



## Town Manager's Office Monthly Report September 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.

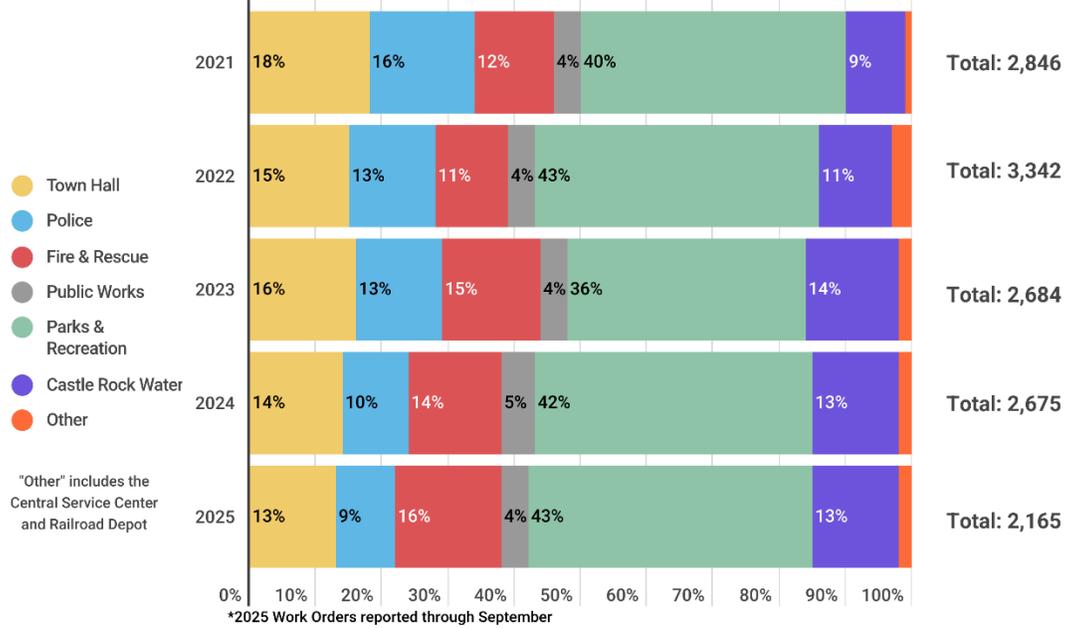
## Facilities Maintenance

### Key Accomplishments

- In September, the Facilities team completed **249** work orders including **78** preventative maintenance activities and **19** custodial inspections
- There was **one** emergency work order in September
- The Facilities team has closed **235** more work orders through September than the same period of 2024, an increase of **13%**
- Started renovation projects at Public Safety Training Facility, Fire Station #155 and Water O&M facilities – all expected to be completed in October
- Completed furniture installation and related changes at Fire Headquarters
- Completed final inspection for Cantril building fire panel replacement
- Supported ongoing planning and design efforts for the Fire Station #156 project

