



Town Manager's Office Monthly Report May 2026

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.

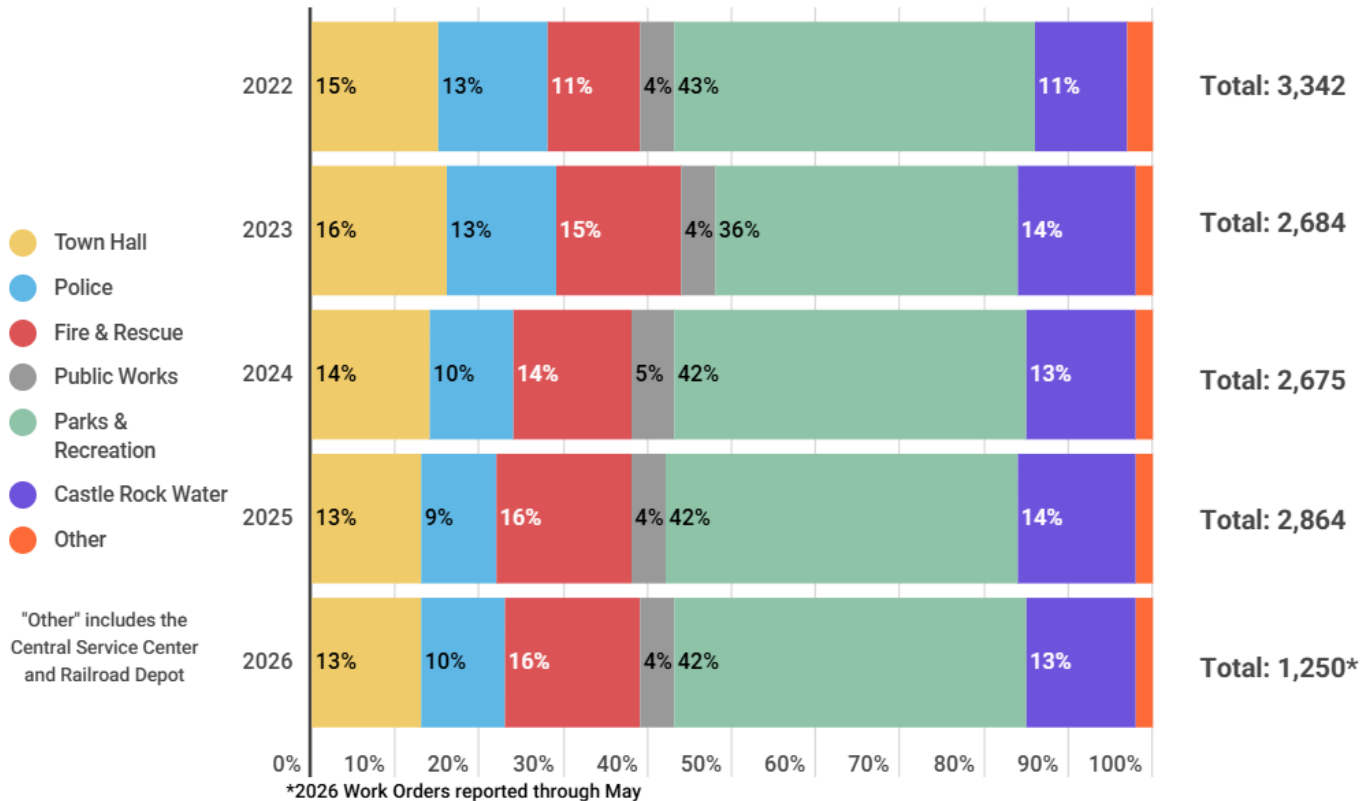
Facilities Maintenance

Key Accomplishments

- In May, the Facilities team completed **225** work orders including **94** preventative maintenance activities and **6** custodial inspections
 - There were **five** emergency work orders closed for the month
- Interviewed contractors for Cantril restoration project - project expected to commence in July
- Dewinterized Burgess Pool in preparation of summer activities
- Planning and preparation for numerous upcoming projects including space reconfigurations at Castle Rock Water O&M building and Town Attorney's office area, improvements to the judges' bench at Municipal Court and the renovation of the Police Department Communications Center
- Supported ongoing design and construction of the Fire Station #156 project

