



Town Manager's Office Monthly Report April 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.

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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

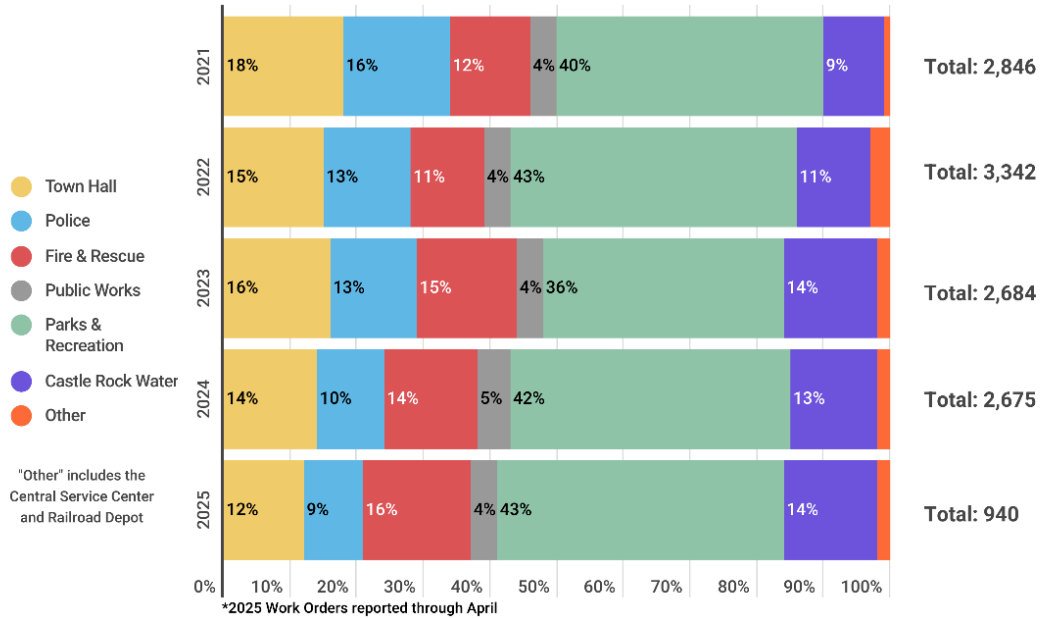
Key Accomplishments

- In April, the Facilities team completed **227** work orders including **59** preventative maintenance activities and **34** custodial inspections
- There were no emergency work orders in April
- Completed soundproofing in Public Works Service Center office area
- Installed new ADA door opener at Town Hall
- Supported the electrical service upgrade and ADA restroom renovation projects at the Cantril building
- Supported planning and design efforts for the Fire Station #156 project and SCADA offices for Castle Rock Water

