



Town Manager's Office Monthly Report July 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.

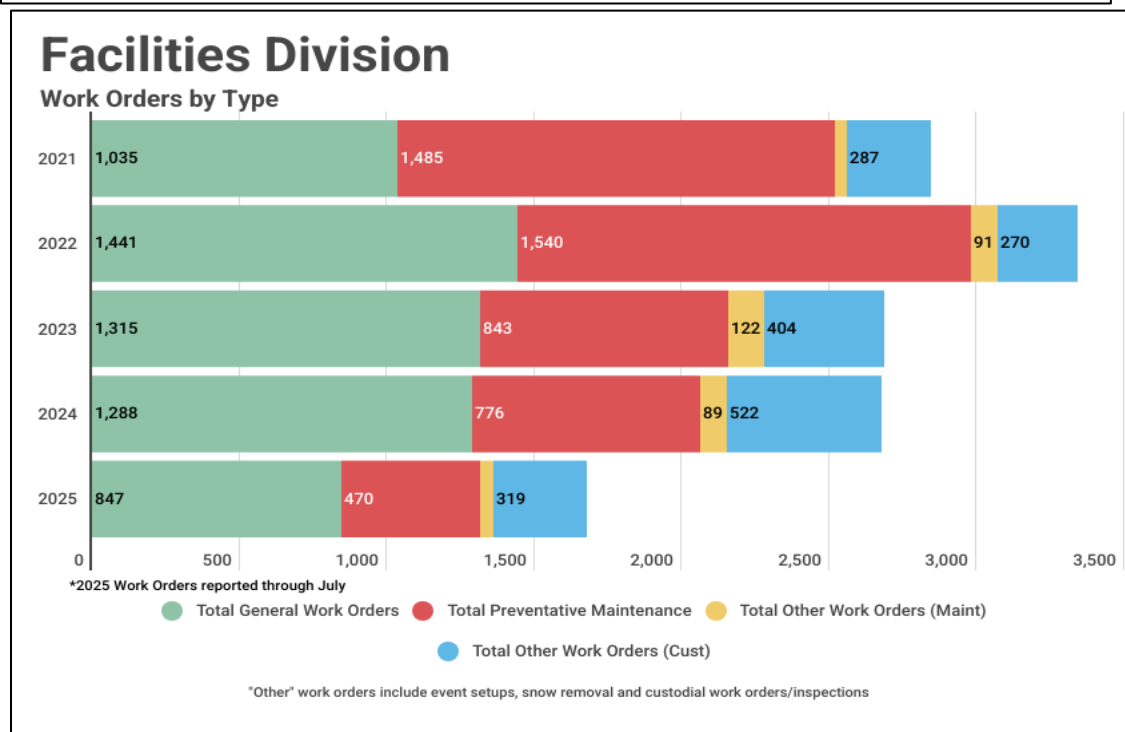
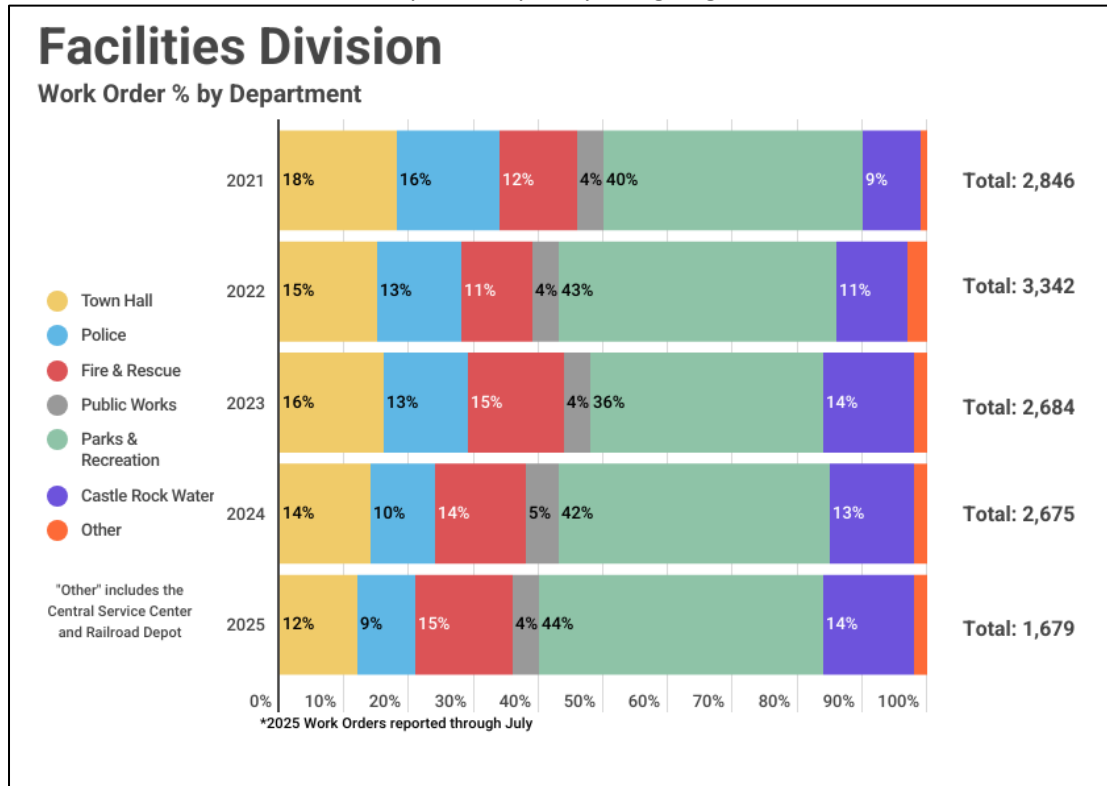
Youth Commission - The Youth Commission provides a means for youth in the Town of Castle Rock to learn more about their local government, participate in the process, and represent and articulate the needs of our community's youth.

