



Town Manager's Office Monthly Report November 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.

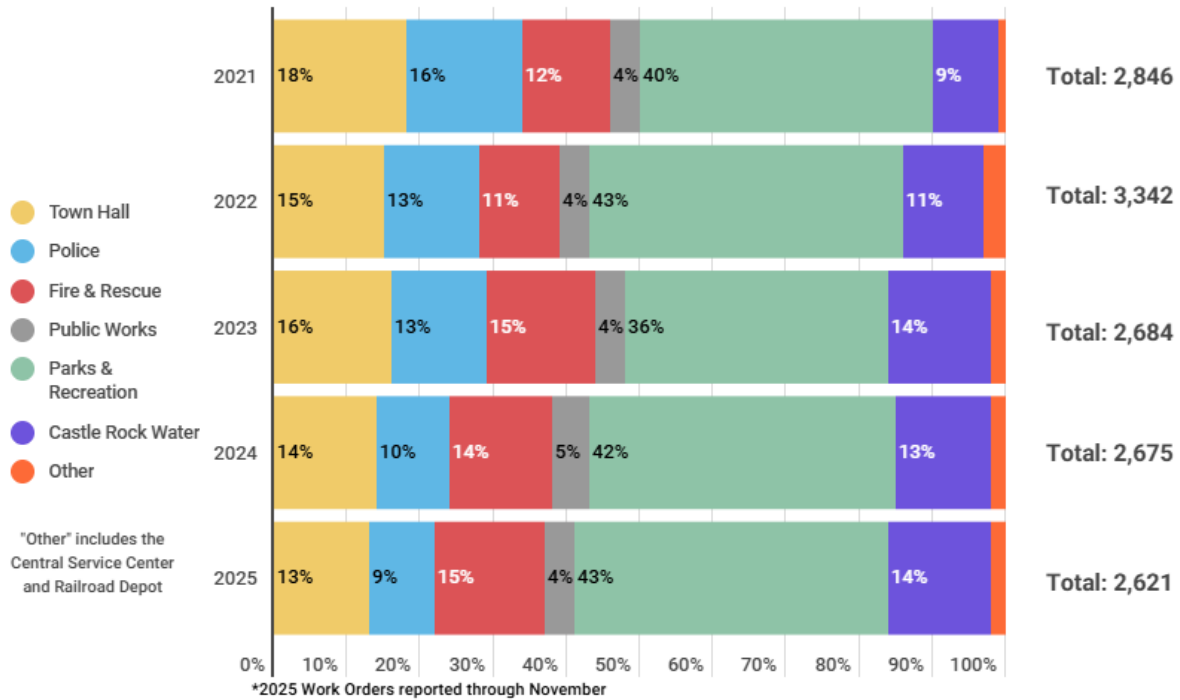
Facilities Maintenance

Key Accomplishments

- In November, the Facilities team completed **219** work orders including **51** preventive maintenance activities and **38** custodial inspections. There were no emergency work orders in November
- Year-to-day work orders are trending **10%** higher than in the same period of 2024
- Completed renovation projects at Fire Station #155 and Water O&M facilities
- Repaired broken sewer line and broken water main at the Cantril building
- Initiated fire panel/extinguisher inspections at Town buildings
- Completed elevator inspections at Town buildings
- Ongoing design coordination for future stair and parking enhancements at the Police Department building
- Supported ongoing planning and design efforts for the Fire Station #156 project

