



Town Manager's Office Monthly Report December 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.

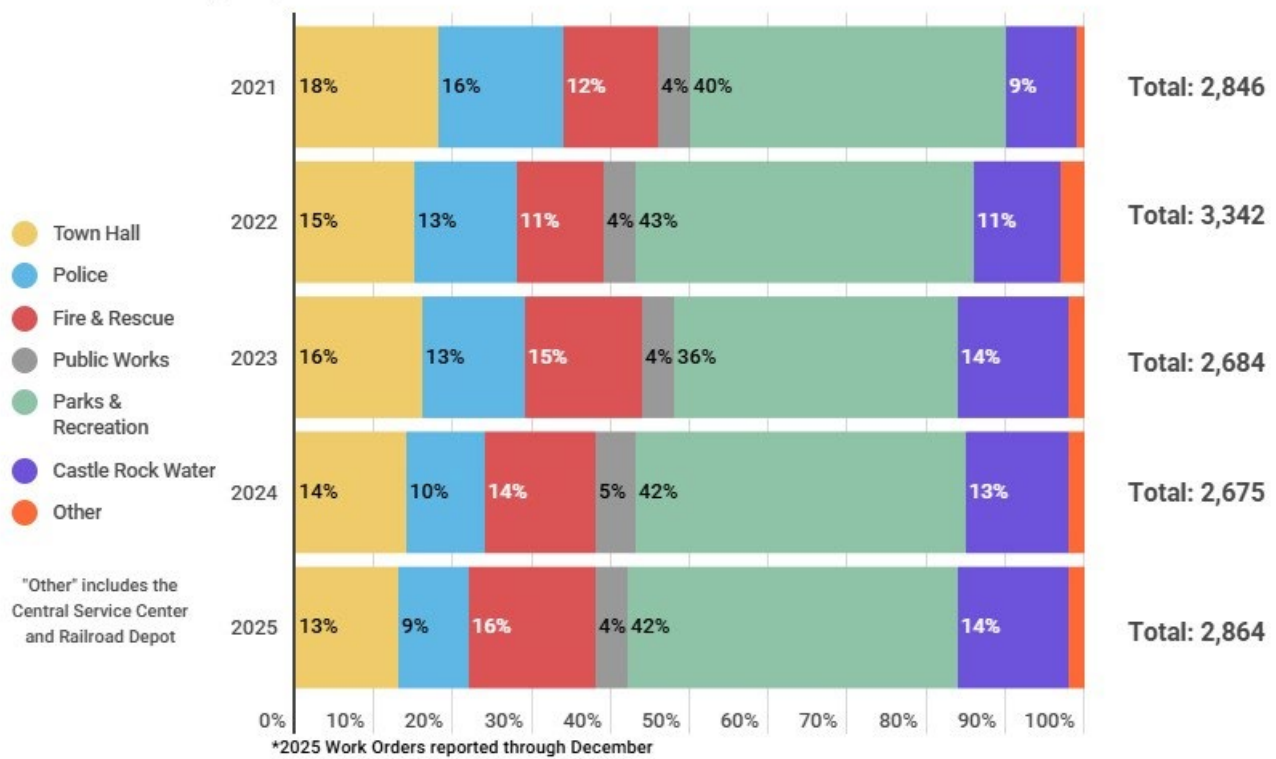
Facilities Maintenance

Key Accomplishments

- In December, the Facilities team completed **243** work orders including **99** preventive maintenance activities and **26** custodial inspections. There were **2** emergency work orders in December
- The Facilities Division closed a total of **2,864** work orders in 2025 – an increase of **7%** over 2024
- Of all work orders, **42%** were related to preventative maintenance activities including building and custodial inspections
- Replaced exterior door at Fire Station #154 and filter room doors at the Recreation Center
- Completed fan wall installation at the Recreation Center
- Completed bench refinishing in the MAC locker rooms
- 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