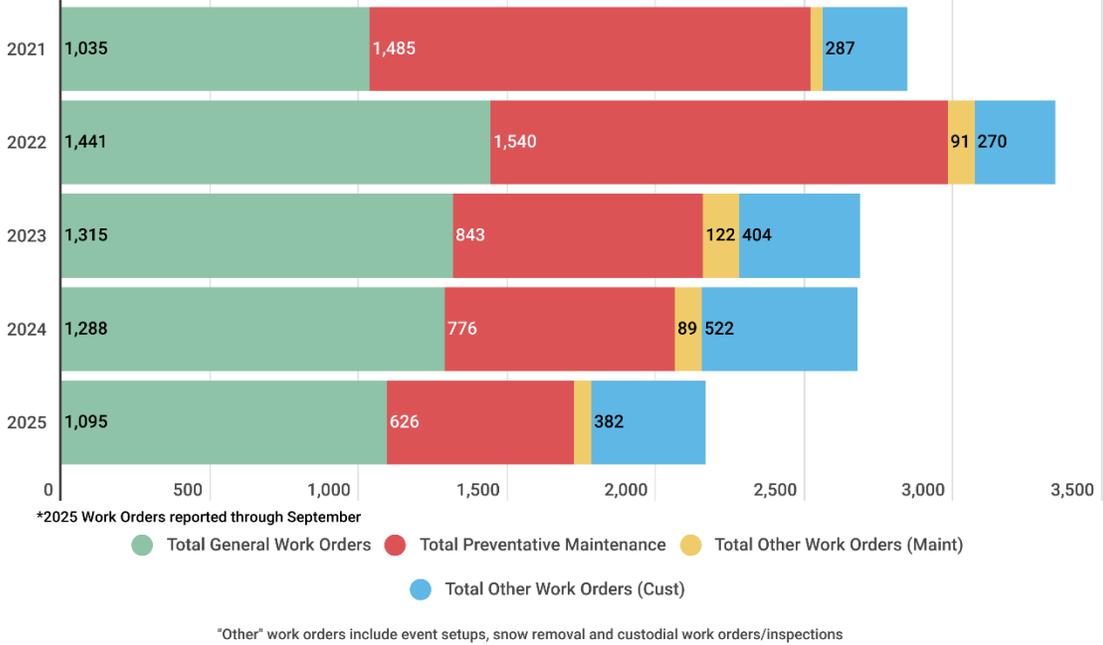
# Facilities Division

## Work Order % by Department



# Facilities Division

## Work Orders by Type



# Division of Innovation and Technology

## Key Accomplishments

- Hired Systems Administrator – welcome, Gus Vendegna!
- Completed 2025 computer replacements
- Installed fiber optic cabling for Third and Wilcox intersection
- Patched critical security vulnerabilities on firewalls
- Completed security configuration for Microsoft Intune

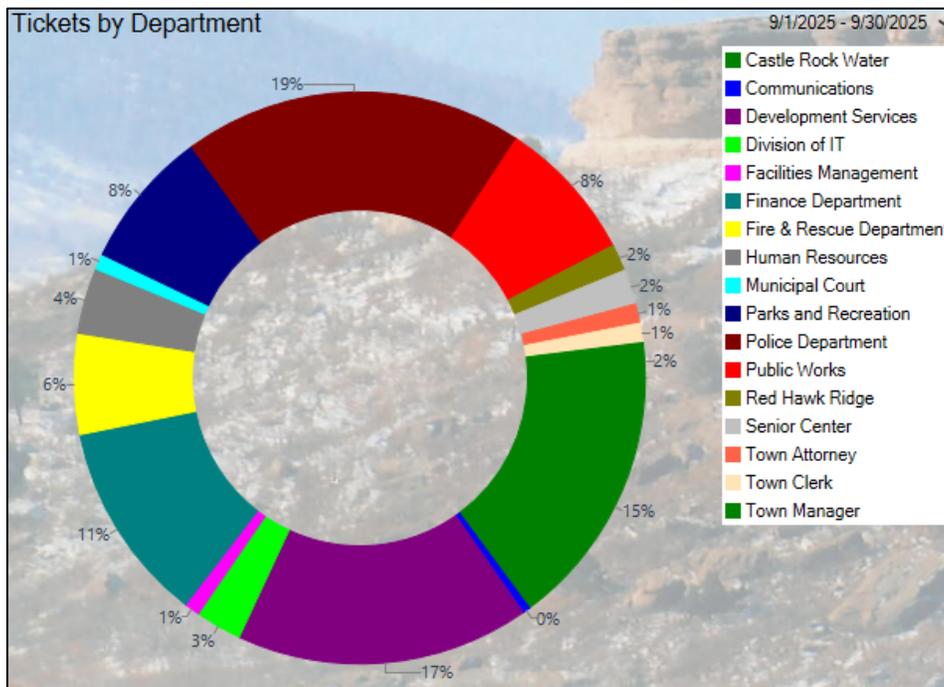
Addressed **438** total tickets, with an average time to resolve of **39** hours

