



Town Manager's Office Monthly Report February 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.

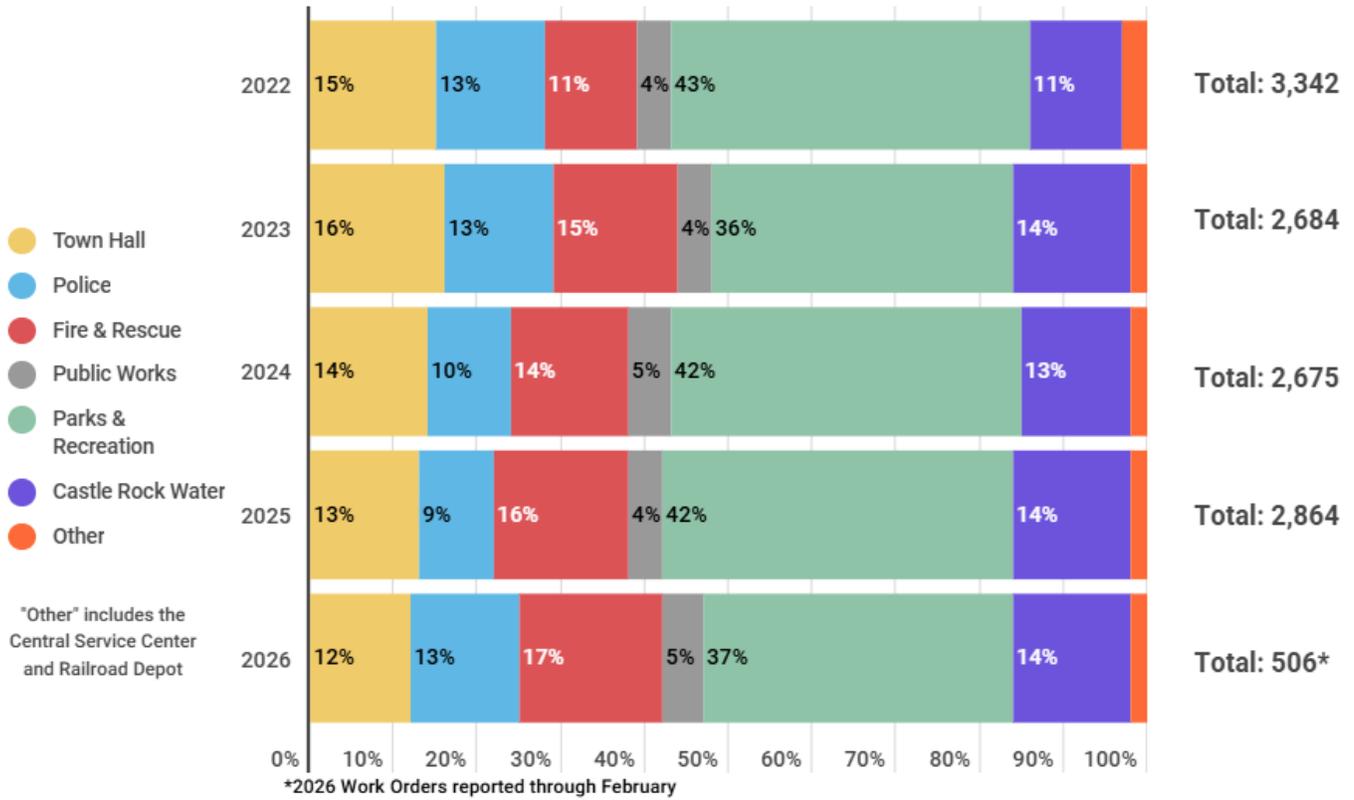
Facilities Maintenance

Key Accomplishments

- In February, the Facilities team completed **253** work orders including **62** preventive maintenance activities and **38** custodial inspections. There was **1** emergency work order closed in February
- The replacement of HVAC controls for the MAC was completed
- A leaking window at the Castle Rock Water Engineering Building was replaced
- A new gate operator at the Public Works Service Center was installed
- Current planning and preparation for numerous upcoming projects, including an office reconfiguration at the Castle Rock Police Department, building restoration at the historic Cantril building and updating the fine panel monitoring for Town buildings
- Supported ongoing planning and design efforts for the Castle Rock Fire Station #156 project