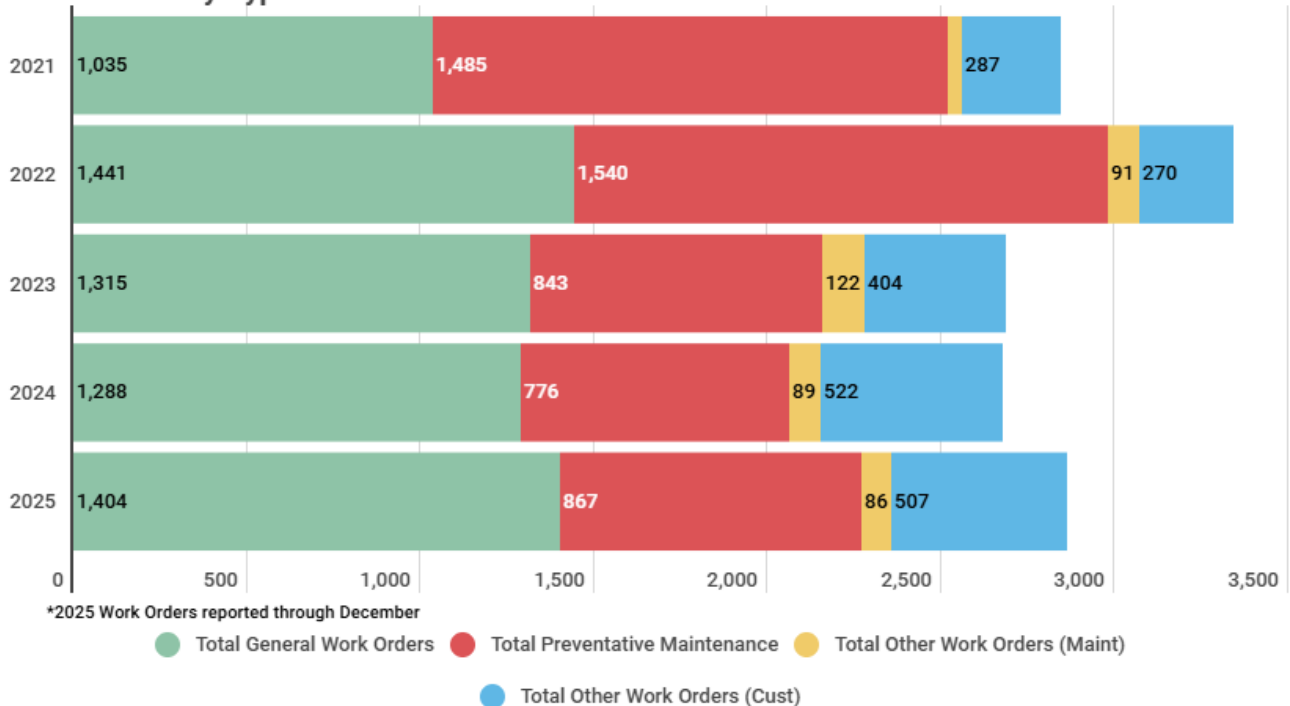
Facilities Division

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 mail migration to Exchange online
- Upgraded Milestone Video Management System
- Added school and large building information to police field maps
- Completed upgrade of Police computer-aided dispatch and records management test systems
- Upgraded the Town's vulnerability management system

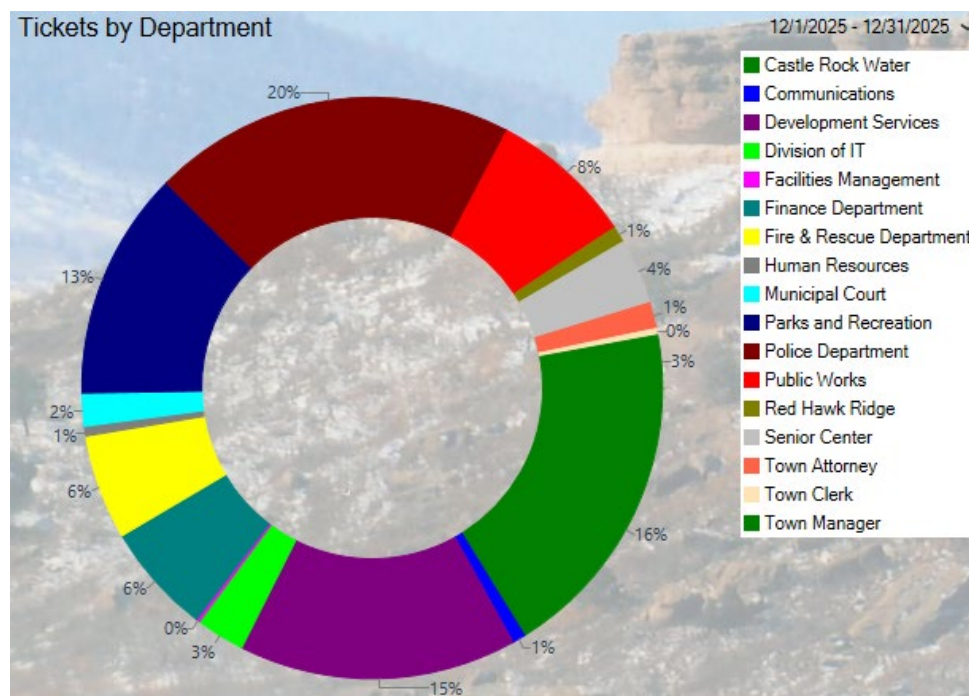
Addressed **528** total tickets, with an average time to resolve of **45** hours

