



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



HR

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

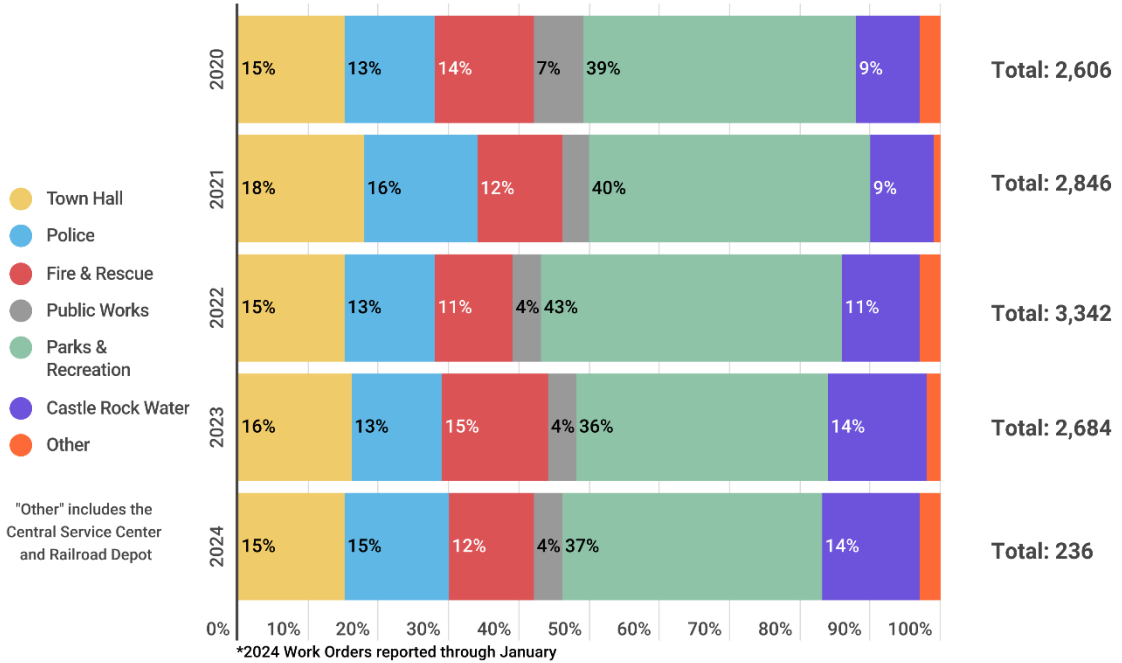
HUMAN
RESOURCES

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

- ▶ In January, the Facilities team handled **236** work orders including **79** preventative maintenance activities and **25** custodial inspections
- ▶ There were no emergency work orders in January
- ▶ Completed gas line repair and emergency water main repair at the Cantril School
- ▶ Completed installation of new chemical room doors at the Miller Activity Complex
- ▶ Repaired fire backflow preventers at Castle Rock Water and the Recreation Center
- ▶ Provided ongoing support for the Rec Center slide tower reconstruction project

