



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



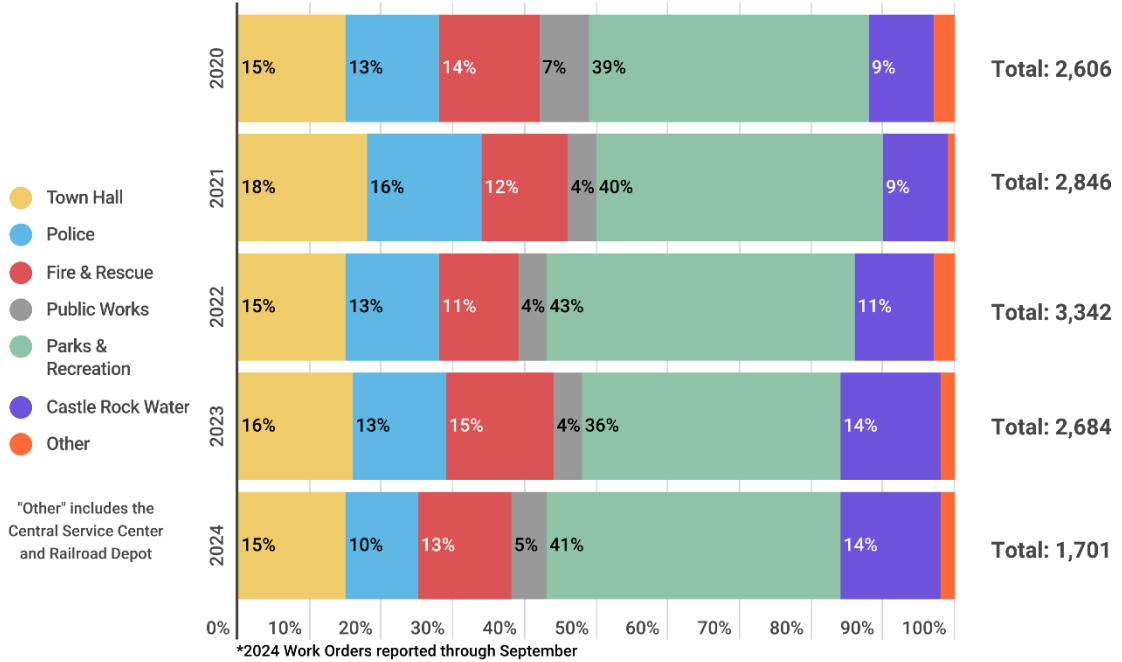
FM

# Key Accomplishments

- ▶ In September, the Facilities team handled **229** work orders including **57** preventative maintenance activities and **25** custodial inspections
- ▶ There were no emergency work orders in September
- ▶ Completed pottery and art room updates at the Cantril building
- ▶ Completed steam generator replacement at the Rec Center
- ▶ Planning and support for numerous projects including the Cantril renovation, ADA concrete repairs at the Service Center and Fire Station #155, furniture and office changes for Finance and more

