



Town Manager's Office Monthly Report April 2026

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.

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.

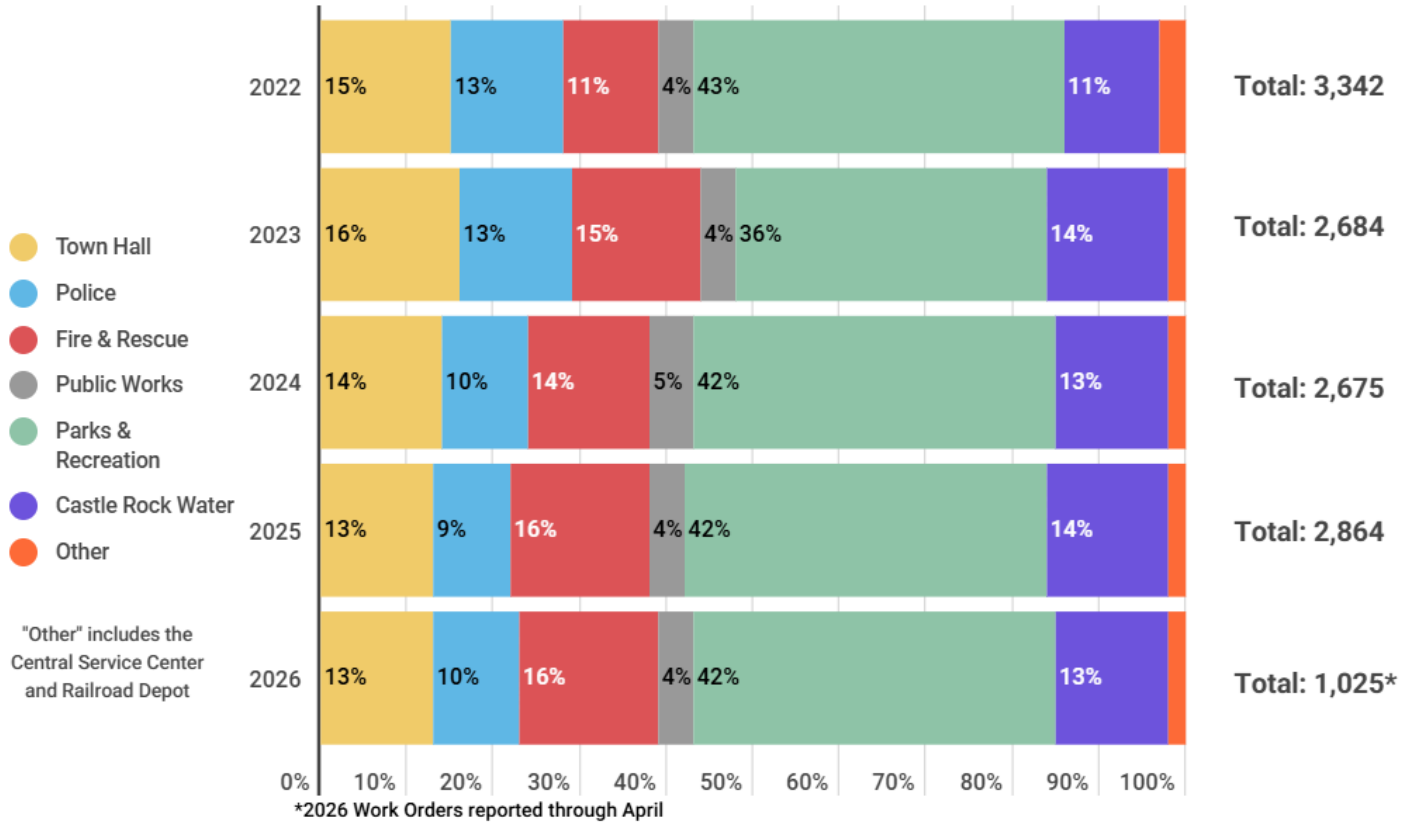
Facilities Maintenance

Key Accomplishments

- In April, the Facilities team completed 244 work orders including 89 preventative maintenance activities and 28 custodial inspections
 - There were no emergency work orders for the month
- Finalized and published RFP for restoration and other building improvements at the historic Cantril building
- Completed repairs on the Town Hall addition rooftop HVAC unit
- Dewinterized the Butterfield in preparation for summer activities
- Completed buildout of new office space in the Police Department building
- Planning and preparation for numerous upcoming projects including space reconfigurations at Castle Rock Water O&M building and Town Attorney's office area, improvements to the judges' bench at Municipal Court and renovation of the Police Department Communications Center
- Supported ongoing design and construction of the Fire Station #156 project