Facilities Maintenance

Key Accomplishments

- In July the Facilities team completed **271** work orders including **73** preventative maintenance activities and **38** custodial inspections
- There were no emergency work orders in July
- Ongoing recruiting for open Facility Maintenance position
- Completed annual CIRSA property inspections
- Supported installation of drones for Castle Rock Police including developing the scope of work and pulling the necessary permit
- 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

A bar graph showing work orders by type: general, preventive maintenance, other maintenance and custodial. The current data is compared to prior years going back to 2021



Division of Innovation and Technology

Key Accomplishments

- Implemented data and mapping improvements for Police CAD
- Replaced end-of-life cameras at Castle Rock Water
- Added network connectivity for Castle Rock Water sites
- Replaced end-of-life switches at traffic intersections
- Patched critical security vulnerabilities on Town servers

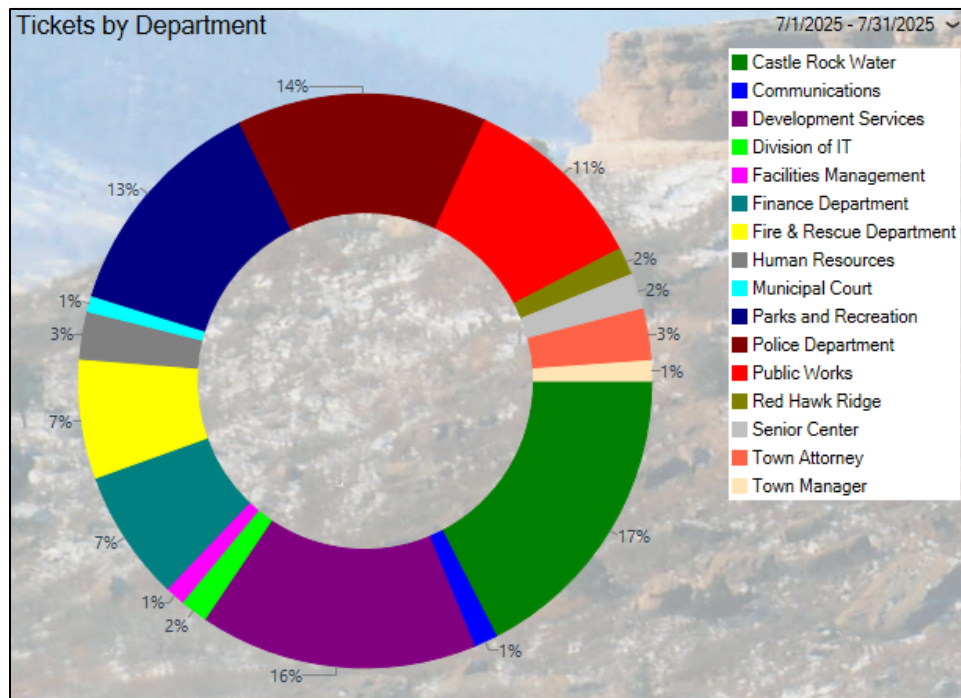
Addressed **402** total tickets, with an average time to resolve of **46** hours

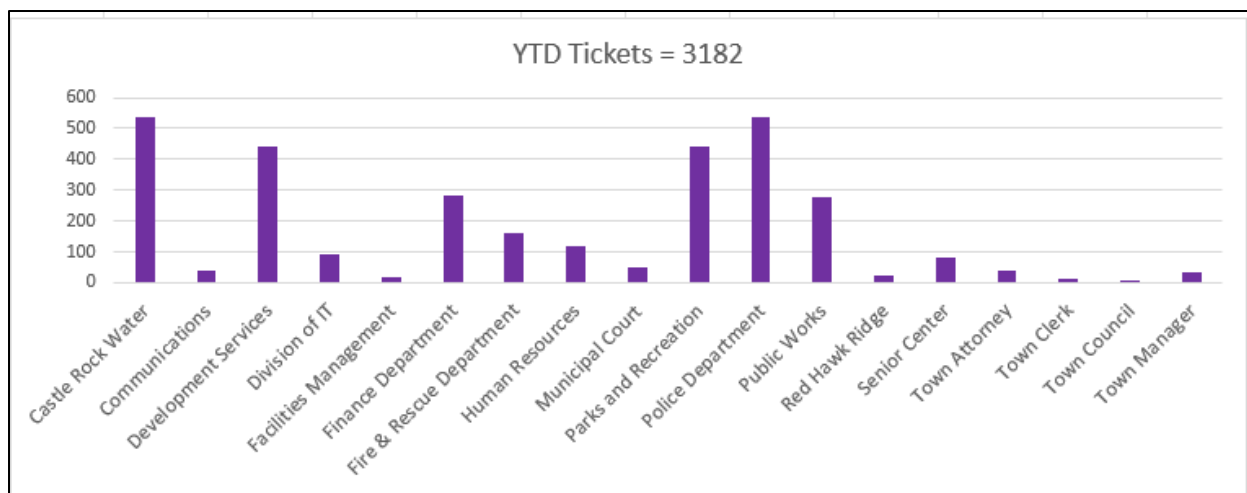
- There were **three** emergency tickets this month, 100% of which were resolved within 24 hours (100% is the goal)
- There were **18** urgent priority tickets this month, 100% of which were resolved within two calendar days (85% is the goal)
- There were **333** medium priority tickets this month, 99% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems (GIS)

- Addressed **31** total tickets, with an average time to resolve of **53** hours
- There were no annexations in July
- There were no zoning changes in July
- There was **one** parcel update in July (100%), which was 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



