

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 highlights the divisions' performance relative to their objectives, as well as other key accomplishments.

HR



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

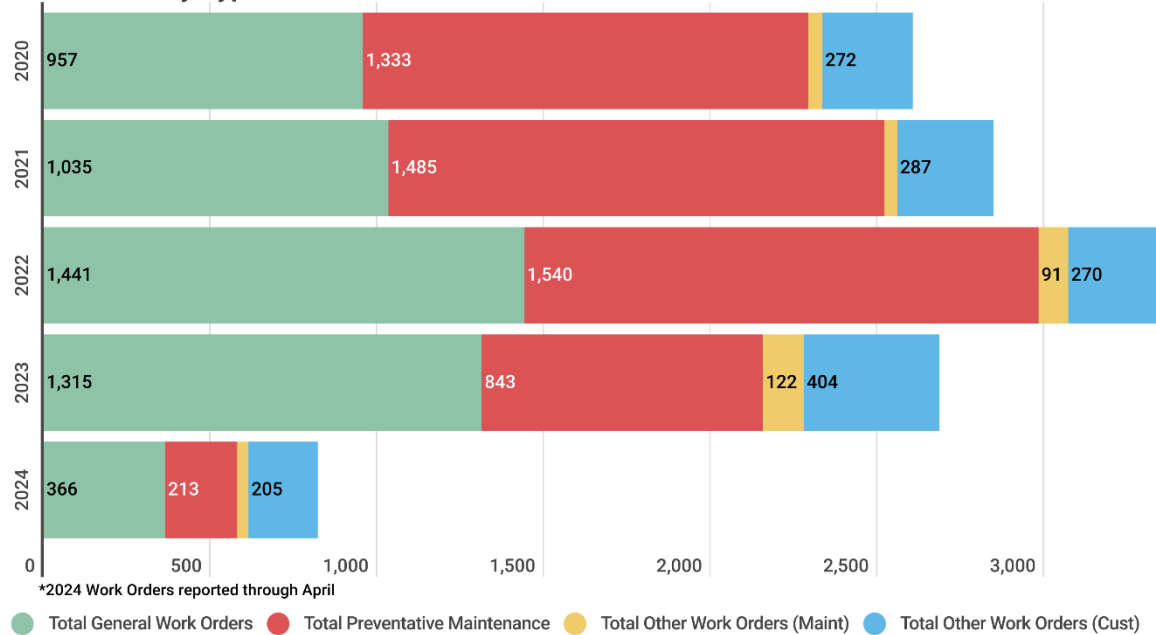


FM Key Accomplishments

- ▶ In April, the Facilities team handled **199** work orders including **56** preventative maintenance activities and **24** custodial inspections
- ▶ There were no emergency work orders in April
- ▶ Welcomed Cameron Davis as Maintenance Tech I
- ▶ Initiated Townwide grout and tile cleaning project
- ▶ Completed Townwide lift inspections
- ▶ Planning for numerous projects including locker room improvements at the Police Department, cubicle/office alterations for Finance and Castle Rock Water and glass repairs at the Recreation Center
- ▶ Provided support for the Rec Center slide tower reconstruction and for the Cantril building renovation