Metrics

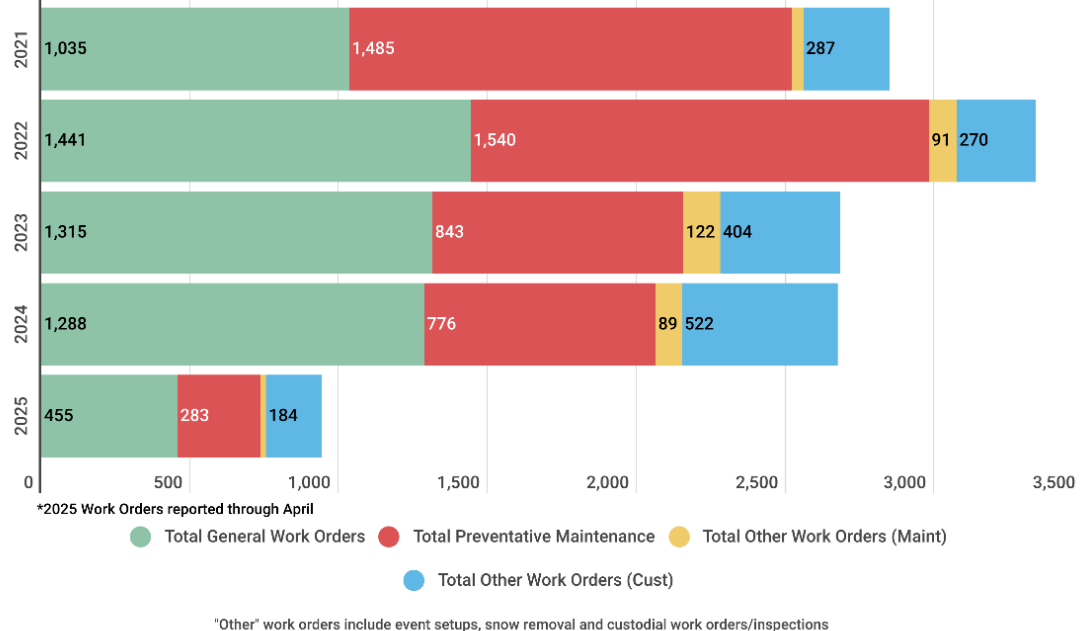
Facilities Division

Work Order % by Department



Facilities Division

Work Orders by Type



Division of Innovation and Technology

Key Accomplishments

- Updated fire tactical and strategic Mmaps
- Upgraded network connectivity for Founders Water Treatment Plant
- Replaced end-of-life hardware at disaster recovery site
- Patched Critical Servers for vulnerabilities
- Provided employee training for digital accessibility

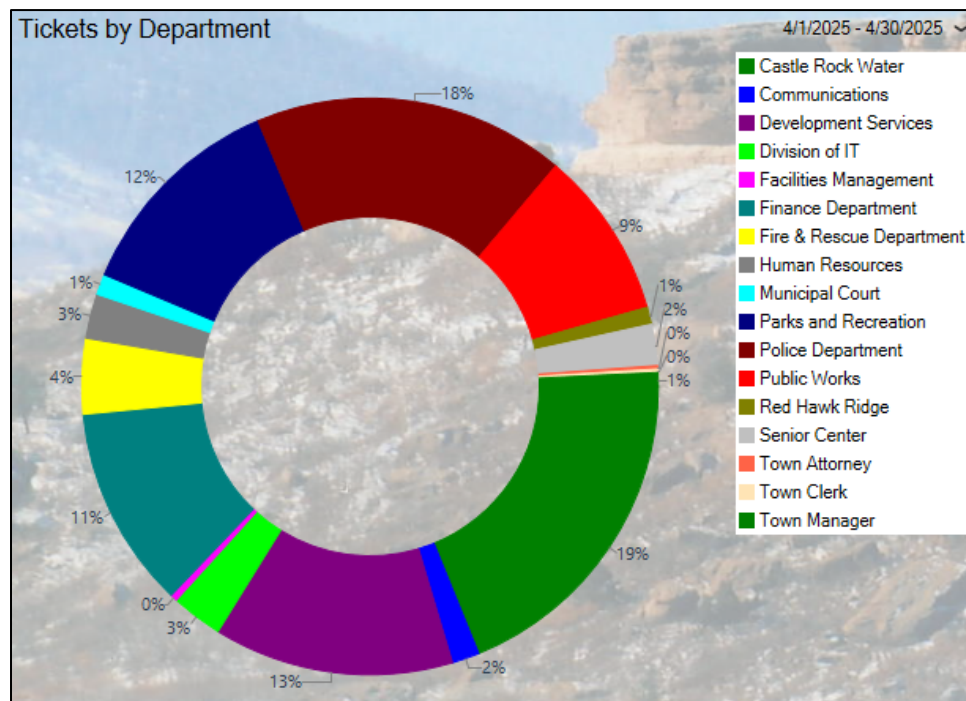
Addressed **484** total tickets, with an average time to resolve of **48** hours

