



## Town Manager's Office Monthly Report March 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 Maintenance** - 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.

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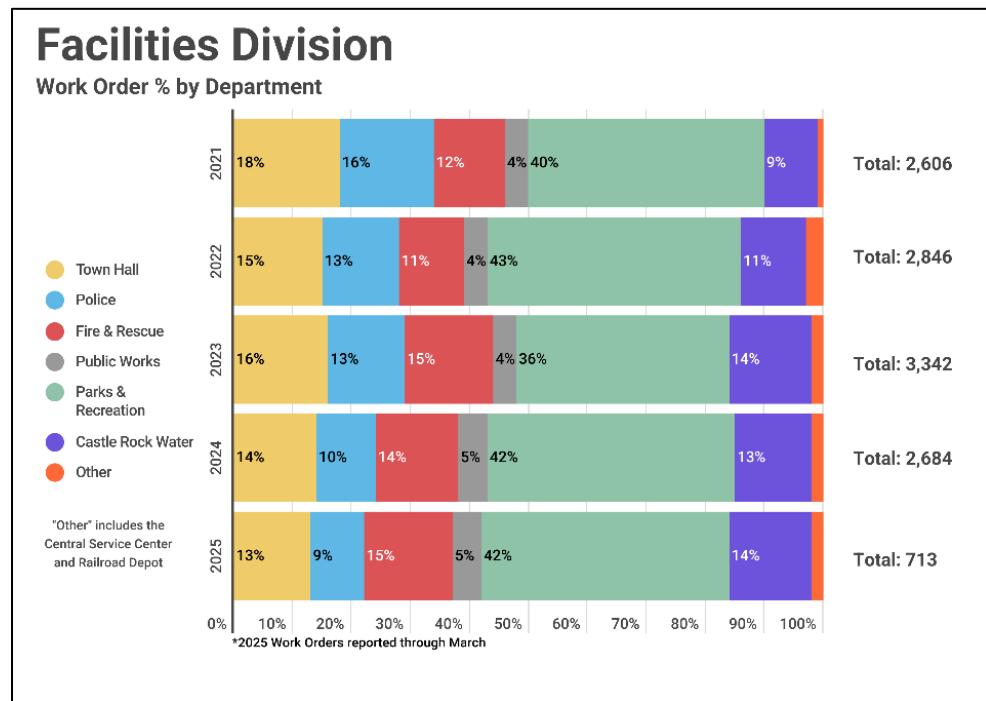
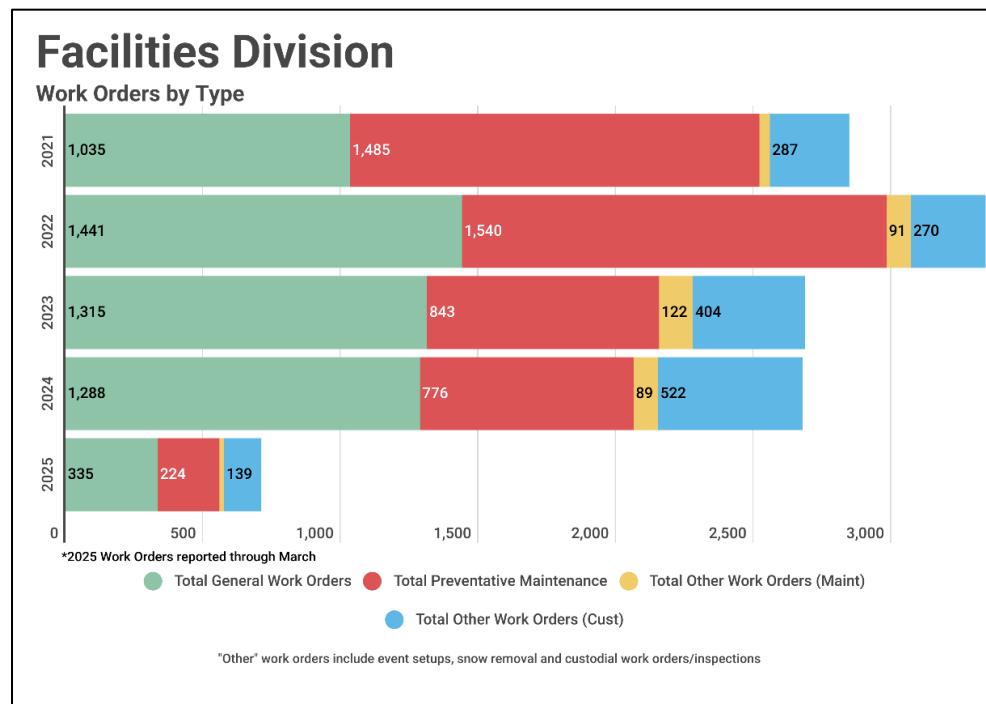
**Youth Commission** - The Youth Commission provides a means for youth in the Town of Castle Rock to learn more about their local government, participate in the process, and represent and articulate the needs of our community's youth.

