



# TOWN MANAGER'S OFFICE

February 2025

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.

- Facilities
- Division of Innovation and Technology
- Municipal Court
- Communications
- Human Resources
- Youth Commission

## Facilities

Provides a safe, clean, positive environment at all municipal facilities, for both employees and the public

## Division of Innovation and Technology

Partners with departments Townwide to strategically implement technology that is secure and well-supported

## 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

## Communications

Facilitates community outreach and involvement for departments Townwide

## Human Resources

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

## Youth Commission

The Youth Commission provides a means for youth in the Town of Castle Rock to learn more about their local government, participate in the process, and represent and articulate the needs of our community's youth



# Facilities

## Key Accomplishments

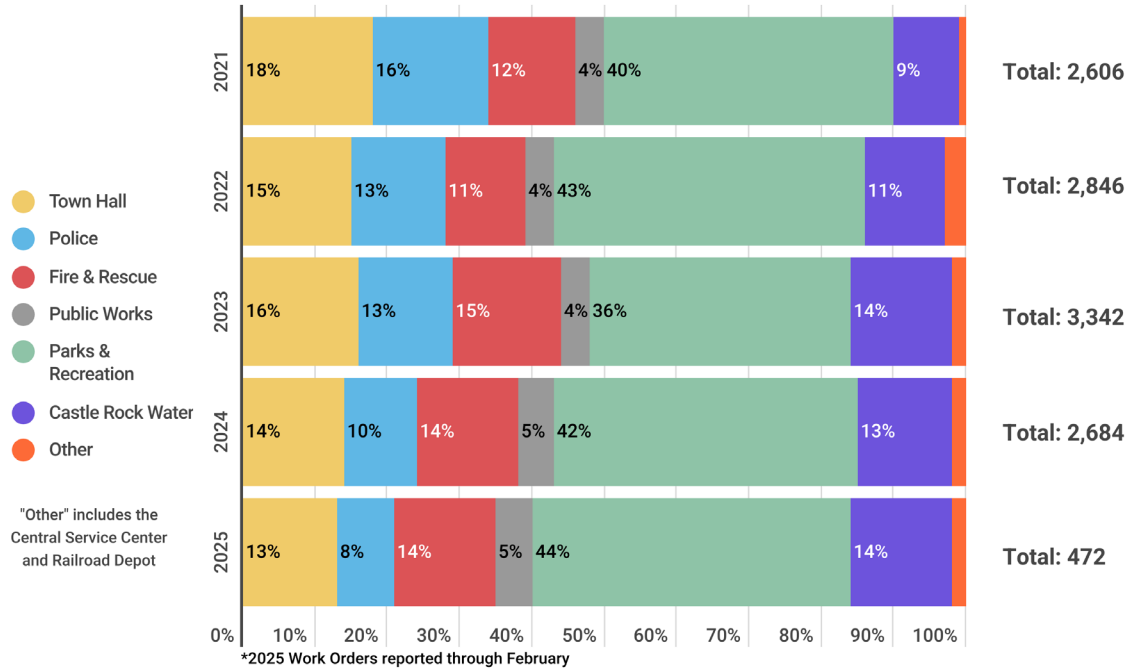


- In February, the Facilities team completed **212** work orders including **50** preventative maintenance activities and **36** custodial inspections. There was **one** emergency work order in February
- Handled snow removal during **two** snow events in February
- Refinished lobby floor at the Castle Rock Water Administration building
- Started floor refinishing project on the second floor of the historic Cantril building
- Supported the electrical service upgrade and ADA restroom renovation projects at the Cantril building
- Supported planning and design efforts for the Fire Station #156 project