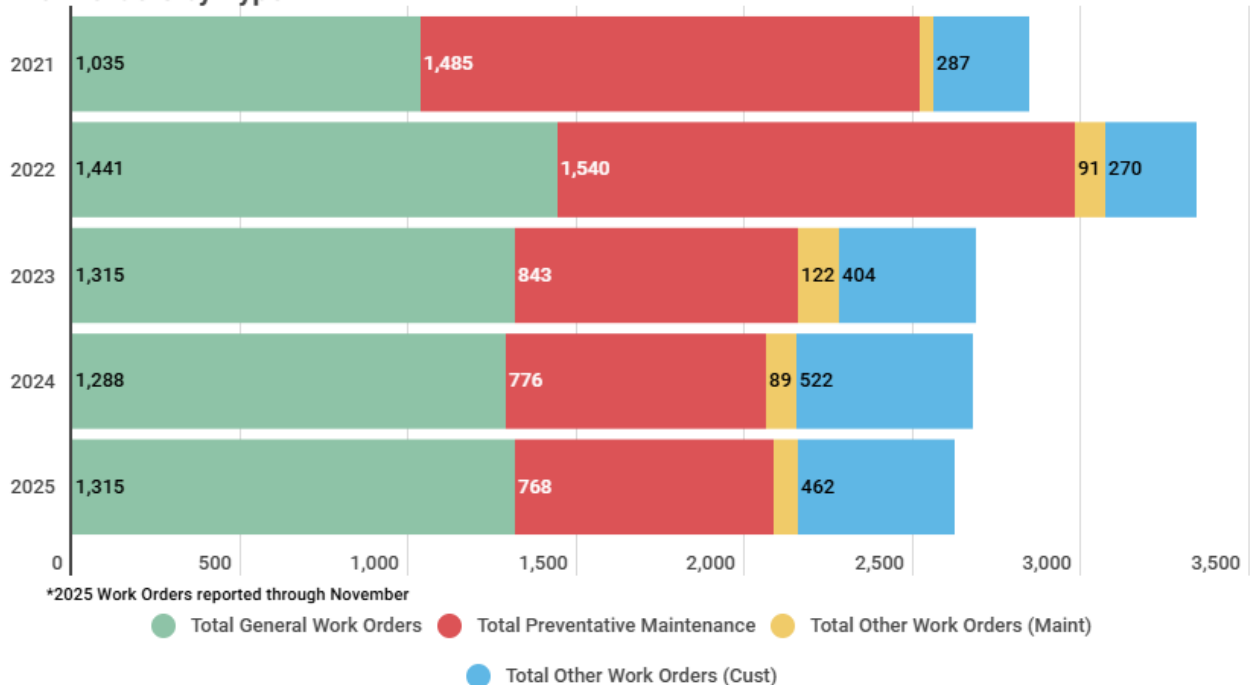
Facilities Division

Work Order % by Department



Facilities Division

Work Orders by Type



"Other" work orders include event setups, snow removal and custodial work orders/inspections

Division of Innovation and Technology

Key Accomplishments

- Completed phone system upgrade
- Installed mapping updates for police dispatch software
- Completed financial system upgrade
- Continued mail migration to Exchange Online
- Provided staff training for artificial intelligence

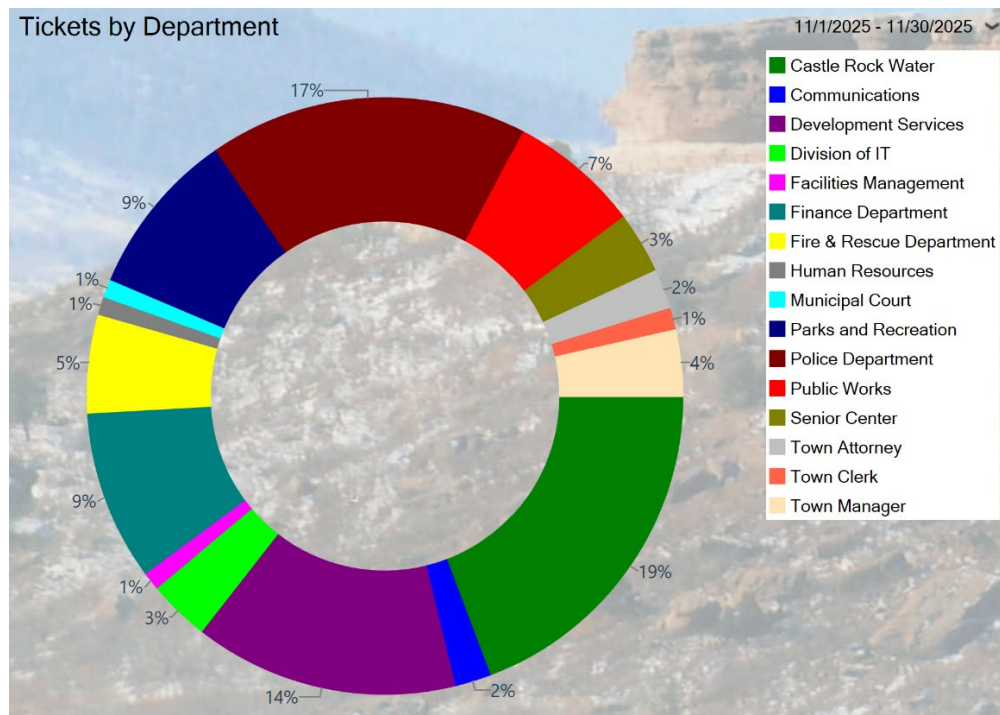
Addressed **483** total tickets, with an average time to resolve of **46** hours

