



Town Manager's Office Monthly Report March 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.

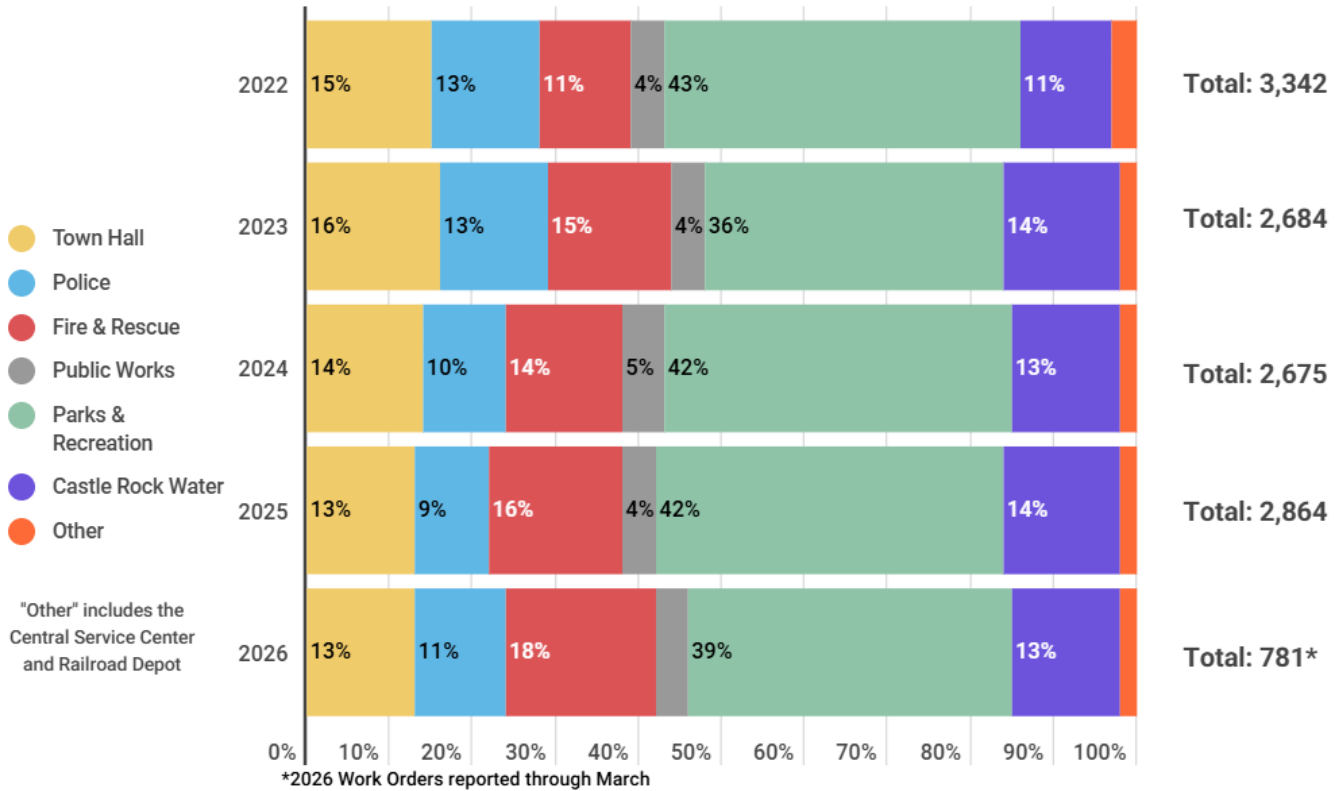
Facilities Maintenance

Key Accomplishments

- In March, the Facilities team completed 275 work orders including 83 preventative maintenance activities and 33 custodial inspections - total closed work orders in Q1 increased 10% compared to 2025
 - There were 2 emergency work orders that were closed in March
- Finalized and published RFP for restoration and other building improvements at the historic Cantril building
- Completed Townwide backflow inspections
- Completed renovation of Tykes Toyland room at the Recreation Center
- Installed new cooling units for Red Hawk freezer and beverage cooler
- Planning and preparation for numerous upcoming projects including an office reconfiguration at the Police Department and updating fire panel monitoring for Town buildings
- Supported ongoing planning and design efforts for the Fire Station #156 project