# Facilities

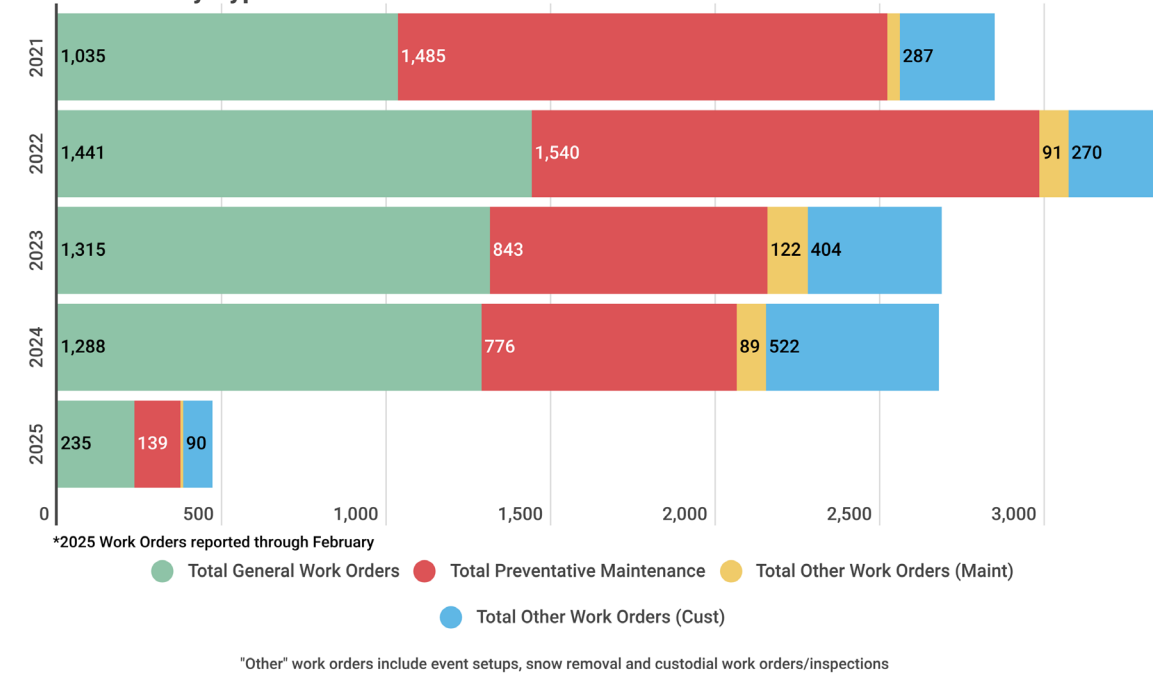
## Facilities Division

Work Order % by Department



## Facilities Division

Work Orders by Type





# DoIT

## Key Accomplishments



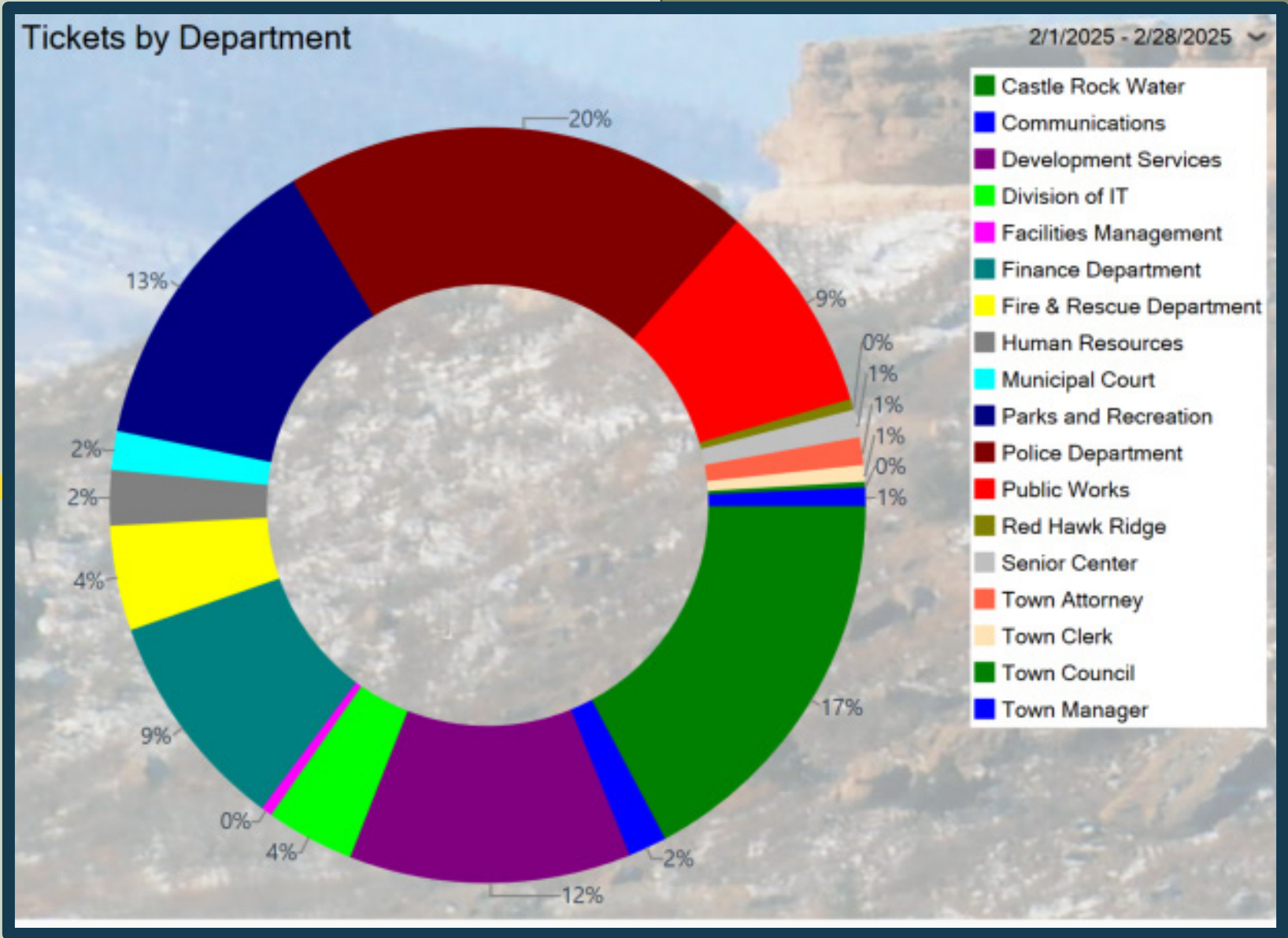
- Developed and updated strategic and tactical fire maps
- Installed network connectivity and cameras for the Regent and Meadows traffic signal
- Deployed critical Windows updates for servers
- Kicked off Microsoft 365 migration project
- Replaced end-of-life security cameras at Town Hall

