



Town Manager's Office Monthly Report May 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.

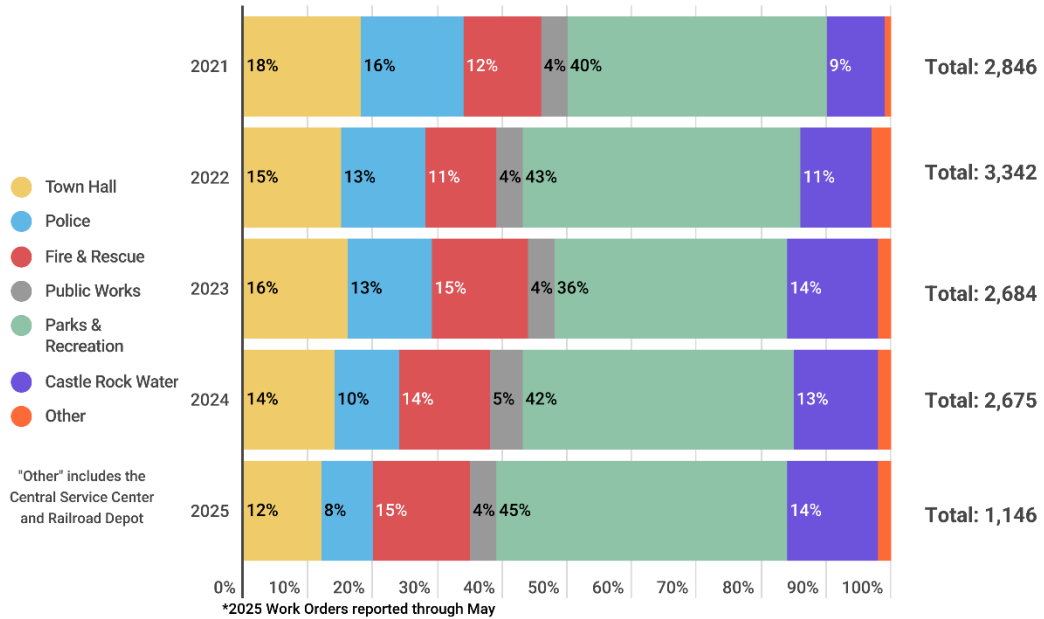
Facilities Maintenance

Key Accomplishments

- In May the Facilities team completed **206** work orders including **54** preventative maintenance activities and **9** custodial inspections
- There were **two** emergency work orders in May
- Completed floor refinishing projects at the Public Works Service Center locker room, the Castle Rock Water Administration lobby and a PD restroom
- Initiated a design project for entry stair replacement at the Police Department, including potential street parking changes
- Prepared outdoor pool facilities at Butterfield and Burgess parks for the summer season
- Supported the electrical service upgrade and ADA restroom renovation projects at the Cantril building. Both projects are planned to be completed by fall