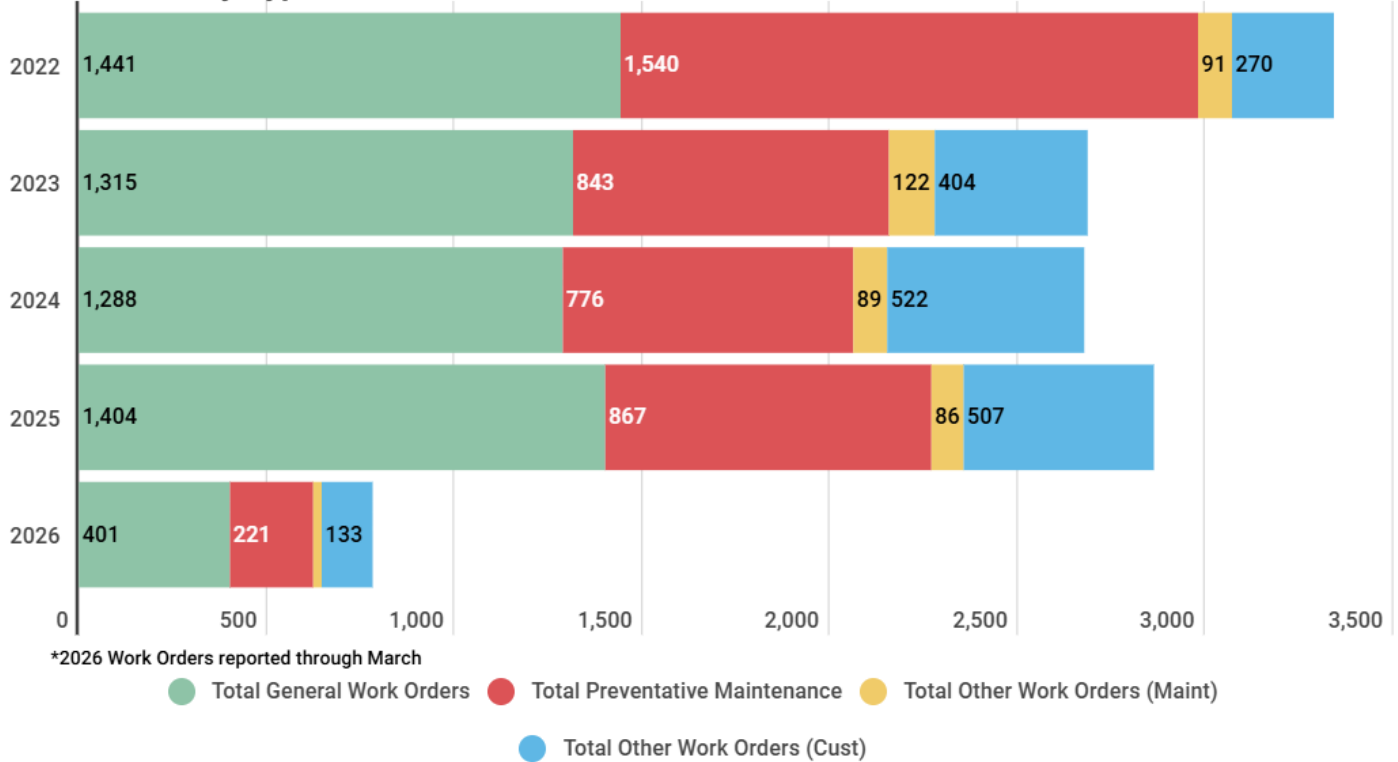
Facilities Division

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

- Upgraded production storage systems
- Installed cameras at Lost Canyon Ranch house
- Patched the Town's servers for vulnerabilities
- Upgraded the Town GIS desktop software from ArcMap to ArcGIS Pro
- Replaced end-of-life cameras at traffic intersections