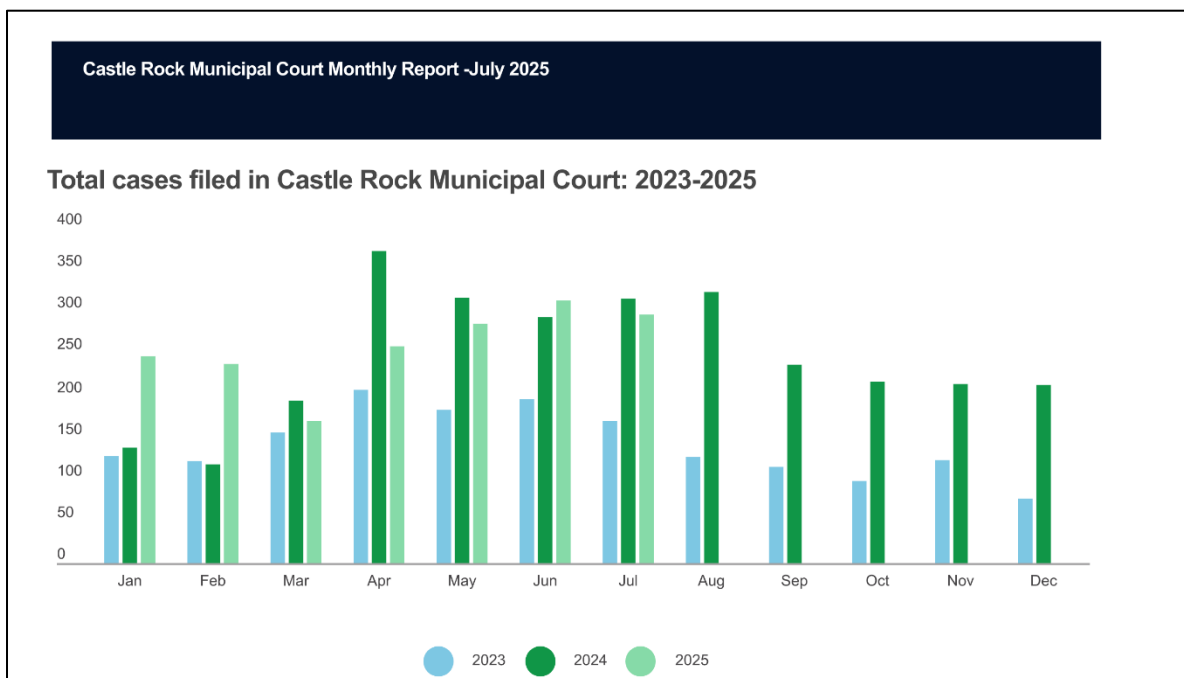


Municipal Court

Key Accomplishments

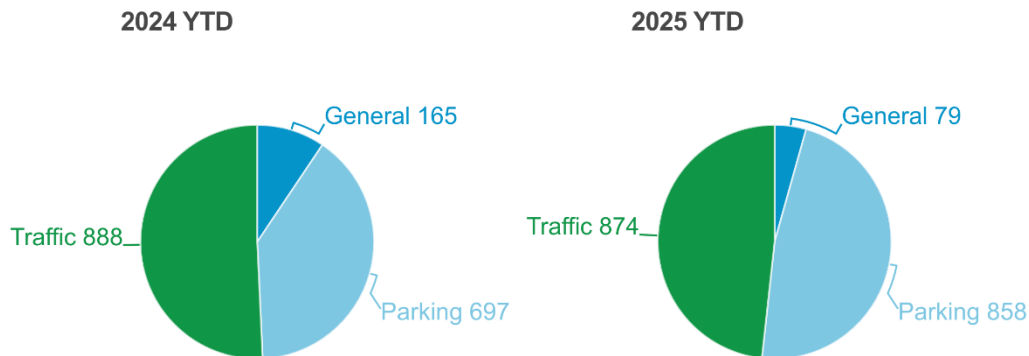
- There were no Teen Court hearings in July
- The Court updated its Mission Statement

