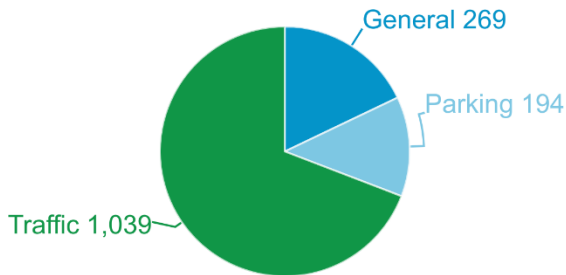
Total cases filed in Castle Rock Municipal Court: 2022-2024



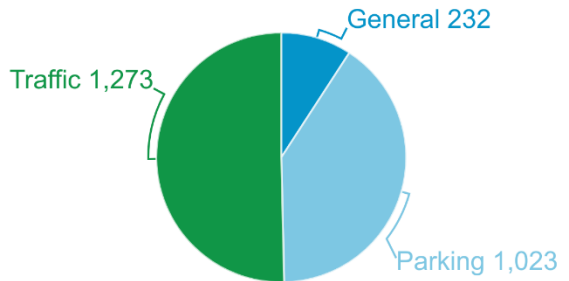
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022	98	108	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	118	194	373	317	294	316	324	237	217	0	0	2528

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

2023 YTD



2024 YTD




Create and publish your infographic



COM

Key Accomplishments

- 
- ▶ In October, the Communications Division supported the Emerald Park grand opening and supported Castle Rock Fire and Rescue with communications and media relations related to the passing of Firefighter Koldeway. The team also produced **one** publication: Your Town Talk newsletter

 - ▶ Staff during October issued news releases about:
 - Improved conditions prompt Town to ease fire restrictions to Stage 1
 - [Help shape the future of Lost Canyon Ranch Open Space](#)
 - [Provide input on Community Development Block Grant accomplishments and expenditures Nov. 4](#)
 - Proud of your pie? Enter the Town's Pie Bake-Off Nov. 2
 - [Partnership to acquire Lost Canyon Ranch awarded COSA Blue Grama Award](#)
 - Ongoing fire dangers prompt Town to implement Stage 2 fire restrictions
 - 'Make fire alarms work for you' this Fire Prevention Week, Oct. 6 to Oct. 12
 - Castle Rock Fire and Rescue partners with Domino's and NFPA to promote Fire Prevention Week
 - Find family-friendly Halloween fun at Spooktacular Oct. 26
 - Castle Rock Fire and Rescue mourns loss of firefighter EMT
 - Embrace all things autumn at the Fall Festival Oct. 20

Hyperlinked items were available as of Nov. 8

COMMUNICATIONS



Communications ■ October 2024 Report

MEDIA

8 
Media Requests

77 
New subscribers

TRADITIONAL OUTREACH

37 
Communications Plans, year to date

2 
Videos Completed

11 
News Releases Distributed

1 
Publication Completed

ONLINE OUTREACH

85 
Webpages Approved

12 
Calendar Items Approved

0 
Fact or Fiction Questions Published

SOCIAL MEDIA OUTREACH

244 
Social Media Updates



21 
Questions Answered on Social Media



Facebook

28,259
Followers

★
Top Post

A post about the passing of Firefighter Koldeway reached 10.1K people, with 1.3K interactions, 50 shares and 68 comments.

SOCIAL MEDIA REVIEW

11,200
Followers

★
Top Post

A post about the passing of Firefighter Koldeway reached 8K, with 723 interactions and 3 comments.

Instagram



Nextdoor

★
Top Post

45,033
Total members

A post about Stage 2 fire restrictions was the most popular, with 9,857 impressions, 8 comments and 1 reaction.

10,028
Followers

★
Top Post

A post about about the passing of Firefighter Koldeway had 450 impressions and 40 engagements.





HR

Key Accomplishments



▶ HR attended **39** interviews:

- CIP Project Manager: 1
- Street Maintenance: 4
- GIS Technician: 5
- Traffic Engineering: 2
- Traffic Signal Technician: 2
- Water Distribution Operator: 1
- GIS Admin: 2
- Project Manager: 4
- Street Maintenance Tech: 5
- Stormwater Operator: 1
- Accounts Payable/Receivable: 2
- Admin Assistant: 2
- Fleet Technician: 4
- PM Transportation: 4

HUMAN RESOURCES

Welcome!

Employee Orientation

Three new full-time employees came on board during October.

Congratulations!

Performance Evaluations

In October HR reviewed **95** 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 October.

Well done!

Training and Recruitment

- HR attended **five** career fairs in October: Highlands Ranch High School Career Fair, Ponderosa High School Career Fair, Douglas Works Career Fair, Castle View High School Career Fair, MSU Denver Fall Career Fair
- There were no trainings in October