



Town Manager's Office Monthly Report October 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.

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.

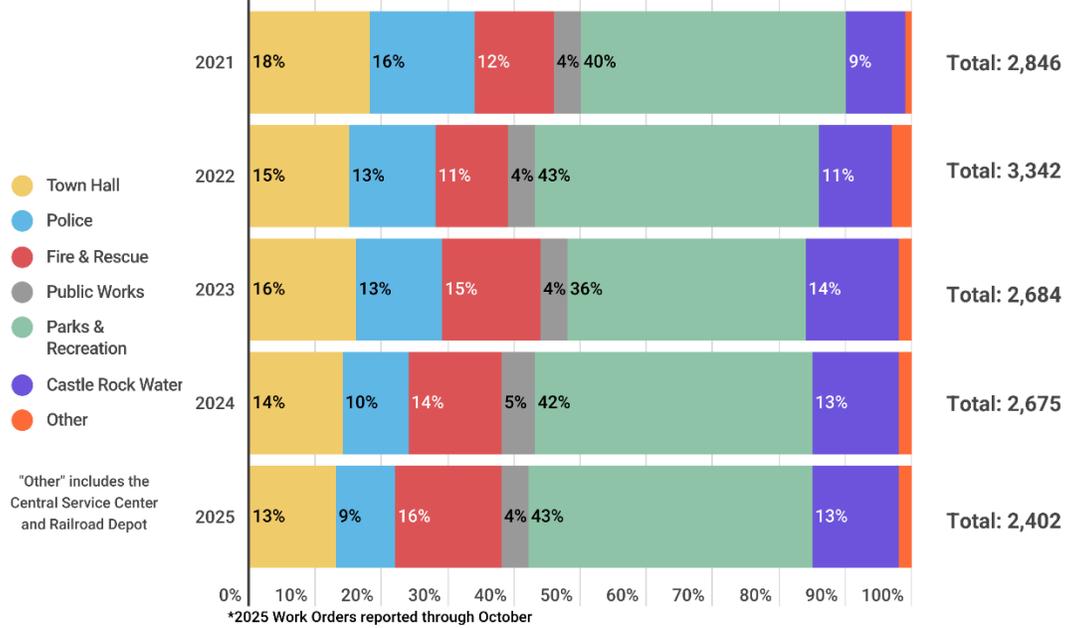
Facilities Maintenance

Key Accomplishments

- In October, the Facilities team completed **237** work orders including **91** preventative maintenance activities and **13** custodial inspections. There were no emergency work orders in October
- Year-to-day work orders are trending **11%** higher than the same period of 2024
- Hired HVAC Specialist and Maintenance Technician positions – Welcome Cory Miller and Chris Dumas!
- Completed Public Safety Training Facility renovation to add secure storage for Castle Rock Police
- Continued renovation projects Fire Station #155 and Water O&M facilities – anticipated completion in November
- Completed backflow testing for fire service lines in Town buildings
- Ongoing design coordination for future stair and parking enhancements at the Police Department building
- Supported continued planning and design efforts for the Fire Station #156 project

