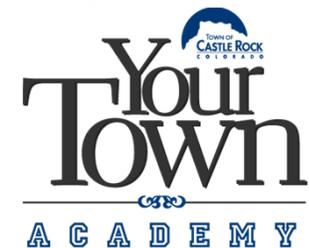


YOUR TOWN INSIDE



WELCOME/ OVERVIEW

Kristin Zagurski, Town Manager's Office

YOUR TOWN FINANCES

Trish Muller, CPA
Finance Director

Your Town Finances

- ▷ Finance Department Divisions
- ▷ What sources generate funds?
- ▷ How does the Town plan to use funds?
- ▷ How does the Town account for the funds?

Please feel free to ask any questions along the way.

Finance Department

Mission Statement

Through exceptional customer service and effective partnerships, we deliver accurate and timely financial services.

Vision Statement

The Finance Department will provide financial solutions and services in support of the Town's vision and community objectives through proactive education, purposeful planning, excellent communication and fiscal accountability.

FINANCE DEPARTMENT FUNCTIONS

It takes critical personnel to get the job done:

- Accounts Payable
- Accounting
- Audits
- Billing & Revenue Collections
- Budget Preparation
- Comprehensive Annual Financial Report Preparation
- Debt & Investment Management
- Economic Development
- Financial Analysis
- Grants Administration
- Insurance Application preparation
- Payroll
- Purchasing
- Sales Tax Administration
- TABOR Tracking

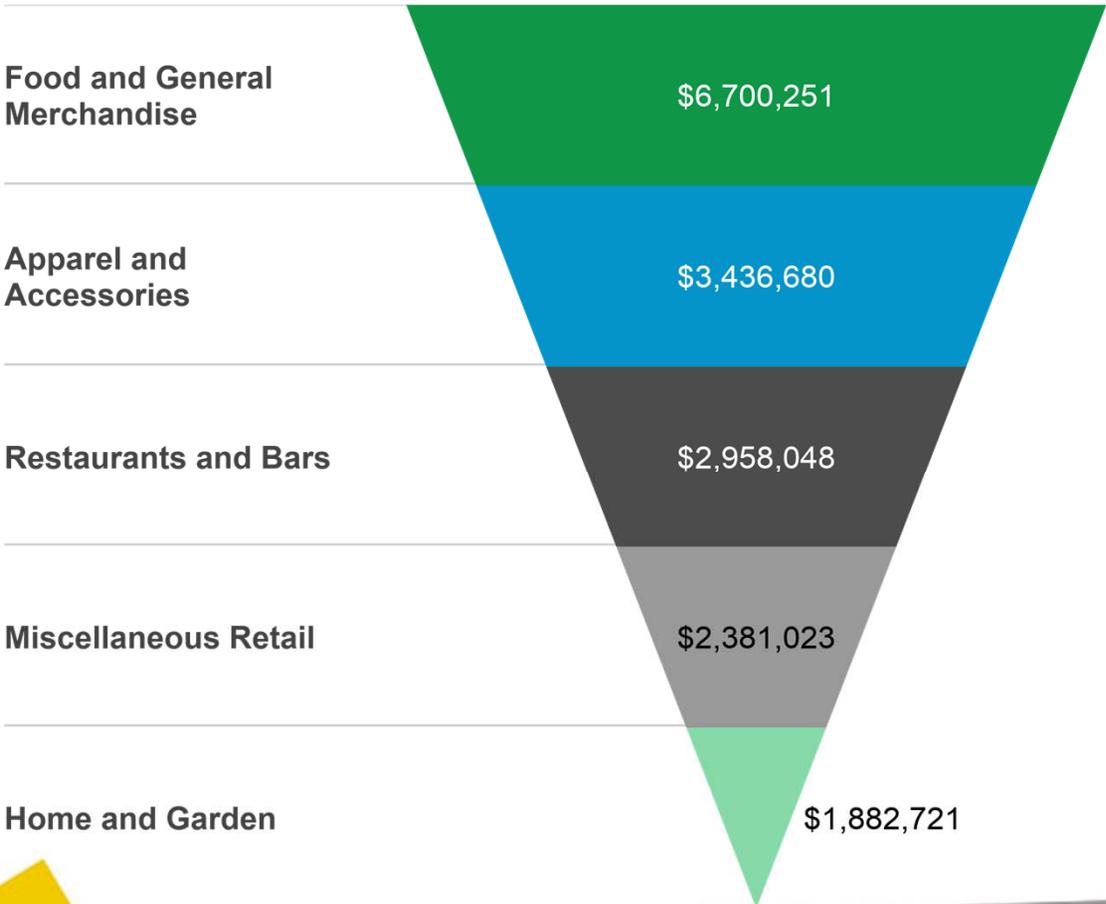
What Sources Generate Funds?

The Town is a full-service municipality providing general government, fire, police, parks, recreation, open space, planning and code enforcement services through taxation.