- Addressed **390** total tickets, with an average time to resolve of **48** hours
- There were **no** emergency tickets this month
- There were **26** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is the goal)
- There were **309** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is the goal)

## Help Desk

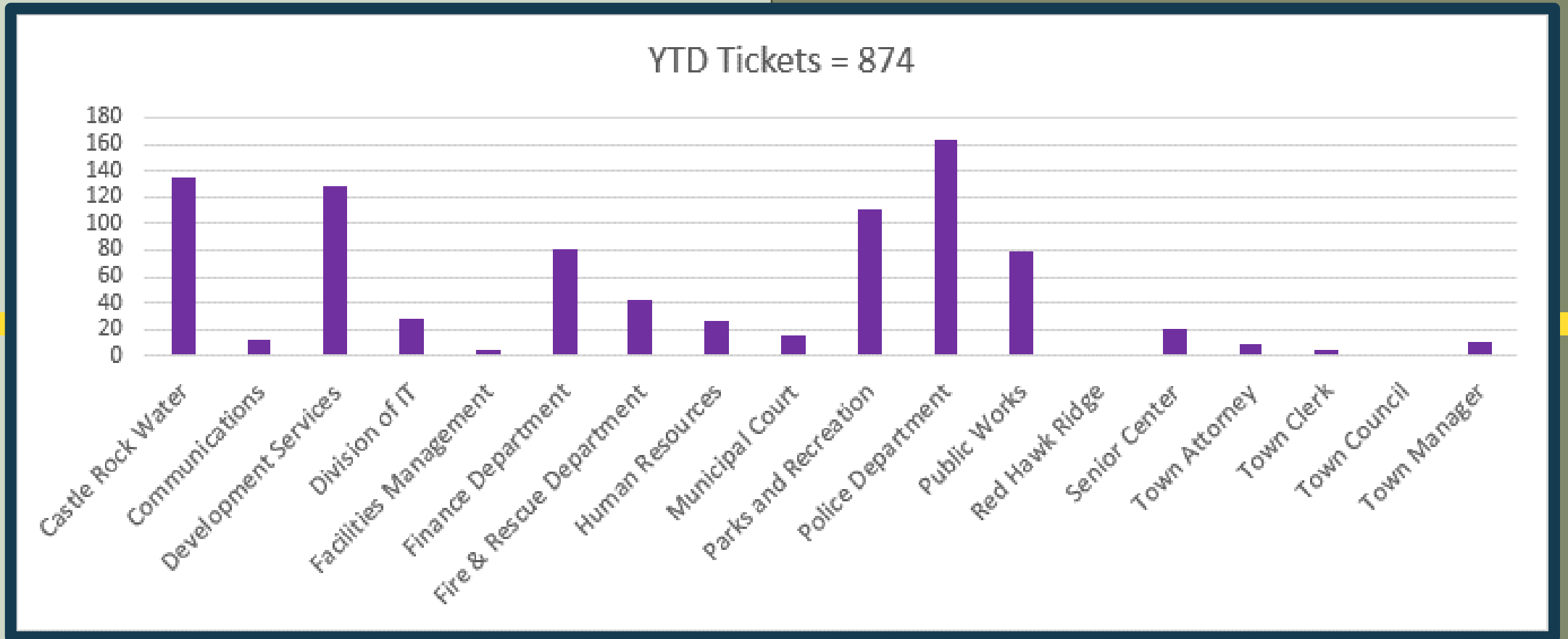
- Addressed **32** total tickets, with an average time to resolve of **48** hours
- There were no annexations in February
- There were **two** zoning changes in February, 100% of which were reflected within the GIS database map within two weeks of receipt; the goal is to have 90% of zoning changes reflected within that timeframe
- There were no parcel updates in February