Facilities Division

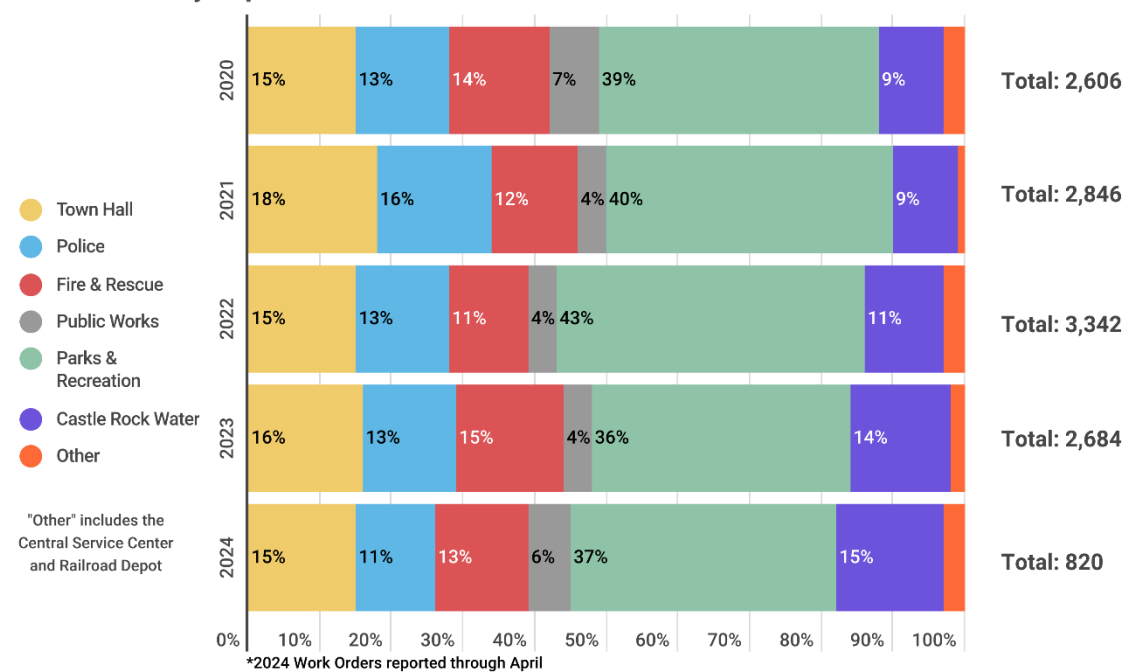
Work Orders by Type



"Other" work orders include event setups, snow removal and custodial work orders/inspections

Facilities Division

Work Order % by Department





DoIT Key Accomplishments

- ▶ Conducted **one** Townwide training class
- ▶ Replaced Town Hall firewalls
- ▶ Migrated Public Works Cartegraph Asset Management to the Cloud platform

DoIT

Help Desk

Addressed **467** total tickets, with an average time to resolve of **46** hours

There were **three** emergency tickets this month, **100%** of which were 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 goal)