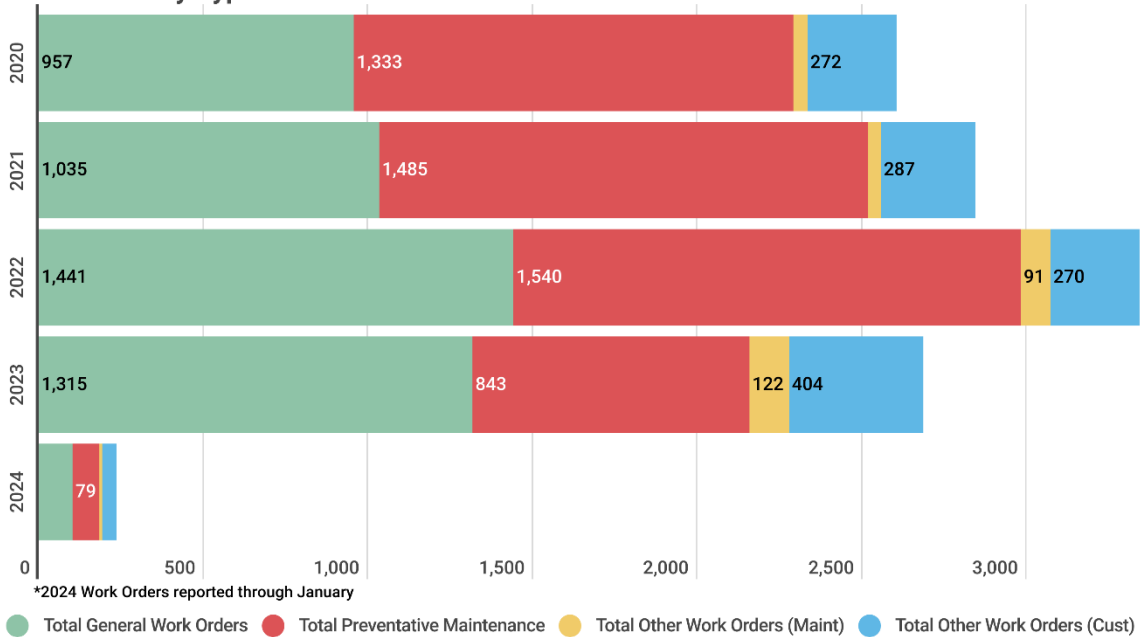
Facilities Division

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

- ▶ Successful upgrade of the Full Court system
- ▶ Implemented a new payment processing system for Red Hawk Ridge Golf Course
- ▶ Updated the Town's Account Management and Backup policies
- ▶ Advanced CRgov.com and The Depot Intranet to CivicPlus' new security platform

DoIT

Help Desk

Addressed **419** total tickets, with an average time to resolve of **42** hours

