



Town Manager's Office Monthly Report June 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.

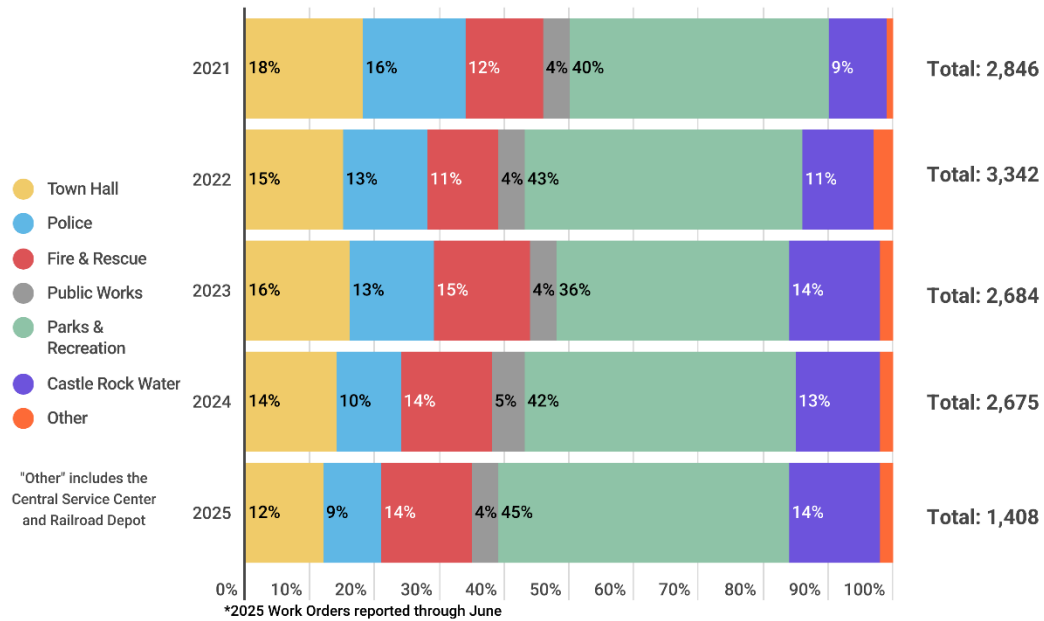
Facilities Maintenance

Key Accomplishments

- In June the Facilities team completed **262** work orders including **60** preventative maintenance activities and **36** custodial inspections
- There were **three** emergency work orders in June
- Ongoing recruiting for open Facility Maintenance positions
- Completed kitchen hood inspections for the Senior Center and Red Hawk Ridge Golf Course
- Completed back-up generator inspections and service at Town facilities
- Ordered office furniture for CR Water and Fire Headquarters
- Supported the electrical service upgrade and ADA restroom renovation projects at the Cantril building – both projects are planned to be completed by fall
- Supported planning and design efforts for the Fire Station #156 project as well as bunkroom/bathroom upgrades at Fire Station 155

