



Town Manager's Office Monthly Report January 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.

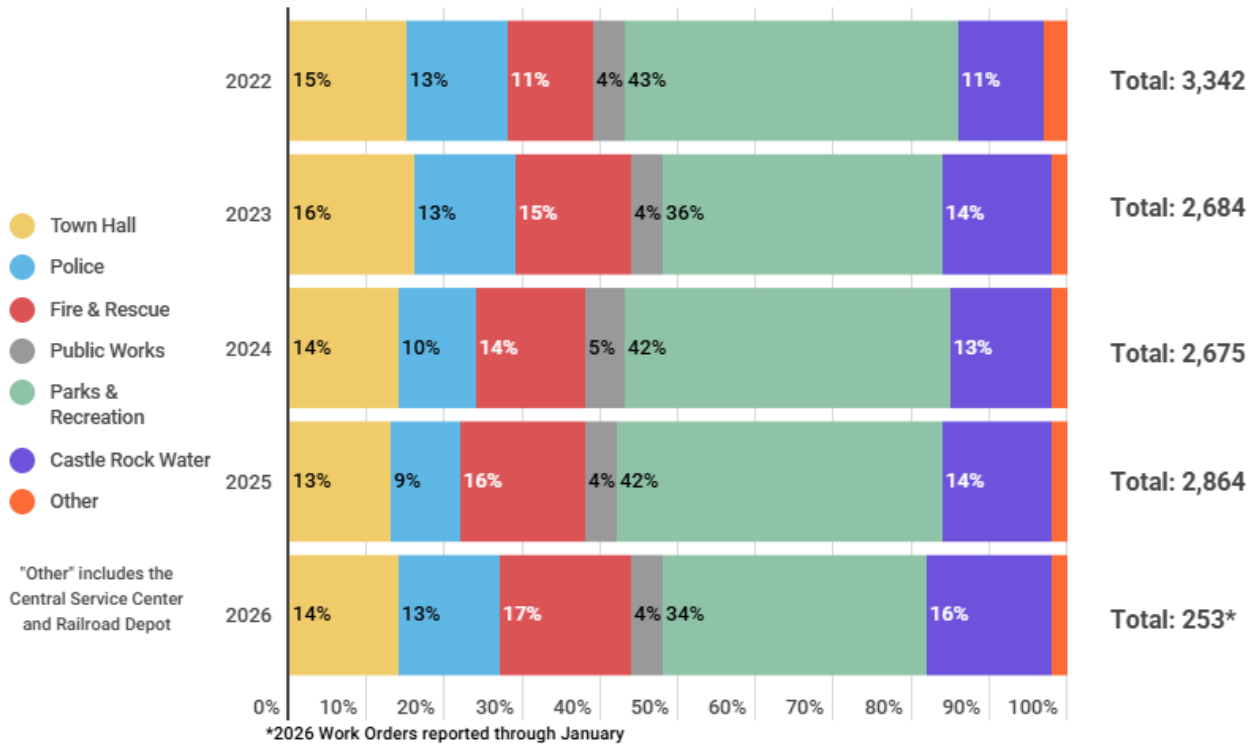
Facilities Maintenance

Key Accomplishments

- In January, the Facilities team completed **253** work orders including **76** preventive maintenance activities and **20** custodial inspections. There were **3** emergency work orders in January
- The Facilities Division completed fabrication of the Cantril school pottery lift, which is to be installed in February
- The coordination of updates to HVAC controls for the MAC has begun
- Keying and bathroom accessory details for the Castle Rock Sports Center project has been provided
- There has been ongoing design coordination for future stair and parking enhancements at the Castle Rock Police Department building
- Supported ongoing planning and design efforts for the Castle Rock Fire Station #156 project