There were **14** emergency tickets this month, **100%** of which were resolved within one calendar day (80% is the goal)

There were **27** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **324** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

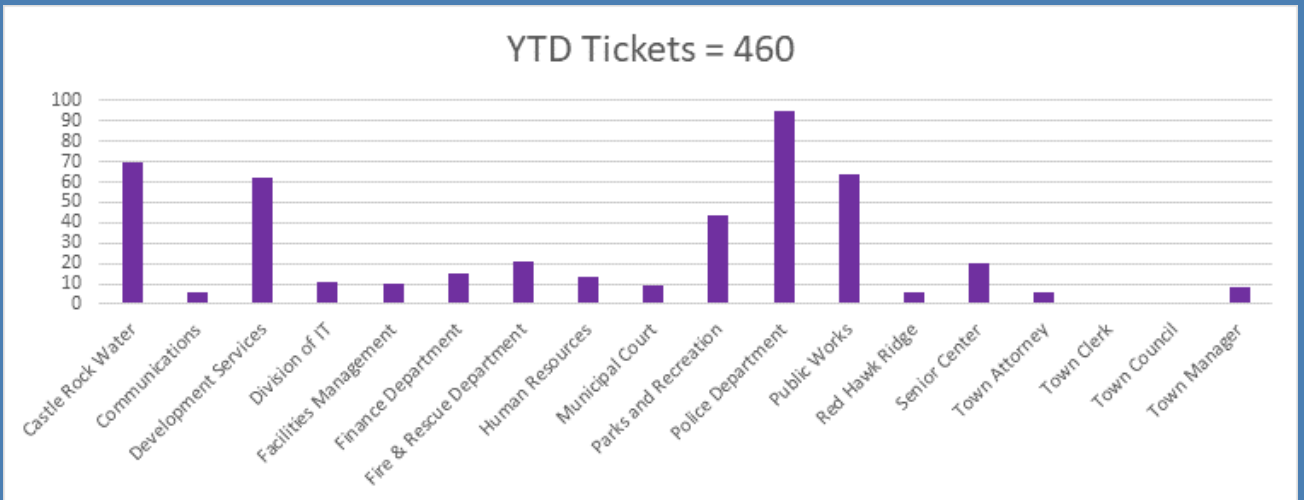
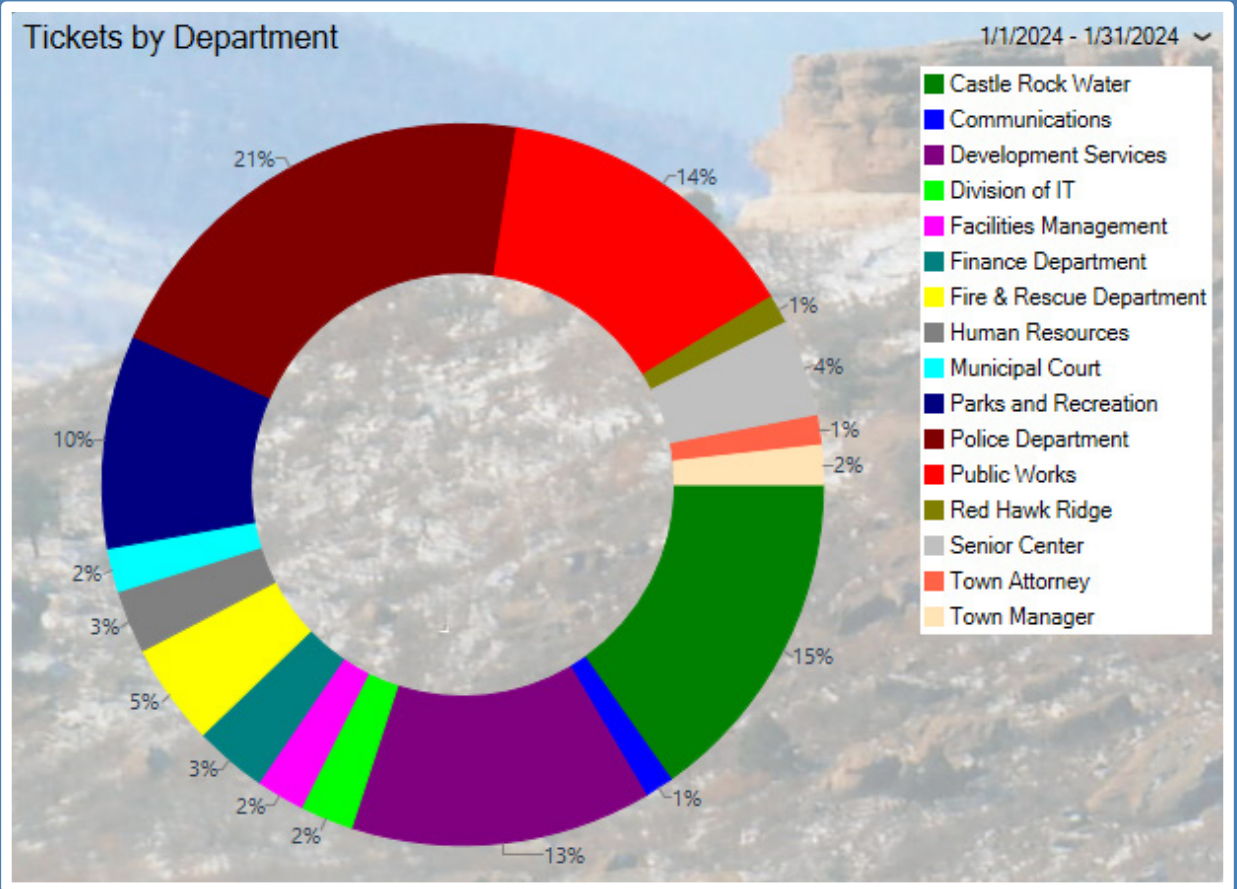
Addressed **28** total tickets, with an average open-to-resolve time of **58** hours