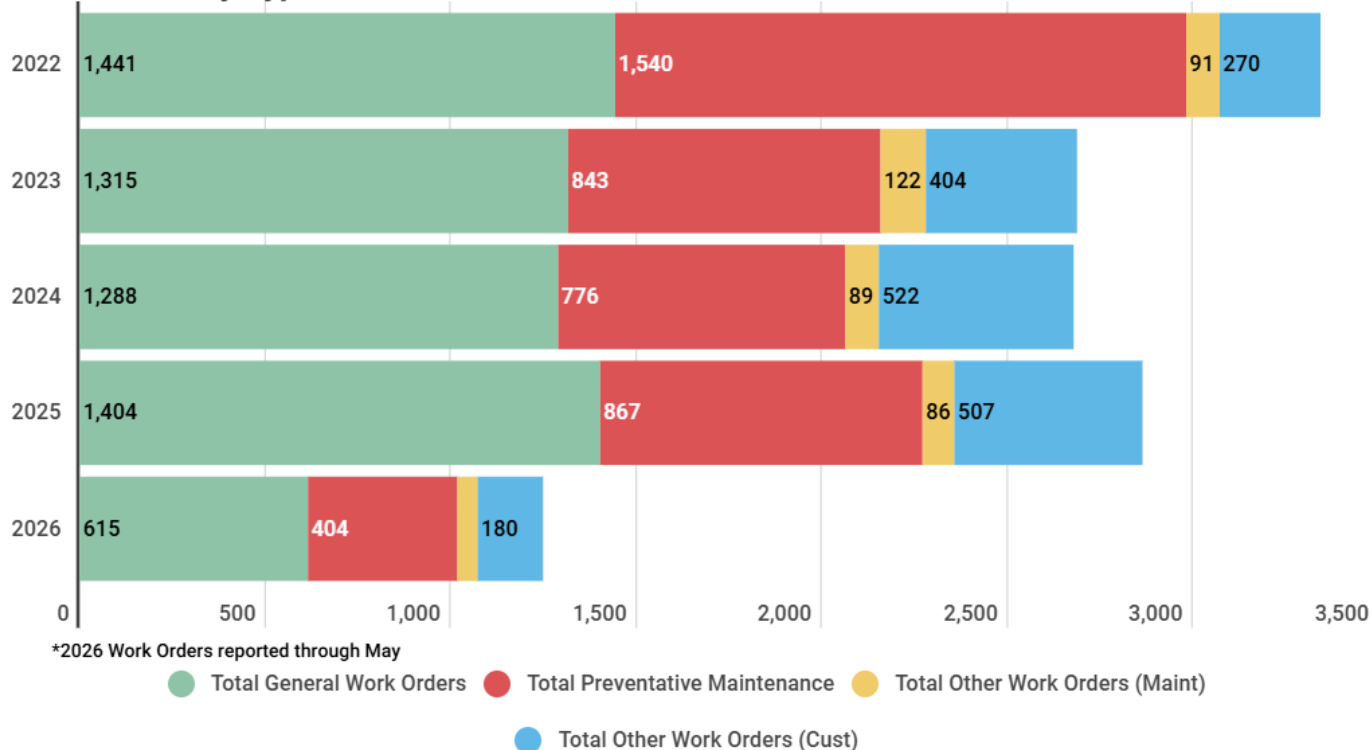
Facilities Division

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

- Updated the development project map
- Completed the VMware server updates
- Set-up technology for the Town's outdoor pools
- Added cameras to South and Gilbert intersection
- Replaced end of life network switches at Redhawk Golf