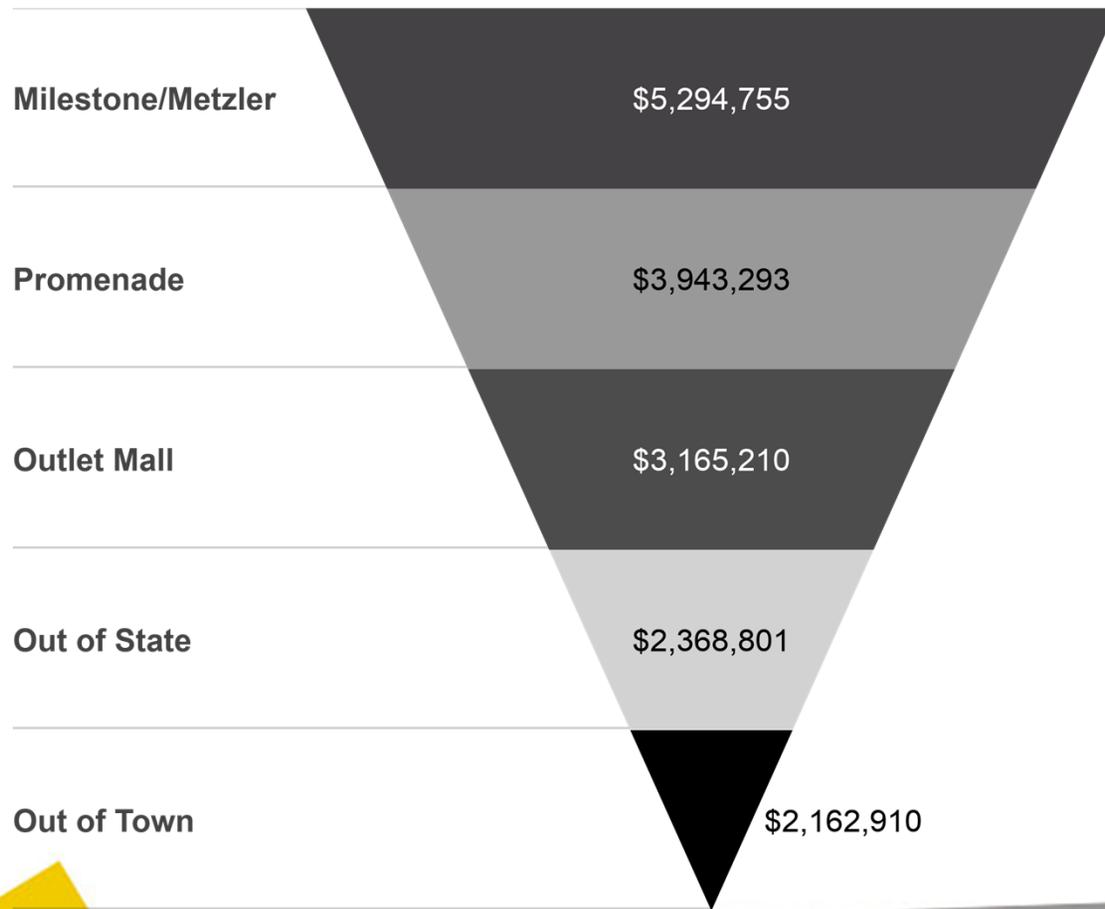
7.9%

<i>SALES TAX RATE</i>	
TOWN OF CASTLE ROCK	4.00%
STATE OF COLORADO	2.90%
DOUGLAS COUNTY	1.00%
TOTAL	7.90%

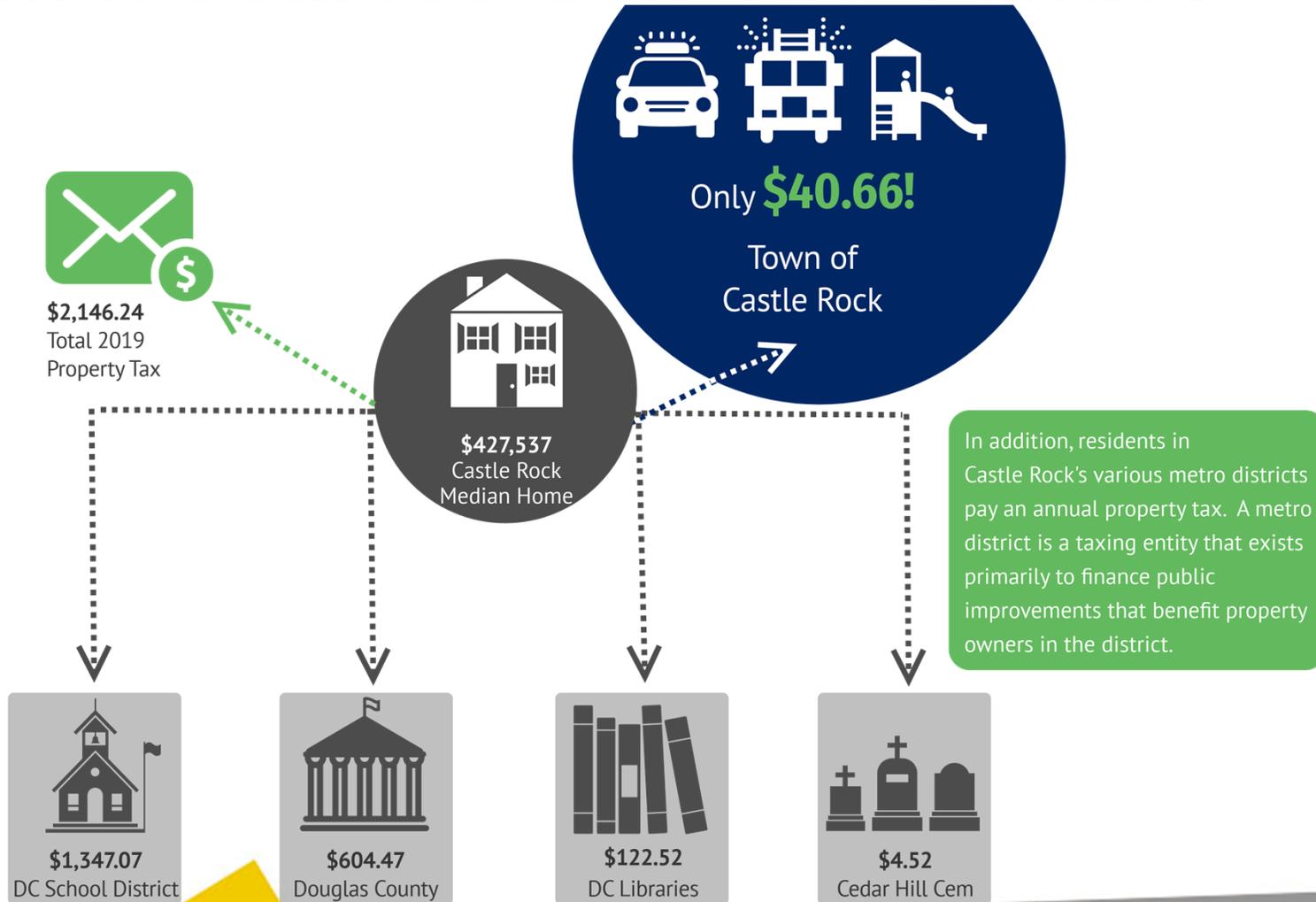
Top 5 Sales Tax Revenue Industries Through June 2019



