



## Town Manager's Office Monthly Report August 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.

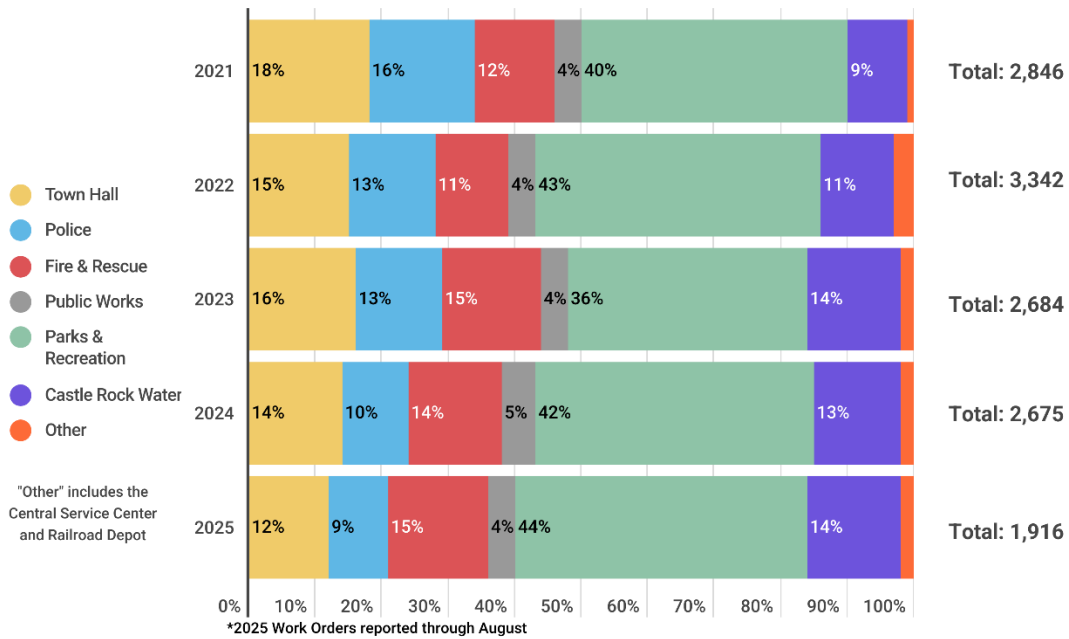
### Facilities Maintenance

#### Key Accomplishments

- In August the Facilities team completed **237** work orders including **78** preventative maintenance activities and **16** custodial inspections. There was **one** emergency work order in July
- The Facilities team has closed **215** more work orders through August than the same period of 2024, an increase of **13%**
- Onboarded new Electrician to support Town facilities, welcome Miguel Olave!
- Completed the electrical service upgrade and ADA restroom renovation projects at the Cantril building
- Supported planning and design efforts for the Fire Station #156 project as well as bunkroom/bathroom upgrades at Fire Station