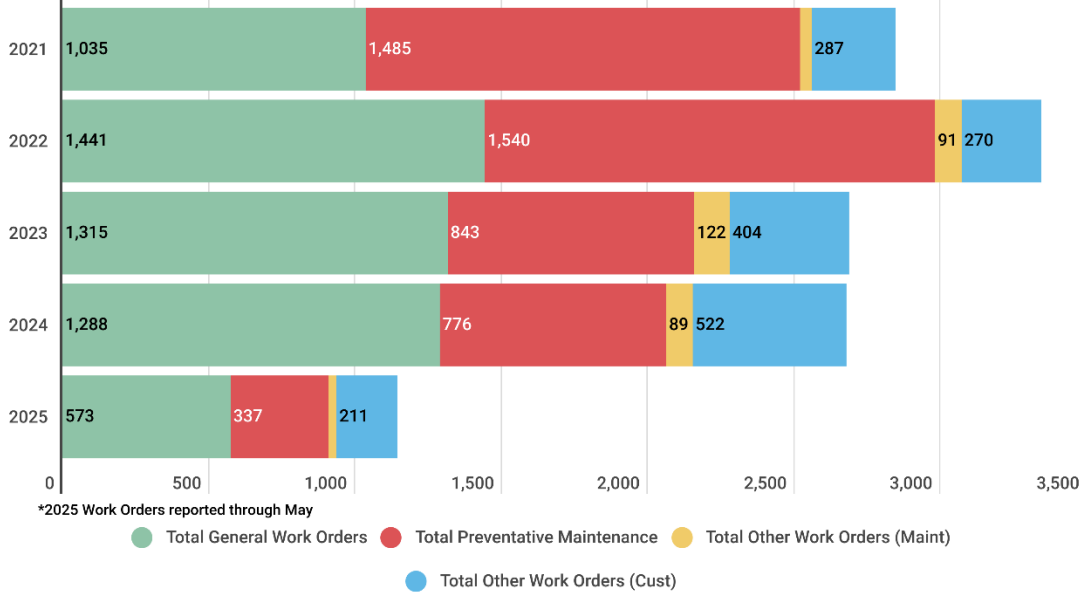
Facilities Division

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

- Welcomed New GIS Administrator – Everett Kirkpatrick
- Replaced end-of-life cameras at the Millhouse
- Upgraded sales tax management system
- Replaced end-of-life traffic intersection switches
- Applied critical security patches to public safety servers

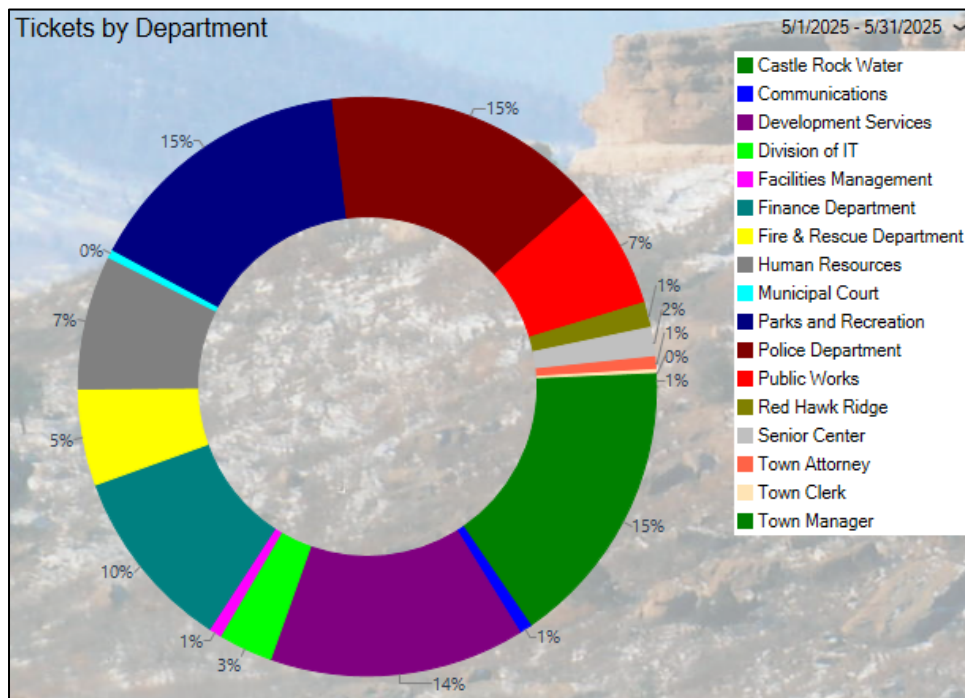
Addressed **409** total tickets, with an average time to resolve of **50** hours