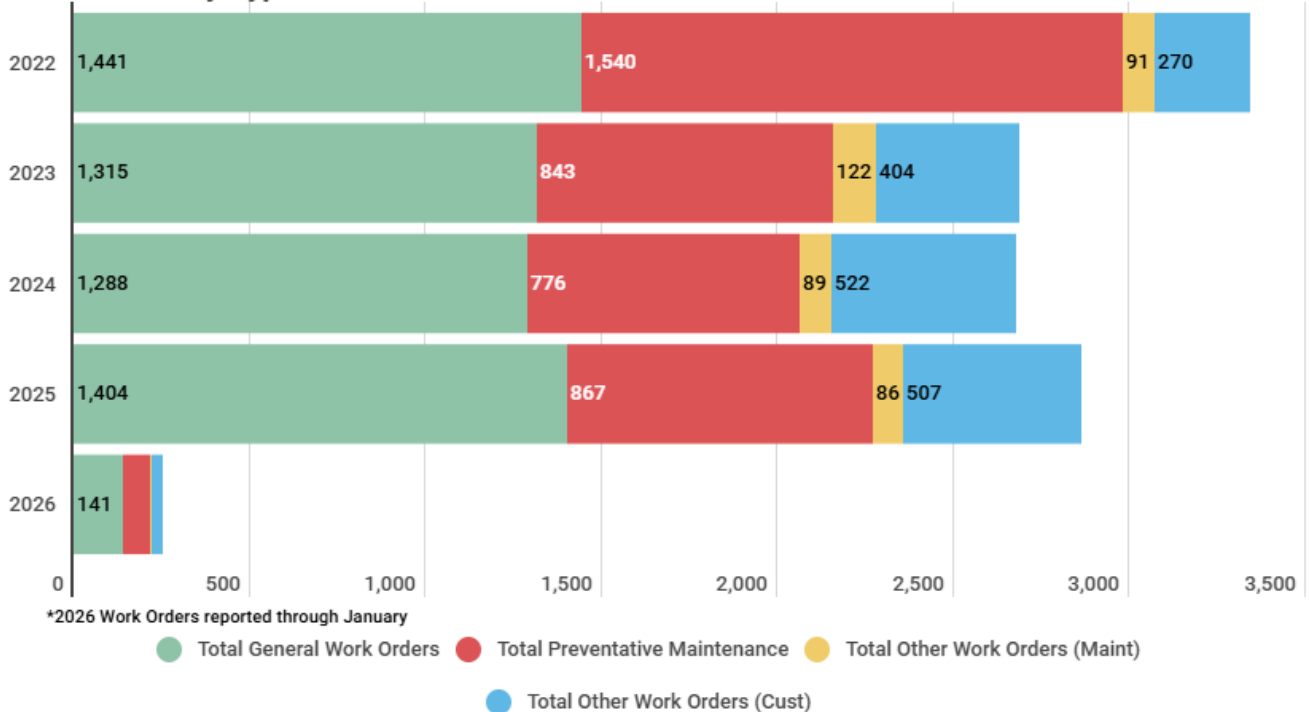
Facilities Division

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

- Supported Rave Alert implementation to replace Code Red
- Upgraded the Court Management System
- Patched network switches for vulnerabilities
- Patched the Town's backup system for vulnerabilities
- Completed testing for Castle Rock Police dispatch and records system upgrades

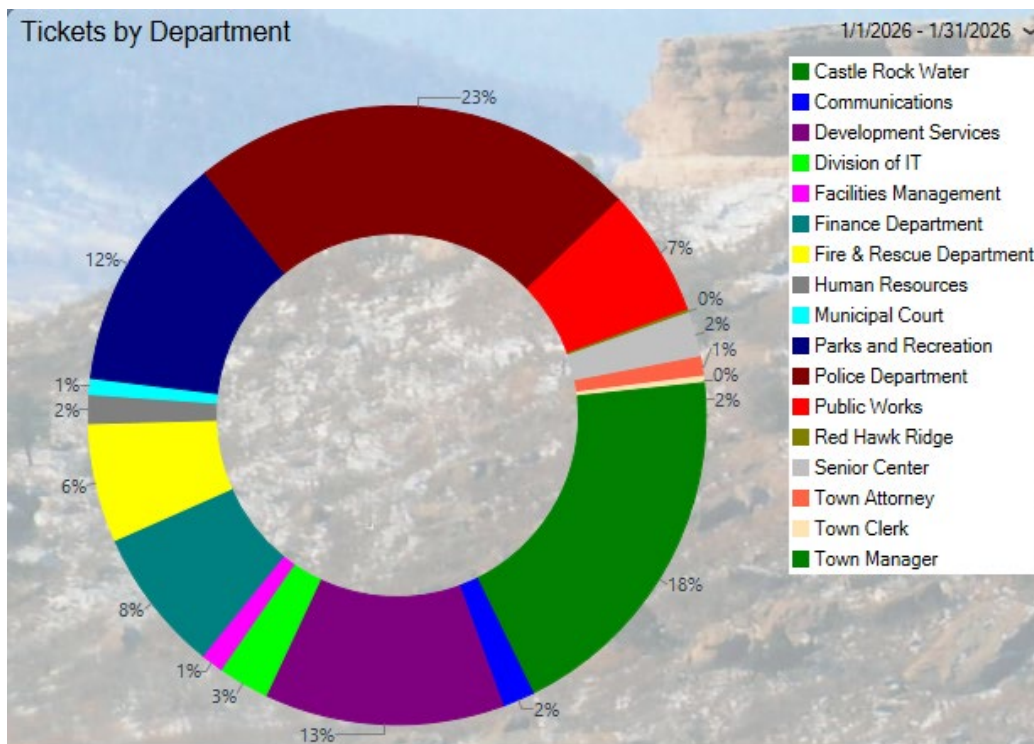
Addressed **574** total tickets, with an average resolve time of **43** hours