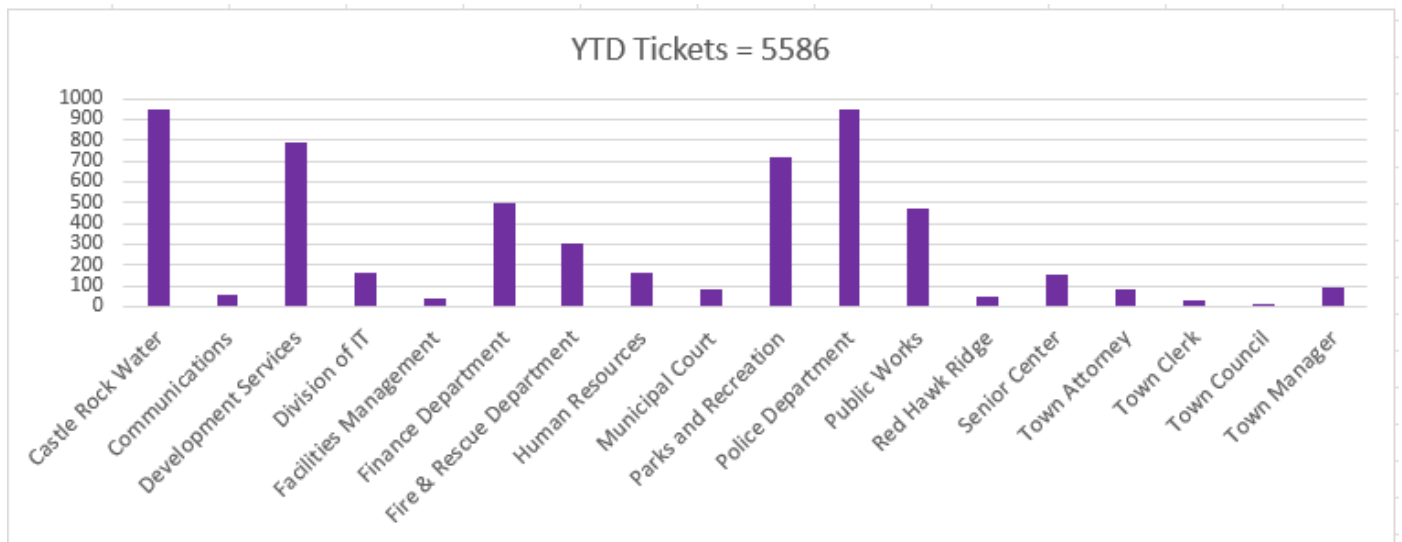
- There were **three** emergency tickets this month, 100% of which were resolved within 24 hours (100% is the goal)
- There were **28** urgent priority tickets this month, 96% of which were resolved within two calendar days (85% is the goal)
- There were **433** medium priority tickets this month, 98% of which were resolved within 10 calendar days (90% is the goal)

Geographic Information Systems (GIS)

- Addressed **23** total tickets, with an average time to resolve of **76** hours
- There were no annexations in; the goal is to have 90% of annexations reflected within one week or receipt
- There was **one** zoning change in December (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 **two** parcel updates in December (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