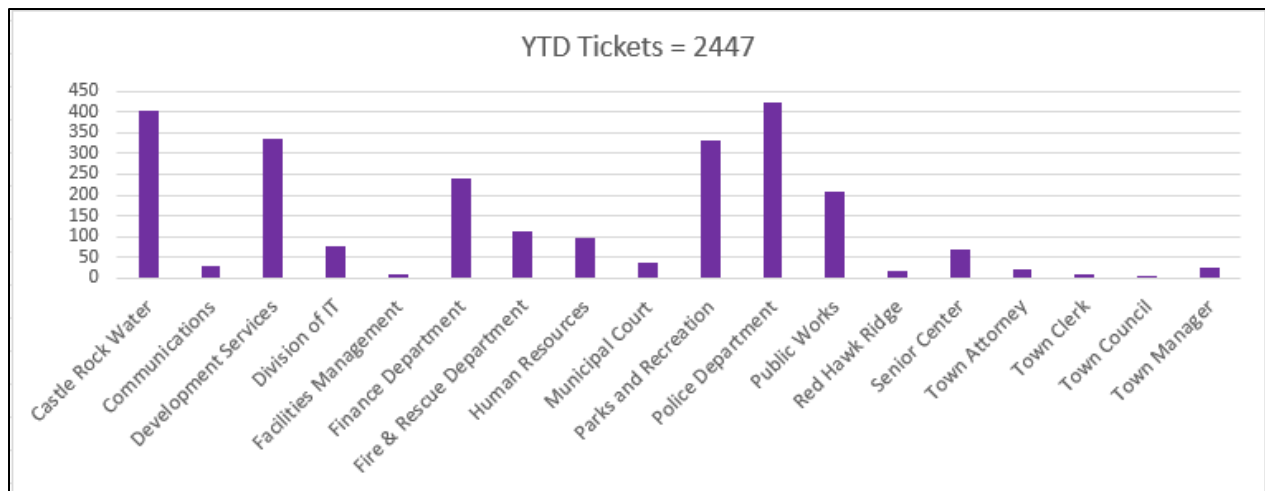
- There were **two** emergency tickets this month, 100% of which were resolved within 24 hours (100% is the goal)
- There were **22** urgent priority tickets this month, 100% of which were resolved within two calendar days (85% is the goal)
- There were **351** medium priority tickets this month, 98% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems (GIS)

- Addressed **20** total tickets, with an average time to resolve of **93** hours
- There were no annexations in May
- There was **one** zoning change in May, which was reflected within the GIS database map within two weeks of receipt (100%); the goal is to have 90% of zoning changes reflected within that timeframe
- There were no parcel updates in May