- There were **two** emergency tickets this month, 100% of which were resolved within 24 hours (100% is the goal)
- There were **26** urgent priority tickets this month, 96% of which were resolved within two calendar days (85% is the goal)
- There were **485** medium priority tickets this month, 98% of which were resolved within 10 calendar days (90% is the goal)

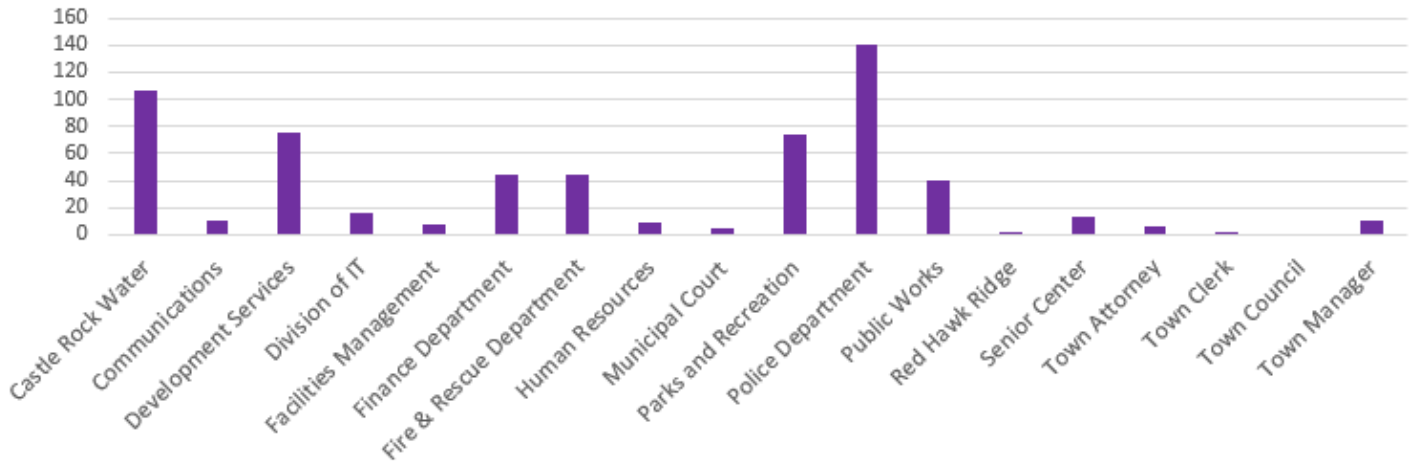
Geographic Information Systems (GIS)

- Addressed **18** total tickets, with an average time to resolve of **72** hours
- There were no annexations in January
- There was **one** zoning change in January (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 no parcel updates in January