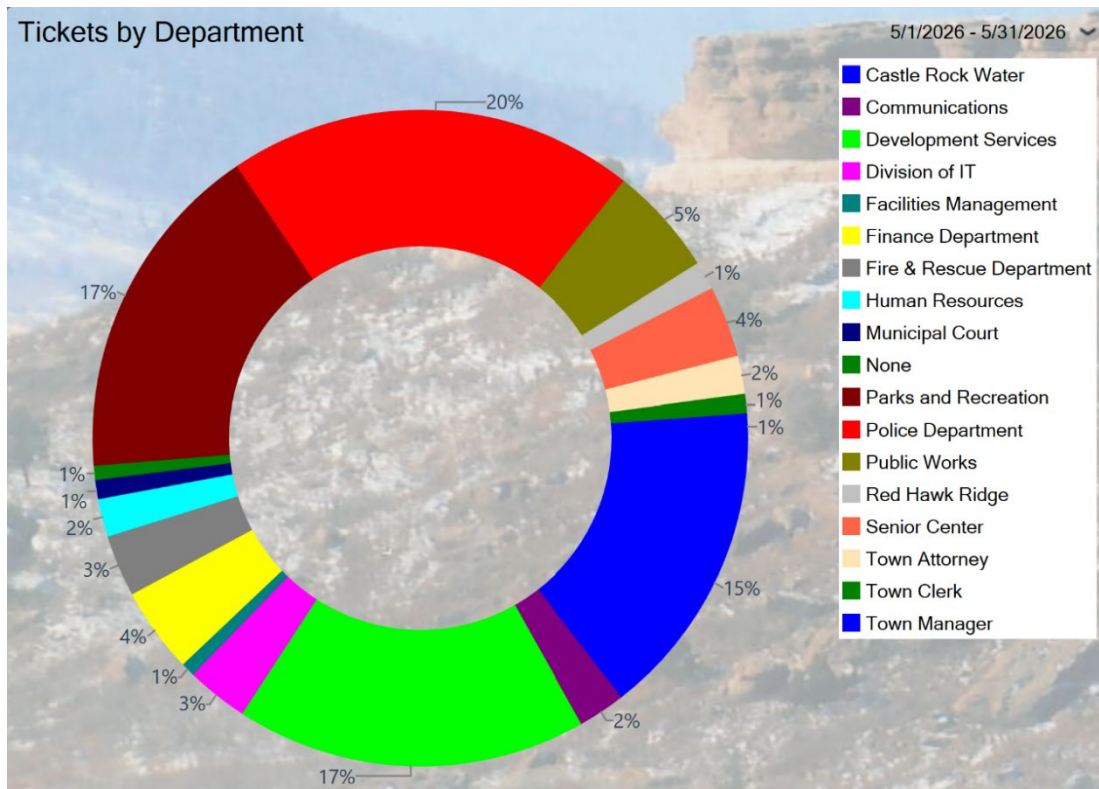
Addressed **404** total tickets, with an average resolve time of **46** hours

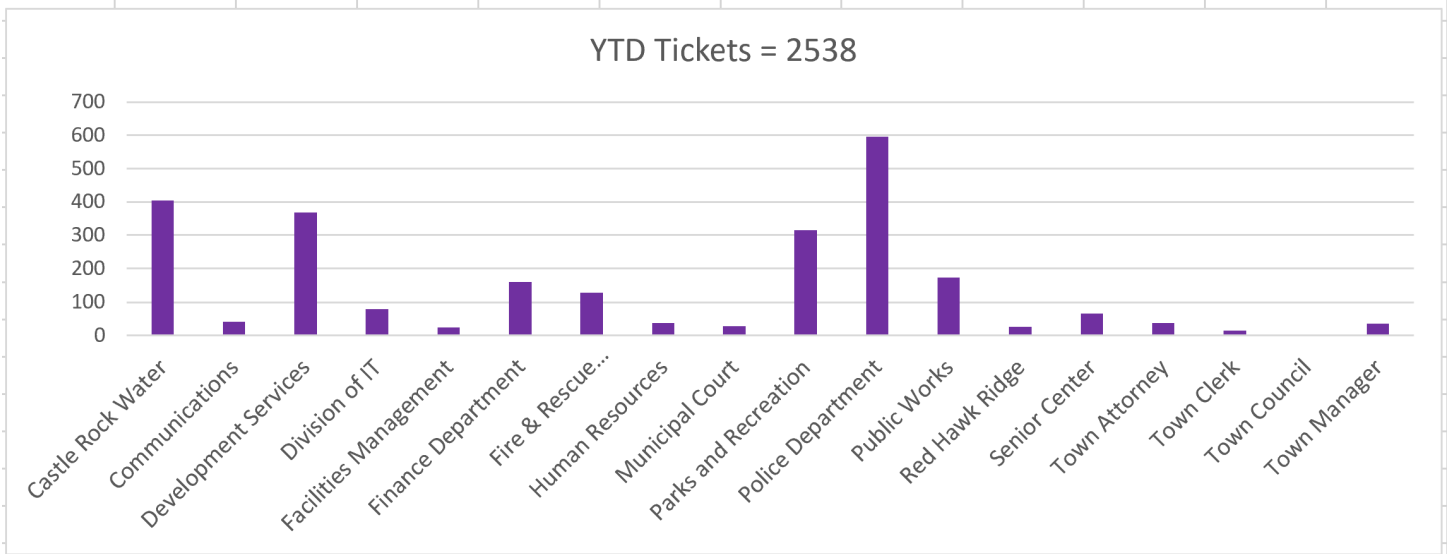
- There was **one** emergency ticket in May, 100% of which were resolved within 24 hours (100% is the goal)
- There were **21** urgent priority tickets in May, 100% of which were resolved within two calendar days (85% is the goal)
- There were **336** medium priority tickets in May, 99% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems

- Addressed **18** total tickets, with an average time to resolve of **110** hours
- There were no zoning changes in May
- There were no annexations in May
- There was **one** parcel update in May (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



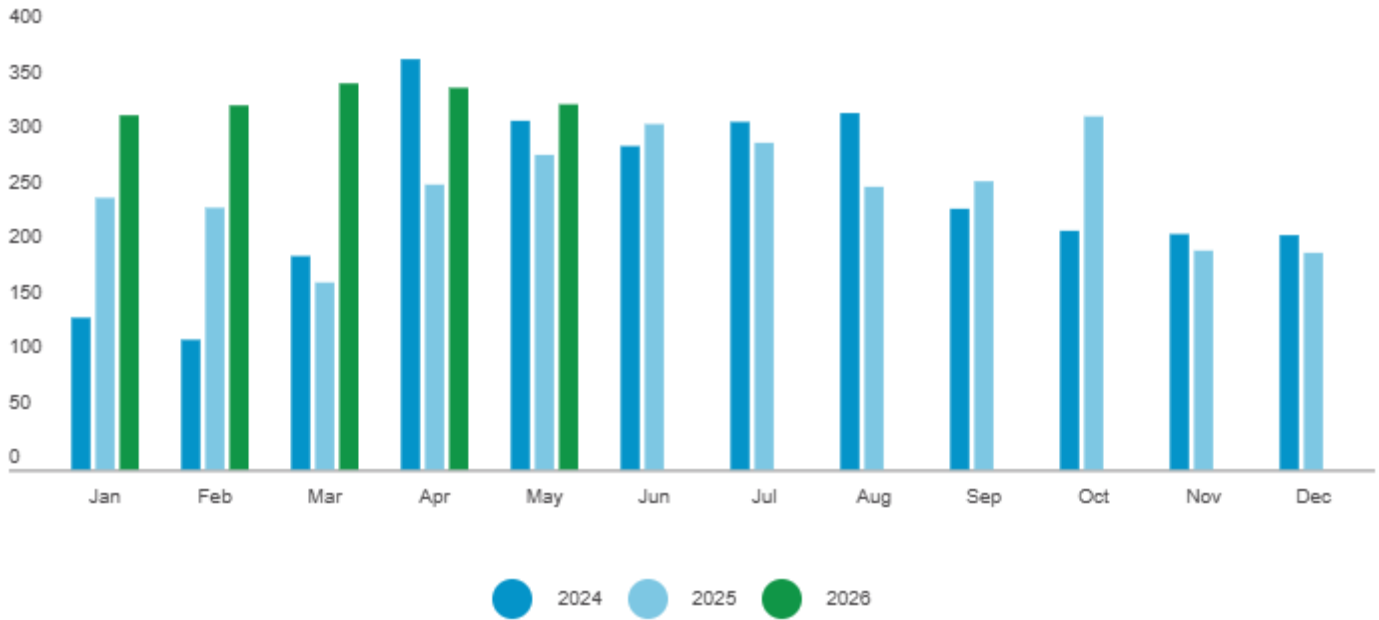


Municipal Court

Key Accomplishments

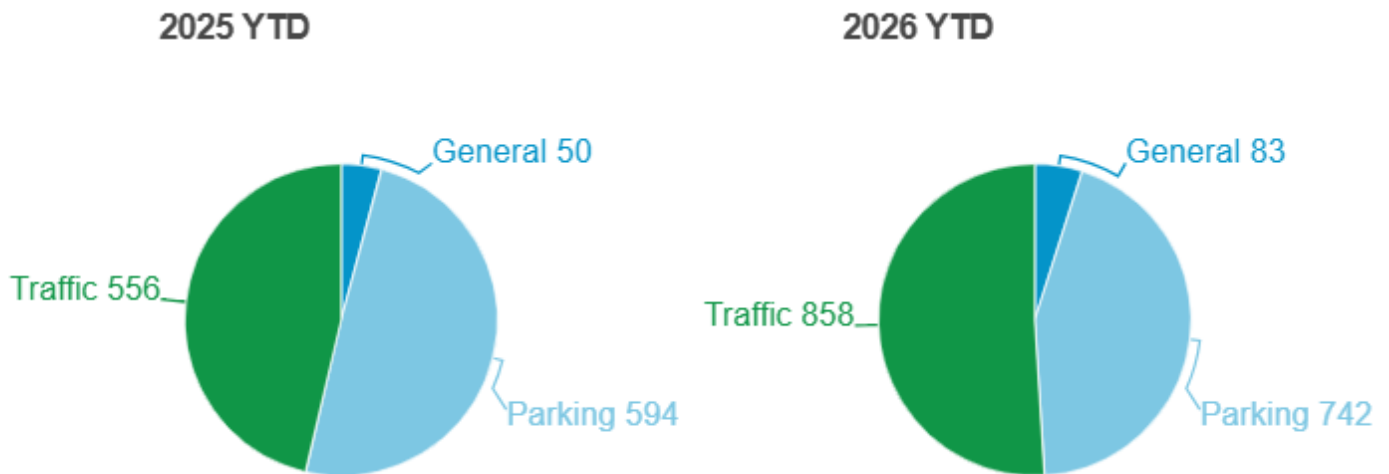
- There was one hearing held in Teen Court in May

Total cases filed in Castle Rock Municipal Court: 2024-2026



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
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	197	3047
2026	322	331	351	347	332								1683