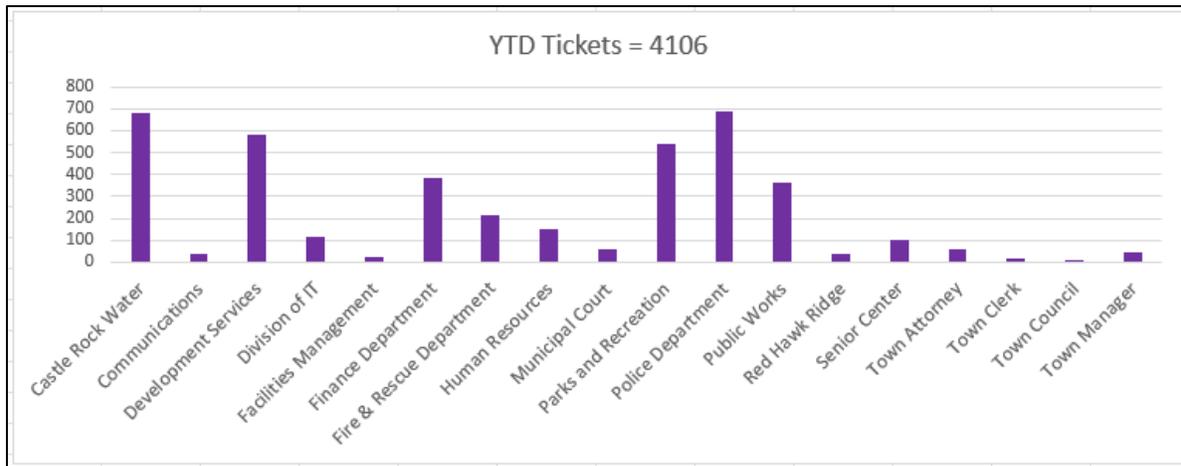
- There were **four** emergency tickets this month, 100% of which were resolved within 24 hours (100% is the goal)
- There were **21** urgent priority tickets this month, 100% of which were resolved within two calendar days (85% is the goal)
- There were **348** medium priority tickets this month, 99% of which were resolved within 10 calendar days (90% is the goal)

## Geographic Information Systems (GIS)

- Addressed **17** total tickets, with an average time to resolve of **103** hours
- There were no annexations in September
- There were no zoning changes in September
- There were no parcel updates in September