Metrics



YTD Tickets = 605



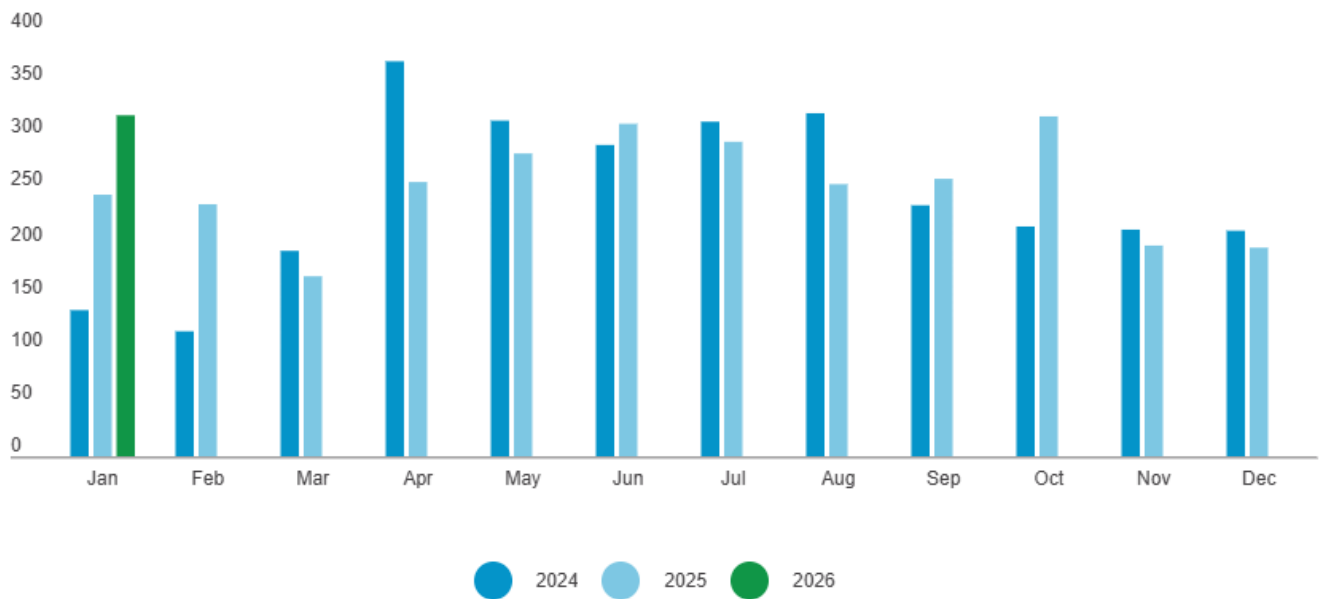
Municipal Court

Key Accomplishments

- There were no eligible Teen Court cases in January

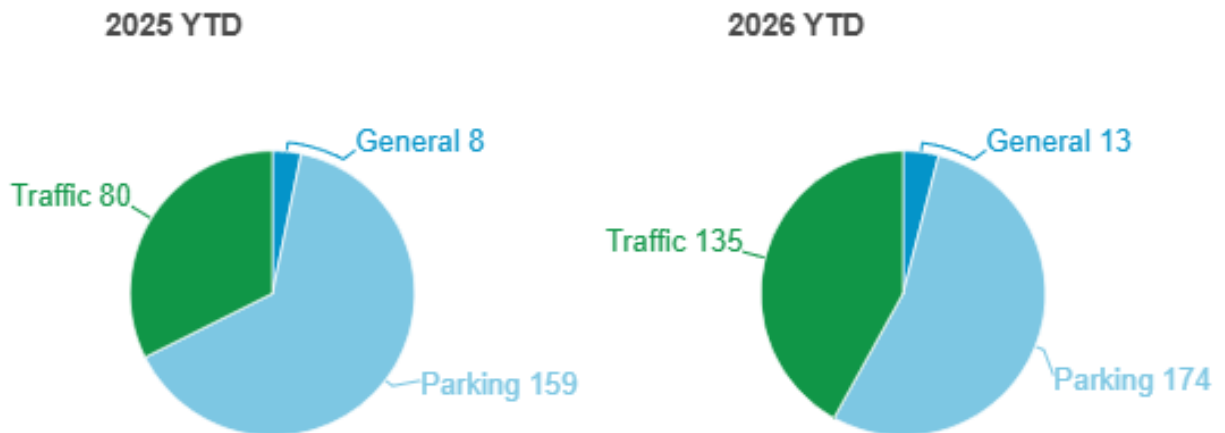
Metrics

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												322

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



Communications

Key Accomplishments

- In January, the Communications Division and Mayor Gray gave an overview of State of the Town presentations at the Colorado Municipal League Mayors’ Summit
- Staff also completed **two** publications: Year in Review mailer and Your Town Talk newsletter

During January staff issued news releases about:

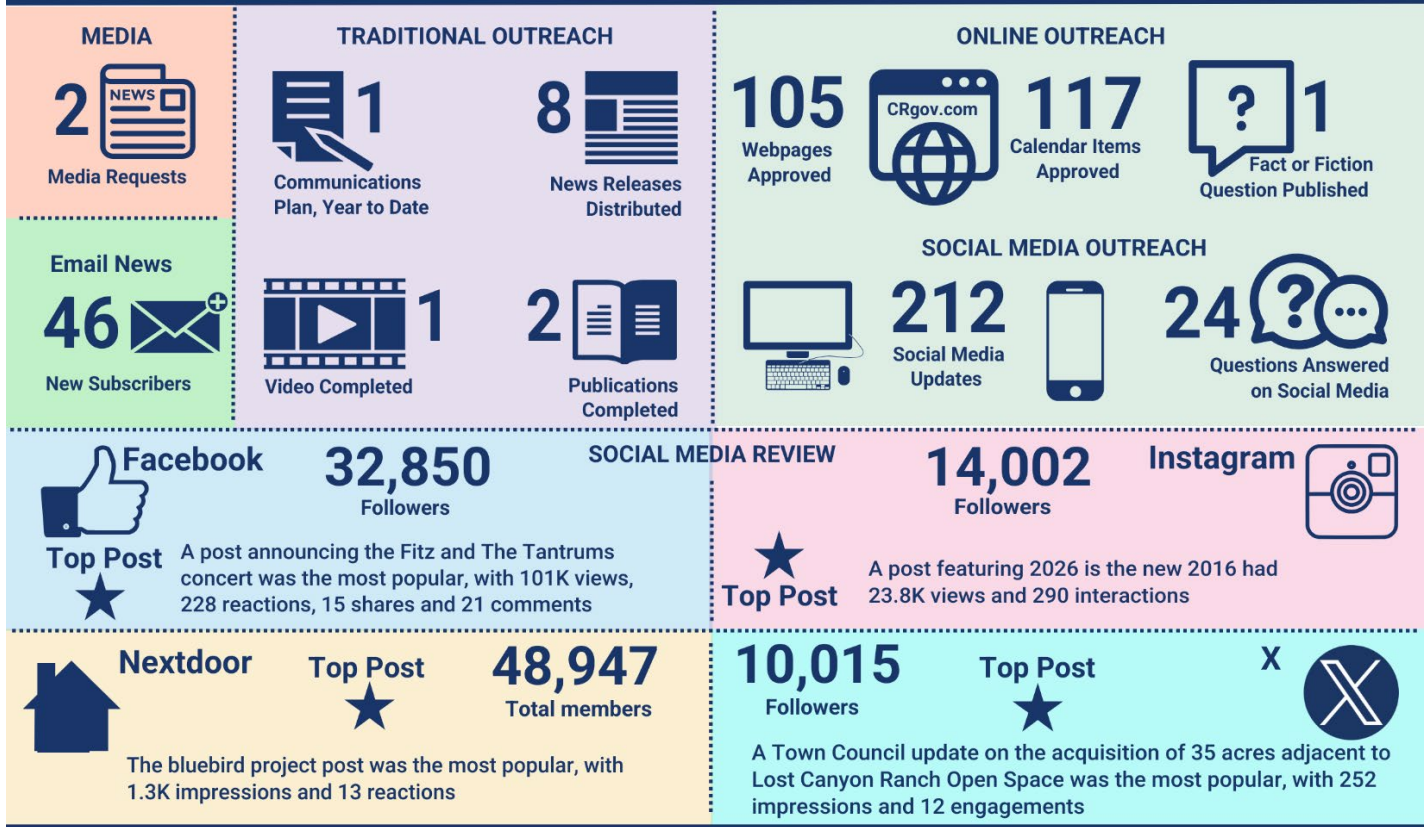
- [Water disinfection maintenance activity begins Feb. 2](#)
- [Celebrate America and Colorado’s birthdays with help from Neighborhood Grants](#)
- [Make plans now for Colorado Day summer celebration with Fitz and The Tantrums Aug. 1](#)
- [Town of Castle Rock advances major projects in 2025, carries momentum into 2026](#)
- [Big adventures start small; Town’s preschool registration opens Jan. 20](#)
- [Dreaming of summer? Youth camp registration opens Monday, Jan. 19](#)
- [Help Castle Rock’s bluebirds flourish; open house Feb. 4](#)
- Jan. 6 Council update

The hyperlinked items were available as of Feb. 11

Metrics (following page)



Communications ■ January 2026 Report



Human Resources

Key Accomplishments

- HR attended **14** interview panels, totaling **34** interviews:
 - Water Quality Analyst : 3
 - Maintenance Worker II : 5
 - Payroll Technician: 2
 - Fleet Services Supervisor: 6
 - Development Technician- Planning: 1
 - Stormwater Infrastructure Construction Inspector: 6
 - Senior Review Development Engineer: 1
 - Project Manager CIP Water : 1
 - Water Plant Operator Supervisor: 3
 - Parks and Open Space Supervisor: 6
- **Employee Orientation:** **14** new full-time employees and **7** part-time or seasonal employees came on board in January
- **Separations:** HR separated **6** full-time employees and **25** part-time or seasonal employees in January
- **Performance Evaluations:** In January, HR reviewed **67** 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 January, with **three** employees receiving the Applause award
- **Training and Recruitment:** HR didn't attend any career fairs in January

Youth Commission

Key Accomplishments

- The Youth Commissioners are setting up a spike ball fundraising tournament to help disadvantaged youth in the community
- The Rising Star Scholarship is set to be promoted within their schools in the upcoming weeks
- At the January meeting, the Outstanding Youth Leadership and Service award recognized three deserving Castle Rock students