Top 5 Sales Tax Revenue Locations Through June 2019



What Sources Generate Funds?



What Sources Generate Funds?

Taxes	Charges for Service	System Development & Impact Fees	Other
<ul style="list-style-type: none">• Sales• Building Use• Motor Vehicle• Property	<ul style="list-style-type: none">• Water Rates• Building Permits• Community Center & MAC Charges• Green Fees	<ul style="list-style-type: none">• Water System Development Fees• Single and Multi-family Impact Fees• Commercial Impact Fees	<ul style="list-style-type: none">• Fines & Forfeitures• Licenses & Permits• Intergovernmental agreements• Transfers between funds• Investment Earnings

How does the Town plan to use funds?

▷ Budgets Reflect Priorities

- 0 Frp p xqlw | Vxuyh | dgg Iqsw
- 0 Wrz q FrxqfbG lhfwrq
- 0 OhyovriVhuylfh
- 0 Frqvhuydwlyh I lqdfldo
P dgdjhp hqw

▷ Taxpayers Bill of Rights (TABOR)

- 0 Ip srhvuhyhqxh dp lw
- 0 Uhtxlvhvhdfwrqv iruwd { fkdqjhv
dgg lqfuhdvhrughz erqghg ghew
- 0 Uhtxlvhvhp hujhqf | uhvuyhv
- 0 Surkle lwp xovsdh ilvdo | hdu
ilqdfldoredjdwlrqv

▷ Departmental Collaboration

▷ 2019 Adopted Budget [Video](#)

How does the Town plan to use funds?