## Metrics



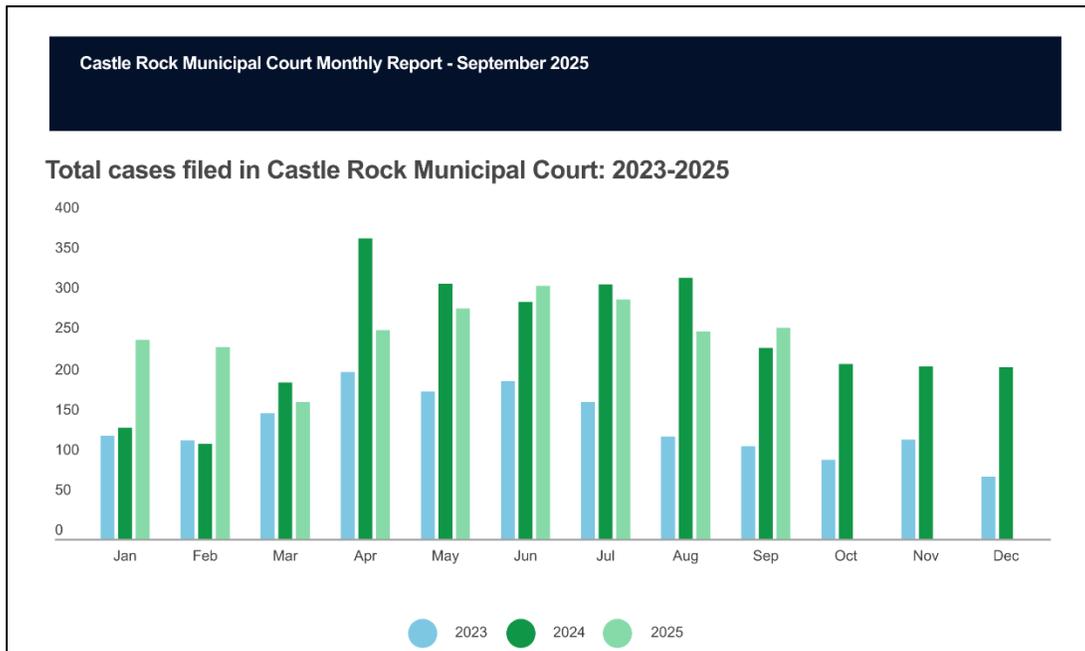


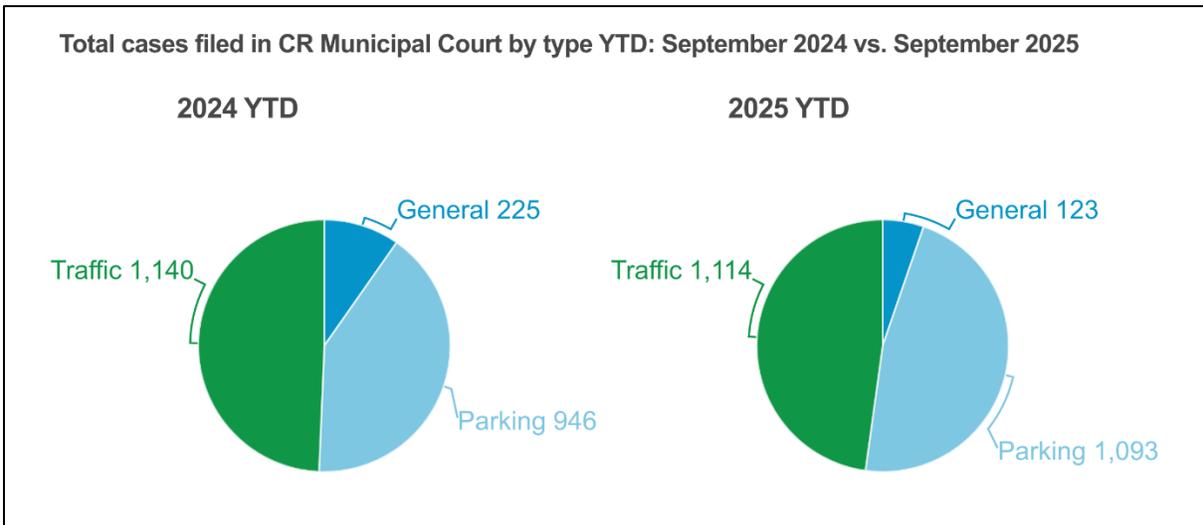
## Municipal Court

### Key Accomplishments

- Teen Court held **three** hearings in September
- The Municipal Court prevailed in a recent appeal. The Judge’s ruling was upheld

### Metrics





## Communications

### Key Accomplishments

- In September, the Communications Division supported Mayor Jason Gray’s State of the Town event and the District 2, District 6 and District 1/3 open houses.
- Additionally, the team earned **five** national awards from the 3CMA City-County Communications & Marketing Association:
  - Graphic Design — Publications Savvy Winner (1st place): Outlook magazine
  - Graphic Design — Publications Silver Circle Winner (2nd place): Castle Rock Water — Securing our future drop by drop mailer
  - Publications Silver Circle Winner (2nd place): Castle Rock Police Annual Report
  - Publications Silver Circle Winner (2nd place): Castle Rock Water – Securing our future drop by drop mailer
  - Communications and/or marketing plans Award of Excellence Winner (3rd place): Crystal Valley interchange Interstate 25 closures plan
- Staff also completed **three** publications: District 5 open house postcard, Castle Oaks bridge repair postcard and Your Town Talk newsletter.