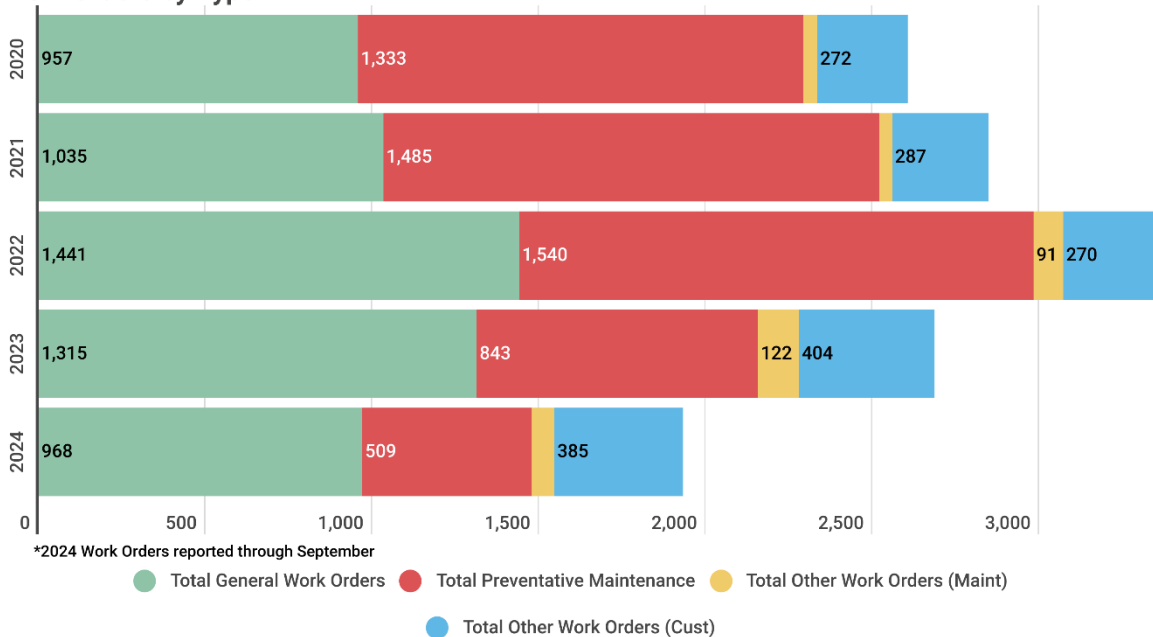
# Facilities Division

## 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 **five** Townwide trainings in September
- ▶ Successful upgrades to Veeam Backup software and Townwide Cisco switches
- ▶ Attended the National Real Time Crime Center Conference
- ▶ Attended the Statewide Internet Portal Authority Conference
- ▶ Recycled **200** end-of-life electronic devices

# DoIT

## Help Desk

Addressed **355** total tickets, with an average time to resolve of **45** hours

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

There were **23** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is the goal)

There were **289** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is the goal)