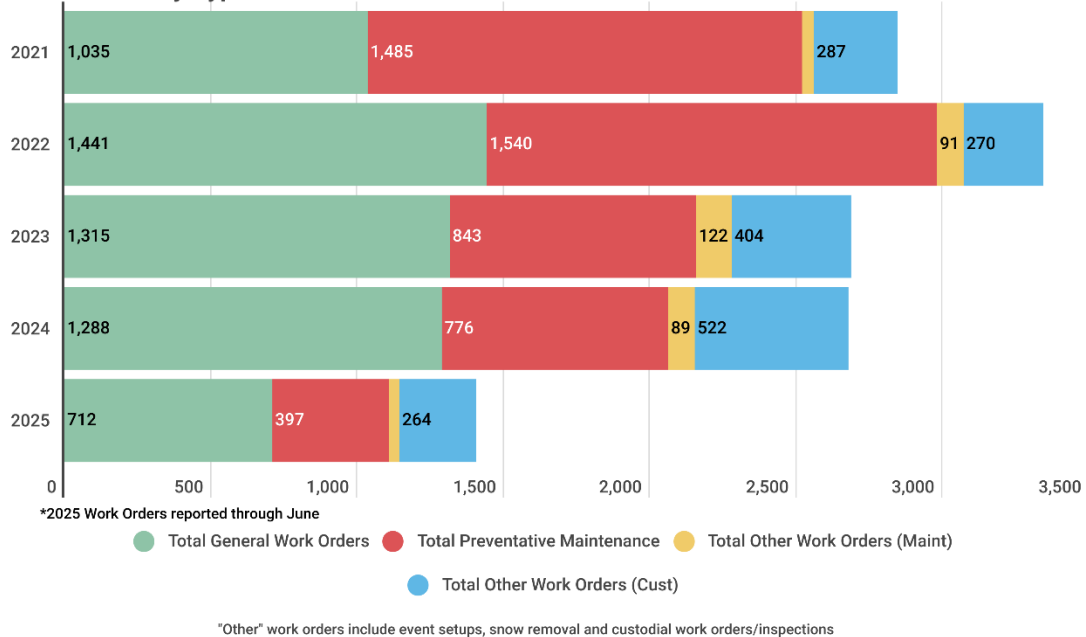
Facilities Division

Work Order % by Department



Facilities Division

Work Orders by Type



Division of Innovation and Technology

Key Accomplishments

- Completed all map updates for accessibility
- Patched critical firewall vulnerability
- Replaced end-of-life switches at Castle Rock Water
- Upgraded Legal Files software
- Completed integration between Police CAD and Flock Safety

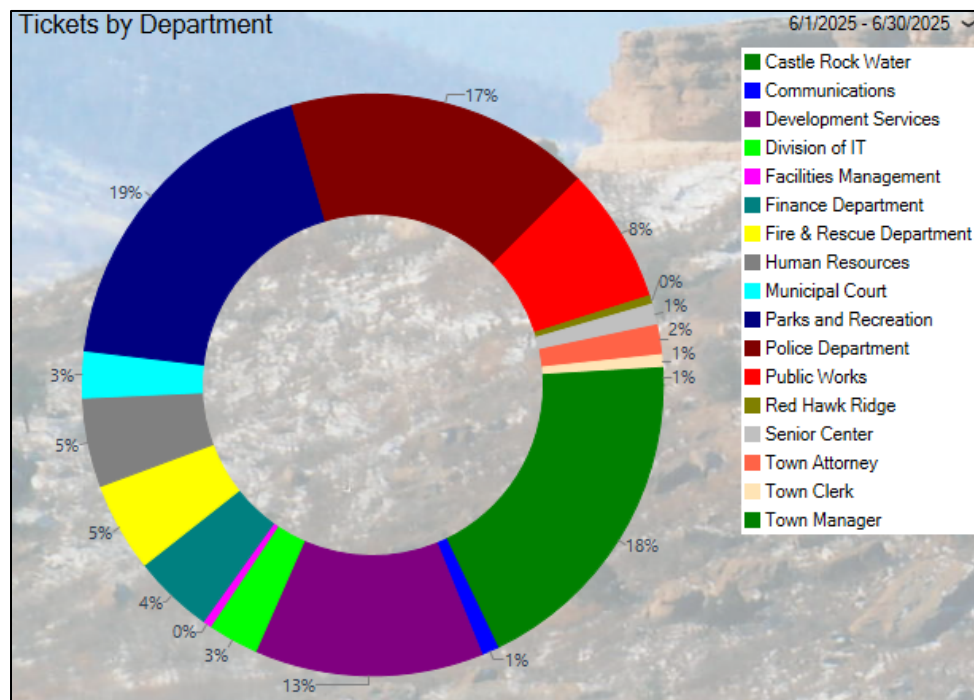
Addressed **402** total tickets, with an average time to resolve of **46** hours