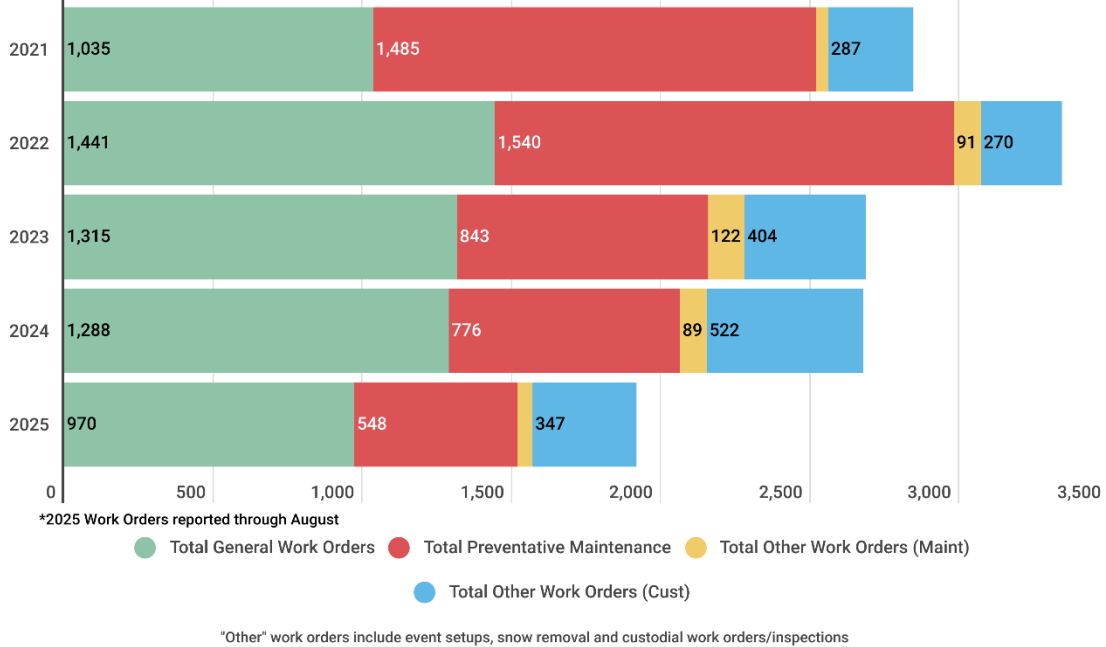
# Facilities Division

## Work Order % by Department



# Facilities Division

## Work Orders by Type



## Division of Innovation and Technology

### Key Accomplishments

- Updated Public Art Map
- Replaced Projector Screens in Council Chambers
- Facilitated Digital Accessibility Training for Town Employee
- Completed Fleet Management Software Update
- Patched Critical Security Vulnerabilities on Police Servers

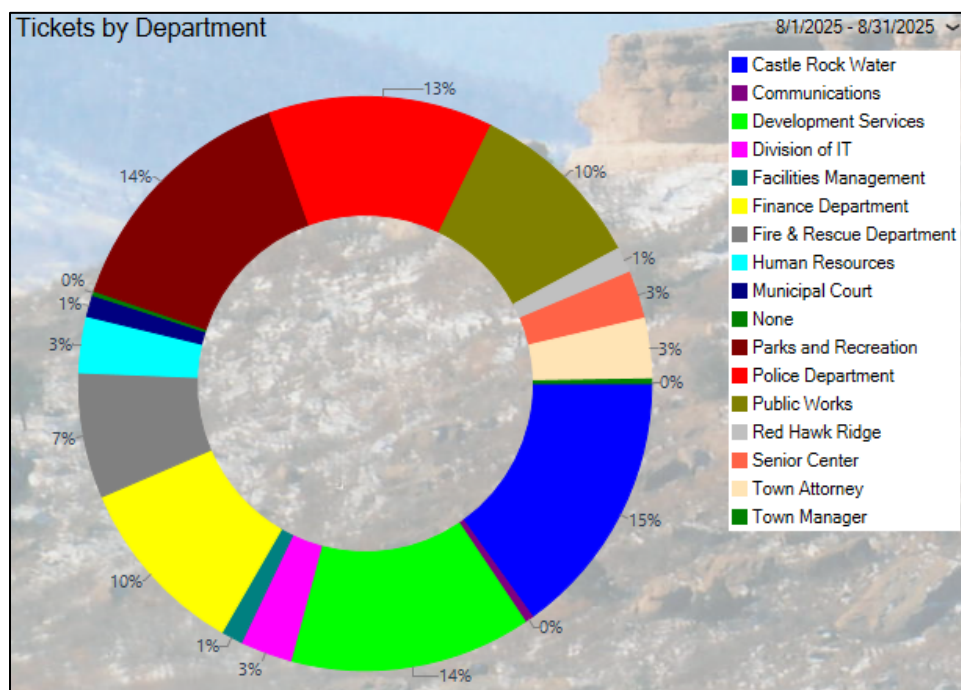
Addressed **385** total tickets, with an average time to resolve of **43** hours

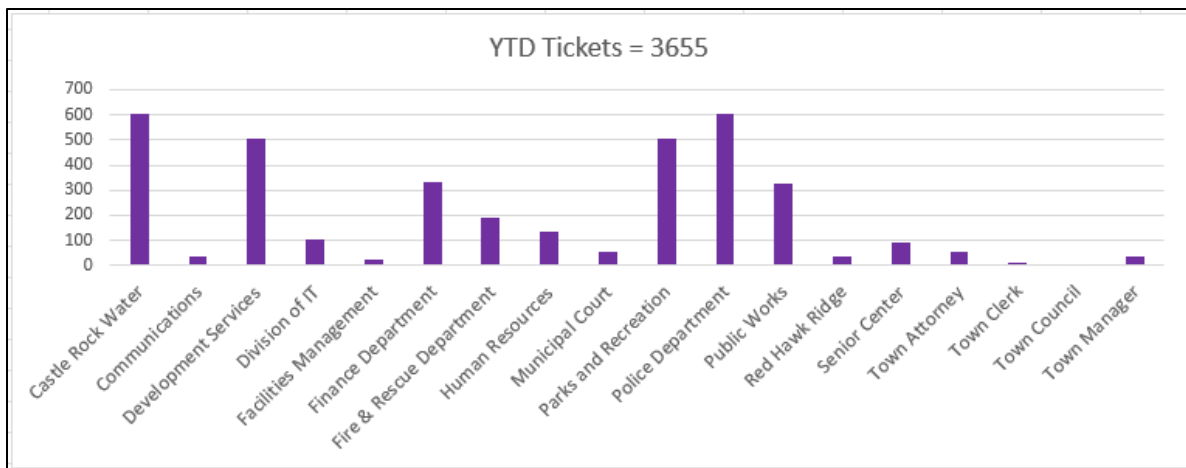
- There were **two** emergency tickets this month, 100% of which were resolved within 24 hours (100% is the goal)
- There were **22** urgent priority tickets this month, 100% of which were resolved within two calendar days (85% is the goal)
- There were **314** medium priority tickets this month, 99% of which were resolved within 10 calendar days (90% is the goal)