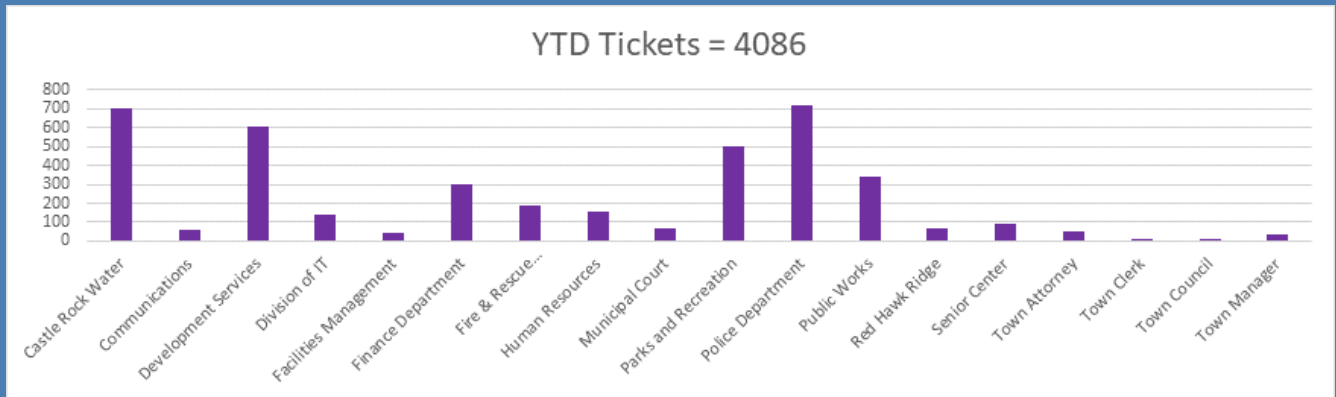
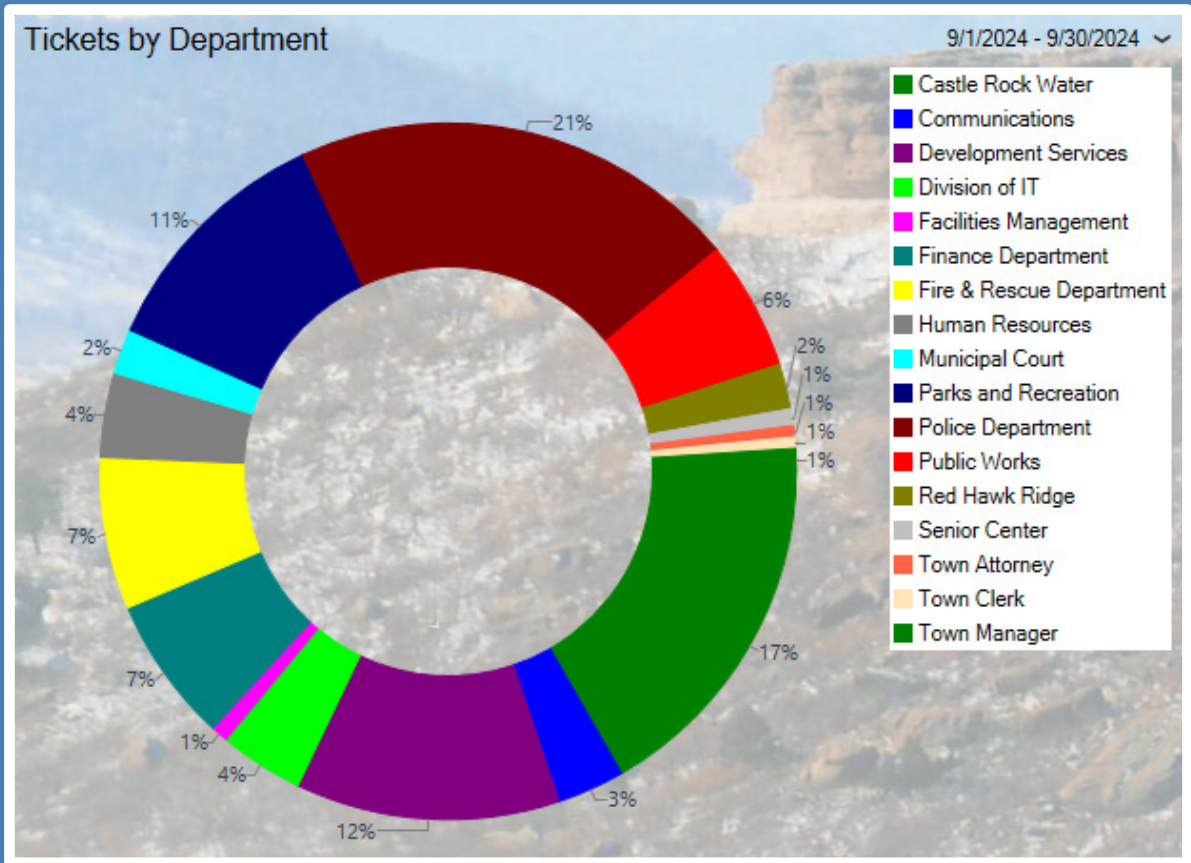
## Geographic Information Systems (GIS)

Addressed **19** total tickets, with an average