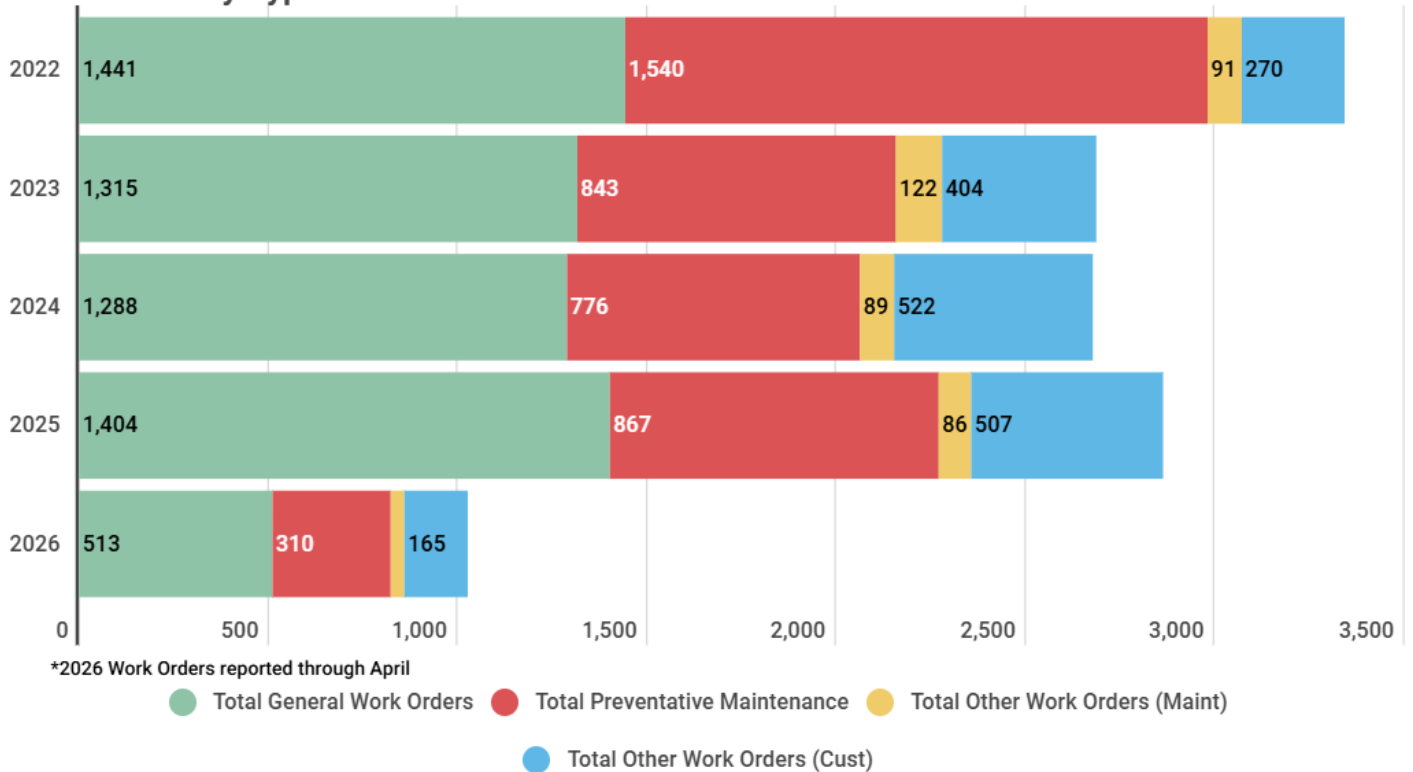
Facilities Division

Work Order % by Department



Facilities Division

Work Orders by Type



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

Division of Innovation and Technology

Key Accomplishments

- Installed cameras and network access at Rhyolite Park