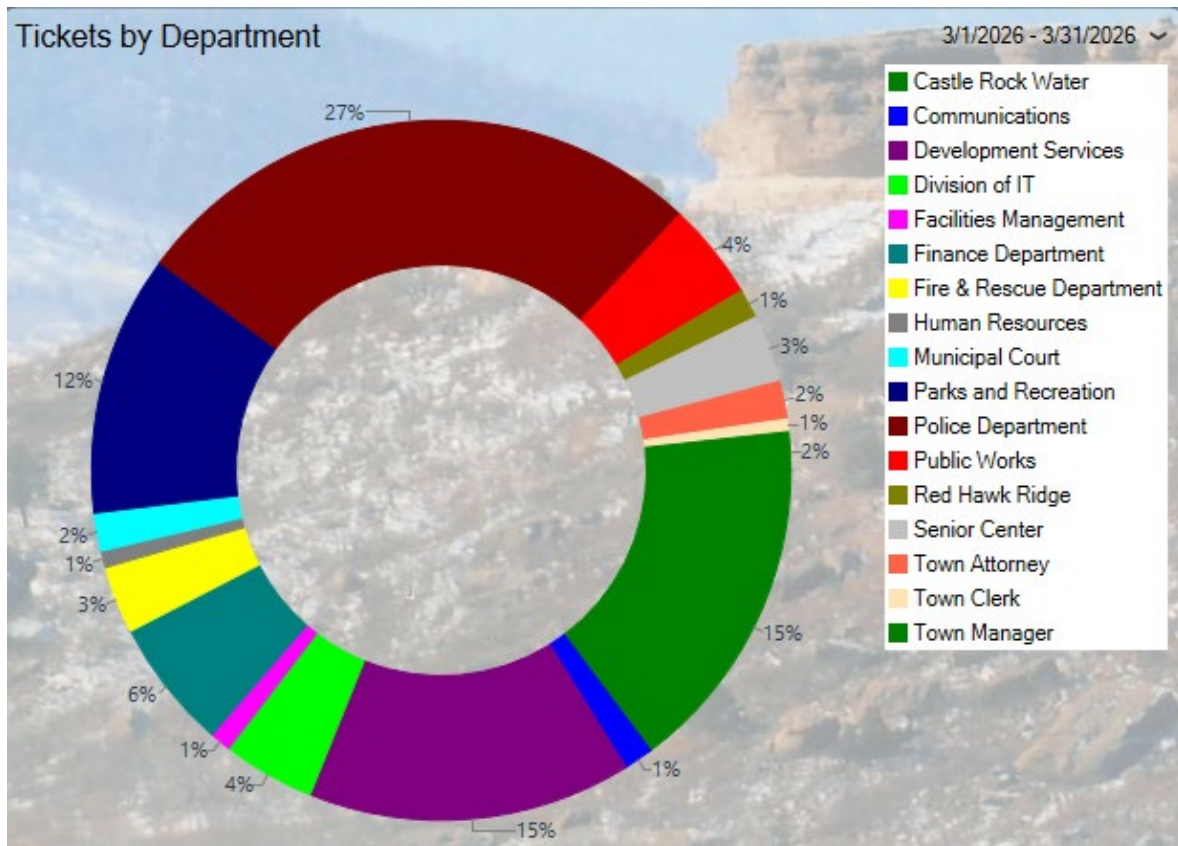
Addressed **492** total tickets, with an average resolve time of **45** hours