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						1811

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



Communications

Key Accomplishments

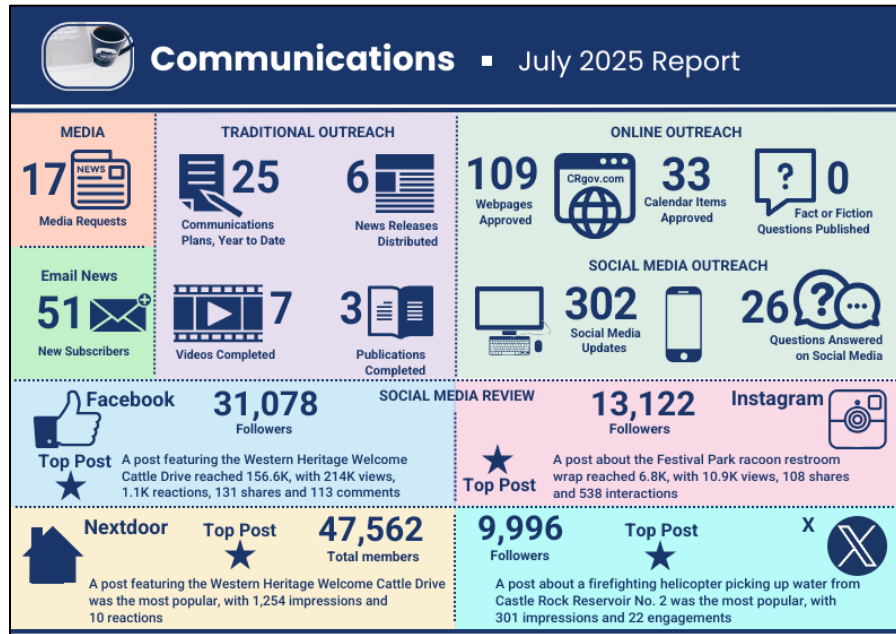
In July, the Communications Division supported the budget open house and the Centennial Park event. Staff also completed **three** publications: Outlook magazine, District 4 Council open house postcard and Your Town Talk newsletter.

Staff during July issued news releases about:

- [Young athletes encouraged to 'tri' at annual youth triathlon Sept. 7](#)
- [Yachty Got Back docks at the Amphitheater with the Denver Pops Aug. 30](#)
- [Swing to a jungle rhythm at the Summer Ball Aug. 23](#)
- Explore the outdoors during Castle Rock Day at Rueter-Hess Reservoir
- Watch the Old West come to life with a Longhorn cattle drive July 25
- [Country hits take center stage with Chris Lane Aug. 9 at the Amphitheater](#)

Hyperlinked items were available as of Aug. 5

Metrics



Human Resources

Key Accomplishments

- HR attended **12** interview panels, totaling **25** interviews:
 - Parks Maintenance: 1
 - PW Sr. Construction Inspector: 1
 - Accountant: 6
 - Budget Analyst: 1
 - Revenue Supervisor: 1
 - Fleet Technician 3
 - CRW Project Manager - CIP: 1
 - Streets Maintenance Tech: 2
 - Electrical Specialist: 5
 - Purchasing Analyst: 2
 - Irrigation Tech: 1
 - Fleet Support Tech: 1
- Employee Orientation:** **16** new full-time employees and **8** part-time or seasonal employees came on board in July
- Separations:** HR separated **seven** full-time employees and **10** part-time or seasonal employees in July
- Performance Evaluations:** In July HR reviewed **83** 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 July
- **Training and Recruitment:** HR did not do any training or attend any job fairs in July

Youth Commission

Key Accomplishments

- 23 students applied for the Youth Commission, 13 Male, 10 female
- 18 applicants live in Castle Rock, five live outside of Castle Rock boundaries
- 12 applicants attend a Castle Rock school, eight applicants attend a school outside Castle Rock, three applicants are homeschooled
- Six high schools are represented with the following applicants from each:
 - 6 Castle View, six Colorado Early Colleges, five Douglas County, three homeschool, two Rock Canyon and one Elizabeth
- Applicants will interview on Aug. 20 and 21 and be selected and notified the following week to begin their terms in September