- Hired Development Services Technical Coordinator
- Updated the Red Hawk Ridge point of sale system
- Updated GIS Imagery for the police dispatch system
- Replaced end of life network switches for Council Chambers

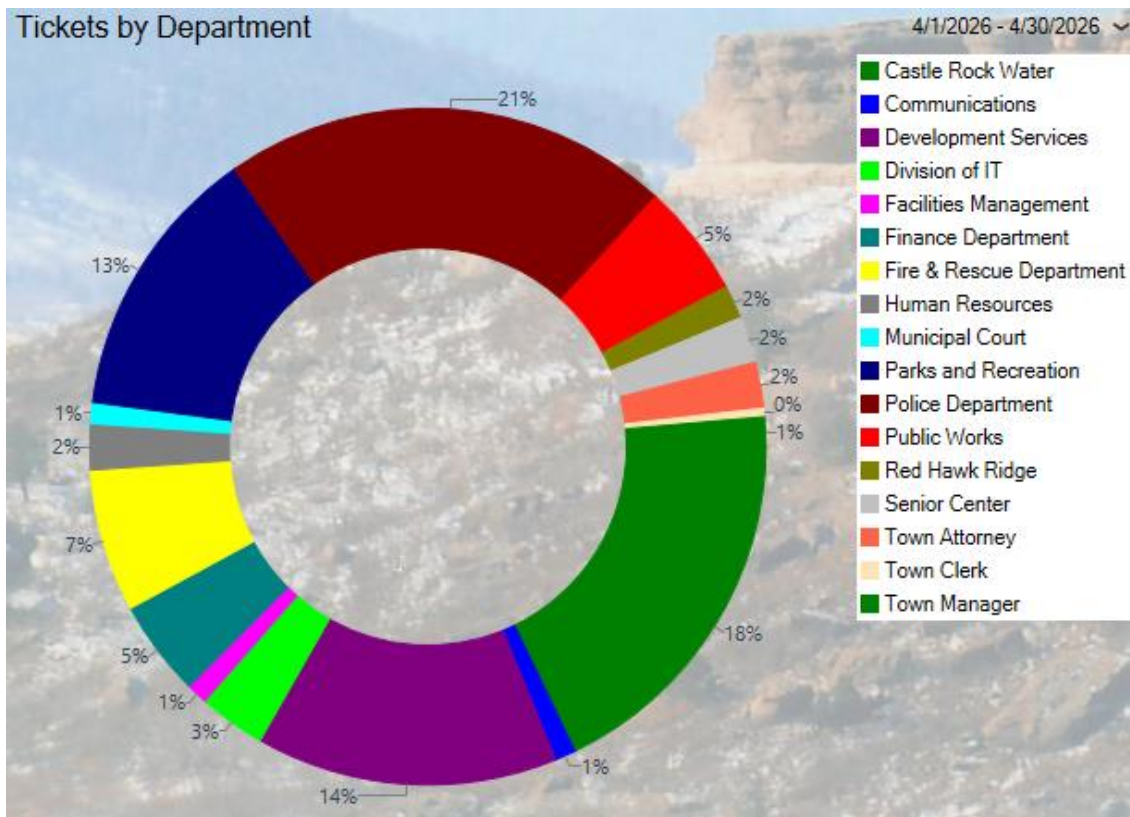
Addressed **484** total tickets, with an average resolve time of **45** hours