2020 Budget Priorities

Hqvxubqj rxwwdqglqj sxedf vdihw|

Hqkdqflqj rxuudqvsruwdwlrq

Vhfxubqj rxuz dwhu ixwxuh

P dlqwdlq wurgj sdunv dqg uhfuhdwlrq

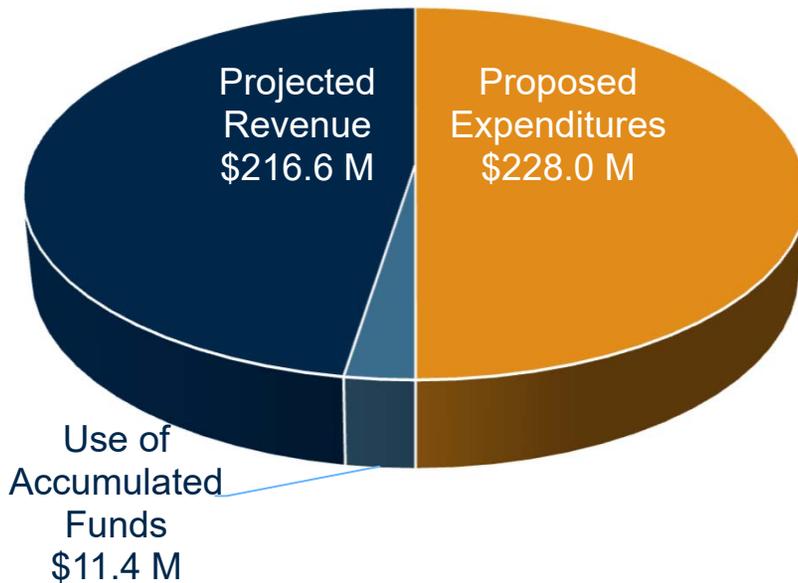
Vxssruwhfrqrp lf ghyharsp hqw

P dqdjh Wrz q ilqdqfhv frqvhu ydwyld

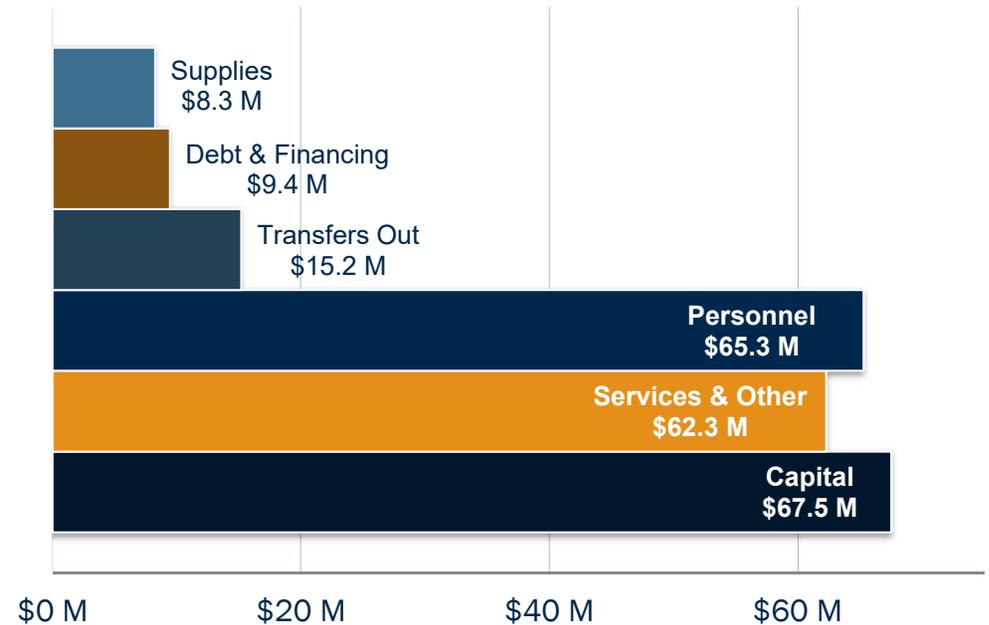


How does the Town plan to use funds?

2020 Proposed Budget



2020 Proposed Expenditure Budget by Category



How does the Town plan to use funds?

- ▷ Have a voice in your Town's financial planning!

Dxjxvw53^{wk}= Iqwurgfxfwlrq riwkh Sursrvhg 5353 ExgjhwR Wrz q F rxqflb

Vhshp ehu6^{ug}= 4^wUhdglj riwkh 5353 ExgjhwR ug lqdqfh

Vhshp ehu4 : ^{wk}= 5^{ag} Uhdglj riwkh 5353 ExgjhwR ug lqdqfh

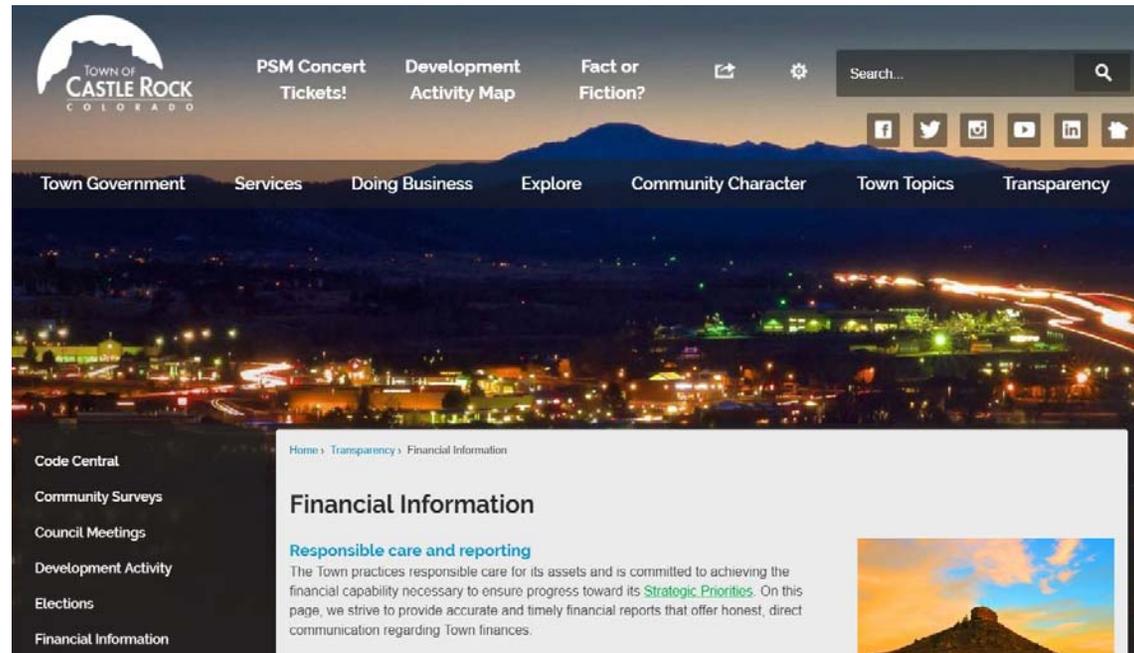
FUjrylfrp 25353Exgjhw

How does the Town account for funds?

- ▷ What financial information is available?
 - Frp sukhqvlvlyh D qqxdoI lqdgfldoUhsruw+FDIU ,
 - SrsxæduD qqxdoI lqdgfldoUhsruw+SDIU ,
 - Dgrswhg D qqxdoExgjhw
 - Exgjhwlg Eulhi
 - Ilyh0\ hduEdæqfng I lqdgfldoSæq
 - Ilyh0\ hduF ds ldoIp suryhp hqwSæq
 - T xduhuo| I lqdgfldoUhyhz v
 - P rqwkq F khfn Olwlqj
 - YhggruOlwlqj
 - X qfælp hg Vwdh G dwhg F khfnv