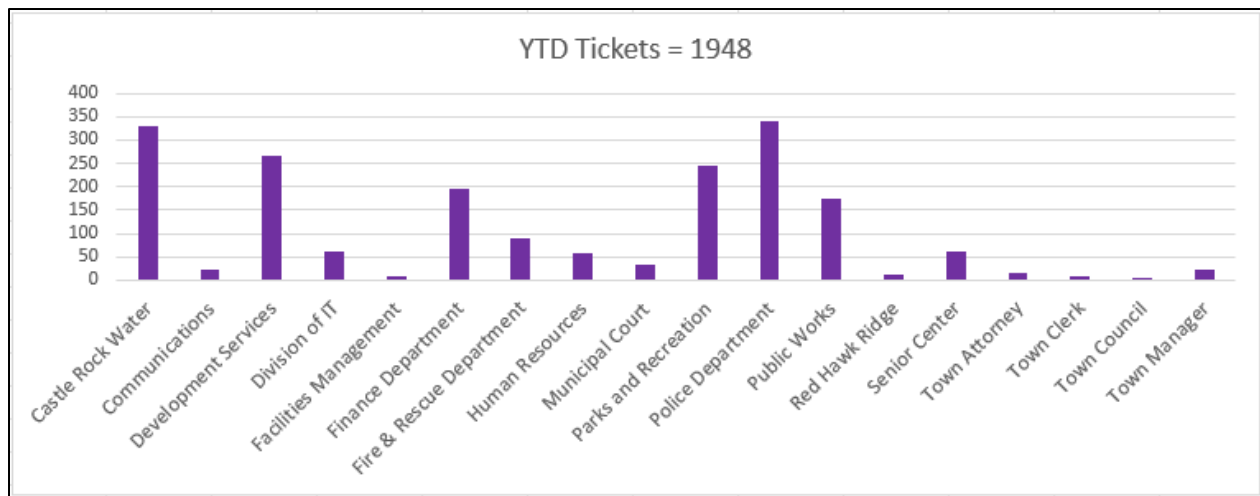
- There was **one** emergency ticket this month, which was resolved within 24 hours (100% is the goal)
- There were **29** urgent priority tickets this month, 100% of which were resolved within two calendar days (85% is the goal)
- There were **368** medium priority tickets this month, 98% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems (GIS)

- Addressed **38** total tickets, with an average time to resolve of **93** hours
- There were no annexations in April
- There were no zoning changes in April
- There were **3** 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