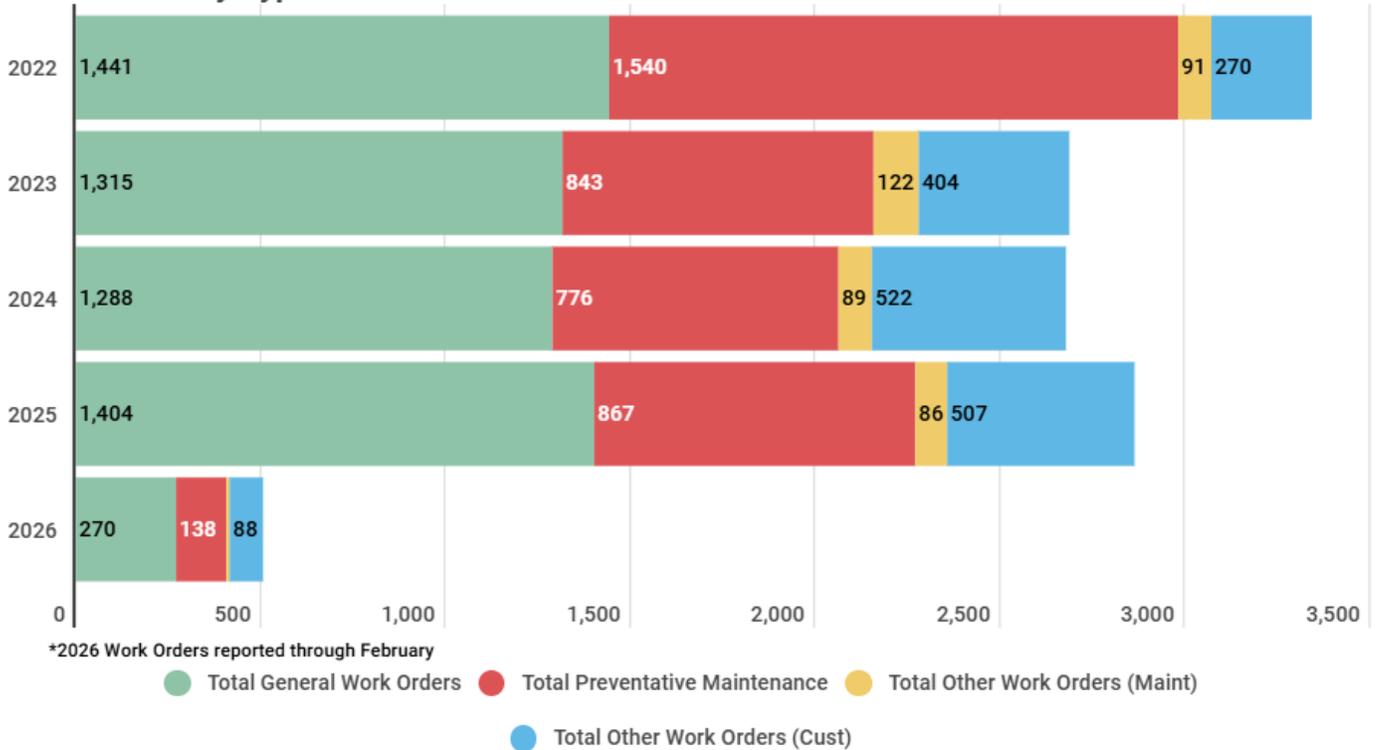
Facilities Division

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 disaster recovery storage systems
- Replaced end-of-life switches
- Patched the Town's servers for vulnerabilities
- Completed police and records system upgrade
- Replaced end-of-life cameras at the MAC