There were **375** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

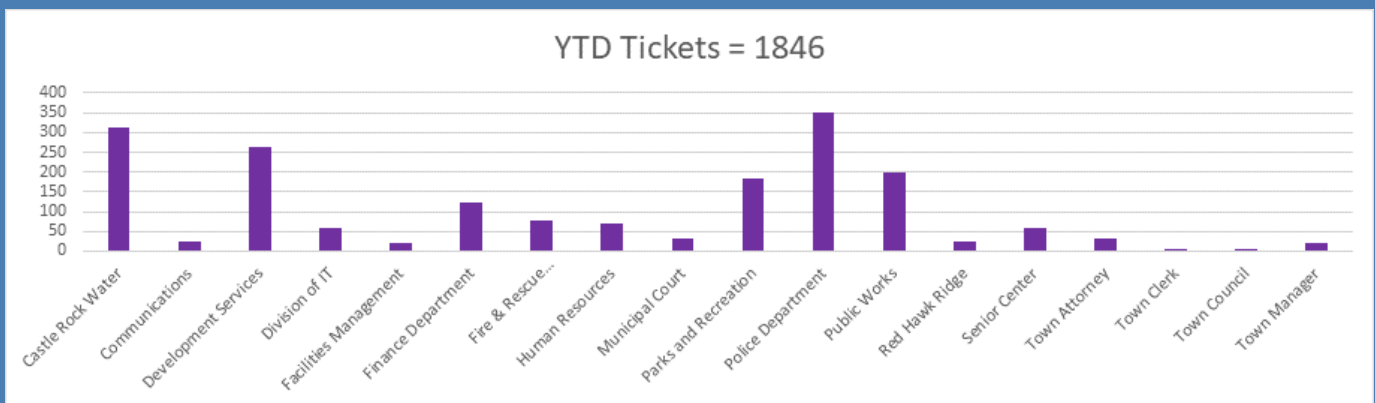
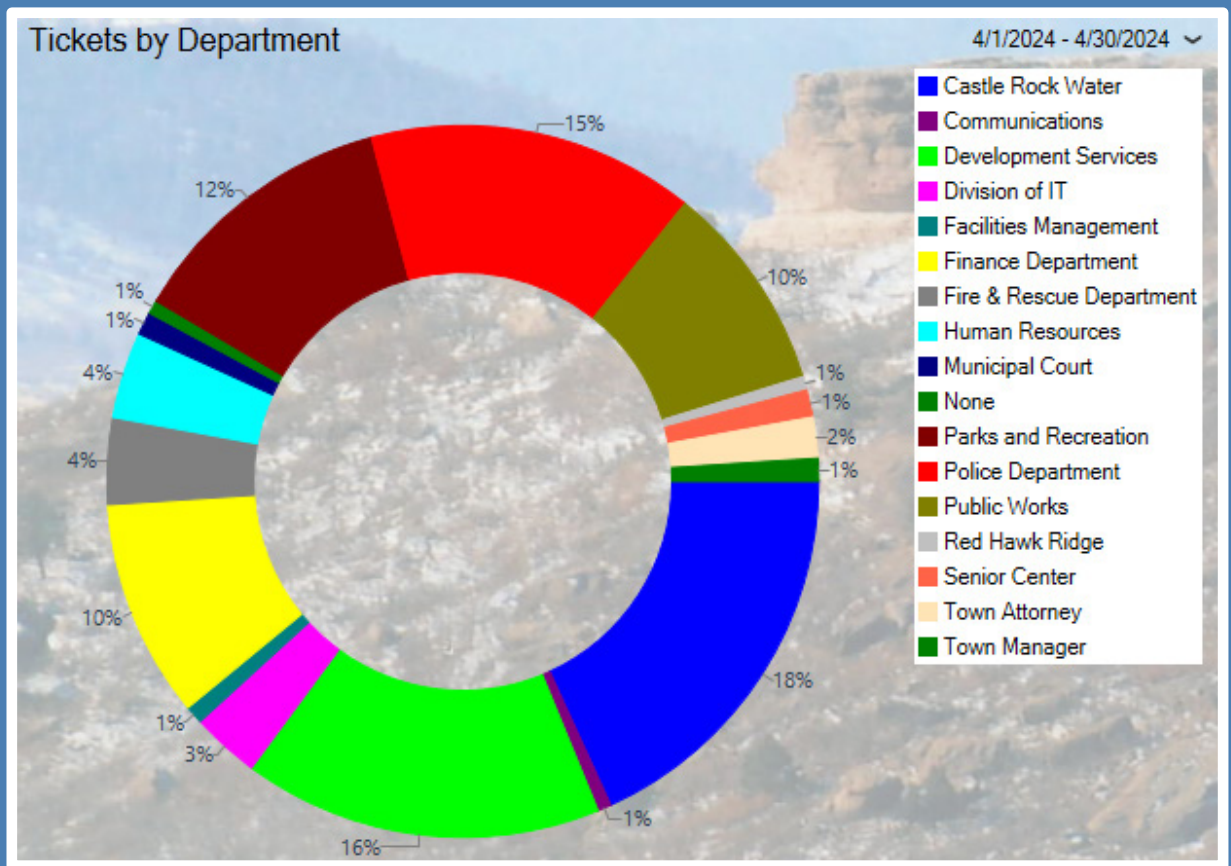
Addressed **18** total tickets, with an average open-to-resolve time of **64** hours

There was **one** annexation in April (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 April (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

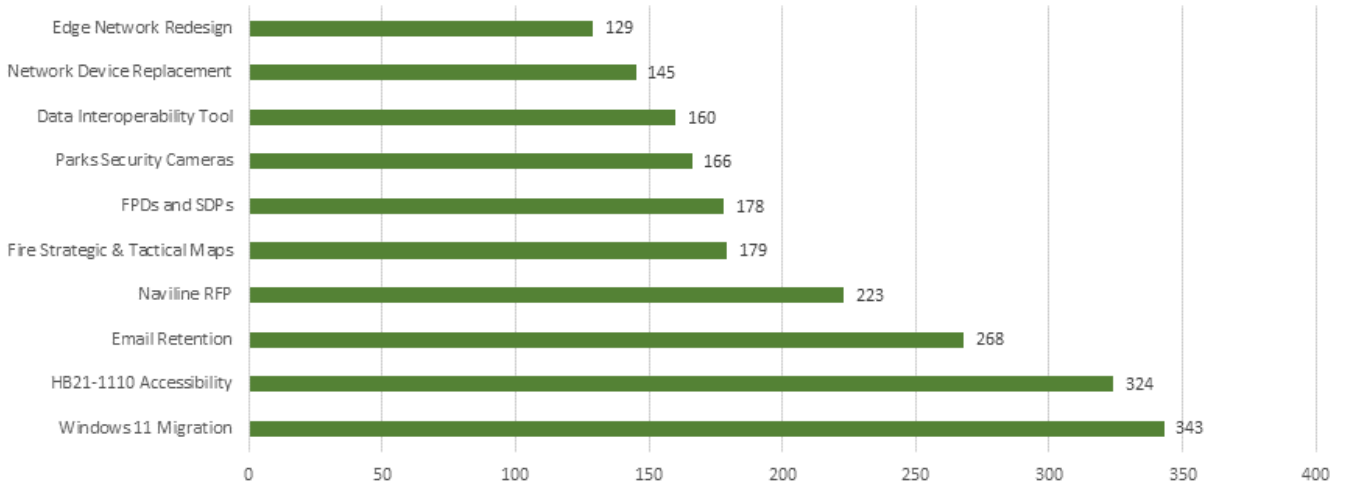
There were **no** parcel updates in April