Metrics



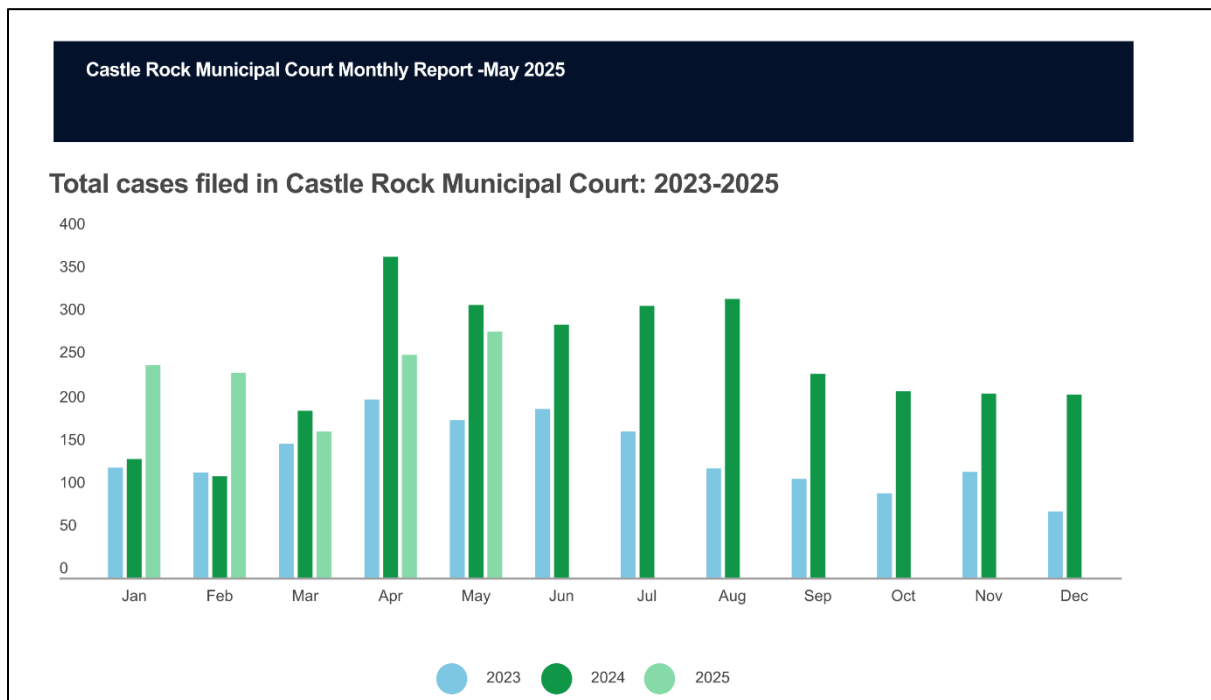


Municipal Court

Key Accomplishments

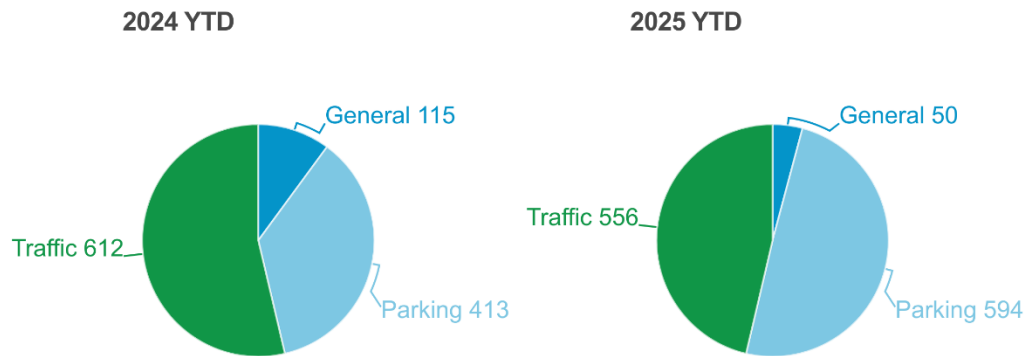
- Teen Court successfully conducted a two-day training session for **24** new volunteers, expanding the program's capacity and community engagement
- Teen Court held **one** hearing was held in May
- Municipal Court is actively developing and refining workflows to support a fully paperless traffic case process

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								1200

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



Communications

Key Accomplishments

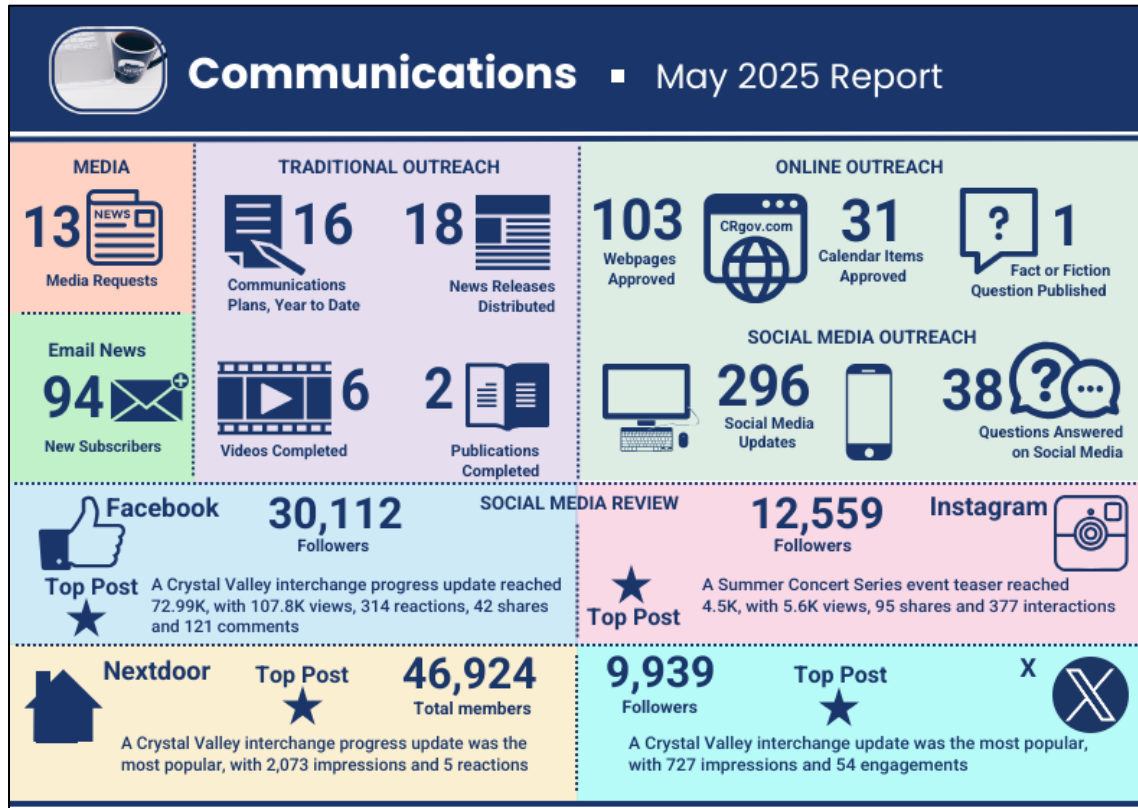
In May, the Communications Division supported Historic Preservation Month activities, Crystal Valley interchange outreach, Castle Rock Police Department communications and events promotion. Staff also completed **two** publications: Summer Concert Series postcard and Your Town Talk newsletter.