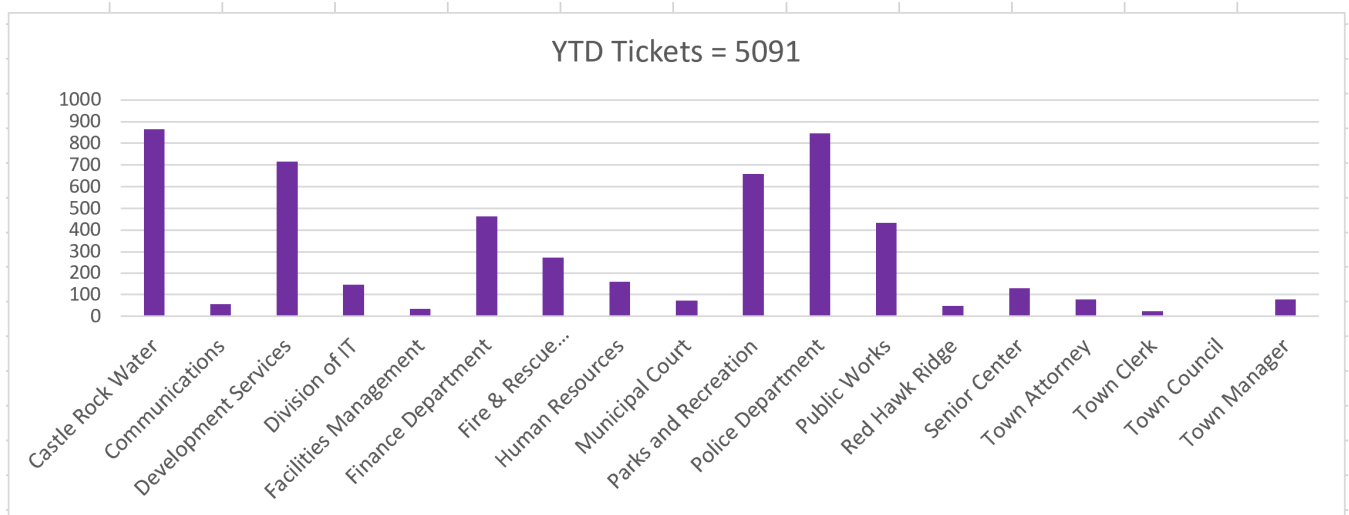
- There were **two** emergency tickets this month, 100% of which were resolved within 24 hours (100% is the goal)
- There were **23** urgent priority tickets this month, 96% of which were resolved within two calendar days (85% is the goal)
- There were **390** medium priority tickets this month, 99% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems (GIS)

- Addressed **26** total tickets, with an average time to resolve of **77** hours
- There was **one** annexation in November (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 was **one** zoning change in November (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 **five** parcel updates in November (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