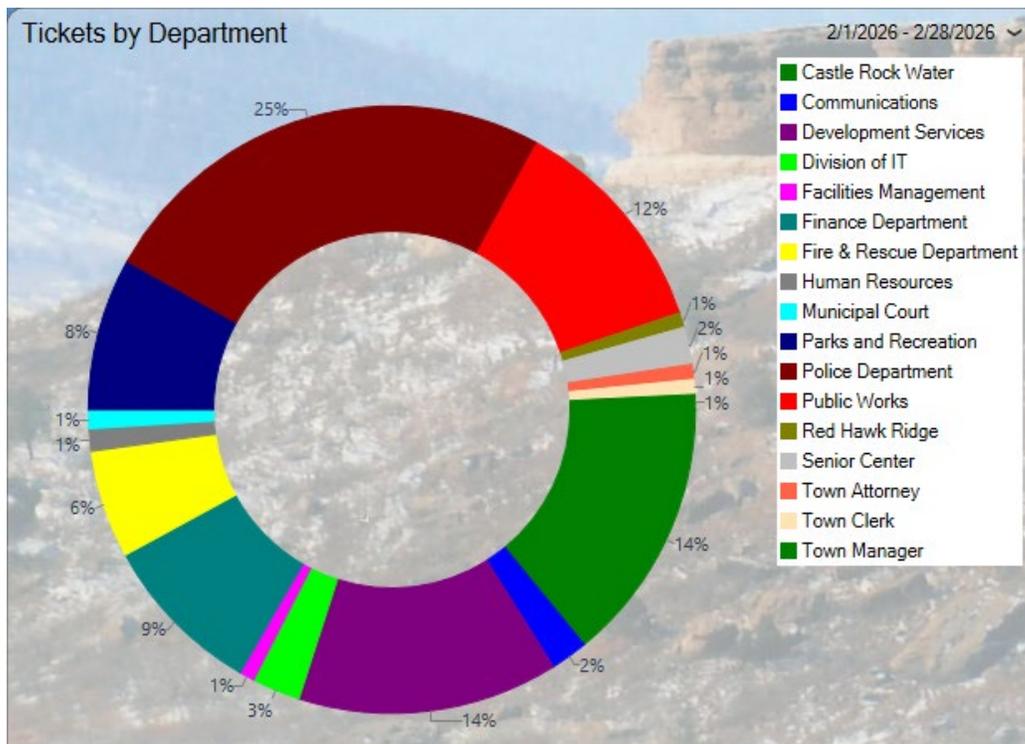
Addressed **483** total tickets, with an average resolve time of **41** hours

- There was **one** emergency ticket this month, which was resolved within 24 hours (100%; 100% is the goal)
- There were **32** urgent priority tickets this month, 97% of which were resolved within two calendar days (85% is the goal)
- There were **382** medium priority tickets this month, 99% of which were resolved within 10 calendar days (90% is the goal)