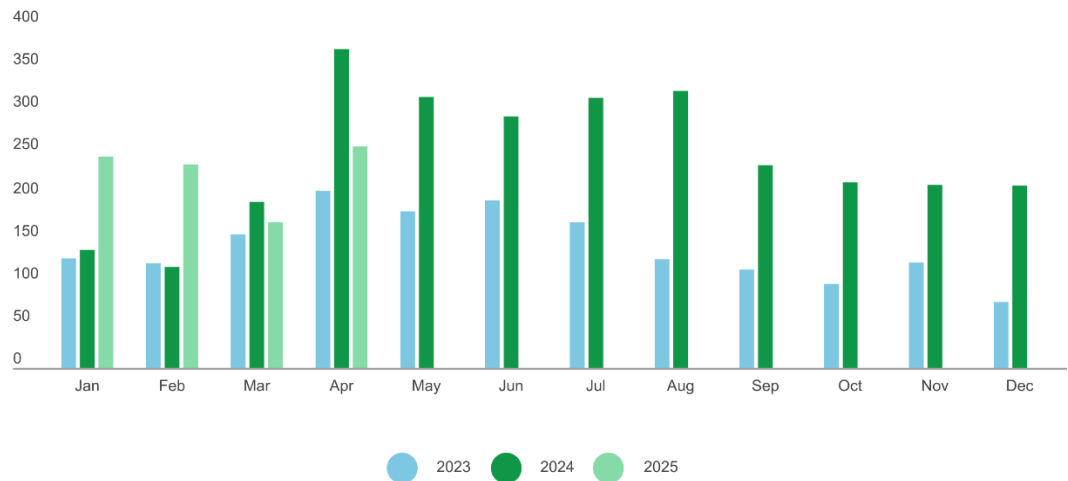
Key Accomplishments

- Teen Court held **one** hearing in April
- Following Judge Gresh's retirement after 38 years of dedicated service, the Town of Castle Rock initiated a selection process to appoint a new Municipal Judge. The Town received seven applications and interviewed three highly qualified candidates. After careful consideration, the selection committee unanimously recommended at the April 1 Council meeting that Town Council approve an agreement with David Thrower to serve as the next Municipal Judge. The selection committee comprised of the Mayor, Councilmember Dietz, Town Attorney Mike Hyman, Assistant Town Manager Kristin Read, Court Administrator Karla McCrimmon, Aurora Presiding Judge Shawn Day, and Public Safety Commission Chair Nate Marsh—was impressed by all three finalists. However, several factors distinguished Judge Thrower:
 - He is the only candidate who serves full time in the judicial profession, demonstrating his deep commitment to the role. The other candidates maintain separate legal practices in addition to their judicial duties
 - He is proactive in tracking and analyzing legislation from the General Assembly that may affect municipal courts. His forward-thinking approach includes strategies for preserving the court's role in supporting community quality of life amid increasing state-imposed limitations
 - Judge Thrower has a strong focus on both quality of life and public safety—core values that align closely with the priorities of the Castle Rock community
- Municipal Court completed a comprehensive audit of all open cases in April to ensure that any eligible adult and juvenile cases were properly closed and, where appropriate, expunged or sealed in accordance with legal requirements

Metrics

Castle Rock Municipal Court Monthly Report -April 2025

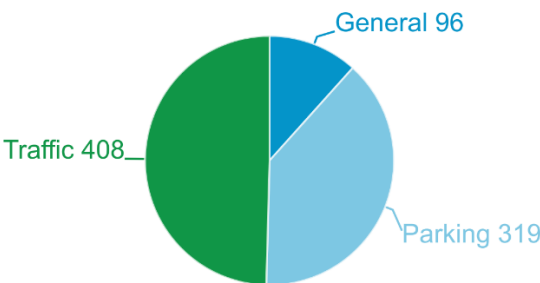
Total cases filed in Castle Rock Municipal Court: 2023-2025



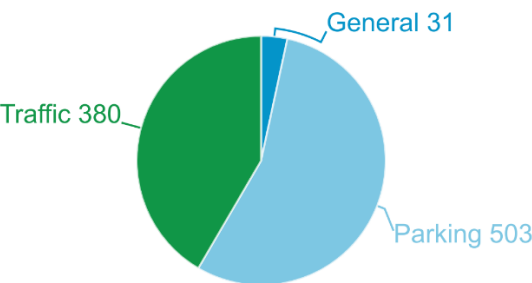
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2023	128	122	156	207	183	196	170	127	115	98	123	77	1702
2024	138	118	194	373	317	294	316	324	237	217	214	213	2955
2025	247	238	170	259									914