There were no annexations in January

There were no zoning changes in January

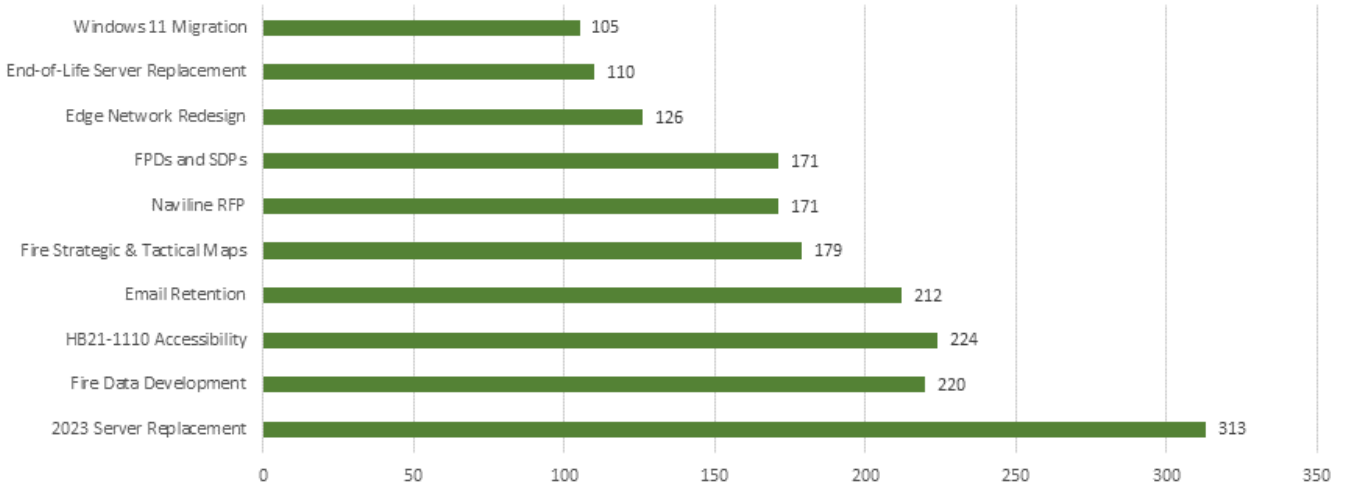
There were no parcel updates in January

DoIT

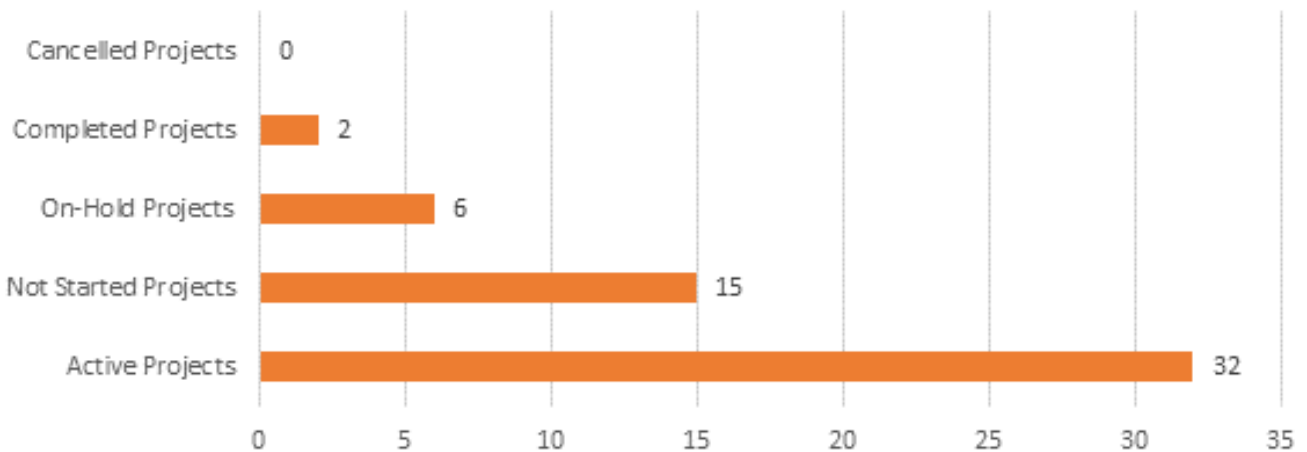


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary





MC

Key Accomplishments



In January Municipal Court implemented a new schedule to optimize efficiency and convenience for traffic offenders. All traffic court proceedings are still conducted virtually via Zoom, unless a defendant explicitly requests an in-person appearance. This approach enables defendants to address their traffic matters promptly and efficiently, minimizing disruptions to their work schedules.

Moreover, conducting traffic court virtually helps alleviate additional traffic congestion in our downtown area on court days. It also ensures that the Police Department and courtroom lobby remains uncrowded, facilitating smooth interactions for individuals conducting business in person.

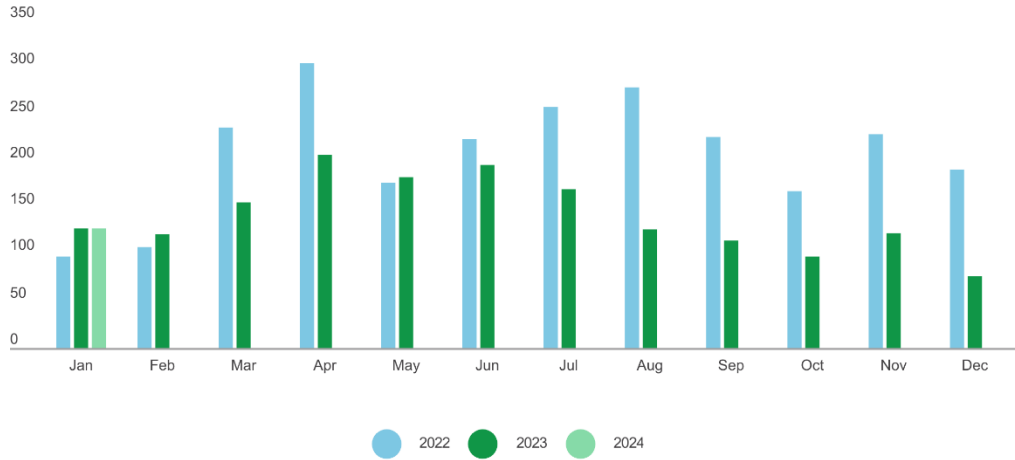
Under the new schedule, Virtual Traffic Court convenes on the second Wednesday of each month, commencing at 8:30 a.m. Additionally, on the same day, beginning at 1:30 p.m., the court hears general ordinance violations, motions hearings and case review hearings.