## GIS Geographic Information Systems



**DoIT**





# Municipal Court

## Key Accomplishments

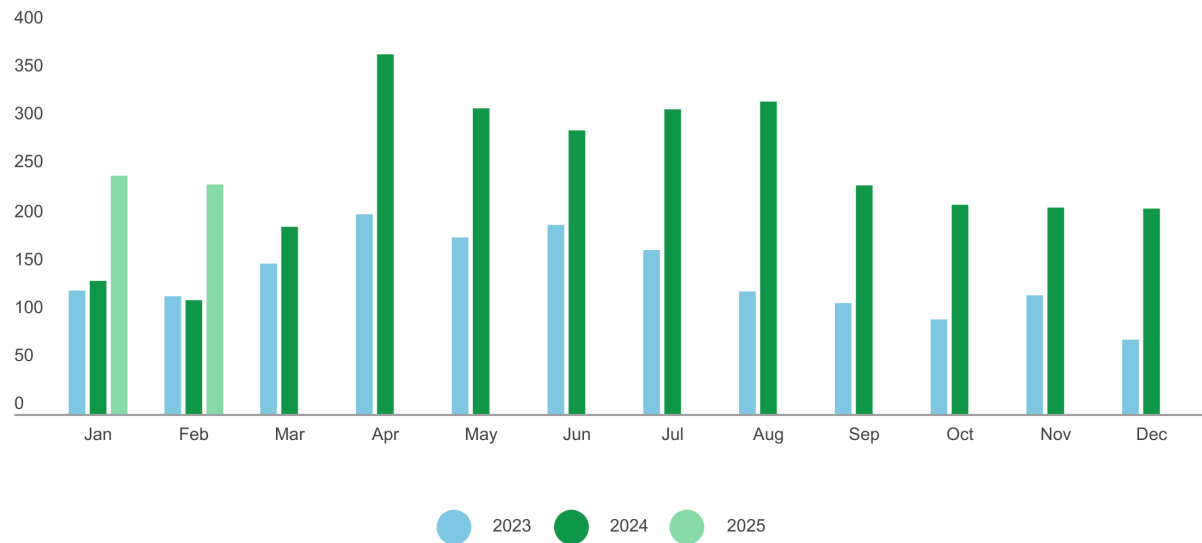


Teen Court held **two** peer panels in February

The Court currently has one case being appealed, and staff has diligently prepared the record for submission