Total cases filed in CR Municipal Court by type YTD: May 2025 vs. May 2026



Communications

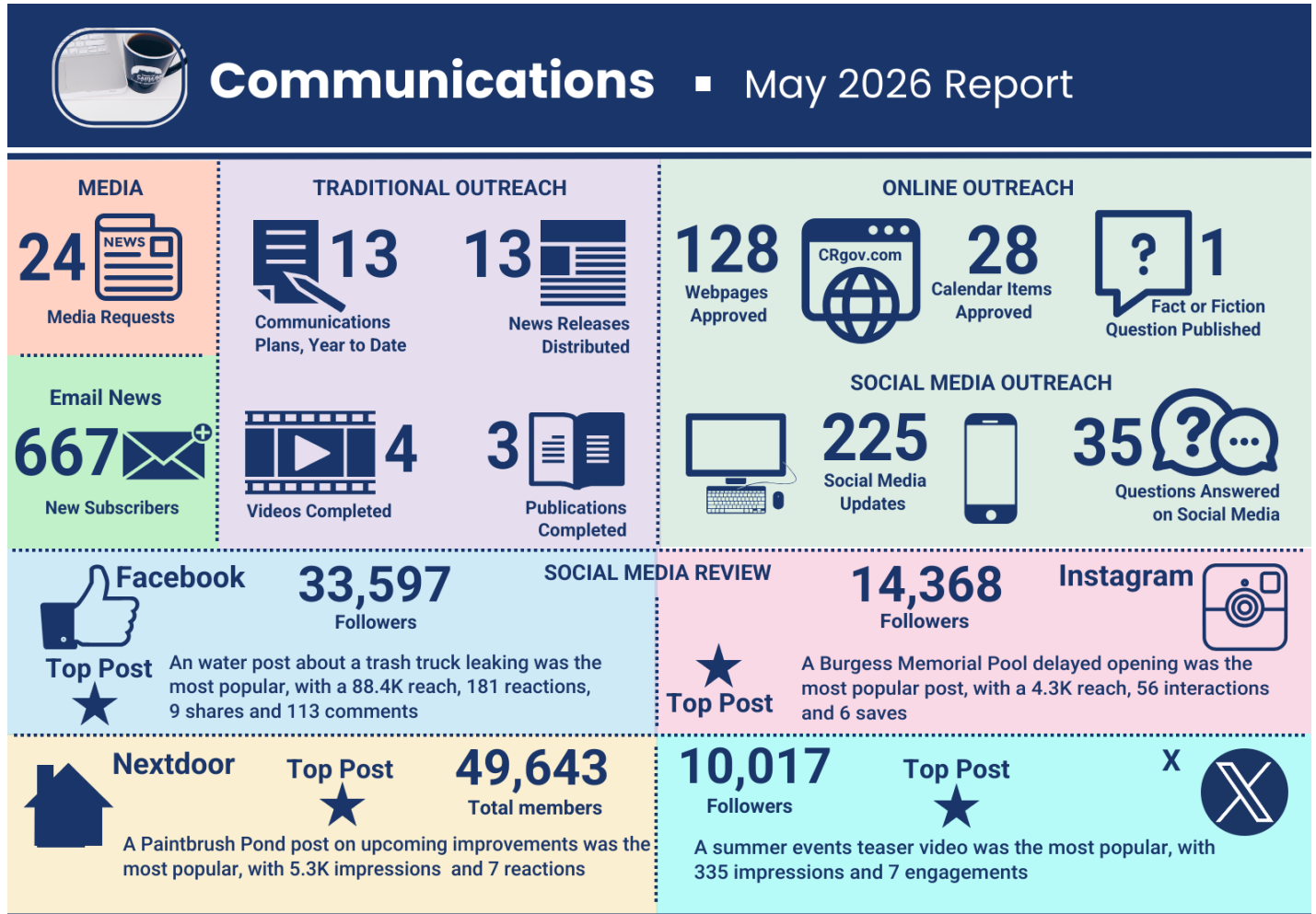
Key Accomplishments

- In May, the Communications Division supported Parks and Recreation’s Facebook page rollout, summer events promotion and roadwork project updates. Staff also responded to 24 media inquiries and completed three publications: Outlook magazine, Summer Concert Series postcard and Your Town Talk newsletter.

During May staff issued news releases about:

- [Castle Rock celebrates America 250 – Colorado 150 all summer long](#)
- [Let’s ‘Taco ‘Bout’ the budget: Castle Rock residents invited to open house June 9](#)
- [The Marshall Tucker Band returns to Castle Rock’s Summer Concert series June 26](#)
- [Follow the fun with Parks and Recreation’s new Facebook page @CRParksRec](#)
- [Get active with Castle Rock’s free Summer Fitness series](#)
- [First Fridays are back for a summer filled with music, friends and family fun](#)
- [Paintbrush Park pond restoration work begins May 13](#)
- [Festival Park Farmers Market brings fresh flavors to Castle Rock starting May 24](#)
- Provide feedback on community development funding priorities May 26
- Four Castle Rock seniors named 2026 Rising Star Scholarship recipients
- Explore Gateway Mesa Open Space on National Trails Day June 6
- Celebrate Castle Rock’s history during Historic Preservation Month
- May 19 Council update

The hyperlinked items were available as of June 5



Human Resources

Key Accomplishments

- HR attended **7** interview panels, totaling **17** interviews:
 - GIS Technician: 1