Staff during September issued news releases about:

- [Cozy up to autumn at the Fall Festival Oct. 19](#)
- [Castle Oaks Drive bridge to close Oct. 11 to Oct. 28 for repairs](#)
- [Get a head start on Halloween at Spooktacular Oct. 18](#)
- [Fire mitigation work planned for Centennial Park](#)
- Castle Rock Public Works Department earns national award for strategic infrastructure management
- [Moisture, cooler temps lead Castle Rock Fire and Rescue to lift fire restrictions](#)
- Key projects, achievements in the spotlight at State of the Town event Sept. 30
- Sept. 2 and Sept. 16 Council updates

*Hyperlinked items were available as of Oct. 6*

## Metrics



## Human Resources

### Key Accomplishments

- HR attended **14** interview panels, totaling **33** interviews:
  - Systems Administrator: 2
  - Meter Technician: 9
  - Signs and Markings Technician: 2
  - Systems Administrator: 1
  - Accounts Payable Technician: 7
  - Executive Assistant: 5
  - Distribution Operator: 1
  - Stormwater Inspector: 3
  - CIP Project Manager: 1
  - Utility Locator: 1
  - GIS Technician: 1
- **Employee Orientation:** **9** new full-time employees and **16** part-time or seasonal employees came on board in September
- **Separations:** HR separated **5** full-time employees and **17** part-time or seasonal employees in September
- **Performance Evaluations:** In September HR reviewed **55** 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 **eight** recognitions in September
- **Training and Recruitment:** HR attended the Colorado School of Mines Career Fair September

## Youth Commission

### Key Accomplishments

- The Commission held their first regular meeting with elections. Commissioners holding leadership positions are Evan George, Chair; Abigail Reynolds, Vice-Chair; Mei James, Secretary; and Jackson Young, Treasurer
- Commissioners had the chance to connect, learn and share ideas while getting a behind-the-scenes look at how our Town works with numerous Commissions on Sept. 8
- **15** students representing the Teen Advisory Group, Teen Court and Youth Commission toured the Crystal Valley Interchange. The evening gave teens a first-hand look at one of Castle Rock's largest infrastructure projects, highlighting how engineering, planning, and teamwork shape the future of our community
- **Two** Commissioners represented the CRYC at Youth Congress and discussed important topics around youth issues in Douglas County
- Commissioners celebrated the State of the Town ceremony on Sept. 30. Youth programs were highlighted and it was a great way to catch residents up on all things Town of Castle Rock while meeting leaders in our community



# 2025-2026 Youth Commission



## Inaugural Commission Appointments

Commissioners were appointed at the Sept. 2 Town Council meeting. Commissioners serving one-year terms are Ryan Agresti, Evan George, Mei James, and Abigail Reynolds. Those serving two-year terms are Chris Gawlikowski, Matthew Hans, Yusuf Sayedy, Lilianna Turk, and Jackson Young. Jake Coover serves as an honorary member.

Check out more [photos](#) of this event.

## Town Trolley Tour and Elections

Commissioners had the chance to connect, learn, and share ideas while getting a behind-the-scenes look at how our Town works with numerous Commissions on Sept. 8.

Check out more [photos](#) of this event.

The Youth Commissioners holding leadership positions are Evan George, Chair; Abigail Reynolds, Vice-Chair; Mei James, Secretary; and Jackson Young, Treasurer.

## CVI Teen Tour

Youth from the Youth Commission, Teen Court, and the Teen Advisory Group joined together for a tour of the Crystal Valley Interchange project on Sept. 15. The evening gave teens a first-hand look at one of Castle Rock's largest infrastructure projects, highlighting how engineering, planning, and teamwork shape the future of our community.

Check out more [photos](#) of this event.