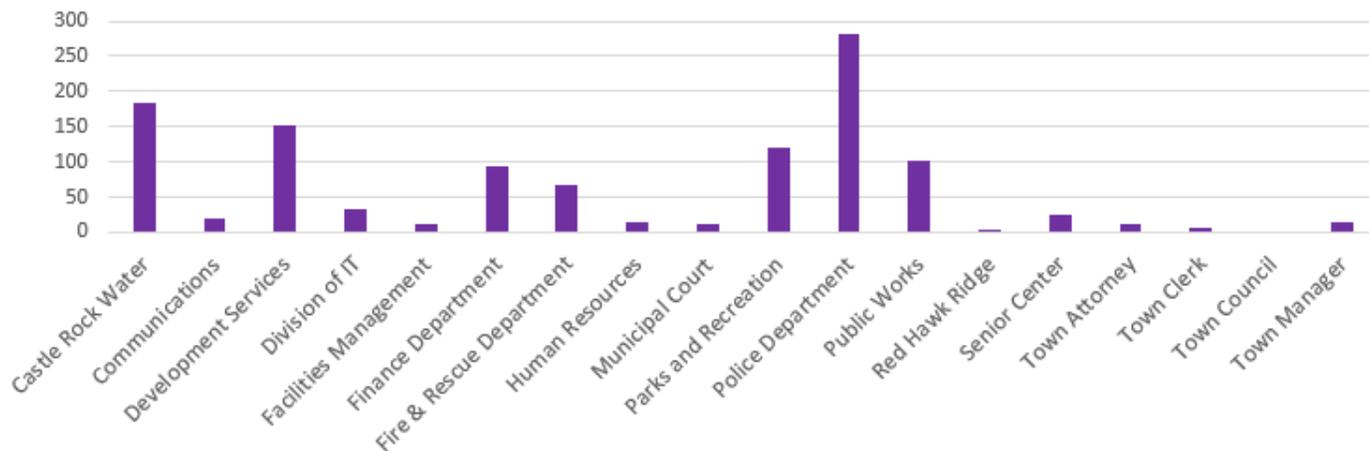
Geographic Information Systems

- Addressed **27** total tickets, with an average time to resolve of **85** hours
- There were no annexations in February
- There was **one** parcel update in February (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