open-to-resolve time of **61** hours

There were **no** annexations in September

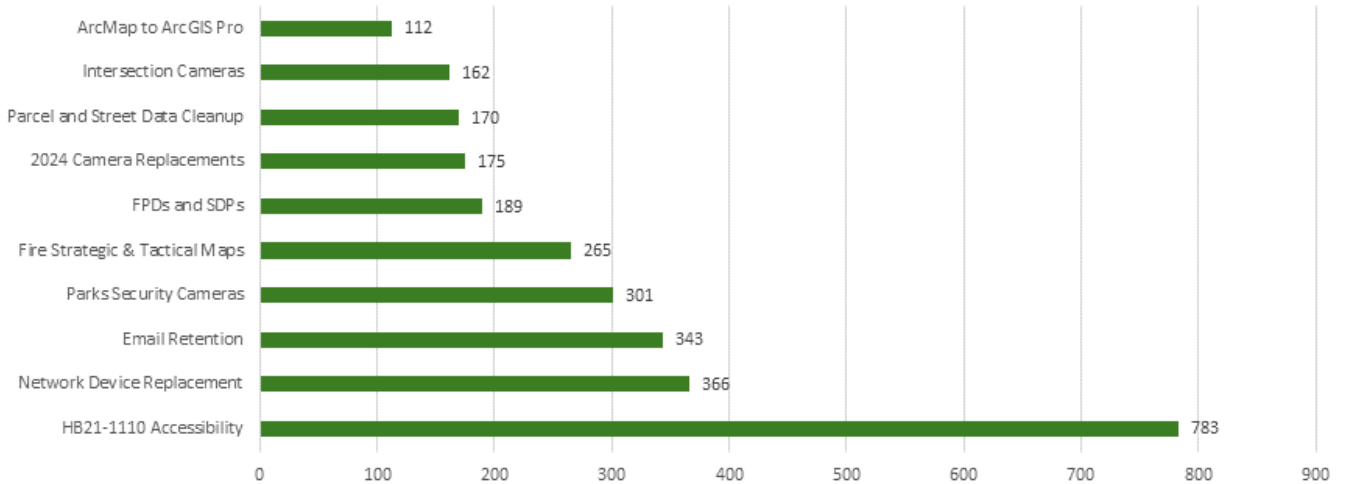
There were **no** zoning changes in September