### Geographic Information Systems (GIS)

- Addressed **28** total tickets, with an average time to resolve of **67** hours
- There were no annexations in August
- There was **one** zoning change in August (100%), which was 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 were **two** parcel updates in August (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



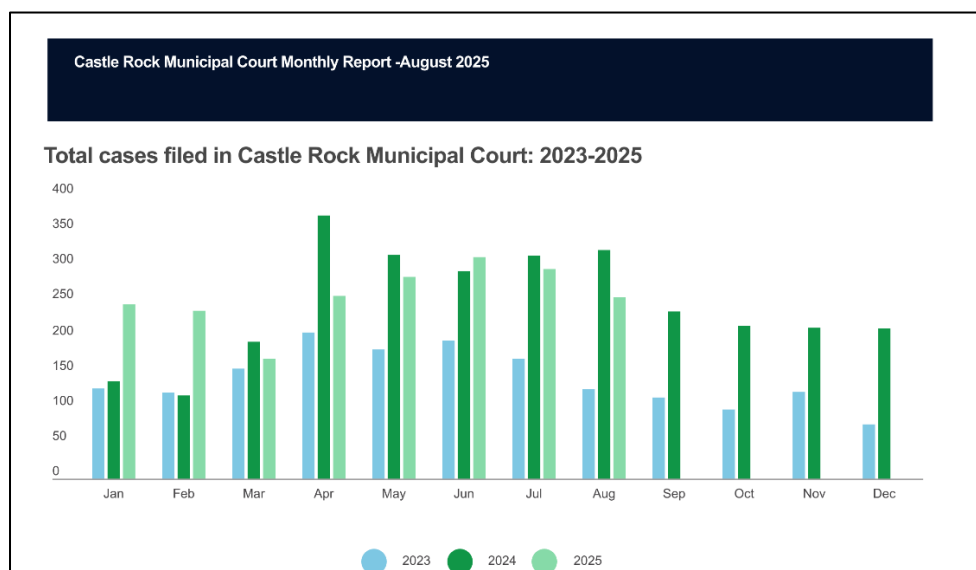


## Municipal Court

### Key Accomplishments

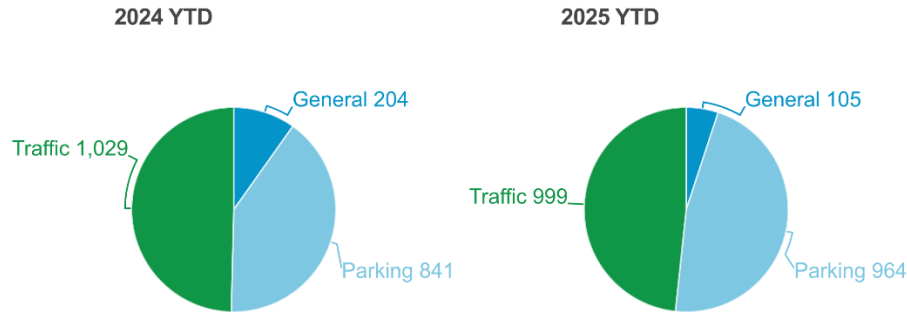
- There were no Teen Court hearings in August. Several cases are anticipated for September
- The Court team attended a statewide municipal court training. Presentations included sessions by the Colorado Bureau of Investigation, the Colorado Department of Motor Vehicles, as well as updates on recent legislation and jury trial procedures. The Court Administrator also presented on the topic of sealing cases
- Two members of the Court team participated in a FullCourt Users Group training, which focused primarily on paperless court processes. FullCourt is the case management system used by the court
- The Castle Rock Municipal Court provides services to the Town of Larkspur under an Intergovernmental Agreement (IGA). Recently, the Town of Larkspur filed a code violation case with the Court

### 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					2068

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



## Communications

### Key Accomplishments

In August, the Communications Division supported Councilmember Mark Davis' District 4 open house.