DoIT

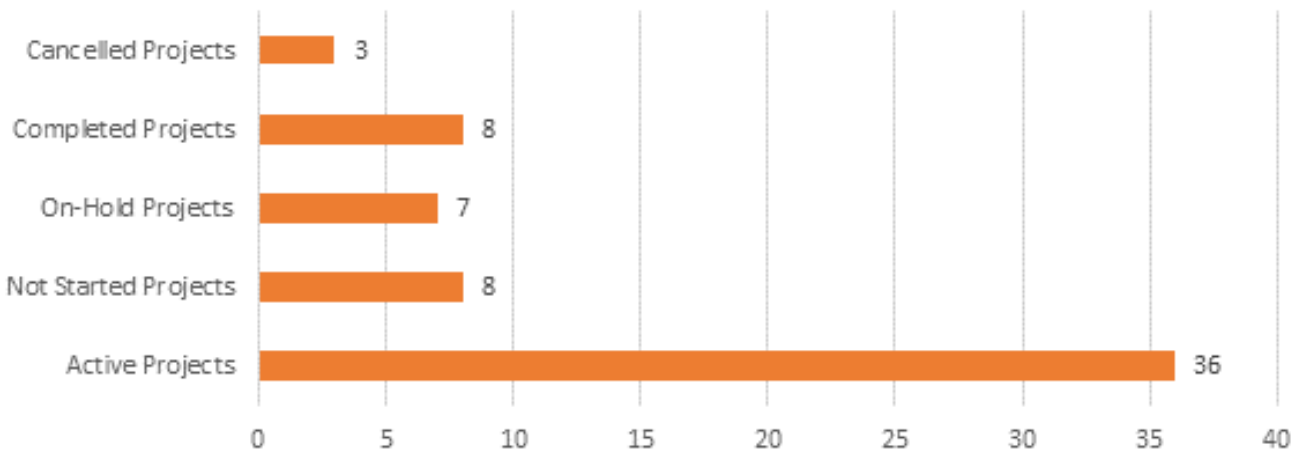


DoIT

Top 10 Active Projects by Hours



DoIT Project Summary



A dark blue circle containing the white letters "MC".