There were **no** parcel updates in September

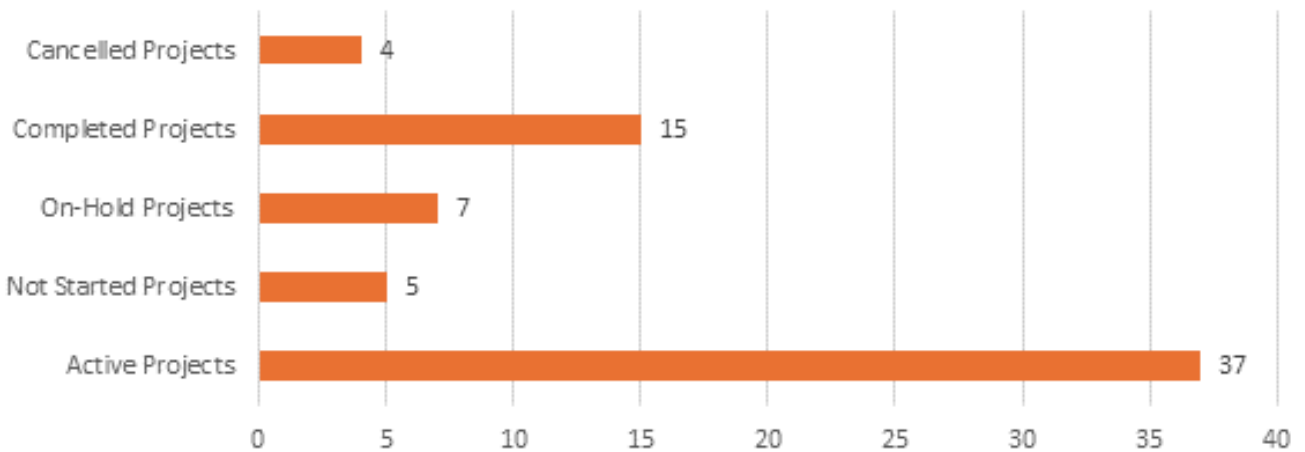


# DoIT

### Top 10 Active Projects by Hours



### DoIT Project Summary







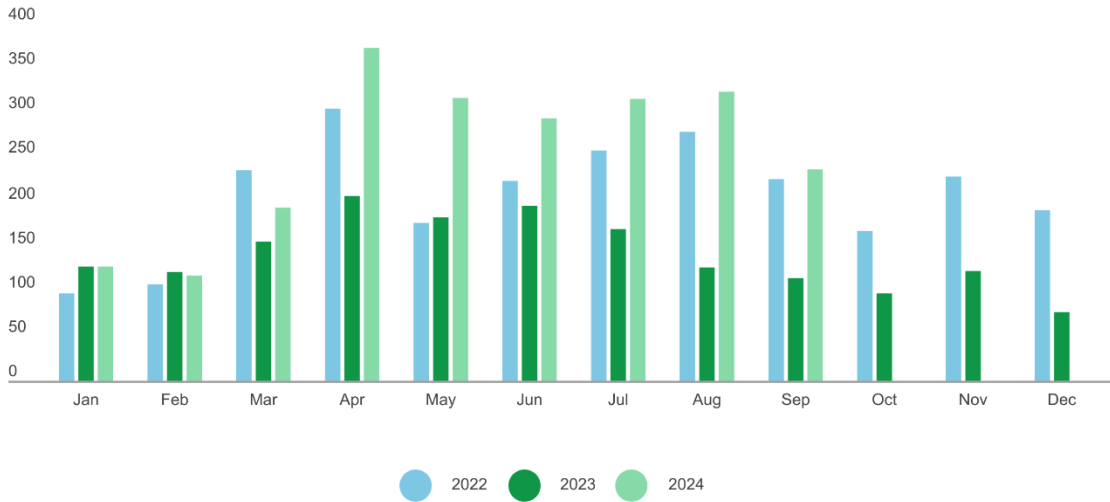
MC

# Key Accomplishments



- ▶ Teen Court held **four** hearings in September
- ▶ **Texting Application Implementation:** The Municipal Court implemented a new texting application that allows for tailored hearing reminders based on case type. For instance, all juvenile cases receive reminders emphasizing that a parent or guardian must accompany the juvenile to all court hearings
- ▶ **Community Service Initiative:** The Court facilitated the donation of **45** hand-tied blankets to a local animal rescue organization. These blankets were made by defendants as part of a community service program, with each defendant receiving two hours of credit for each blanket they create. Defendants are responsible for purchasing their own supplies for this initiative

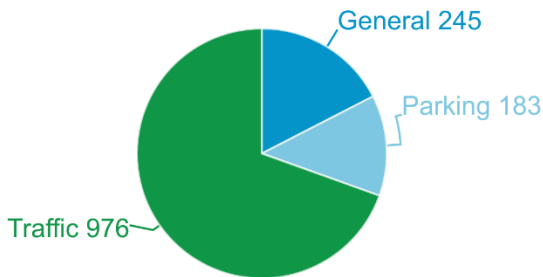
**Total cases filed in Castle Rock Municipal Court: 2022-2024**



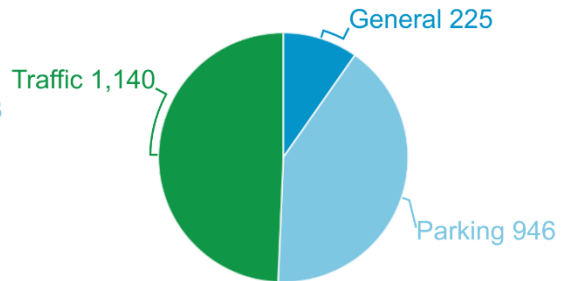
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022	98	108	236	305	177	224	258	279	226	168	229	191	2497
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	118	194	373	317	294	316	324	237	0	0	0	2311

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

2023 YTD



2024 YTD



Create and publish your infographic



COM

# Key Accomplishments

- 
- ▶ In September, the Communications Division supported the District 4 and District 6 Council open houses and the Crystal Valley interchange groundbreaking
  - ▶ The team earned **five** national awards from the 3CMA City-County Communications & Marketing Association:
    - **Graphic Design and Photography Savvy Winner:** Town of Castle Rock Human Resources Recruitment Booklet
    - **Marketing and Tools Best Use of Humor Silver Circle Winner:** 2023 Castle Rock State of the Town videos
    - **Best Use of Social Media Campaign Silver Circle Winner:** Keepers of the Star social media campaign
    - **Other Publications Award of Excellence Winner:** Town of Castle Rock Human Resources Recruitment Booklet
    - **Promotional Video Award of Excellence Winner:** Castle Rock Police Department recruitment video
  - ▶ The team also produced **three** publications: 2024 Pavement Maintenance Program survey postcard, HR recruitment handout/postcard and Your Town Talk newsletter