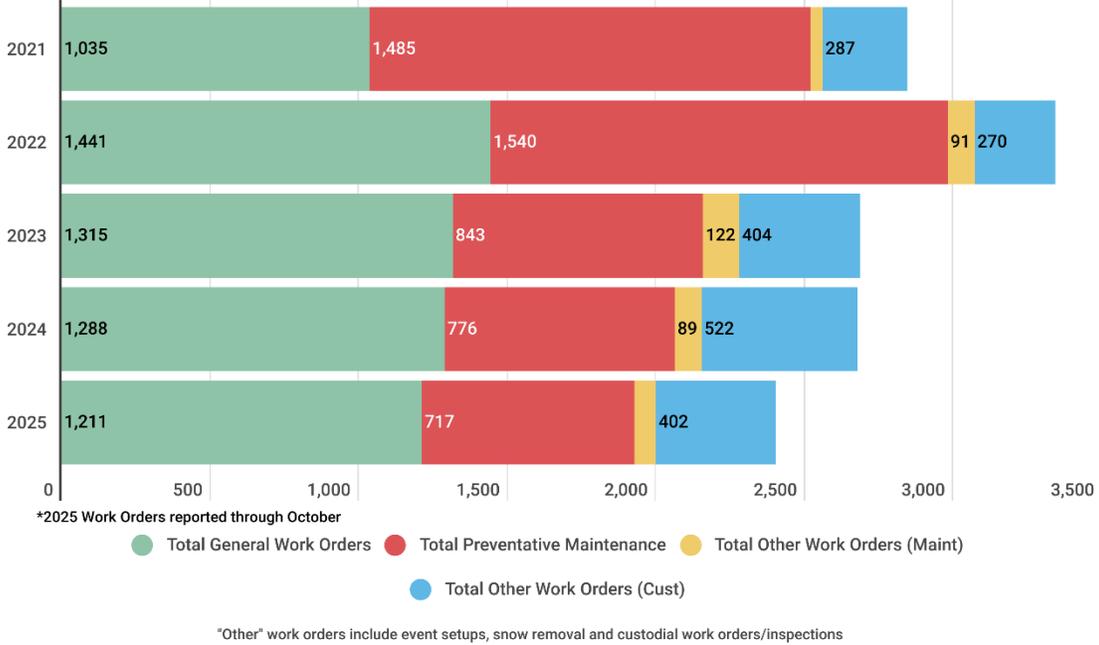
Facilities Division

Work Order % by Department



Facilities Division

Work Orders by Type



Division of Innovation and Technology

Key Accomplishments

- Migrated shared mailboxes to Microsoft Exchange online
- Replaced end of life traffic switches
- Updated GIS maps for Pine Canyon
- Patched a critical vulnerability in the Town’s backup system
- Installed fiber optic cabling for Tank 17 connection

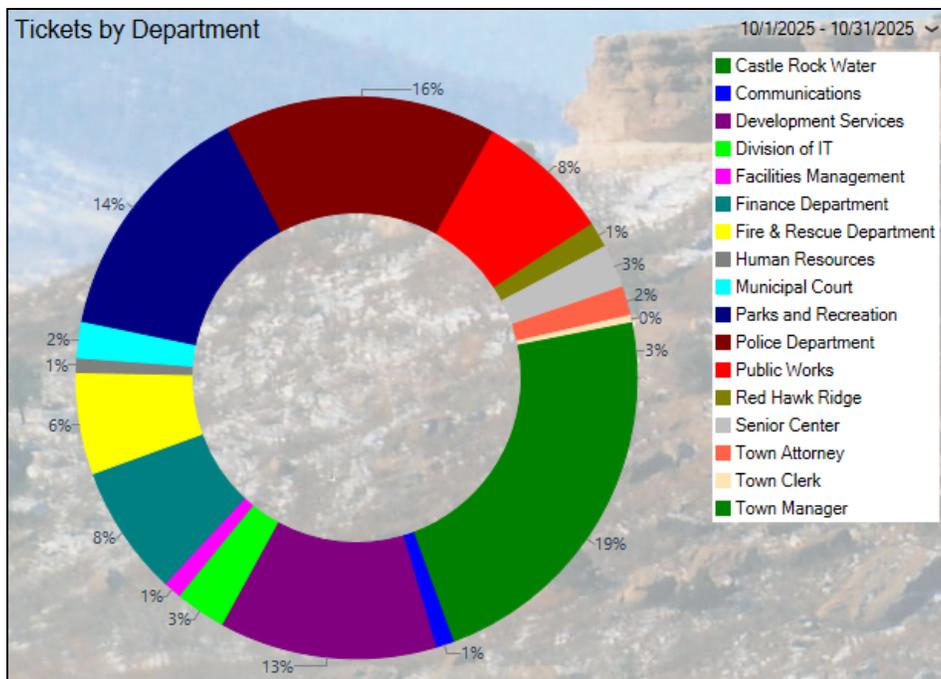
Addressed **460** total tickets, with an average time to resolve of **47** hours

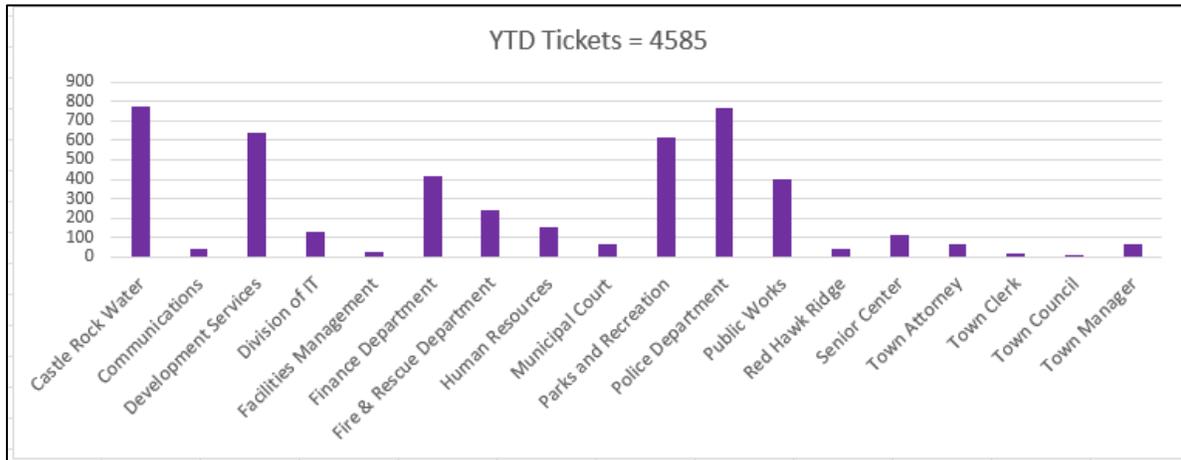
- There were **two** emergency tickets this month, 100% of which were resolved within 24 hours (100% is the goal)
- There were **31** urgent priority tickets this month, 100% of which were resolved within two calendar days (85% is the goal)
- There were **360** medium priority tickets this month, 99% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems (GIS)