## Youth Congress

Youth leaders had the opportunity on Sept. 29 to meet with elected officials, ask questions, and get answers at the Legacy Campus. Two commissioners represented the CRYC and discussed important topics around youth issues. Yusuf said, "It felt good to be part of it because youth voices were heard, and I think and hoped we all walked away with new ideas and motivation to keep making a difference."

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

- ★ 10/13-17 Fall Break
- ★ 10/13 Youth Commission Meeting CANCELLED
- ★ [10/18 Spooktacular 12-5p, shifts signup](#)
- ★ [10/20 Boards & Commissions Appreciation 6-8p at The Oaks at Plum Creek, 321 Players Cr](#) RSVP by 10/9
- ★ [10/25 County-wide Leadership Cleanup 9-11a signup](#) outside the Wilcox Building, 301 Wilcox St.

Please, wear name tags and blue quarter zips or dress nice.



# TEEN VOLUNTEERS NEEDED FOR SPOOKTACULAR

SUPPORT A HALLMARK TOWN EVENT BY VOLUNTEERING AT SPOOKTACULAR ON SATURDAY, OCTOBER 18 AT THE AMPHITHEATER AT PHILIP S. MILLER PARK.

THIS CLASSIC CASTLE ROCK EVENT WILL FEATURE A KIDS MARKET, GAMES AND PRIZES, DANCING, BUBBLES, AND A TRICK OR TREAT STREET FILLED WITH GOODIES.

YOUR HELP BRINGS THE FUN TO LIFE. THIS IS THE PERFECT OPPORTUNITY TO ENGAGE WITH THE COMMUNITY AND BRING FALL FUN TO LOCAL FAMILIES. PLUS, EARN VOLUNTEER HOURS!



PHILIP S. MILLER PARK  
1375 W. PLUM CREEK PARKWAY

12-2PM OR 3-5PM

VOLUNTEER SIGN UP @ [TINYURL.COM/SPOOKYCR](https://www.tinyurl.com/spookyCR)

## State of the Town

Commissioners celebrated the State of the Town ceremony on Sept. 30. Youth programs were highlighted and it was a great way to catch residents up on all things Town of Castle Rock while meeting leaders in our community.

## Volunteer

Check out these teen volunteer opportunities in Castle Rock. Sign up with a friend to show them what the Youth Commission does and to make it even more fun! Be sure to eat before, dress for the weather, and always bring a water bottle.

If you would like anymore information on these events, please contact Becca at [bschnorr@CRgov.com](mailto:bschnorr@CRgov.com) 720-210-7654

## Holiday Card Art Contest

The Public Art Commission is seeking submissions of artwork to be featured on the Town of Castle Rock's 2025 holiday card. If you or someone you know is interested in the Castle Rock Holiday Card Contest, please submit your artwork by Oct. 5.

<https://www.crgov.com/3626/Holiday-Card-Art-Contest>



DOUGLAS COUNTY  
**DOUG NAD**  
YOUR LEGACY OF VOLUNTEERING

### Community service opportunity!

Join fellow youth leaders from around Douglas County for Doughtad, the County's semi-annual volunteer event.

Grab donuts and swag before we get to work raking leaves. 2 community service hours available.

When: Saturday, October 25 at 9 a.m.

Where: Wilcox Building, 301 Wilcox Street in Castle Rock



*Boards and Commissions*  
APPRECIATION EVENT

TOWN OF  
CASTLE ROCK  
COLORADO  
Monday, Oct. 20

RSVP for the B&C appreciation event via email by 10/9.

You can bring a +1

The email is from [communications@crgov.com](mailto:communications@crgov.com)

County-Wide Leadership Cleanup sign up

[tinyurl.com/cleanupCR](https://www.tinyurl.com/cleanupCR)

Spooktacular sign up

[tinyurl.com/spookyCR](https://www.tinyurl.com/spookyCR)



2025  
Holiday Card  
Art Contest