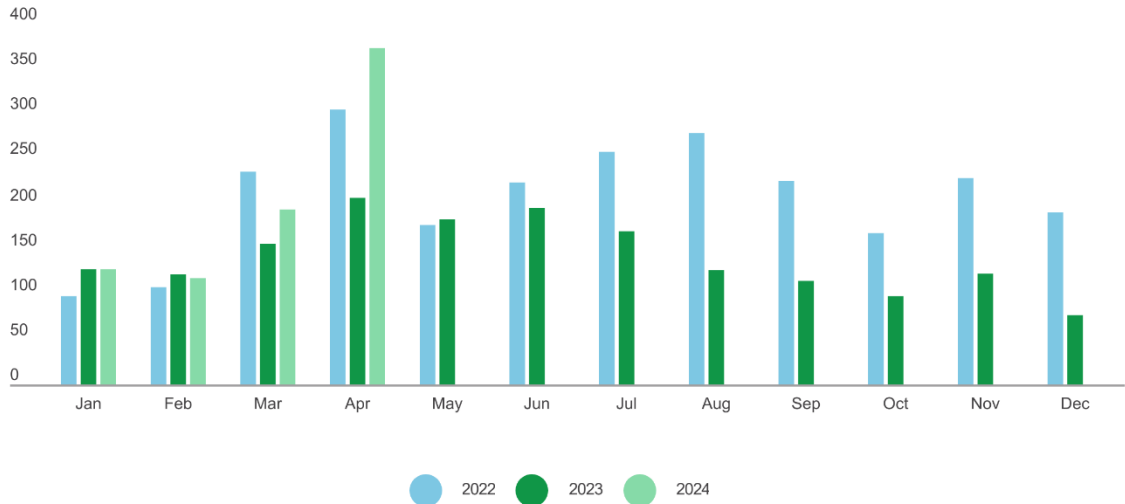
MC

A wooden gavel resting on a sound block, with a large dark blue downward-pointing triangle below it.

Key Accomplishments

- ▶ Teen Court did not have any hearings in April
- ▶ The Court team remains dedicated to the ongoing task of updating and refining all Court procedures to ensure efficiency and effectiveness

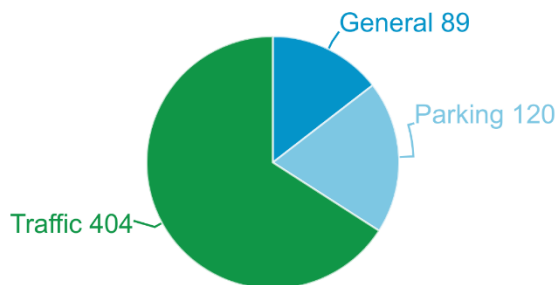
Total cases filed in Castle Rock Municipal Court: 2022-2024



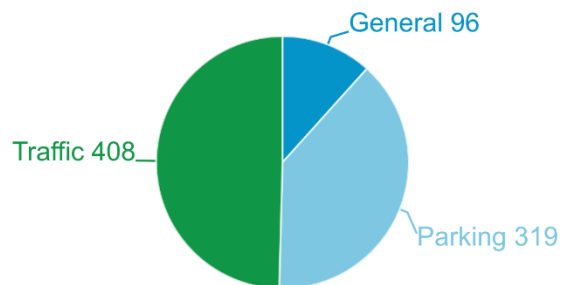
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022	98	108	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	118	194	373	0	0	0	0	0	0	0	0	823

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

2023 YTD



2024 YTD



COM Key Accomplishments

- ▶ In April, the Communications Division's [Keeper of the Star Point of View](#) social media reel was selected as a Golden Post Award finalist among nearly 450 entries. The team deployed an internal customer satisfaction survey and produced **three** publications: Crystal Valley interchange postcard, summer events mailer and Your Town Talk newsletter.
- ▶ Staff during April issued news releases about:
 - [Celebrate the Town's trails on National Trails Day, Saturday, June 1](#)
 - [Climb4Change to support therapeutic recreation June 8](#)
 - [Permits or reservations required for some uses of parks, trails and recreation facilities](#)
 - Help keep Castle Rock's creeks clean at Spring Up the Creek event May 4
 - [Crystal Valley interchange project begins](#)
 - [Learn about Castle Rock's wild side at upcoming educational programs](#)
 - Be a voice for your Town; board and commission applications due April 22
 - April 2 and April 16 Council updates

Hyperlinked items were available as of May 6

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

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.

SOCIAL MEDIA REVIEW



Top Post

10,345
Followers

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

Instagram



Nextdoor
42,272
Total members

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



Top Post

9,864
Followers

Top Tweet



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

Twitter





HR

Key Accomplishments



► HR attended **16** interviews:

- Asset Program Manager
- Sr. Financial Analyst
- Facilities Maintenance Technician
- Payroll Technician
- Project Manager Supervisor – CRW
- Signs & Markings Seasonal Worker
- Water Plant Operator
- GIS Technician – PW
- Sales Tax PIF Specialist
- Plant Maintenance Mechanic
- GIS Technician – CRW
- CRW Seasonal Worker
- Combination Building Inspector
- Wastewater Collections Operator
- Street Maintenance Technician
- Sr. SCADA Analyst

HUMAN RESOURCES

Welcome!

Employee Orientation

13 new full-time employees came on board during April

Congratulations!

Performance Evaluations

In April HR reviewed **54** 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 **two** recognitions in April

Well done!

Training and Recruitment

HR attended the Metro State University Career Fair. There were no trainings in April