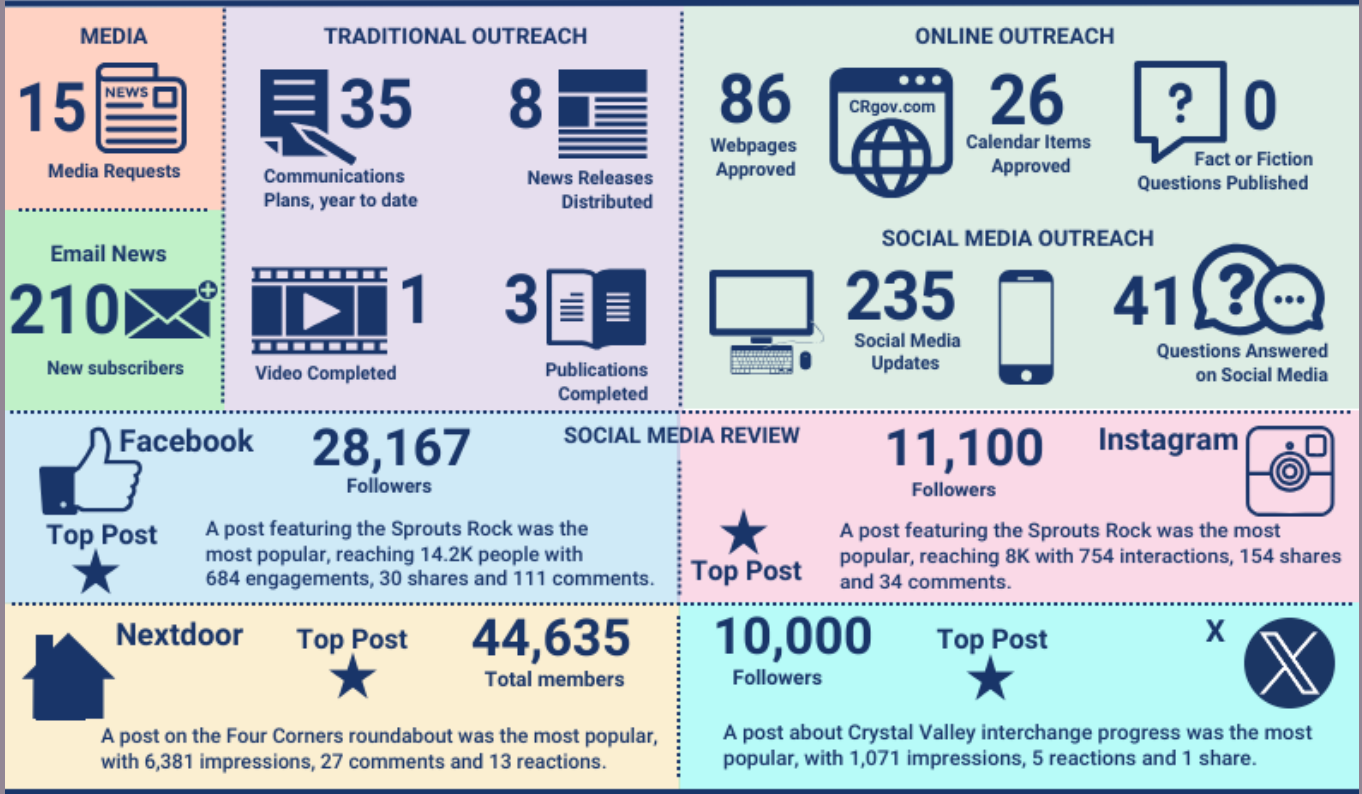
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- ▶ Staff during September issued news releases about:
    - [Follow the yellow brick road to the Emerald Park grand opening](#)
    - Work over I-25 begins for new Crystal Valley Parkway bridge
    - [Embark on Town's Tiny Art Quest; find miniature artwork created by local youth](#)
    - [Castle Rock Trail Festival brings adventure to Philip S. Miller Park Oct. 5](#)
    - [Temporary roundabout configuration begins Sept. 30 for Four Corners intersection improvement project](#)
    - [Town Council approves ballot language for election this November](#)
    - [Town Council candidates finalized for November election ballot](#)
    - Sept. 3 Council update

*Hyperlinked items were available as of Oct. 4*

# COMMUNICATIONS



## Communications ■ September 2024 Report





# HR

## Key Accomplishments



▶ HR attended **16** interviews:

- Administrative Assistant: 7
- Engineering Project Manager: 3
- Signs & Markings Tech: 4
- Facilities HVAC Specialist: 2

# HUMAN RESOURCES

Welcome!

## Employee Orientation

**Two** new full-time employees came on board during September.

Congratulations!

## Performance Evaluations

In September HR reviewed **58** 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 September.

Well done!

## Training and Recruitment

- HR attended **two** career fairs in September: School of Mines Career Fair and UCCS Engineering, Computer, ETC Career and Internship Fair.
- There were no trainings in September