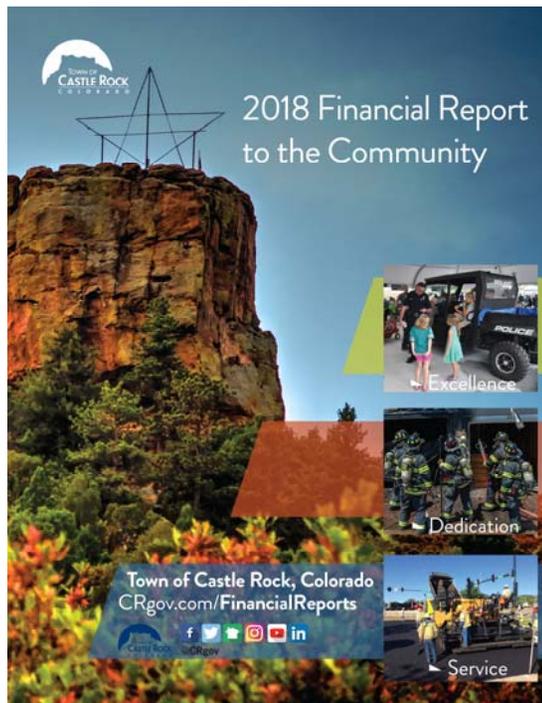
How does the Town account for funds?

- ▷ Where can I find these reports?
 - [Financial Information](#)
 - [Transparency](#)



How does the Town account for funds?

Popular Annual Financial Report (PAFR) - Report to Community



- Financial highlights for the year
- Provides an overview of the financial position of the Town as fully reported in the Comprehensive Annual Financial Report (CAFR)
- What are the Town's Strategic Priorities and what was accomplished
- Interesting data:
 - Who are the largest employers?
 - Where do your property tax dollars go?
 - Which industries generate the most sales tax?

How does the Town account for funds?

Awards & Recognition



Government Finance Officers Association

Certificate of
Achievement
for Excellence
in Financial
Reporting

Presented to

**Town of Castle Rock
Colorado**

For its Comprehensive Annual
Financial Report
for the Fiscal Year Ended

December 31, 2017

Christopher P. Morill
Executive Director/CEO



GOVERNMENT FINANCE OFFICERS ASSOCIATION

*Distinguished
Budget Presentation
Award*

PRESENTED TO

**Town of Castle Rock
Colorado**

For the Fiscal Year Beginning

January 1, 2018

Christopher P. Morill

Executive Director



Government Finance Officers Association

Award for
Outstanding
Achievement in
Popular Annual
Financial Reporting

Presented to

**Town of Castle Rock
Colorado**

For its Annual
Financial Report
for the Fiscal Year Ended

December 31, 2017

Christopher P. Morill
Executive Director/CEO

Thank you for your time!

In Summary:

- ▶ Town funds come from... many places including user charges, taxes, development and other sources.
- ▶ The Town plans to use funds... to ensure that the community's priorities are addressed.
- ▶ The Town accounts for funds... in accordance with established best practices.

Any more questions we can answer?

Please visit CRgov.com/finance, or give us a call anytime!

YOUR TOWN LEGAL DEPARTMENT

Heidi Hugdahl, Deputy Town Attorney

Town Attorney appointment

The appointment of a Town Attorney is authorized by Section 5-1 of the Castle Rock Town Charter.

- ▷ Licensed to practice in the State of Colorado
- ▷ Appointed by and reports directly to Town Council
- ▷ Advises Town Council and Town officials
- ▷ May employ special counsel

Roles and responsibilities

The Town Attorney represents the municipal corporation (the Town of Castle Rock) and, therefore, the citizens of Castle Rock, when:

- ▶ Acting to enforce the Charter or ordinances on behalf of the citizens

OR

- ▶ To defend the Town, the Town Council, members of its Boards and Commissions and employees in their official capacity

Roles and responsibilities

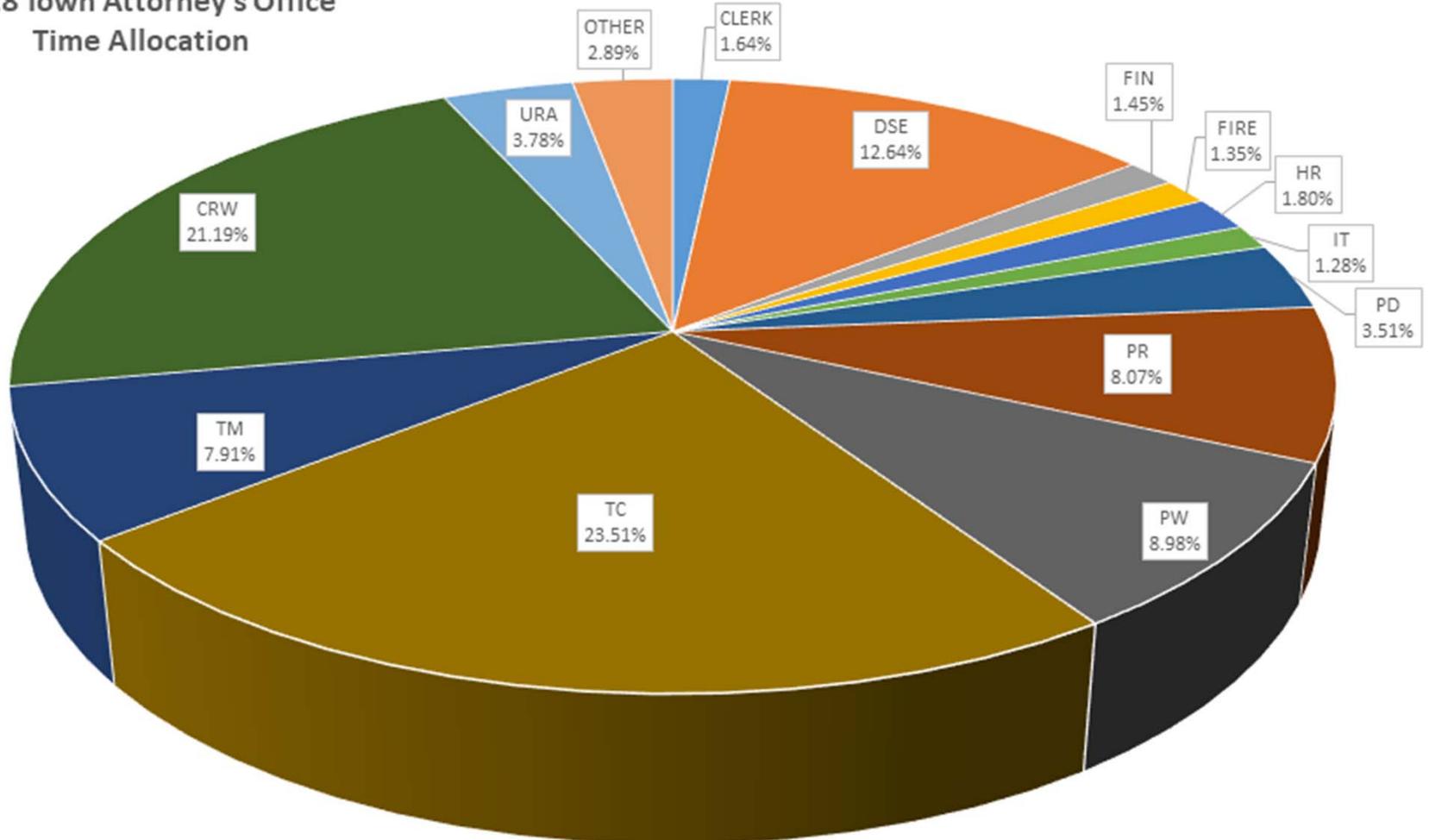
The Town Attorney is not the attorney for the individual or groups of citizens of Castle Rock in private matters relating to:

1. Consumer affairs
2. Landlord/tenant disputes
3. Neighborhood disputes
4. Small claim courts
5. Family law matters
6. Private contract disputes and private lawsuits

Functions of Town Attorney

- ▷ Represents the Town as a plaintiff or defendant in civil courts and administrative proceedings
- ▷ Assists with pursuing and, possibly, prosecuting violations of the Charter and the Town's Municipal Code
- ▷ Advises the Town Council, boards and commissions and Town personnel
- ▷ Prepares resolutions and ordinances, agreements and other legal documents
- ▷ Researches the law and writes legal opinions interpreting the law
- ▷ Stays informed on changes to state and federal laws that impact the Town

2018 Town Attorney's Office Time Allocation



■ CLERK ■ DSE ■ FIN ■ FIRE ■ HR ■ IT ■ PD ■ PR ■ PW ■ TC ■ TM ■ CRW ■ URA ■ OTHER

YOUR TOWN CLERK'S OFFICE

Lisa Anderson, Town Clerk

What is a Town Clerk?



- ▷ Oldest public servant - 1274 in London (along with tax collector)
- ▷ Historically male – Now 6/271 in Colorado
- ▷ The “Rememberers” - Clerk’s memory was the record
- ▷ Appointed and ratified by Town Council

**How many
Town positions are
required by
State Statute?**

Answer:

**How many Town
positions are required
by our Charter?**

Answer:

When did Castle Rock vote to Incorporate to be the Town of Castle Rock?

Return of votes

B. B. Swanson	32	M. W. Ellis
Tom Pullman	33	W. S. Burdick
A. Johnson	34	C. W. Blackman
J. A. Rausch	35	M. Knudsen
John M. May	36	J. H. Bellars
Harry Jones	37	Geo. Emmelle
J. H. Craig	38	R. W. Blair
O. Quince	39	L. Kiedigger
W. Taylor	40	H. J. Johnson
C. Peterson	41	Wm. Thompson
Joe Smith	42	J. W. Nessens
C. Jackson	43	W. Spenser
W. Kiedigger	44	J. Matheson
J. H. Farrell	45	Walter M. West
W. A. Harris	46	Wm. King
D. Swanson	47	A. Savage
C. Nordman	48	H. W. Emery
D. Spenser	49	J. H. Wright
W. H. Jensen	50	W. H. Waller
C. King	51	C. C. Hillborn
B. Bauman		
J. Bellars		
Tom Dyer		
A. Smith		
Ed. Swaiter		
A. Rausch		
A. Riddle		
C. Swanson		
P. J. King		
James K. Bock		
E. H. Harper		

we hereby certify that the above is a true copy of the
 -permanence being of the above named election
 at the
 J. H. Jones } Clerk
 Wm. Spenser } Election
 David Quince } Commissioner
 John A. Rausch } of
 Thomas S. Harris } Election

for incorporation III III III III III
 against incorporation III III III III III 28
 23

Official Return
 at an Election held at Castle Rock in the County of Douglas
 and State of Colorado on the 17th day of April in the year of
 our Lord one thousand eight hundred and eighty one the
 vote was cast
 whose number of votes was forty one

For Incorporation (28) Twenty Eight votes
 Against Incorporation (23) Twenty Three votes

Certified by me this 17th day of April A.D. 1881
 J. H. Jones } Clerk
 Wm. Spenser } Election
 David Quince } Judge
 John A. Rausch } of
 Thomas S. Harris } Election

Answer:



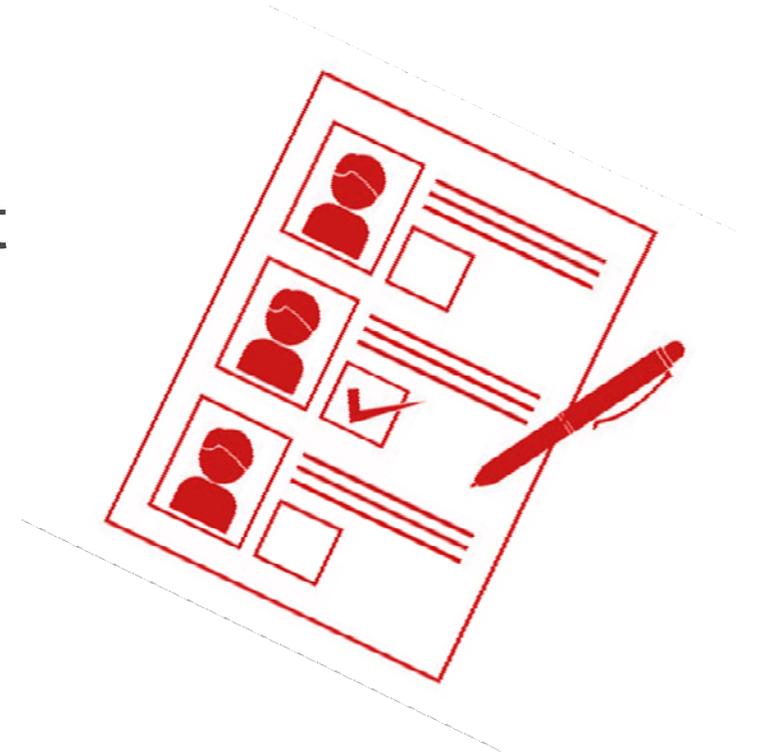
Clerk oath:

- ▷ Uphold Constitution and our laws
- ▷ Record the truth
- ▷ Example to fellow citizens
- ▷ Quality and integrity
- ▷ Neutrality and impartiality

Elections

Protectors of Democracy

- ▶ Register candidates
- ▶ Fair Campaign Practices Act
- ▶ Verify petitions
- ▶ Run or coordinate election



Records

Protect and Preserve our History

- ▷ Attest and archive
 - Town agreements
 - Historical records
 - Minutes and laws passed
 - Election records
- ▷ Codify laws
- ▷ Legal publications
- ▷ Public records requests under CORA





Colorado Open Records Act

Transparency

PUBLIC RECORD

Related to Town business and elected officials

Final documents:

- Electronic files
- Paper
- Emails
- Recordings
- Photos

NOT PUBLIC RECORD

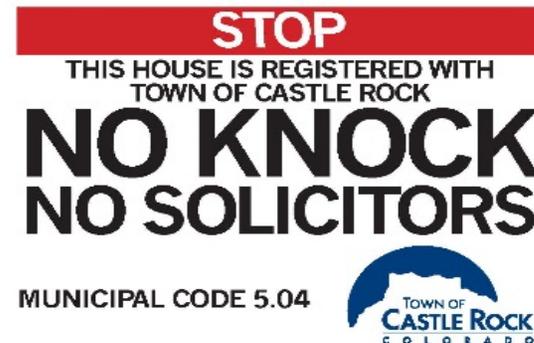
- Work product, DRAFTS, personal correspondence
- Executive sessions
- Attorney-client privilege, legal advice
- Investigative files, security details, etc.
- Person is the subject - Water bill, medical records, personnel records

No Knock Program – initiated in 2008

Protect Citizen's Right to Privacy

No Knock List: Solicitors CANNOT knock

- Citizens register on website
- Address added to list on website
- Sticker mailed



Solicitors: Register, Background Check, and Comply with program

- Solicitors – Selling or Ordering (Girl Scout cookies allowed 😊)
- Canvassers – politician, religious, nonprofits – Cannot prohibit
- Flyers – First Amendment protects – Cannot prohibit

Liquor licensing

Ensure public safety

LIQUOR LICENSES

- Background checks on owners & managers
- Petition the neighborhoods
- Hearings for New licenses & Violations
- Transfers, Renewals, Changes, Tastings



SPECIAL EVENTS LIQUOR PERMITS

Street Parties, Movies, Concerts, Douglas County Fair, Runs and Bike Races, Private Events, etc.

Required: Open to the public and/or selling alcohol

Not Required: Invitation only, private property, not selling

Find it all on CRgov.com!

Town Government

- Town Council**
 - Current Agenda (PDF)
 - Council Agendas
 - Council Election Districts
 - Council Recognition
 - How Council Voted
 - Initiatives and Referendums
 - Meet Council Meetings
 - Open Houses
 - Past Town Councils
 - Public Notices
 - Quasi-Judicial Requirements
 - Recall
 - Representing Castle Rock
 - Running for Council
 - Watch Council Meetings
 - Who Councilmembers Are
 - What is an Ordinance?
 - Welcome to Castle Rock
- Boards and Commissions**
 - Board & Commission Vacancies
 - Board & Commission Member Welcome
 - Board of Adjustment
 - Board of Building Appeals
 - Castle Rock Water Commission
 - Citizen Advisory Committee
- Code Central**
 - Development Procedures Manual
 - Infrastructure Design Codes
 - Land Development Application
 - Municipal Code
 - Permit Application
 - Public Works Details and Forms
 - Chronology of Council actions on firearms
- Code**
- Community Relations**
 - Community Surveys
 - Download Our Mobile App
 - Newsroom
 - Town Hall LED Watch
- No Knock List**
- ADA Accommodations**
 - ADA Compliance
 - Notice Under the ADA
- Town Manager**
 - 2018 Special Election
 - Major Projects
 - Strategic Priorities
 - 2018 Roadwork
 - Town Reports
- Deputy Town Manager**
- Town Clerk**
 - Meet the Town Clerk
 - Municipal Code
 - Open Records
 - Town Charter
 - Public Notices
- Environmental Information**
- Municipal Court**
 - Community Service Options
 - Judge Lou Grish