## Facilities Maintenance

### Key Accomplishments

- In March, the Facilities team completed **241** work orders including **85** preventative maintenance activities and **36** custodial inspections
- There was **one** emergency work order in March
- Completed fire panel replacement and floor refinishing project on the second floor of the historic Cantril building
- Repaired extensive soffit damage at Fire Headquarters
- Completed annual backflow inspections
- 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

## Metrics



## Division of Innovation and Technology

### Key Accomplishments

- Redesigned and enhanced the Trail Conditions map editing tool
- Installed fiber network connectivity to Cantril
- Patched critical security update for the Veeam backup system
- Added new cameras to Metzler Ranch Park
- Completed Konica Minolta copier replacement

## Help Desk

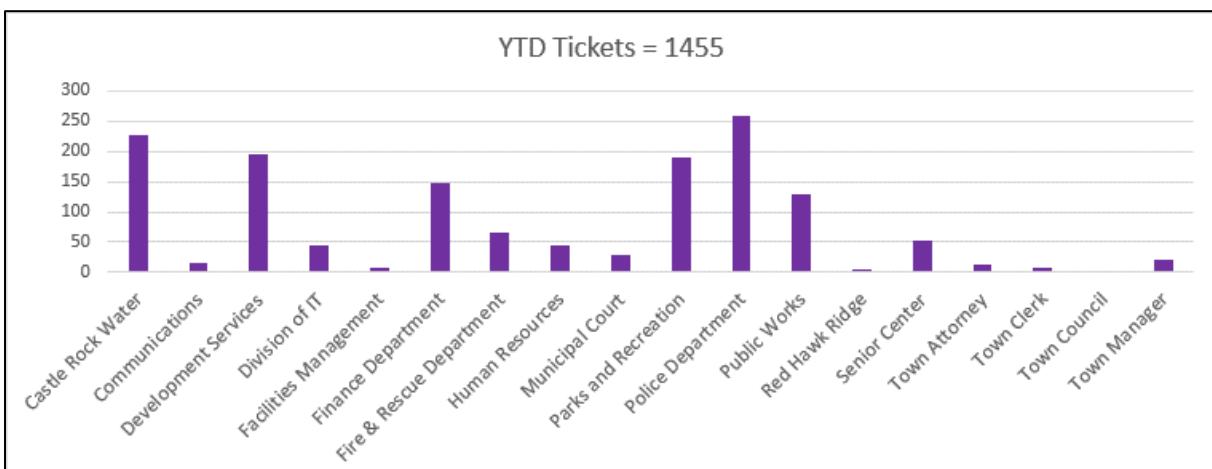
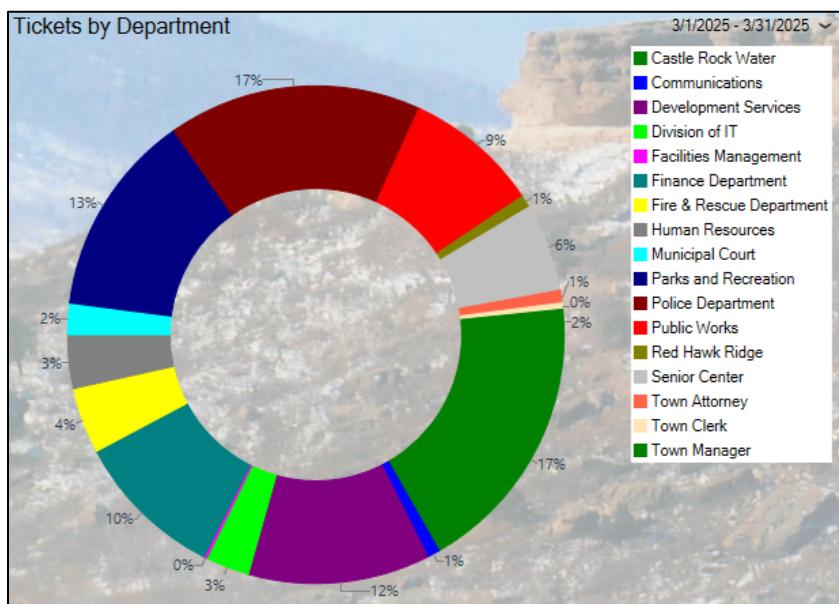
Addressed **464** total tickets, with an average time to resolve of **47** hours

- There were **five** emergency tickets this month, 100% of which were resolved within 24 hours (100% is the goal)
- There were **22** urgent priority tickets this month, 100% of which were resolved within two calendar days (85% is the goal)
- There were **366** medium priority tickets this month, 99% of which were resolved within 10 calendar days (90% is the goal)