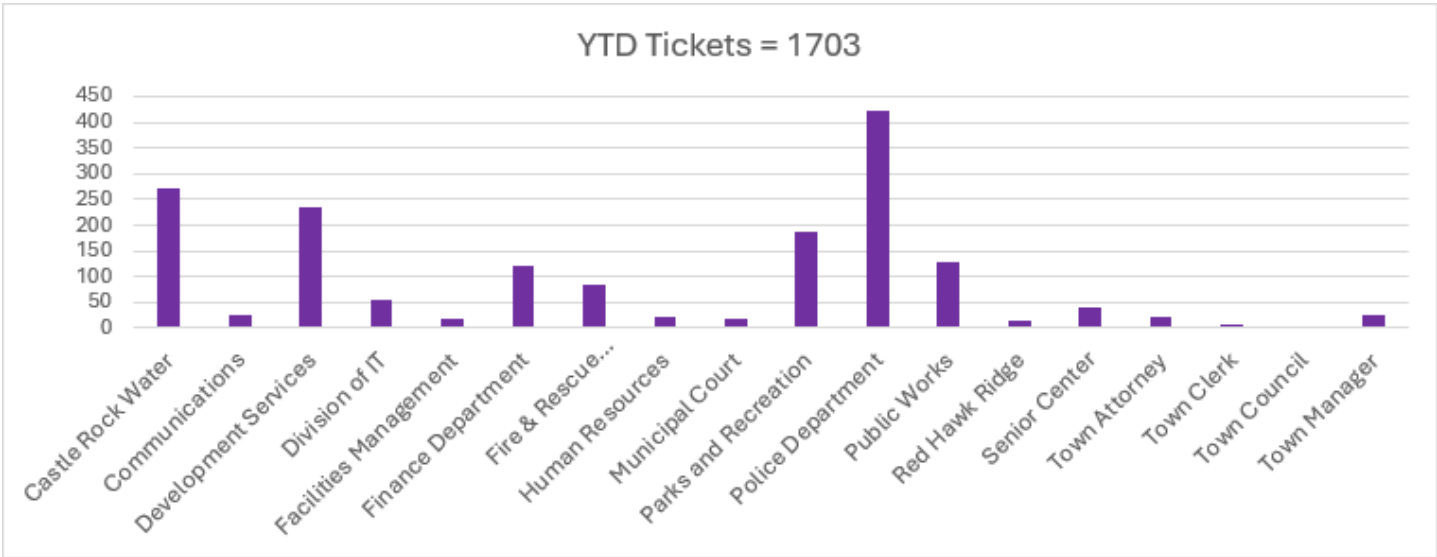
- There were **three** emergency tickets in March, which were resolved within 24 hours (100%; 100% is the goal)
- There were **25** urgent priority tickets last month, 100% of which were resolved within two calendar days (85% is the goal)
- There were **406** medium priority tickets in March, 99% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems

- Addressed **14** total tickets, with an average time to resolve of **74** hours
- There were **two** zoning changes in March (100%), which were 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 no annexations in March
- There were no parcel updates in March