- There were no eligible Teen Court cases in December
- Teen Court held a total of **16** cases for the 2025 year
- In 2025, the Municipal Court filed a total of **3,047** cases. This represents an increase of approximately 100 cases over 2024 and 1,300 cases over 2023. Approximately 90% of all cases filed were traffic and parking matters, with the remaining 10% consisting of animal violations, criminal cases, and code enforcement matters. Notably, criminal filings decreased by approximately 100 cases compared to the prior year
- During 2025, the Court disposed of **3,886** cases. Maintaining dispositions at or above the number of new filings is a key performance indicator for the Court. This level of case clearance demonstrates that the Court is effectively managing its workload and does not have a concerning case backlog
- In April 2025, the Town welcomed Judge Thrower as the Court's new Presiding Judge. Judge Thrower brings extensive experience and expertise to the Municipal Court. His leadership strengthens the Court's operations and judicial capacity, and we are pleased to have him serving the Town of Castle Rock

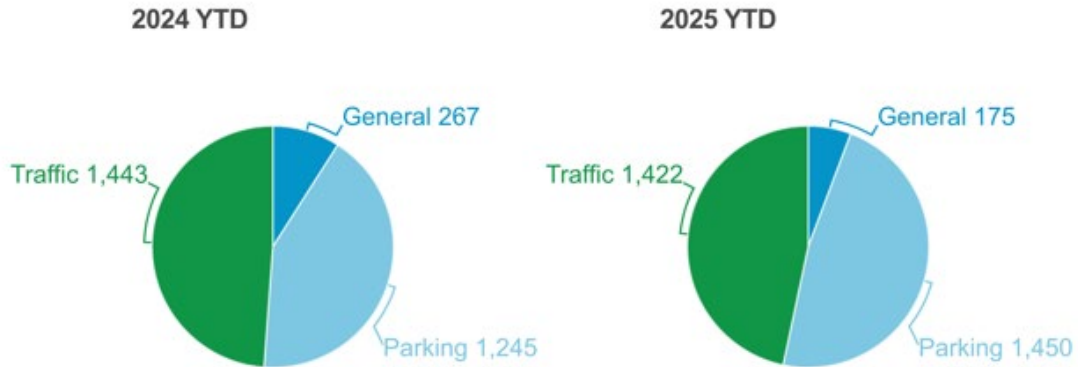
Metrics

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	197	3047

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



Communications

Key Accomplishments

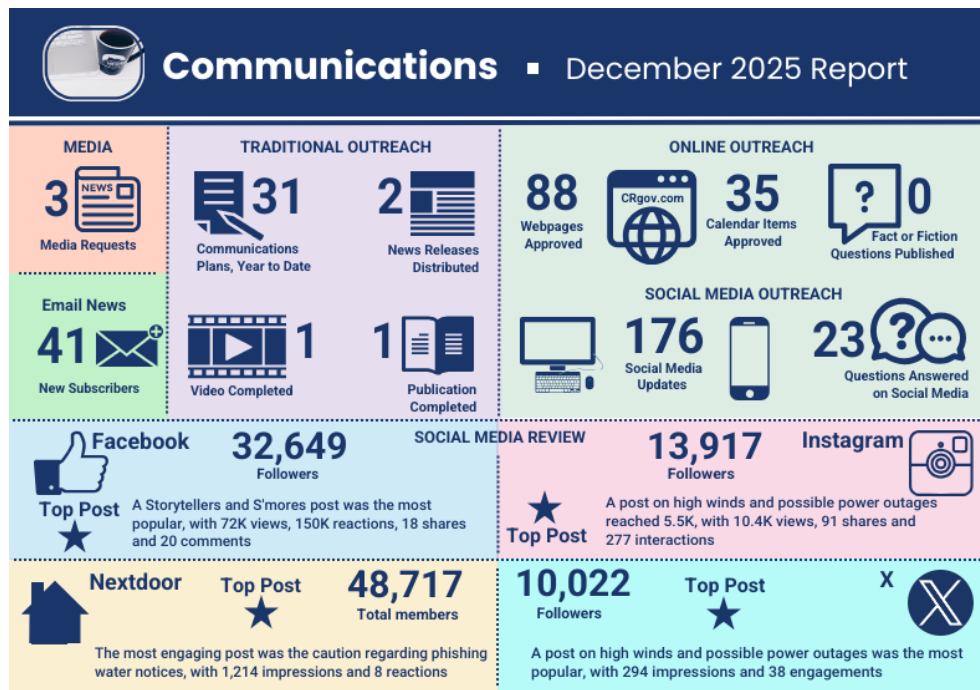
- In December, the Communications Division held website training for the internal Web Team.
- Staff also completed **one** publication: Your Town Talk newsletter