On the fourth Wednesday of the month, the court dedicates its session to pretrials, trials, and restitution hearings, commencing at 8:30 a.m. This revised schedule aims to streamline court proceedings and enhance the overall efficiency of our operations.

MUNICIPAL COURT

Castle Rock Municipal Court Monthly Report - January 2024

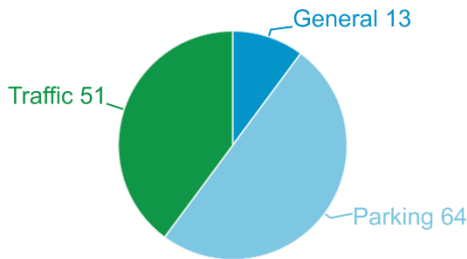
Total cases filed in Castle Rock Municipal Court: 2022-2024



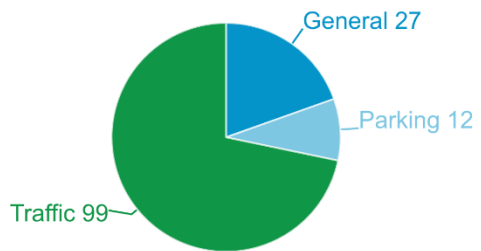
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022	98	108	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	0	0	0	0	0	0	0	0	0	0	0	138

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

2023 YTD



2024 YTD



Created and published using Infographic

COM Key Accomplishments

- ▶ In January, staff completed **two** publications: Your Town Talk newsletter and 2023 Year in Review mailer
- ▶ Staff during January issued news releases about:
 - CRFD Assistant Chief Craig Rollins selected for 2024 Fire Service Executive Development Institute
 - [Town highlights 2023 achievements, 2024 goals](#)
 - [Don't let summer sneak up on you; youth camp registration opens Monday, Jan. 15](#)
 - Dance with the waves and get jiggy under the sea, Saturday, Feb. 3
 - Jan. 16 Council update

Hyperlinked items were available as of Feb. 7

COMMUNICATIONS



Communications ■ January 2024 Report

MEDIA

13 
Media Requests

44 
New subscribers

TRADITIONAL OUTREACH

4 
Communications Plans, year to date

1 
Videos Completed

5 
News Releases Distributed

2 
Publications Completed

ONLINE OUTREACH

106 
Webpages Approved

108 
Calendar Items Approved

0 
Fact or Fiction Questions Published

SOCIAL MEDIA OUTREACH

193 
Social Media Updates



54 
Questions Answered on Social Media



Facebook

26,861
Followers

SOCIAL MEDIA REVIEW

★
Top Post

A post featuring the Star turning off for the season reached 83,020 people, with 1,338 engagements, 115 shares, 943 likes and 71 comments.

10,192
Followers

Instagram



★
Top Post

A post about the Crystal Valley roundabout reached 30,261 people, with 417 engagements.



Nextdoor

★
Top Post

41,621
Total members

A post about preventing frozen pipes was popular, with 2,771 impressions and 11 reactions.

9,851
Followers

★
Top Tweet

Twitter



The Year in Review video post was the most popular, with 952 impressions and 43 engagements.



HR

Key Accomplishments



► HR attended **36** interviews:

- Streets Regional Supervisor: 2
- PW Engineering Manager: 2
- Traffic Engineering Analyst: 2
- Traffic Engineering Technician: 3
- CRW PM/Water engineer: 3
- Sr. Financial Analyst: 5
- Accounting Manager: 4
- Streets Maintenance Tech: 4
- Accounting Specialist: 3
- Parks Maintenance Worker II: 5
- Meters Tech: 1
- Athletic Supervisor: 2

HUMAN RESOURCES

Welcome!

Employee Orientation

13 new full-time employees came on board during January

Congratulations!

Performance Evaluations

In January HR reviewed **88** 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 January

Well done!

Training and Recruitment

HR attended the Colorado School of Mines Career Fair. There were no trainings in January.