The team also earned **six** national awards from the National Association of Telecommunications Officers and Advisors:

- Award of Excellence — Social media short form video category — Crystal Valley interchange Interstate 25 night closures
- Award of Distinction — Social media short form video category — Castle Rock Water join our team video
- Award of Distinction — Social media short form video category — Four Corners intersection completion reel
- Award of Distinction — Community awareness category — Christmas Under the Star video
- Award of Honor — Use of humor category — 2024 State of the Town video
- Award of Honor — Public affairs category — 2024 State of the Town video

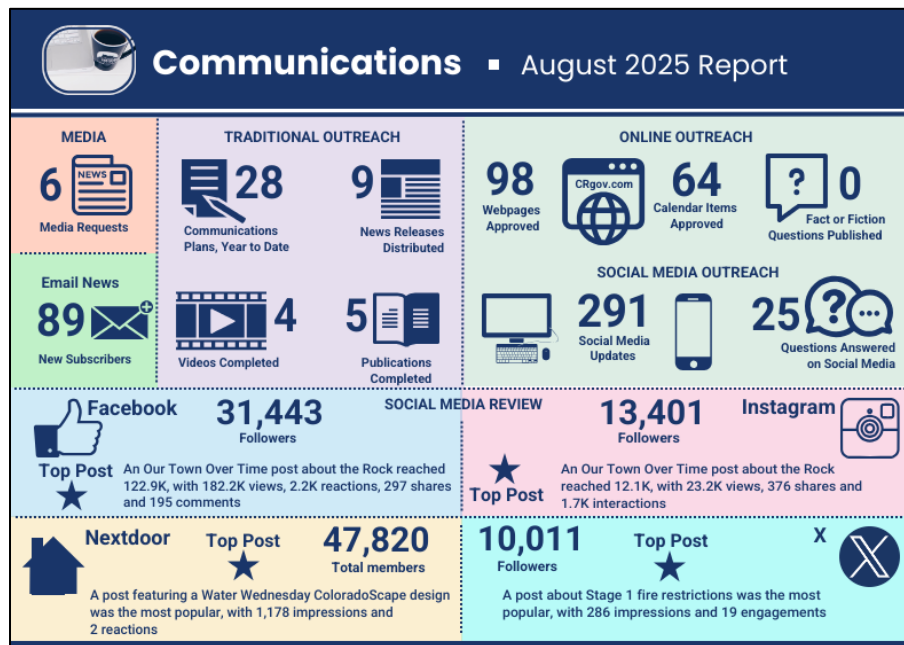
Staff completed **five** publications: Fall/winter events mailer, District 2 open house postcard, District 6 open house postcard, Districts 1 and 3 open house postcard, and Your Town Talk newsletter.

Staff during August issued news releases about:

- [Shine bright and light up the night to support Therapeutic recreation Sept. 27](#)
- Join Castle Rock firefighters in the battle against muscular dystrophy
- [From ultra runs to family fun, Castle Rock Trail Festival has it all Oct. 4](#)
- [Connect with your Council representatives – open houses begin Aug. 26](#)
- [Castle Rock gives art a 'high five' with six new sculptures to encounter](#)
- [Hot, dry weather causes Town to implement fire restrictions](#)
- [Town Council considers Downtown building height limits, requests public input](#)
- Report highlights Castle Rock's financial health
- Aug. 19 Council update

*Hyperlinked items were available as of Sept. 5*

## Metrics



## Human Resources

## Key Accomplishments

- **HR** attended **14** interview panels, totaling **34** interviews:
  - Budget Analyst: 7
  - Fire Prevention Officer: 1
  - Accounting Specialist: 3
  - Systems Administrator: 1
  - Raw Water Operator: 1
  - Water Resources Manager 2
  - Stormwater Operator: 4
  - Senior Maintenance Technician: 2
  - Project Manager 1
  - Meter Technician: 1
  - AP/AR Supervisor: 2
  - Fleet Technician: 5
  - Plan Review Project Coordinator: 3
  - Water Efficiency Technician: 1
- **Employee Orientation:** **9** new full-time employees and **20** part-time or seasonal employees came on board in August
- **Separations:** HR separated **11** full-time employees and **17** part-time or seasonal employees in August

- **Performance Evaluations:** In August HR reviewed **69** 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 August
- **Training and Recruitment:** HR attended the Greater Denver Area Veterans Career Fair in August

## Youth Commission

### Key Accomplishments

High Schoolers selected to serve on the inaugural Youth Commission:

- Ryan Agresti, 1 year term
- Chris Gawlikowski, 2 year term
- Evan George, 1 year term
- Matthew Hans, 2 year term
- Mei James, 1 year term
- Abigail Reynolds, 1 year term
- Yusuf Sayedy, 2 year term
- Lilianna Turk, 2 year term
- Jackson Young, 2 year term
- Jake Coover, honorary member