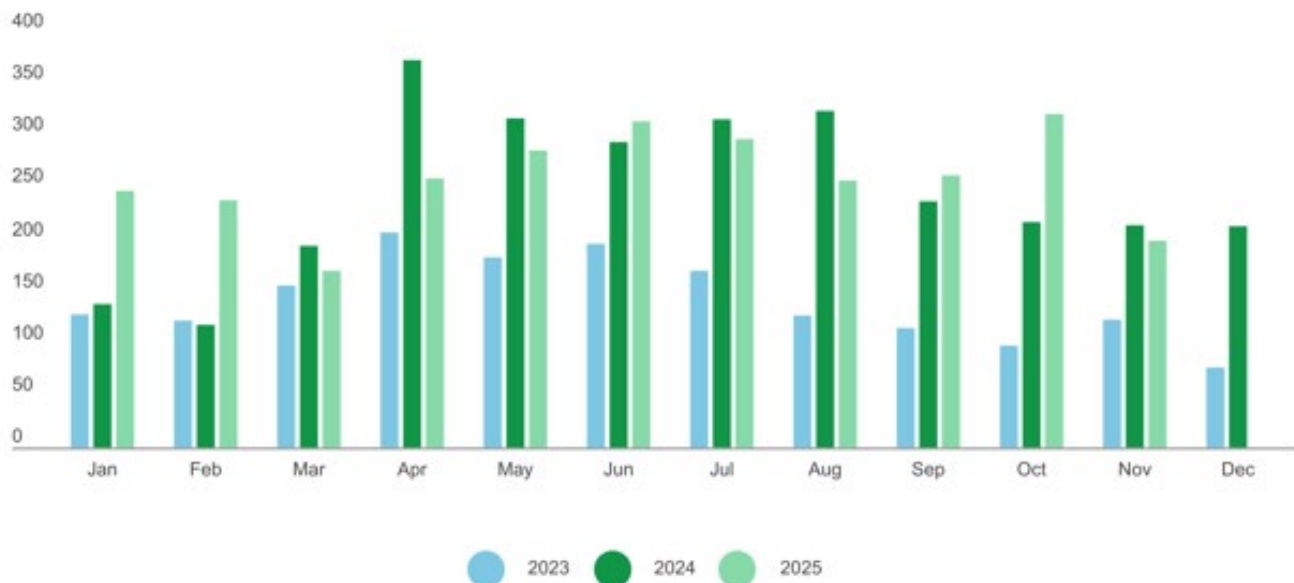
Key Accomplishments

- Teen Court held **four** hearings in November

Metrics

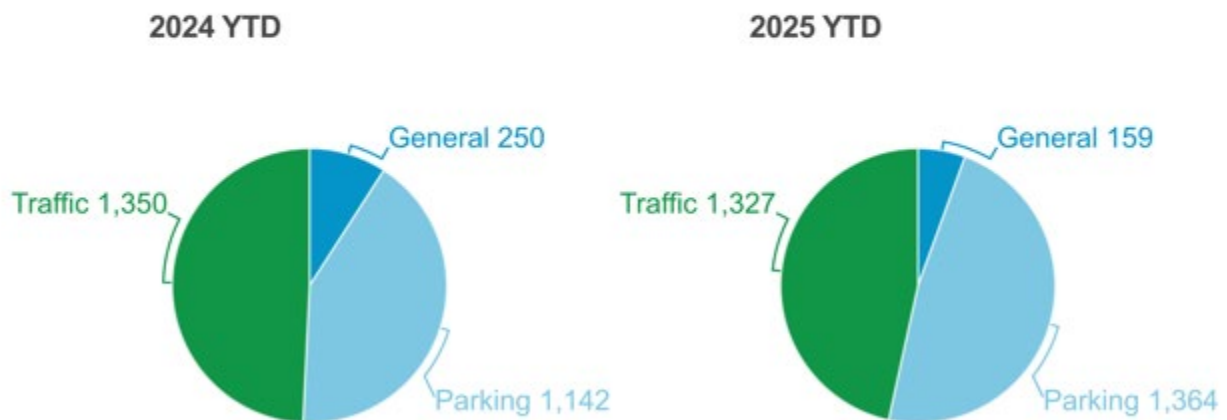
Castle Rock Municipal Court Monthly Report - November 2025

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	286	314	297	257	262	321	199		2850