Metrics



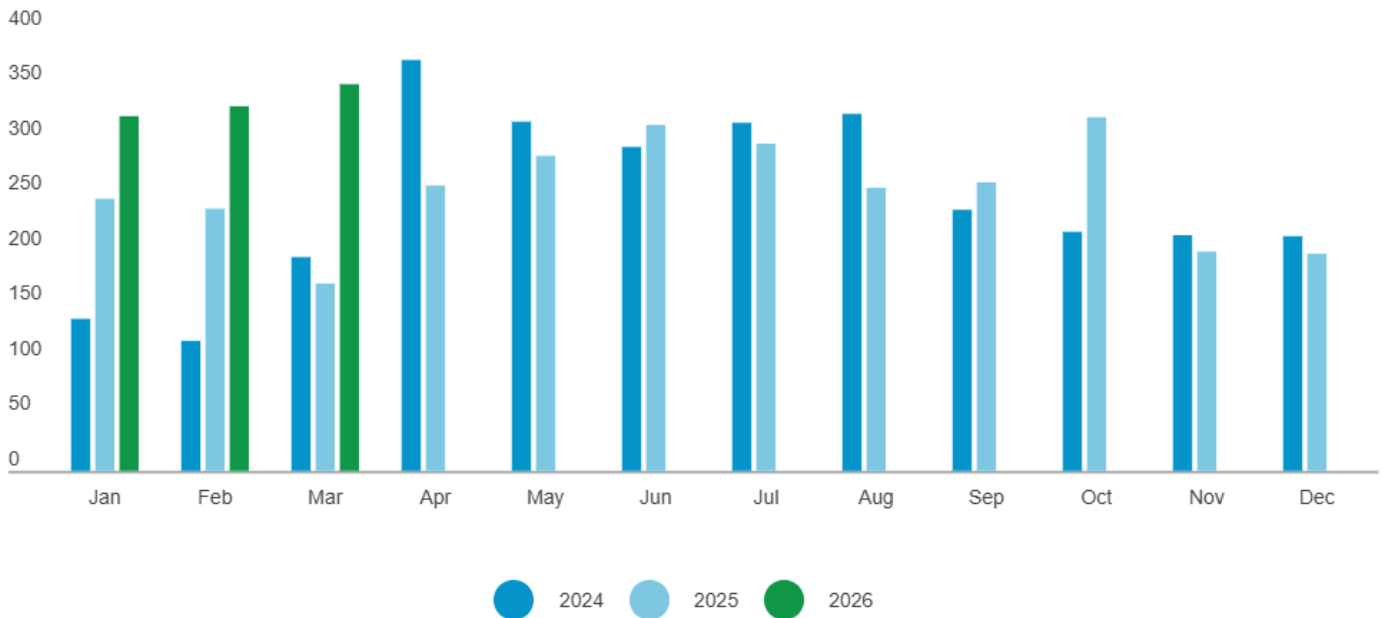


Municipal Court

Key Accomplishments

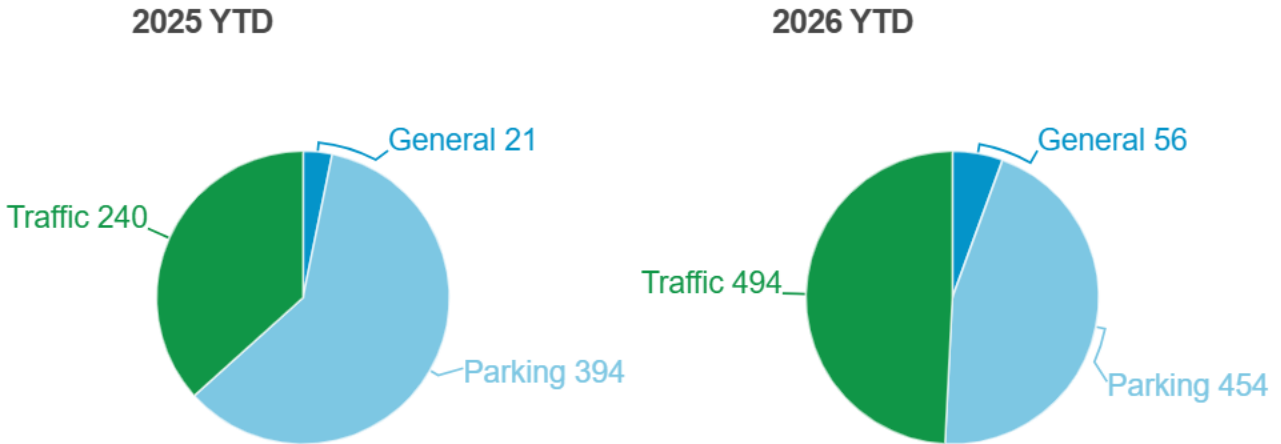
- Municipal Court continues to refine and work through their paperless process design
- There were no hearings held in Teen Court in March

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										1004

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



Communications

Key Accomplishments

- In March, the Communications Division supported the Pavement Maintenance Program open house and the Castle Rock Sports Center topping out ceremony
- Staff also completed **four** publications: Outlook magazine, two versions of a Historic Preservation Board postcard, and Your Town Talk newsletter.