Staff during May issued news releases about:

- [Celebrate July 4 with family-friendly fun, live music and fireworks](#)
- [East Plum Creek Train at Crystal Valley Parkway to reopen May 30](#)
- [New moves, new space: Dance classes in the spotlight at Cantril School](#)
- [Get moving with Castle Rock's free Summer Fitness Series](#)
- [Fly into summer with Sugar Ray live at the Amphitheater June 21](#)
- [Provide feedback on use of funding for community development needs on May 27](#)
- [CRPD celebrates largest ever awards ceremony](#)
- [Get outside, give back: Free monthly concerts support parks and trails](#)
- [Explore Metzler Family Open Space on National Trails Day, June 7](#)
- Student volunteers needed for Castle Rock Teen Court
- [First Fridays are back for a summer with music, food and family fun](#)
- [Savor the season at Festival Park Farmers Market, starting May 25](#)
- [Art and culture grants available to enrich community culture and foster local creativity](#)
- Town to start Crowfoot Valley Road widening project May 12
- Upcoming nighttime I-25 lane and West Frontage Road closures for Crystal Valley interchange construction
- Celebrate Castle Rock's history during Historic Preservation Month
- May 6 and May 20 Council updates

Hyperlinked items were available as of June 6

Metrics



Human Resources

Key Accomplishments

- HR attended **11** interview panels, totaling **31** interviews:
 - OT Network Engineer: 2
 - HR Tech: 2
 - SCADA IPC Engineer: 2
 - Streets Technician I-III : 1
 - Parks Supervisor: 6
 - SCADA Systems Administrator: 1
 - Raw Water Operations: 6
 - Water Plant Operator I-IV: 2
 - Senior Office Assistant CRW : 3
 - Senior Maintenance Team - Facilities: 3
- **Employee Orientation:** **11** new full-time employees and **25** part-time or seasonal employees came on board in May
- **Separations:** HR separated **13** full-time employees and **11** part-time or seasonal employees in May
- **Performance Evaluations:** In May HR reviewed **99** 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 **12** recognitions in May
- **Training and Recruitment** –HR attended one career Fair in May, Metro State Alumni Career Fair

Youth Commission

Key Accomplishments

- **11** students have applied for the 2025/2026 Youth Commission
- Applications come from a variety of schools, including Douglas County High School, Castle View High School, Colorado Early Colleges, homeschool, Cloverleaf Enrichment School, Elizabeth High School and Rock Canyon High School
- Youth Commission applications close July 31 [CRgov.com/YouthCommission](https://crgov.com/YouthCommission)