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



Communications

Key Accomplishments

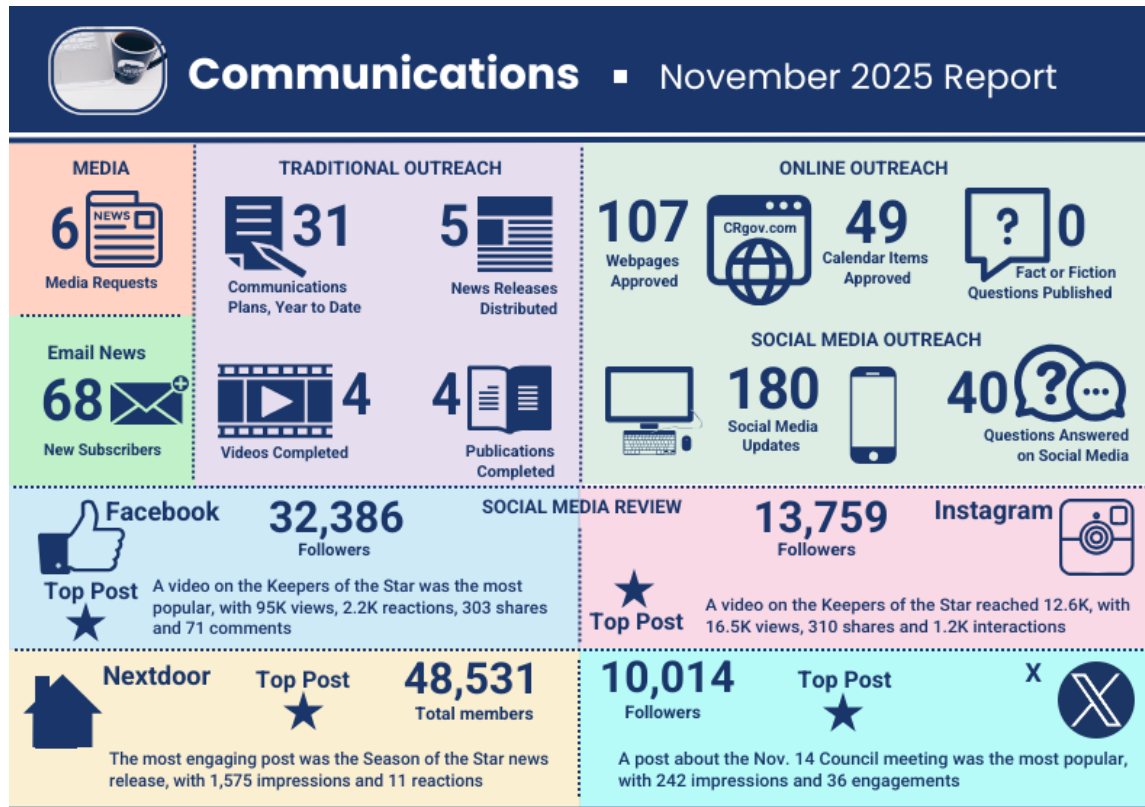
- In November, the Communications Division supported the Crystal Valley Parkway bridge and Dawson Trails Boulevard opening announcement
- Staff also completed **four** publications: Outlook magazine, Pavement Maintenance Program survey postcard, 2025 Town holiday card and Your Town Talk newsletter

Staff during November issued news releases about:

- Crystal Valley Parkway bridge and Dawson Trails Boulevard open; interchange construction continues through 2027
- [Castle Rock student honored for 2025 holiday card design](#)
- [Castle Rock lights up the holidays during Season of the Star](#)
- Town begins Phase 1 of the Fifth Street widening project
- Nov. 4 Council update

Hyperlinked items were available as of Dec. 9

Metrics



Human Resources

Key Accomplishments

- HR attended **5** interview panels, totaling **12** interviews:
 - Accounts Payable : 7
 - DS Technical Coordinator : 1
 - I&C Engineering Supervisor :2
 - Combination Building Inspector: 1
 - Senior Maintenance Technician : 1
- **Employee Orientation:** **8** new full-time employees and **10** part-time or seasonal employees came on board in November
- **Separations:** HR separated **4** full-time employees and **43** part-time or seasonal employees in November
- **Performance Evaluations:** In November, HR reviewed **65** 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 November
- **Training and Recruitment:** HR didn't attended any career fairs in November

Youth Commission

Key Accomplishments

- The Youth Commission teamed up with Castle View Student Council and Colorado Early Colleges Student Council to hand-make blankets for children in need. A total of **42** people showed up to craft a total of **28** blankets
- The Youth Commission sponsored a tree in Festival Park to continuously decorate for the season that included hand-made ornaments from the Youth Commission members.