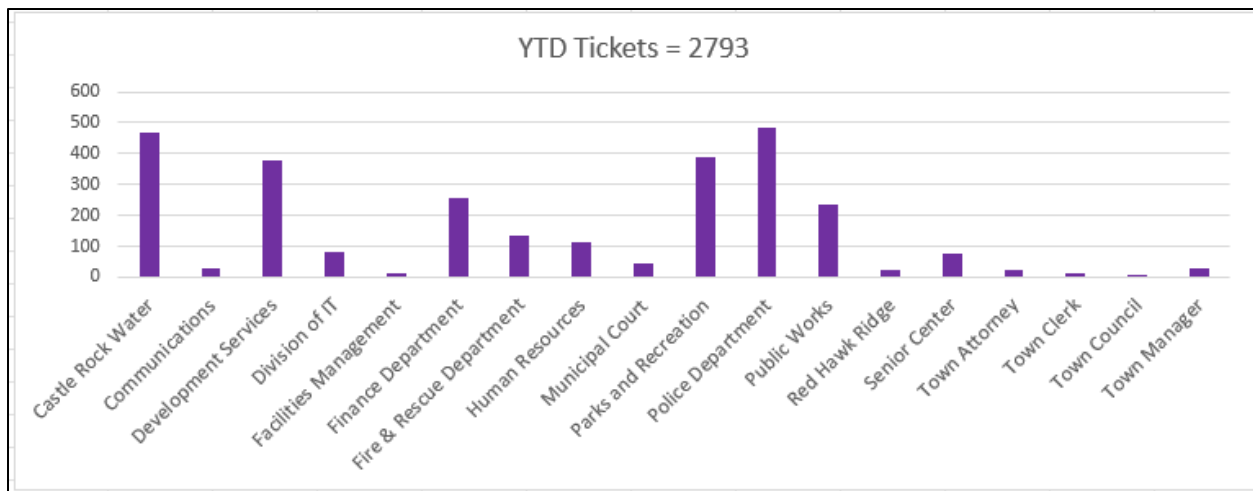
- There was **one** emergency ticket this month, 100% of which was resolved within 24 hours (100% is the goal)
- There were **18** urgent priority tickets this month, 100% of which were resolved within two calendar days (85% is the goal)
- There were **328** medium priority tickets this month, 99% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems (GIS)

- Addressed **13** total tickets, with an average time to resolve of **82** hours
- There were no annexations in June
- There were no zoning changes in June
- There were **two** parcel updates in June (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