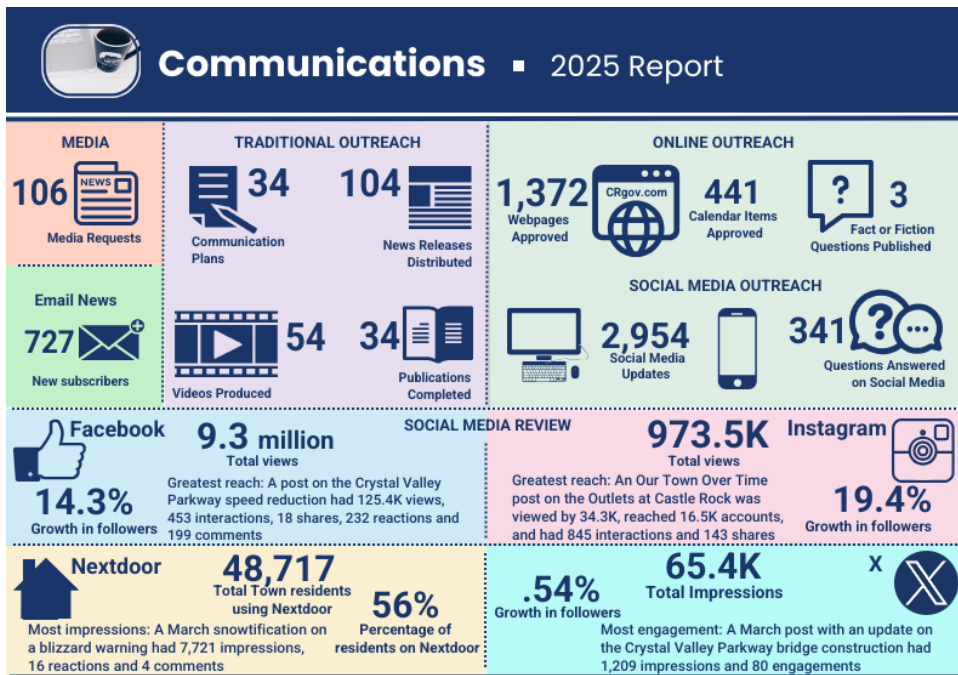
During December staff issued news releases about:

- [Dry weather, forecasted wind causes Town to implement fire restrictions](#)
- Dec. 16 Council update

The hyperlinked item was available as of Jan. 9

Metrics





Human Resources

Key Accomplishments

- HR attended **14** interview panels, totaling **39** interviews:
 - Combination Building Inspector: 3
 - Senior Maintenance Technician: 3
 - Combination Building Inspector II with Electrical: 2
 - HR Manager: 5
 - Distribution Operator: 5
 - I&C Engineer Review : 3
 - Development Tech Planning Position: 4
 - Water Operator: 3
 - Signs and Markings Technician: 4
 - Water Resources Project Manager: 1
 - OT Systems Administrator: 2
 - Senior Development Engineer: 1
 - Plant Maintenance Supervisor: 2
 - Project Manager, CI: 1
- **Employee Orientation:** 8 new full-time employees and 19 part-time or seasonal employees came on board in December
- **Separations:** HR separated 5 full-time employees and 31 part-time or seasonal employees in December
- **Performance Evaluations:** In December, HR reviewed 94 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 December, receiving the Applause award
- **Training and Recruitment:** HR didn't attend any career fairs in December

Youth Commission

Key Accomplishments

- The Youth Commission adopted **three** Castle Rock children for Christmas, a 2-month-old, a 6-year-old and an 8-year-old, buying Christmas gifts and dropping them off to the Courts to be delivered and spread some holiday cheer! Commissioners also donated six gift cards to Teen Advisory Group's Christmas Service Project, which benefits Douglas County families through Catholic Charities and Developmental Pathways
- Some of the Youth Commissioners attended the State of the County event in Lone Tree, serving as honorable ushers for the event
- The Youth Commission continues to sponsor a tree in Festival Park and frequently decorates it for the season that includes hand-made ornaments from the Youth Commission members
- At the December meeting, the Outstanding Youth Leadership and Service award was introduced, and its first recipient of the award was recognized