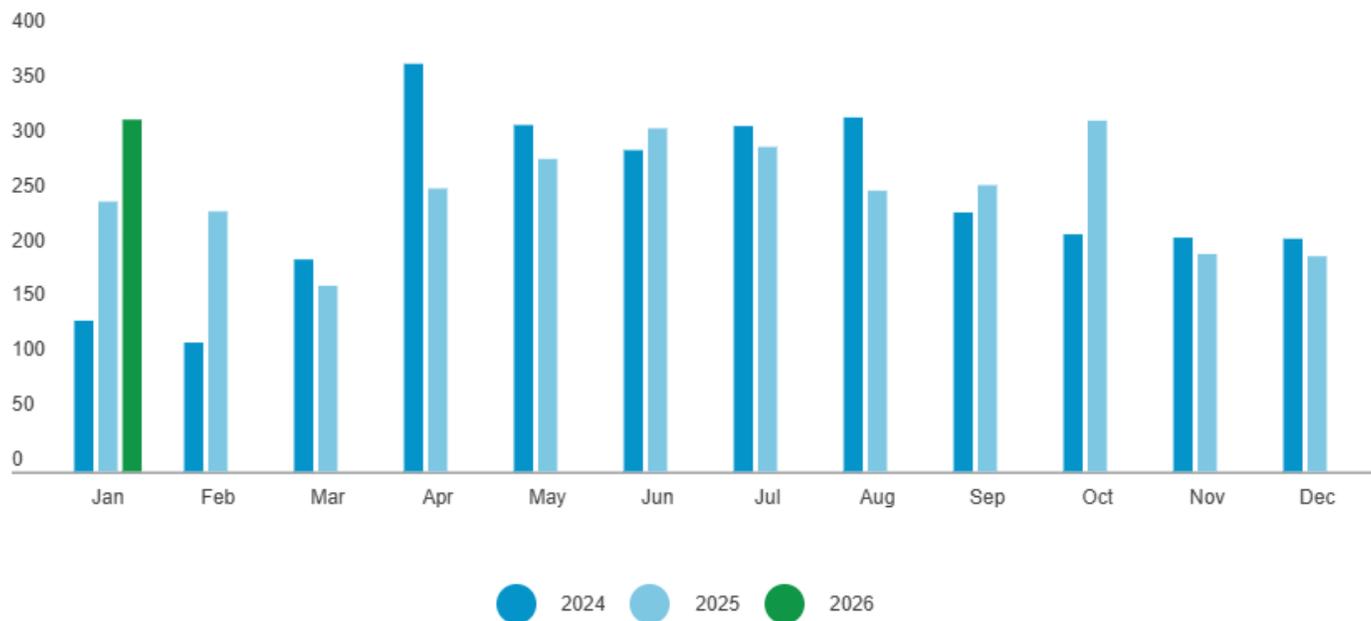


YTD Tickets = 1157



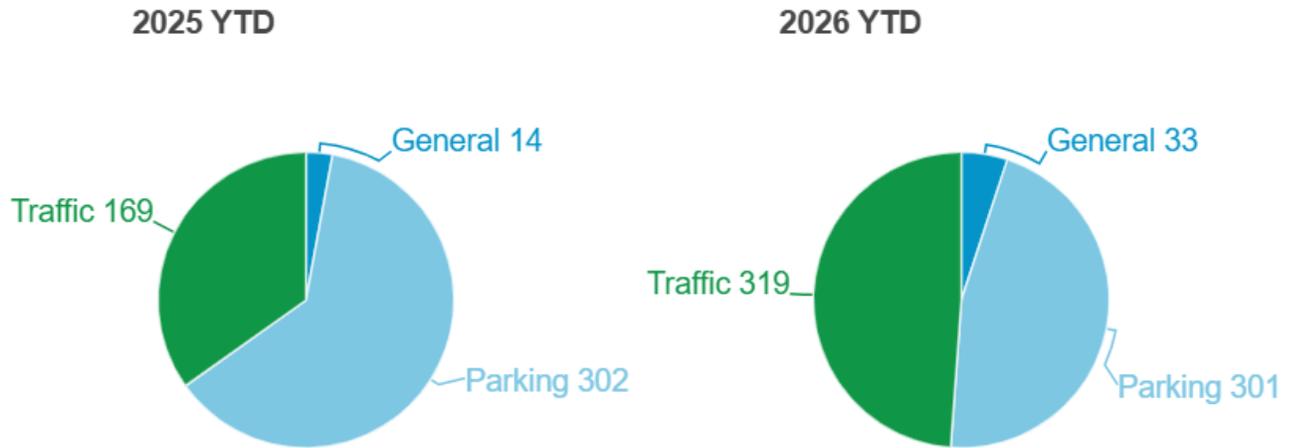
Municipal Court

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 | | | | | | | | | | | 653 |