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

2024 YTD



2025 YTD



Communications

Key Accomplishments

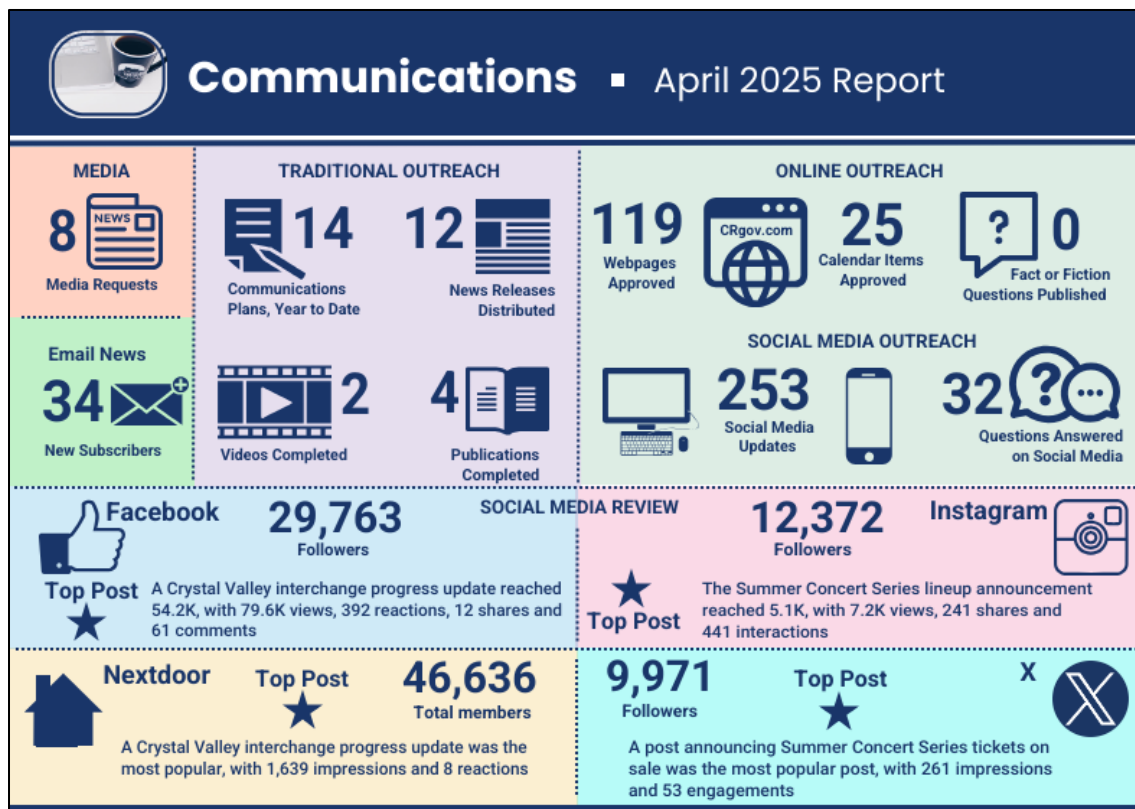
In April, the Communications Division supported the annual board and commission recruitment and the Summer Concert Series ticket sales promotion. Staff also completed **four** publications: summer events mailer, events with street closures letter, Crowfoot Valley Road widening postcard and Your Town Talk newsletter.

Staff during Staff during April issued news releases about:

- [Permits or reservations required for some uses of parks, trails and recreation facilities](#)
- [Embrace the challenge at unique Climb4Change race June 14](#)
- [Music, memories and summer vibes: Summer Concert Series tickets available April 25](#)
- [New student leaders wanted: Shape Castle Rock's future through Youth Commission](#)
- [Four local seniors are Castle Rock's 2025 Rising Stars](#)
- [David J. Thrower sworn in as new Castle Rock Municipal Court Judge](#)
- Castle Rock Water makes it easier to transform your lawn into ColoradoScape
- Help keep Castle Rock's creeks clean at Spring Up the Creek event May 3
- Dig in to celebrate Arbor Day – volunteer at tree planting event
- Shape the future of Castle Rock: Apply for a board or commission by April 28
- April 1 and April 15 Council updates

Hyperlinked items were available as of May 5

Metrics



Human Resources

Key Accomplishments

- HR attended **12** interview panels, totaling **28** interviews:
 - Seasonal Streets: 3
 - Seasonal Water Treatment: 3
 - Water Operator: 1
 - Water Plant Operator Supervisor: 2
 - Water Distribution Operator: 1
 - Sr. Construction Inspector: 5
 - HR Technician: 5
 - CIP Project Manager: 2
 - Streets Maintenance Technician: 2
 - GIS Administrator: 1
 - OT System Administrator: 2
 - Network Infrastructure: 1
- **Employee Orientation:** **20** new full-time employees and **57** part-time or seasonal employees came on board in April
- **Separations:** HR separated **5** full-time employees and **21** part-time or seasonal employees in April
- **Performance Evaluations:** In April HR reviewed **49** 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 **three** recognitions in April
- **Training and Recruitment** -HR attended **one** career fair in April, [Arapahoe Community College Career Fair](#)

Youth Commission

Key Accomplishments

- Youth Commission applications opened April 15 at [CRgov.com/YouthCommission](https://crgov.com/YouthCommission)
- Celebrated four local high school seniors on April 15 with the Rising Star Scholarship
- Connected two Castle Rock students with the Denver Regional Council of Governments and they are working on updating the 2050 Regional Transportation Plan as representative of the Youth Advisory Group
- Visited Castle View High School, Douglas County High School and Mesa Middle School to promote the 2025/2026 Youth Commission
- Youth Commission was featured in the Douglas County News- Press on April 23. You can read the article at <https://tinyurl.com/YouthC2025>