- Addressed **19** total tickets, with an average time to resolve of **80** hours
- There was **one** annexation in October (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 were **three** zoning changes in October (100%), which were 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 was **one** parcel update in October (100%), which was 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



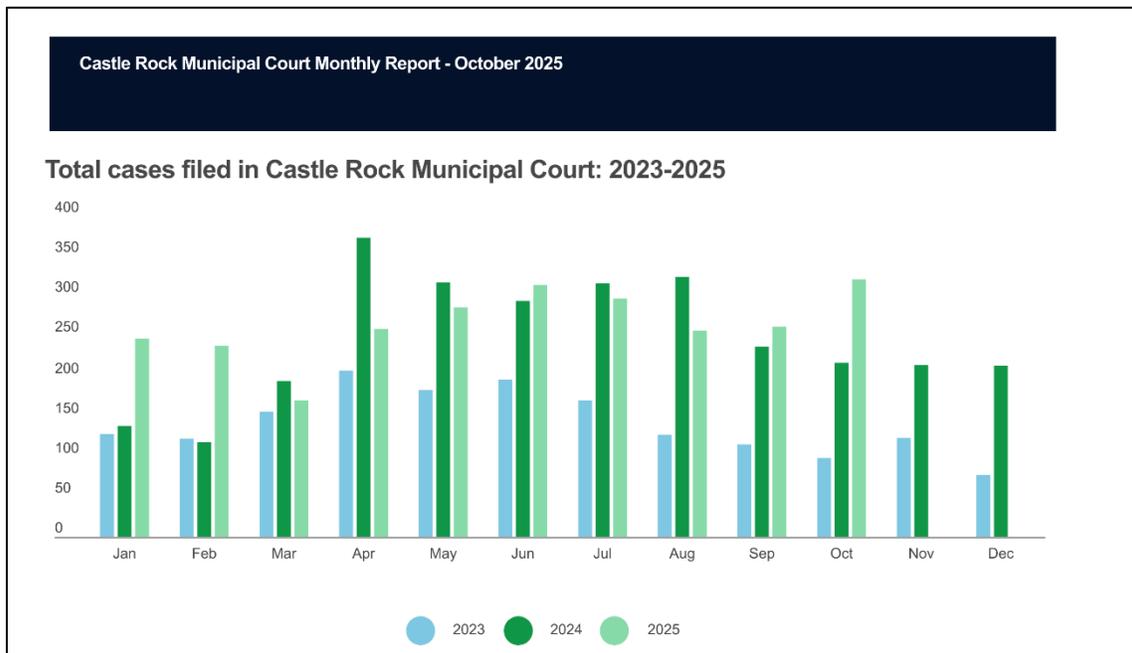


Municipal Court

Key Accomplishments

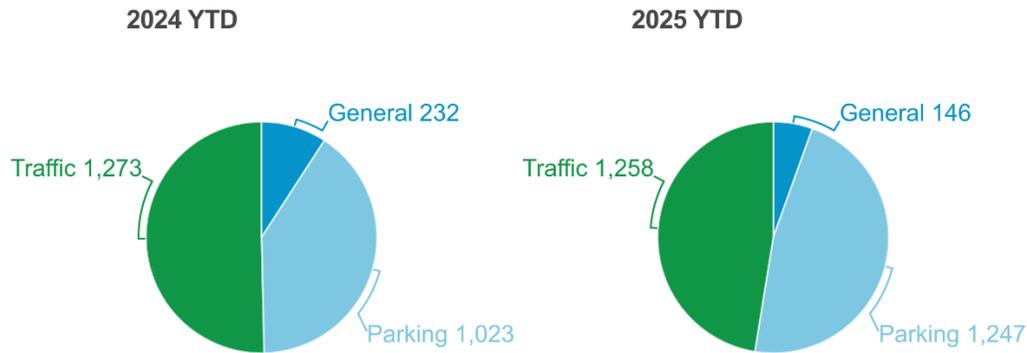
- Teen Court held **three** hearings in October
- The Municipal Court assisted in distributing wish lists to 17 schools in Castle Rock as part of the Police Department’s Heroes and Helpers program. The Court then compiled all the requests – representing more than 130 children – into a comprehensive spreadsheet to support the program’s coordination efforts
- The Municipal Court is in the process of cleaning and updating several tables within its database. Given that the system is over 25 years old, these updates are necessary to better align with the Court’s current procedures and workflows

Metrics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
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			2651

Total cases filed in CR Municipal Court by type YTD: October 2024 vs. October 2025



Communications

Key Accomplishments

- In October, the Communications Division supported the District 5 open house and the Castle Rock Sports Center groundbreaking.
- Staff also completed **two** publications: Fifth Street widening postcard and Your Town Talk newsletter.