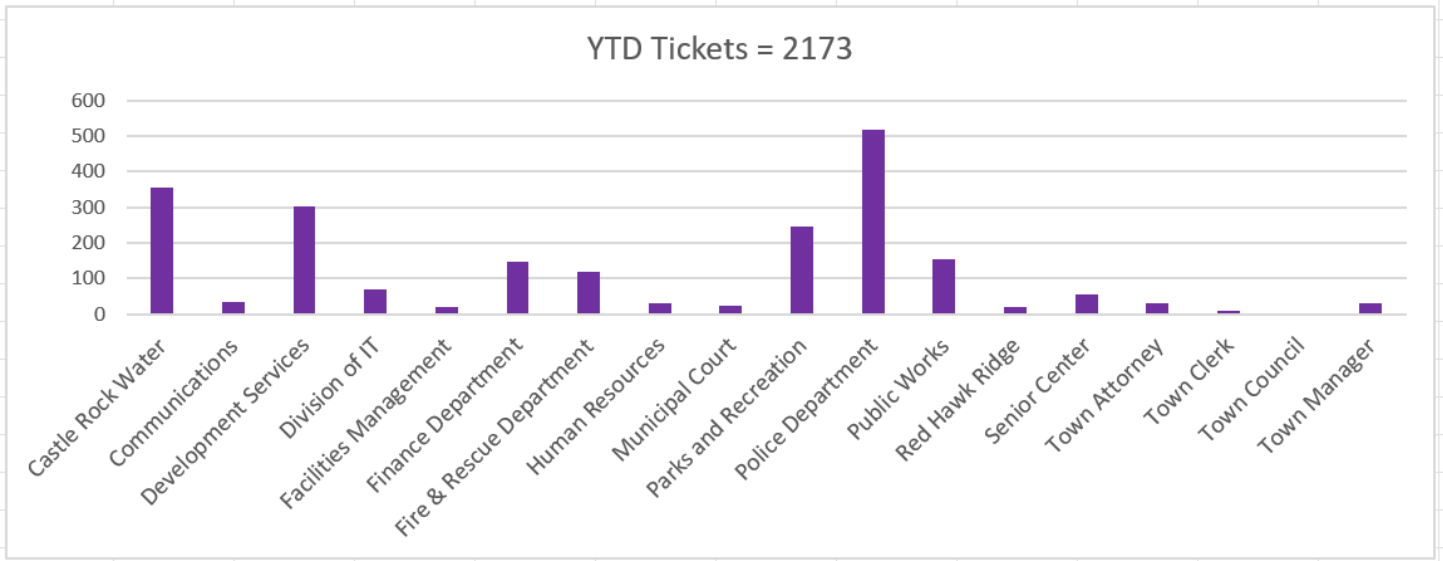
- There were **four** emergency tickets in April, which were resolved within 24 hours (100%; 100% is the goal)
- There were **20** urgent priority tickets in April, 100% of which were resolved within two calendar days (85% is the goal)
- There were **400** medium priority tickets in April, 99% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems

- Addressed **18** total tickets, with an average time to resolve of **83** hours
- There were no zoning changes in April
- There were no annexations in April
- There were **three** parcel updates in April (100%), which were reflected within the GIS database map within four weeks of receipt; the goal is to have 90% of parcel changes reflected within that timeframe