## Geographic Information Systems (GIS)

- Addressed **24** total tickets, with an average time to resolve of **87** hours
- There were no annexations in March
- There were no zoning changes in March
- There were no parcel updates in March

## Metrics

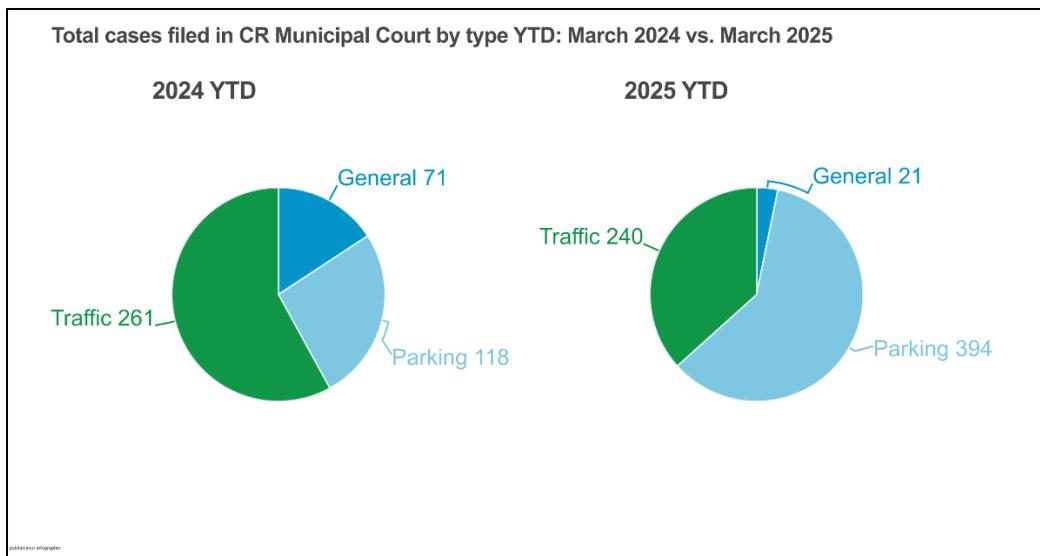
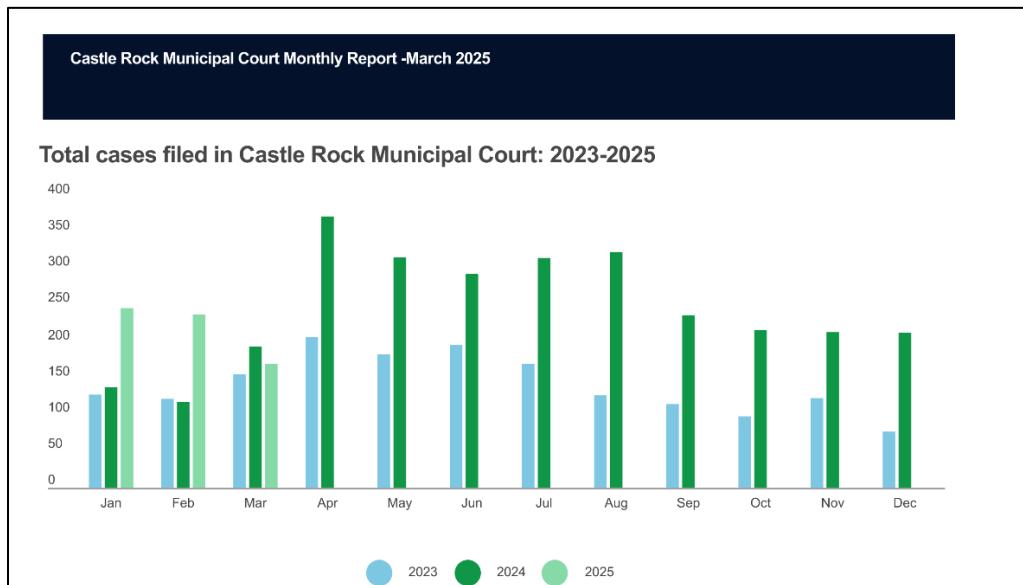


## Municipal Court

### Key Accomplishments

Teen Court did not have any new hearings in March. Teen Court Coordinator Alex Ausmus, along with several dedicated volunteers, created a recruitment video to support Teen Court's upcoming volunteer drive and training sessions scheduled for May 29 and 30. The video will be shared on social media to help attract new participants.