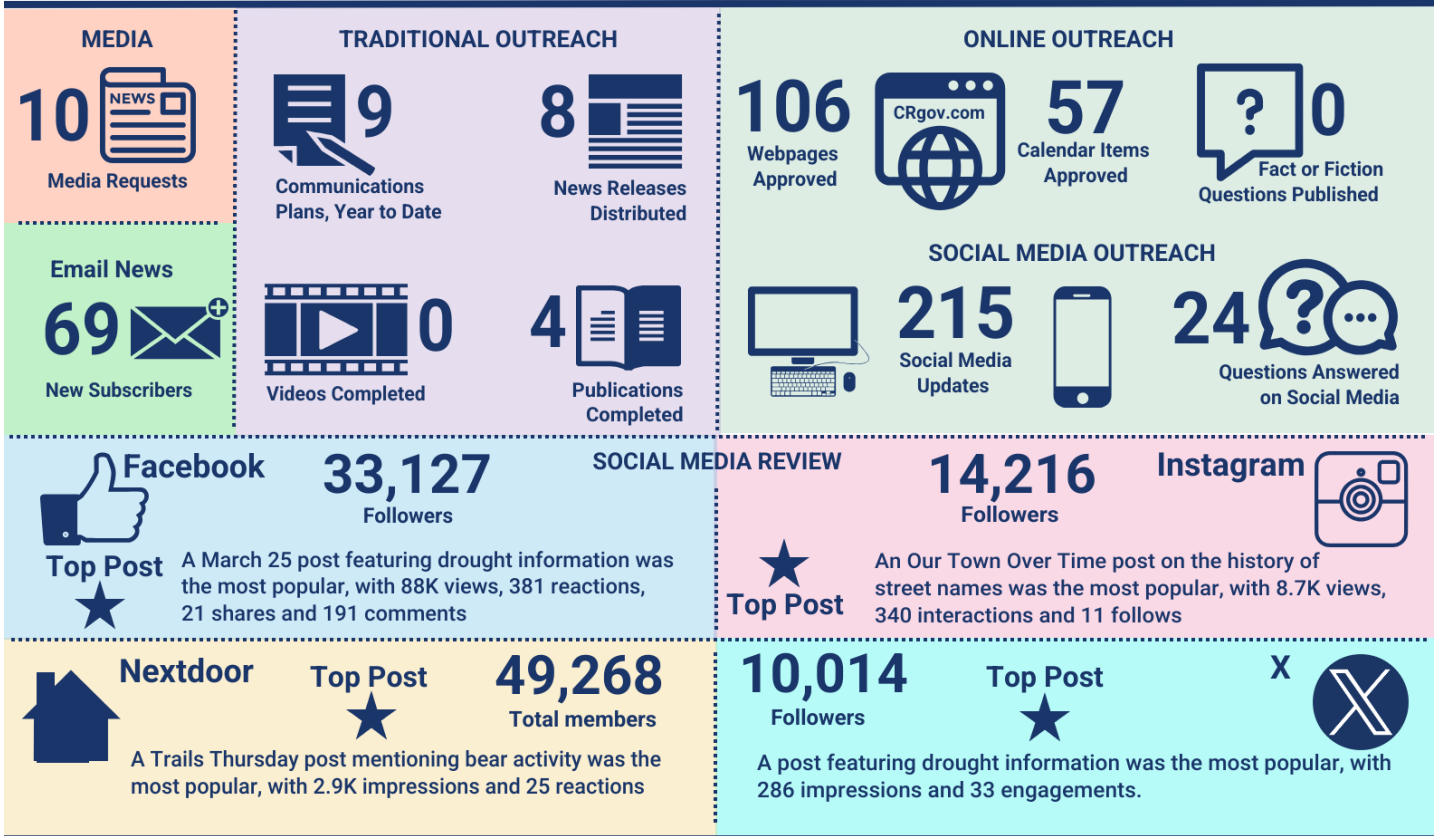
During March staff issued news releases about:

- [Dig in to celebrate Arbor Day – volunteer at a tree planting event](#)
- [Water providers across Douglas County urge conservation this irrigation season](#)
- [Town of Castle Rock invites community to contribute to time capsule](#)
- Help restore creek banks at Earth Day willow harvest and planting April 4
- [Provide input on five-year plan for local needs funding through April 15](#)
- Annual road maintenance focuses on northern Castle Rock; open houses March 23
- March 3 and March 24 Council updates

The hyperlinked items were available as of April 8



Communications ■ March 2026 Report



Human Resources

Key Accomplishments

- HR attended **11** interview panels, totaling **32** interviews:
 - Facility Lead: 1
 - DS Technician Coordinator: 2
 - Benefits and Wellness Specialist: 5
 - Youth Commission : 4
 - Billing Specialist: 9
 - CIP Project Manager: 1
 - Assistant Food a Beverage Manager (PR): 4
 - Accountant: 2
 - Meter Tech: 1
 - Maintenance Worker II: 2
 - Senior Inspector: 1
- **Employee Orientation:** **7** new full-time employees and **20** part-time or seasonal employees came on board in March
- **Separations:** HR separated **8** full-time employees and **7** part-time or seasonal employees in March
- **Performance Evaluations:** In March, HR reviewed **75** 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 March, with **three** employees receiving the Applause award and **one** employee receiving the Rock Star award
- **Training and Recruitment:** HR attended **one** career fair in March

Youth Commission

Key Accomplishments

- The Youth Commission lost their Coordinator, Becca Schnorr, as she announced her resignation and will be moving back to her home state of Iowa. Becca will be dearly missed by everyone
- The Rising Star Scholarship was promoted throughout High Schools in the Town, with **22** submissions having been received before the application closed on March 31. The Commissioners will be reviewing and voting on scholarship applications during the April meeting
- The March meeting was full of new ideas to consider, including a representative from a Douglas County High School inviting the Youth Commission to participate in the Douglas County Showdown-an event connecting Castle Rock high school students with Castle Rock senior residents through games to strengthen community within the Town