Metrics



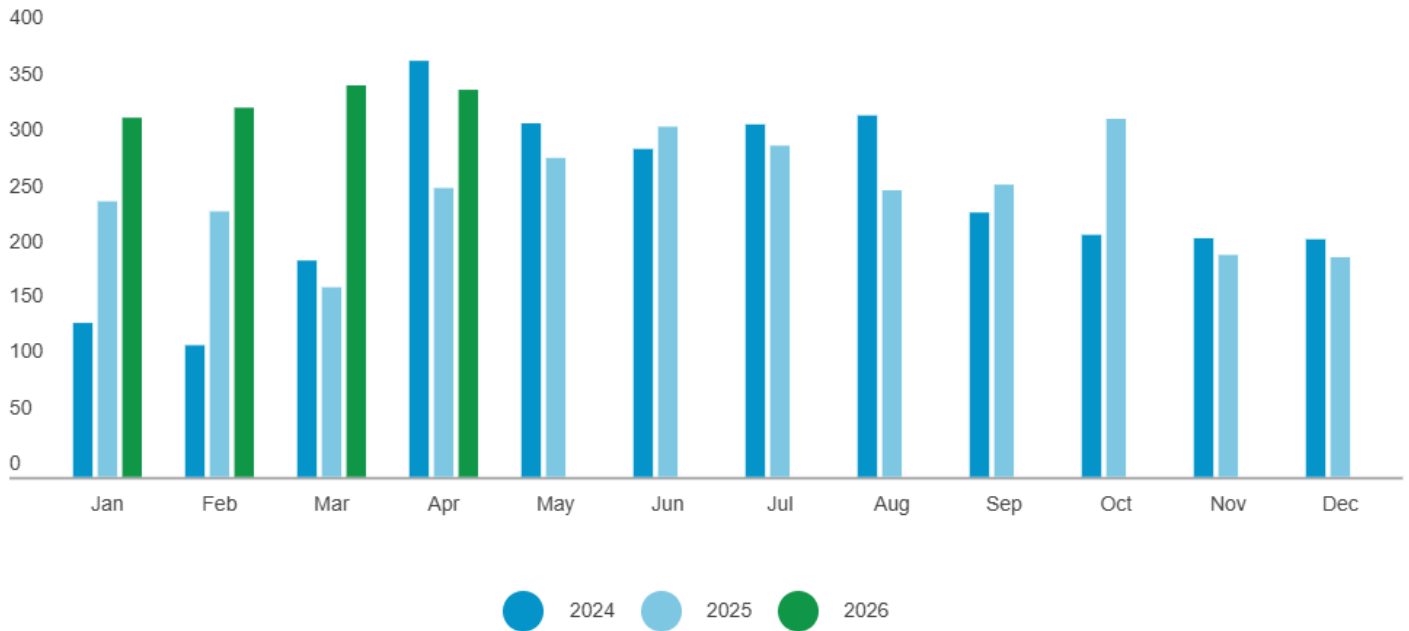


Municipal Court

Key Accomplishments

- Municipal Court added and updated several forms on the Town website to improve accessibility and public services
- There were four hearings held in Teen Court in April
- The Municipal Court team participated in a team-building event a Topgolf outside of regular business hours, providing an opportunity for staff to connect outside the workplace
- The Municipal Court continues to make progress in developing and implementing a paperless process to enhance efficiency and streamline operations

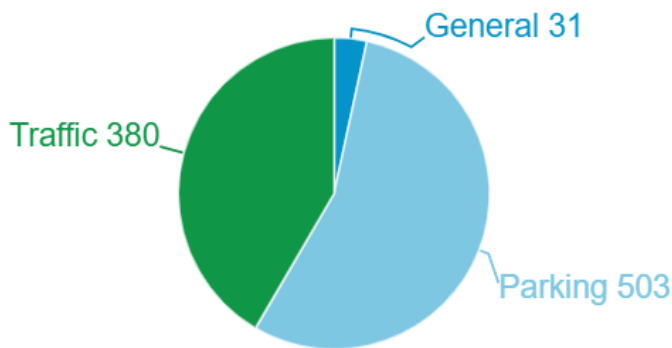
Total cases filed in Castle Rock Municipal Court: 2024-2026