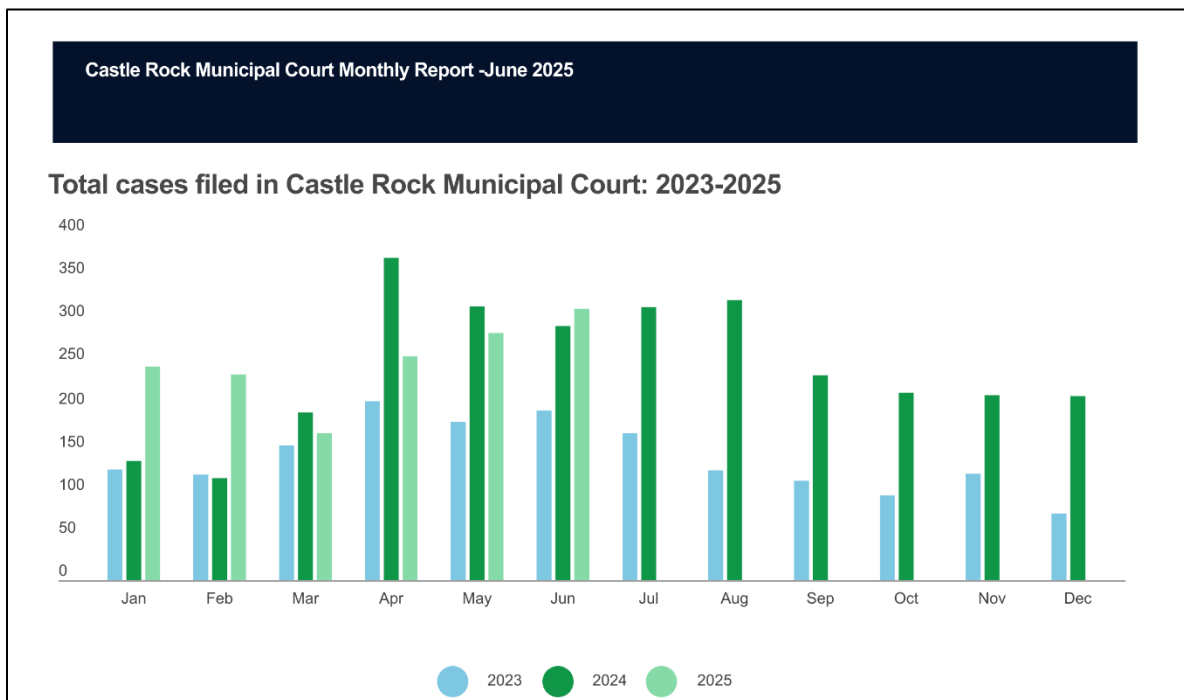


Municipal Court

Key Accomplishments

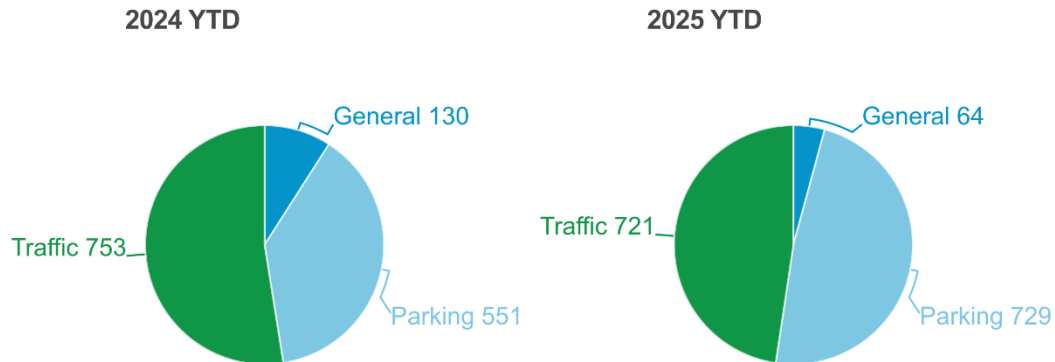
- There were no Teen Court hearings in June
- Court Administrator Karla McCrimmon, along with fellow board members of the Colorado Association of Municipal Court Administration (CAMCA), presented "Municipal Courts: The Backbone of Local Justice" at the annual Colorado Municipal League (CML) conference, highlighting the essential role municipal courts play in local justice

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							1514

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



Communications

Key Accomplishments

In June, the Communications Division supported the Bike to Work Day and Water Festival events, Mayor Gray's Colorado Municipal League Executive Board bid, Castle Rock Police Department communications and other events promotion. Staff also completed one publication: Your Town Talk newsletter.

Staff during June issued news releases about:

- [Budget and pizza? Castle Rock community invited to learn, share and have a bite on July 21](#)
- [Grant funding available for local nonprofits – apply by Aug. 1](#)
- [Saturday night's alright for Philadelphia Freedom live at the Amphitheater July 19](#)
- [New medic unit enters service thanks to voter support – celebration set for June 28](#)
- [Help Parks and Recreation plan for the future; share feedback on strategic plan](#)
- Castle Rock's first responders need community's help this Independence Day
- ['I Don't Want to Be' anywhere else, Gavin DeGraw live at the Amphitheater July 11](#)
- [The fun is as full as the moon at Pedal the Moon July 12](#)
- Save gas, get fit and win prizes: Annual Bike to Work Day is June 25
- [Weigh in on a future trail network near Red Hawk neighborhood](#)
- Fireworks Bucket Brigade encourages safe disposal practices
- [Residents express high satisfaction in 2025 community survey](#)
- Splash into Summer at the South Metro Water Festival June 18 in Castle Rock
- Celebrate 10 years of engagement – apply for 2025 Your Town Academy
- June 3 Council update
- June 6 and June 20 Council updates

Hyperlinked items were available as of July 7

Metrics



Human Resources

Key Accomplishments

- HR attended **11** interview panels, totaling **50** interviews:
 - Street Maintenance Technician 14
 - Water Treatment Plant Operator Supervisor 5
 - PW Sr. Construction Inspector 5
 - Information Security Engineer 3
 - Upfitter Technician 2
 - I&C Engineer 2
 - Finance Project Analyst 1
 - Traffic Engineering Technician 1
 - CRW Early Professionals 1
 - Irrigation Technician 3
 - Facilities Maintenance Technician 5
 - Landscape Plan Reviewer 1
 - Systems Administrator 5
 - Parks Maintenance Technician 1
 - CIP Project Manager 1
- Employee Orientation:** **Eight** new full-time employees and **46** part-time or seasonal employees came on board in June

- **Separations:** HR separated **five** full-time employees and **one** part-time or seasonal employees in June
- **Performance Evaluations:** In June HR reviewed **76** 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 **14** recognitions in June
- **Training and Recruitment** –HR did not do an training or attend any job fairs

Youth Commission

Key Accomplishments

- Presented Youth Commission information to 30+ Youth Police Academy recruits
- Collaborated with the Douglas County Youth Initiative to plan 2025–2026 youth volunteer events
- Met with the Douglas County Healthy Youth Coalition to explore youth collaboration opportunities for the year
- **14** students have applied for the 2025/2026 Youth Commission
 - Youth Commission applications close July 31 [CRgov.com/YouthCommission](https://crgov.com/YouthCommission)