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



Communications

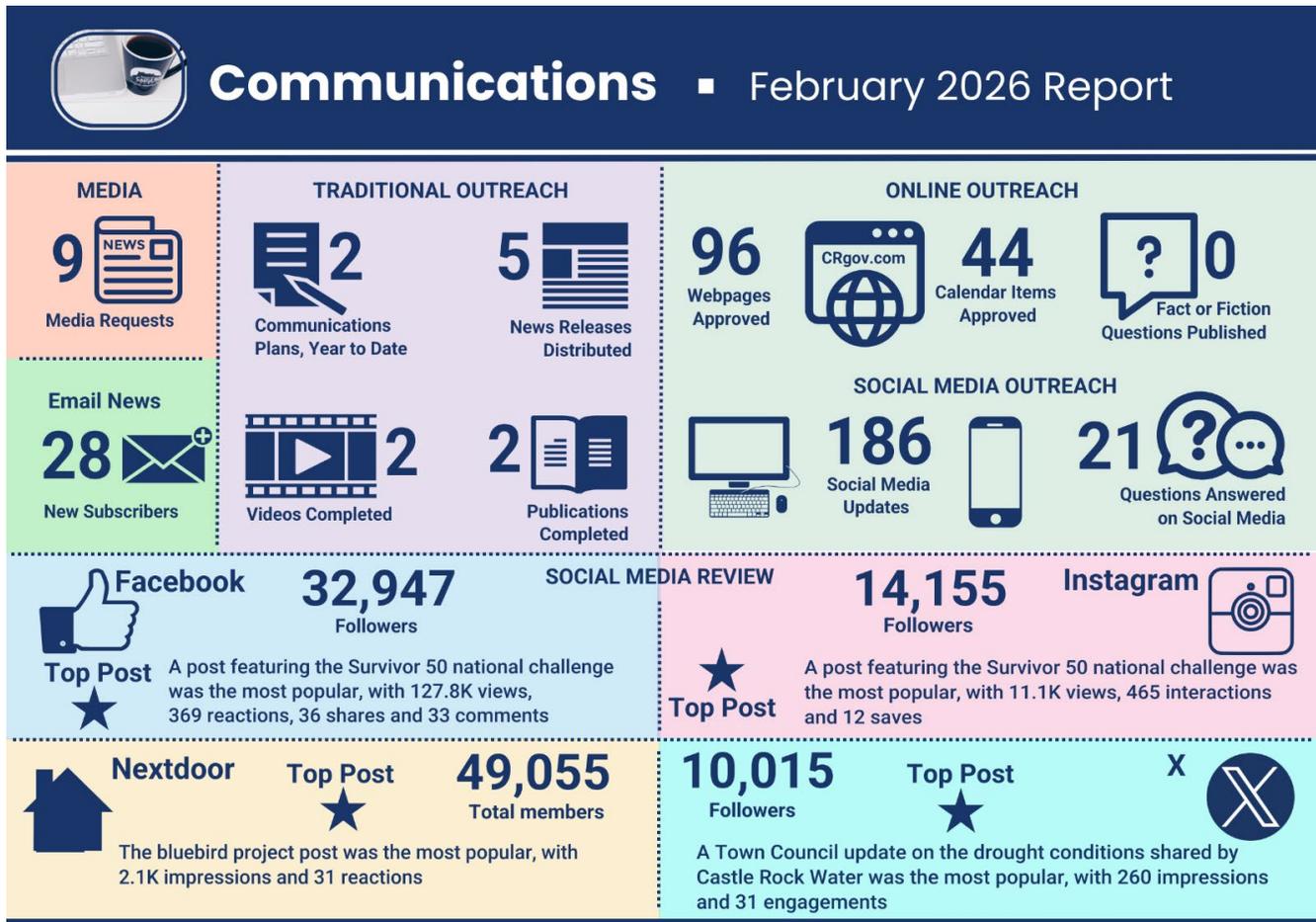
Key Accomplishments

- In February, the Communications Division began implementing a new social media management and listening tool
- The team also solicited participation from Castle Rock fourth grade classes in the 250-150 time capsule project
- Staff also completed **two** publications: 2026 Pavement Maintenance Program and Your Town Talk newsletter

During February staff issued news releases about:

- [Fire mitigation work begins at Metzler Family Open Space](#)
- [Castle Rock Youth Commission offers \\$1,000 scholarships to high school seniors](#)
- [Town funding available for local art and culture projects](#)
- Feb. 3 and Feb. 17 Council updates

The hyperlinked items were available as of March 9



Human Resources

Key Accomplishments

- HR attended **6** interview panels, totaling **17** interviews:
 - Fleet Technician: 1
 - Senior Office Assistant: 3
 - Plant Mechanics: 5
 - Benefits and Wellness Specialist: 3
 - Engineering CIP: 1
 - Water Operator: 4
- **Employee Orientation:** **5** new full-time employees and **14** part-time or seasonal employees came on board in February
- **Separations:** HR separated **5** full-time employees and **47** part-time or seasonal employees in February
- **Performance Evaluations:** In February, HR reviewed **92** 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 **nine** recognitions in February, with **eight** employees receiving the Applause award and **one** employee receiving the Rock Star award
- **Training and Recruitment:** HR attended **one** career fair in February

Youth Commission

Key Accomplishments

- The Youth Commissioners are setting up a Spikeball fundraising tournament on April 19 at the MAC, to help Castle View High School's DECA club
- The Rising Star Scholarship continues to be promoted, with applications due to close at the end of March
- The Youth Commission spent a day at our State's Capitol, meeting legislators and watching House and Senate proceedings. The Commission was also given the honor of meeting State Sen. Lisa Frizell