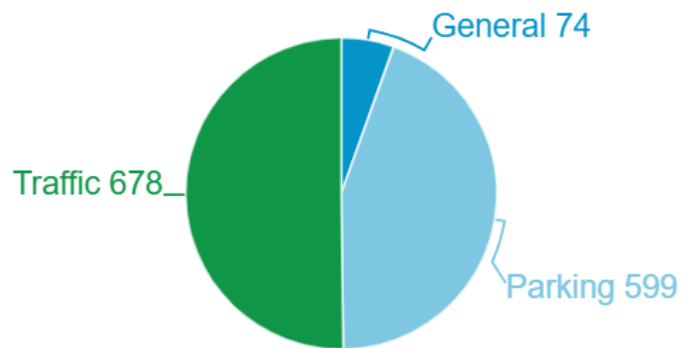
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2024	138	118	194	373	317	294	316	324	237	217	214	213	2955
2025	247	238	170	259	286	314	297	257	262	321	199	197	3047
2026	322	331	351	347									1351

Total cases filed in CR Municipal Court by type YTD: April 2025 vs. April 2026

2025 YTD



2026 YTD



Communications

Key Accomplishments

- In April, In April, the Communications Division supported the Fire Station 156 groundbreaking, Summer Concert Series lineup/ticket sales announcement, and collection of videos, postcards and other items for the America 250 – Colorado 150 time capsule. Staff also completed four publications: Summer events mailer, Downtown cleanup postcard, events with street closures letter and Your Town Talk newsletter.

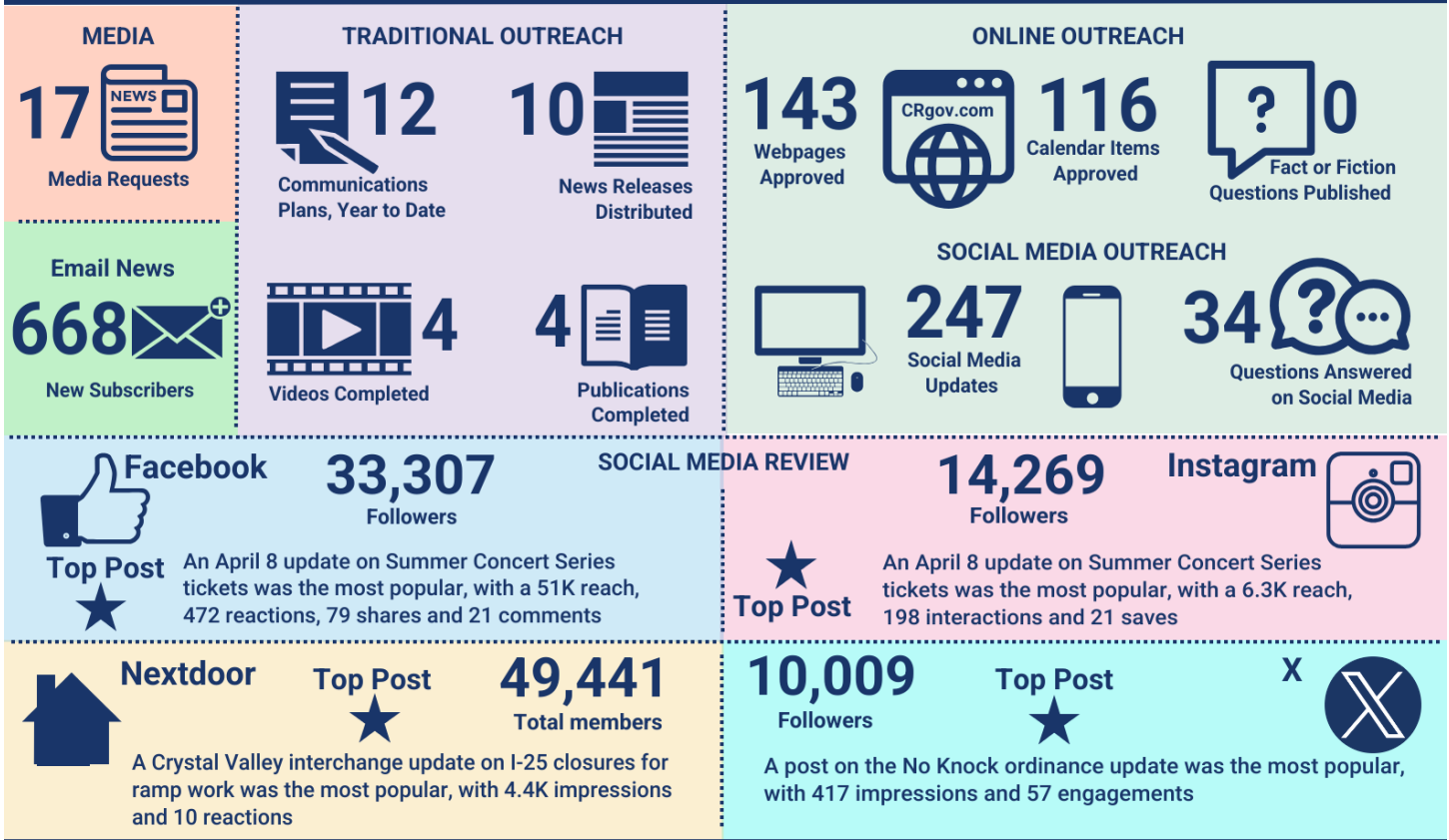
During April staff issued news releases about:

- [Give back to parks and trails this summer at free monthly concerts](#)
- [Water disinfection maintenance activity nearly complete](#)
- [Climb4Change returns June 13 to raise funds for inclusive recreation access](#)
- [No Knock ordinance update removes resident registration requirement](#)
- Nighttime southbound I-25 lane closures next two weeks for Crystal Valley interchange construction
- [Castle Rock Fire and Rescue breaks ground on sixth fire station and logistics center](#)
- [Celebrate summer: Summer Concert Series tickets on sale April 10](#)
- Help keep Castle Rock’s creeks clean at Spring Up the Creek event May 2
- Help shape Castle Rock’s future: Apply for a board or commission by April 27
- [From coyotes to songbirds: Learn about local wildlife this spring](#)

The hyperlinked items were available as of May 11



Communications ■ April 2026 Report



Human Resources

Key Accomplishments

- HR attended **13** interview panels, totaling **41** interviews:
 - Public Safety Technician: 3
 - Meter Technician: 1
 - A/R Technician: 6
 - Accountant: 1
 - Maintenance Worker II: 4
 - Youth Coordinator: 3
 - DS Technician: 4
 - Water Monitor: 2
 - Billing Specialist: 3
 - Meter Services Technician: 2
 - Parks Maintenance Regional Supervisor: 7
 - Budget Analyst: 3
 - GIS Technician: 2
- **Employee Orientation:** 5 new full-time employees and 48 part-time or seasonal employees came on board in April

- **Separations:** HR separated **2** full-time employees and **15** part-time or seasonal employees in April
- **Performance Evaluations:** In April, HR reviewed **88** performance evaluations prior to their filing to ensure comments were consistent with ratings and that the Town's performance management standards were being met
- **Employee Recognition:** There were **four** recognitions in April, with **two** employees receiving the Applause award and **one** employee receiving the Rock Star award
- **Training and Recruitment:** HR attended **one** career fair in April

Youth Commission

Key Accomplishments

- The Youth Commission brought on a new Coordinator, Jessyca Tierney-Smith, who will be joining the team in May
- The Rising Star Scholarship was promoted throughout High Schools in the Town, with **22** submissions having been received before the application closed on April 31. The Commissioners reviewed every candidate and voted on **four** finalists who received the \$1,000 scholarship. These scholarship winners will be recognized in front of the Town of Castle Rock Town Council
- The Spikeball fundraiser that was originally scheduled for April 19 was unfortunately canceled