Staff during October issued news releases about:

- [Construction officially underway for Town’s new indoor recreation center](#)
- [Provide input on Community Development Block Grant accomplishments and expenditures Nov. 10](#)
- [Castle Rock Parks and Recreation Director Jeff Brauer honored with statewide award](#)
- [Call for applications: America 250 – Colorado 150 Community Organization Grants](#)
- [Calling all bakers: it’s time to prove you’re the top crust Nov. 8](#)
- Castle Rock firefighters deliver safety with your Domino’s pizza
- ‘CHARGE into fire safety’ for Fire Prevention Week Oct. 5 to Oct. 11
- Oct. 7 Council update

Hyperlinked items were available as of Nov. 6

Metrics



Human Resources

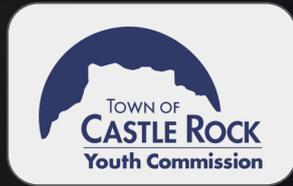
Key Accomplishments

- HR attended **10** interview panels, totaling **28** interviews:
 - Technology Operations Supervisor: 1
 - GIS Technician: 1
 - OT Systems Administrator: 2
 - Stormwater Inspector: 1
 - Signs and Markings: 1
 - Street Maintenance Technician: 7
 - Water Resources Project Manager: 1
 - Fleet Supervisor: 3
 - Accounts Payable Technician: 6
 - Stormwater Supervisor: 5
- **Employee Orientation:** **7** new full-time employees and **12** part-time or seasonal employees came on board in October
- **Separations:** HR separated **7** full-time employees and **43** part-time or seasonal employees in October
- **Performance Evaluations:** In October, HR reviewed **48** 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 October
- **Training and Recruitment:** HR attended **four** career fairs in October; Highlands Ranch High School Career Fair, Career Explorations Day: Douglas County Library, Douglas County High School, and MSU Career Fair

Youth Commission

Key Accomplishments

- Due to Douglas County Schools fall break, the October meeting was cancelled
- **Four** Commissioners volunteered at the annual Spooktacular event on Oct. 15 and helped young residents enjoy festive games, hand out prizes, and spread Halloween cheer throughout the community
- **Seven** Commissioners attended the annual Boards and Commissions Appreciation Night held at The Oaks on Oct. 20 and connected with other members in the community
- **Five** Commissioners teamed up with the Douglas County Youth Commission on Oct. 25 to help clean up leaves at the Wilcox Building. It was a great way to give back to the community



October Meeting Cancelled

Due to Douglas County Schools fall break, the Youth Commission did not hold a regular meeting in October. The next meeting will be held on Nov. 10 in Council Chambers. at 6:30 p.m.

Boards & Commissions Appreciation

Evan, Lilianna, Chris, Jake, Yusuf, Ryan and Matthew represented the Youth Commission at the annual Boards and Commissions Appreciation Night held at The Oaks on October 20. Commissioners had the opportunity to connect with other Town board and commission members, learn about their roles in the community and share the Youth Commission's goals and areas of focus for the upcoming year. It was also a great way to build connections. Check out more [photos](#) of this event.

Upcoming Events [See the full calendar.](#)

- ★ 11/10 Youth Commission Meeting 6:30 p.m.
- ★ 11/13 Project Linus 5:00–7 p.m. at the Castle Rock Library, Conference Room F
 - [Sign up to help out!](#)
- ★ Thanksgiving Break (Nov. 24–28)
- ★ Festival of Trees - Replenish Schedule
 - [Sign up to help out!](#)

Spooktacular

Youth Commissioners Matthew, Jake, Chris and Abigail joined forces with the Teen Advisory Group (TAG) to volunteer at Castle Rock's annual Spooktacular event on October 15. They helped young residents enjoy festive games, hand out prizes, and spread Halloween cheer throughout the community. Check out more [photos](#) of this event.

County-Wide Leadership Cleanup

Abigail, Evan, Lilianna, Matthew and Yusuf teamed up with the Douglas County Youth Commission on October 25 to help clean up leaves at the Wilcox Building. This collaboration gave commissioners the chance to connect with peers from across the county, exchange ideas, and learn from one another's experiences while giving back to the community. Check out more [photos](#) of this event.