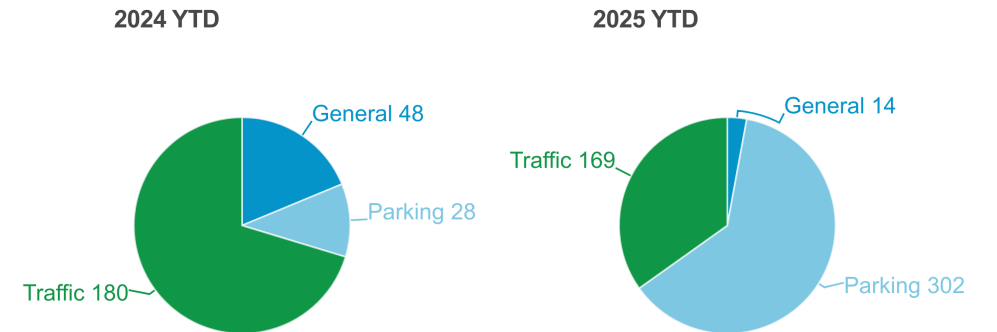
Court staff is developing a paperless process for managing traffic tickets to enhance efficiency and streamline operations

### Total cases filed in Castle Rock Municipal Court: 2023-2025



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
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
2025	247	238											485

### Total cases filed in CR Municipal Court by type YTD: February 2024 vs. February 2025



# Communications

## Key Accomplishments



In February, the Communications staff completed **three** publications:

- Your Town Talk newsletter
- 2025 community survey resident postcard
- 2025 community survey business postcard

The team also supported outreach on the Crystal Valley interchange project, including lane closures on East Frontage Road and Interstate 25 closures for girder placement

Staff during February issued news releases about:

- [Nighttime I-25 closures for Crystal Valley interchange bridge installation postponed to March](#)
- [Share feedback on Lost Canyon Ranch Open Space draft master plan](#)
- [Cause of fatal house fire deemed accidental](#)
- [Upcoming West Frontage Road and nighttime I-25 closures for Crystal Valley interchange bridge installation](#)
- [Castle Rock Youth Commission accepting applications for Rising Star Scholarship](#)
- [Feb. 4 and Feb. 18 Council updates](#)

(Hyperlinked items were available as of Mar. 6)



# Communications ■ February 2025 Report

## MEDIA

**14**   
Media Requests

## Email News

**98**   
New subscribers

## TRADITIONAL OUTREACH

**3**   
Communications Plan, year to date

**5**   
Videos Completed

**7**   
News Releases Distributed

**3**   
Publications Completed

## ONLINE OUTREACH

**102**   
Webpages Approved

**19**   
Calendar Items Approved

**0**   
Fact or Fiction Questions Published

## SOCIAL MEDIA OUTREACH


**216**   
Social Media Updates



**25**   
Questions Answered on Social Media



**Facebook** **29,040**  
Followers

**Top Post**  A Crystal Valley interchange update post on Feb. 11 reached 138K, with 194.1K views, 723 reactions, 62 shares and 147 comments.

## SOCIAL MEDIA REVIEW

**12,062**  
Followers


**Top Post** 

A video featuring the Crystal Valley interchange girder installation reached 6.5K, with 9.9K views and 546 interactions.

## Instagram



**Nextdoor** **Top Post** **46,193**  
Total members

 A news release about a house fire had 6,194 impressions, 6 comments and 39 reactions.

**9,966**  
Followers

**Top Post** 

A post featuring Summer Concert Series season passes was the most popular, with 287 impressions and 25 engagements.

X



# Human Resources

## Key Accomplishments

HR attended **9** interview panels, totaling **26** interviews:

- Assistant Director CRW: 3
- Plans Examiner: 1
- Street Maintenance Lead: 3
- Budget Analyst: 3
- Athletics: 1
- Distribution Operator: 3
- Accountant: 2
- Street Maintenance Tech: 7
- Fleet Tech: 3

### Employee Orientation

**Three** new full-time employees and **14** part-time or seasonal employees came on board in February

### Separations

HR separated **5** full-time employees and **56** part-time or seasonal employees in February

### Performance Evaluations

In February HR reviewed **77** performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met

### Employee Recognition

There were **six** recognitions in February

### Training and Recruitment

HR attended **one** career fair in February, Legacy Campus Career Fair

# Human Resources

# Youth Commission

## Key Accomplishments



Launched the "Rising Star Scholarship" initiative on Feb. 4 to support youth recognition

- Established a scholarship opportunity for local high school seniors who have made an impact in our community
- Students can apply for the Rising Star Scholarship between Feb. 10 and March 14
- Distributed fliers to spread the word to over **60** local businesses, **12** Douglas County High Schools, **nine** churches and **eight** youth clubs
- [CRgov.com/RisingStar](https://CRgov.com/RisingStar)