### Metrics



## Communications

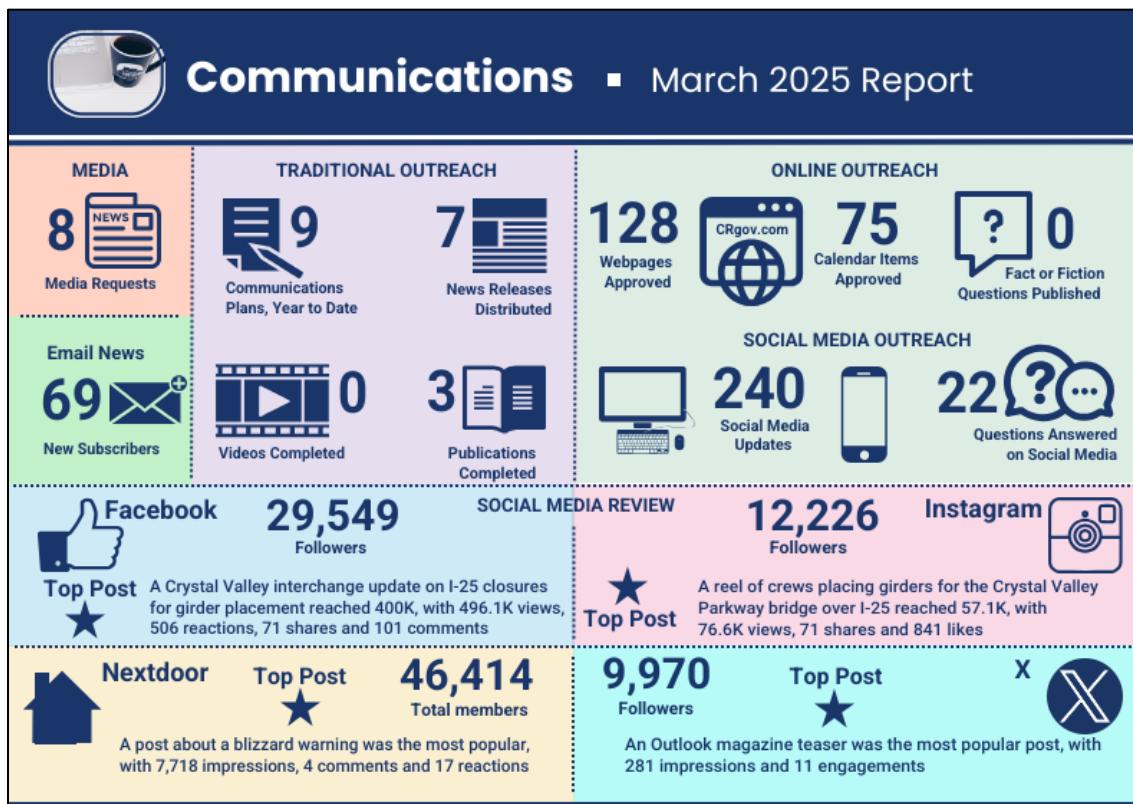
### Key Accomplishments

In March, the Communications Division supported the Lost Canyon Ranch Open Space and Pavement Maintenance Program open houses. Staff also completed three publications: Outlook magazine, PMP postcard and Your Town Talk newsletter.

Staff during March issued news releases about:

- [Learn about Castle Rock's wild side at upcoming educational programs](#)
- [Help restore our creek banks at Earth Day willow harvest and planting April 19](#)
- Annual pavement maintenance focuses on central Castle Rock; open house set for March 25
- Nighttime I-25 closures for Crystal Valley interchange bridge structure installation scheduled March 9 to March 12
- [Give important feedback on Town services through community survey](#)
- March 4 and March 18 Council updates

### Metrics



## Human Resources

### Key Accomplishments

- HR attended 9 interview panels, totaling 22 interviews:
  - Fleet Tech: 1
  - Meters Tech: 5
  - Seasonal: 1
  - GIS Administrator: 5

- Accounts Payable/Receivable: 2
- Budget Analyst: 1
- Street Maintenance Tech: 4
- Stormwater Operator: 2
- Distribution Operator: 1
- **Employee Orientation:** 13 new full-time employees and 75 part-time or seasonal employees came on board in March
- **Separations:** HR separated 9 full-time employees and 6 part-time or seasonal employees in March
- **Performance Evaluations:** In March HR reviewed 39 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 three recognitions in March
- **Training and Recruitment** -HR attended one career fair in March, Metro State University Career Fair

## Youth Commission

### Key Accomplishments

- Received 33 Rising Star Scholarship applications
  - 16 Castle View High School
  - 9 Douglas County High School
  - 4 Colorado Early Colleges
  - 3 Renaissance Secondary
  - 1 Ponderosa High School
- 31 applicants live in Castle Rock
- 32 applicants attend a Castle Rock High School
- 23 female applicants and 10 male applicants
- Rising Star Recipients will be celebrated at the April 15 Town Council meeting at 6 p.m.
  - Ren Rosenberg
  - Maya Ayres
  - MariaJose Miranda
  - Kaelani Salinas