 - Senior Maintenance Technician: 2
 - Fleet Master Technician: 1
 - Traffic Engineering Analyst: 1
 - Stormwater and Collections Superintendent: 3
 - Street Maintenance Tech : 7
 - Payroll Technician: 2
- **Employee Orientation:** **9** new full-time employees and **120** part-time or seasonal employees came on board in May
- **Separations:** HR separated **5** full-time employees and **8** part-time or seasonal employees in May
- **Performance Evaluations:** In May, HR reviewed **83** 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 **7** recognitions in May, with **6** employees receiving the Applause award and **one** employee receiving the Rock Star award
- **Training and Recruitment:** HR didn't attend any career fairs in May

Youth Commission

Key Accomplishments

- Rising Star Scholarships were awarded to **four** deserving Castle Rock seniors who were recognized at the Town Council meeting and are attending Colorado School of Mines, University of Colorado Denver, University of Colorado Boulder, and University of Alabama this fall
- The new Youth Commission Coordinator, Jessyca Tierney-Smith, began scheduling one-on-one meet ups with each youth commissioner and meeting with others within the community
- **Five** initial applications were received for the 2026-2027 Castle Rock Youth Commission and **three** applicants were chosen. **Three** additional applications have since been received, and additional interviews are scheduled for June for the remaining open position
- Graduating seniors on the Youth Commission were recognized for their service at the May 11th Youth Commission meeting