Elections

- 2018 Special Election
- Campaign Finance Forms
- County Election Office
- Election Districts
- Financial Filings
- Initiatives and Referendums
- Issue Committee
- Mail Ballot Elections
- Recalls
- Running for Council

Doing Business

- Hosting an Event
 - Promoting Your Events
 - Fire Department Permits
- Liquor Licensing**

Explore

- No Knock List**
- Planning
- Sales Tax & Business Licensing
- Shop Local, CR!
- Urban Renewal Authority

Liquor No Knock

BREAK TIME!

Take about 10 minutes to stretch,
make a phone call, find a snack, etc.

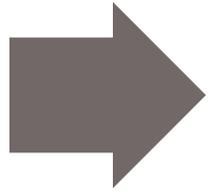
TOWN MANAGER'S OFFICE AND YOUR TOWN FACILITIES

Kristin Zagurski, Assistant Town Manager



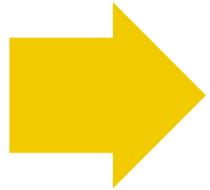
Facilities

Provides a safe and clean environment
at the Town's 20+ municipal facilities



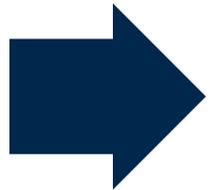
24/7/365 response

to Facilities-related issues



1,571 work orders

completed during 2018



trained in all trades

electrical, plumbing, HVAC, locks, carpentry and more

Current capital projects

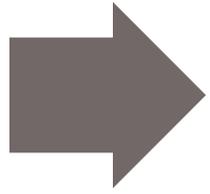
- ▶ Public Safety Training Facility construction
- ▶ Service Center addition
- ▶ Next up: new Water administration and customer service building



In-house 23-member Facility Services team keeps our buildings clean!

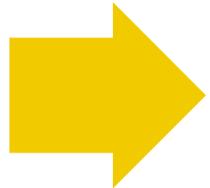
YOUR TOWN AT WORK

Sue Morgan, Human Resources Manager
Mark Paul, Human Resources Generalist



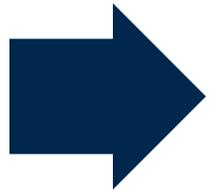
6 major departments

the Town operates over 20 business units



566 full-time employees

plus part-time and seasonal staff of more than 500



\$65.3 million payroll

includes salary and benefits

HR Vision Statement



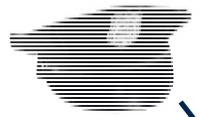
In keeping with the shared direction and values of the Town, Human Resources serves as an internal consulting resource, provides innovative programs, and fosters positive work relationships in an environment of credibility and trust.

Human Resources

- ▷ Keepers of the culture – values-driven organization
- ▷ Compensation/benefits (including workers comp)
- ▷ Training
- ▷ Employee relations
- ▷ Employee recognition
- ▷ Recruitment



We wear a lot of hats!



▷CPRP

▷Certified Park & Recreation Professional through National Recreation & Park Association (NRPA)



▷Roads Scholar

▷Transportation safety, local road maintenance and construction



▷POST

▷Peace Officer's Standards and Training



▷CPA

▷Certified Public Account



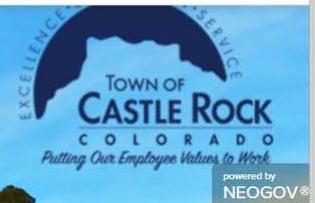
▷ACLS

▷Advanced Cardiac Life Support

Excellence, dedication and service



Castle Rock Career Pages



Q Search 17 jobs found ☰ ☰ Sort Filter

Job Title	Job Type	Salary	Closing	Posted	Department	Location
Aquatics Private Lesson Instructor	Part Time Less Than 20 Hours	\$16.43 - \$19.72 hr	08/31/18	07/27/18	Parks & Recreation Aquatics	2301 Woodlands Boulevard Castle Rock, CO
Aquatics Private Lesson Instructor - Special Needs	Part Time Less Than 20 Hours	\$16.43 - \$19.72 hr	08/31/18	04/27/18	Parks & Recreation Aquatics	1375 W. Plum Creek Parkway Castle Rock, CO
Business Administration Manager	Full Time	\$80,496.00 - \$96,595.20 yr	08/10/18	07/27/18	Development Services Department	100 N. Wilcox Street Castle Rock, CO
Childcare Attendant New	Part Time Less Than 20 Hours	\$10.20 - \$12.24 hr	08/22/18	08/08/18	Parks & Recreation Youth Programs	2301 Woodlands Boulevard Castle Rock, CO
Combination Building Inspector	Full Time	\$52,644.80 - \$61,859.20 yr	08/22/18	06/20/18	Development Services Building/Inspections	100 N. Wilcox Street Castle Rock, CO
Development Services Technician	Full Time	\$47,008.00 - \$55,244.80 yr	08/10/18	07/27/18	Development Services Buildina/Inspections	100 N. Wilcox Street Castle Rock, CO

CRgov.com/jobs

View openings and apply online



YOUR TOWN WIRED

Amy Hart-Dayton, GIS Manager

Services DoIT provides



Technology Operations – desktop/application support



Infrastructure – network, engineering, servers



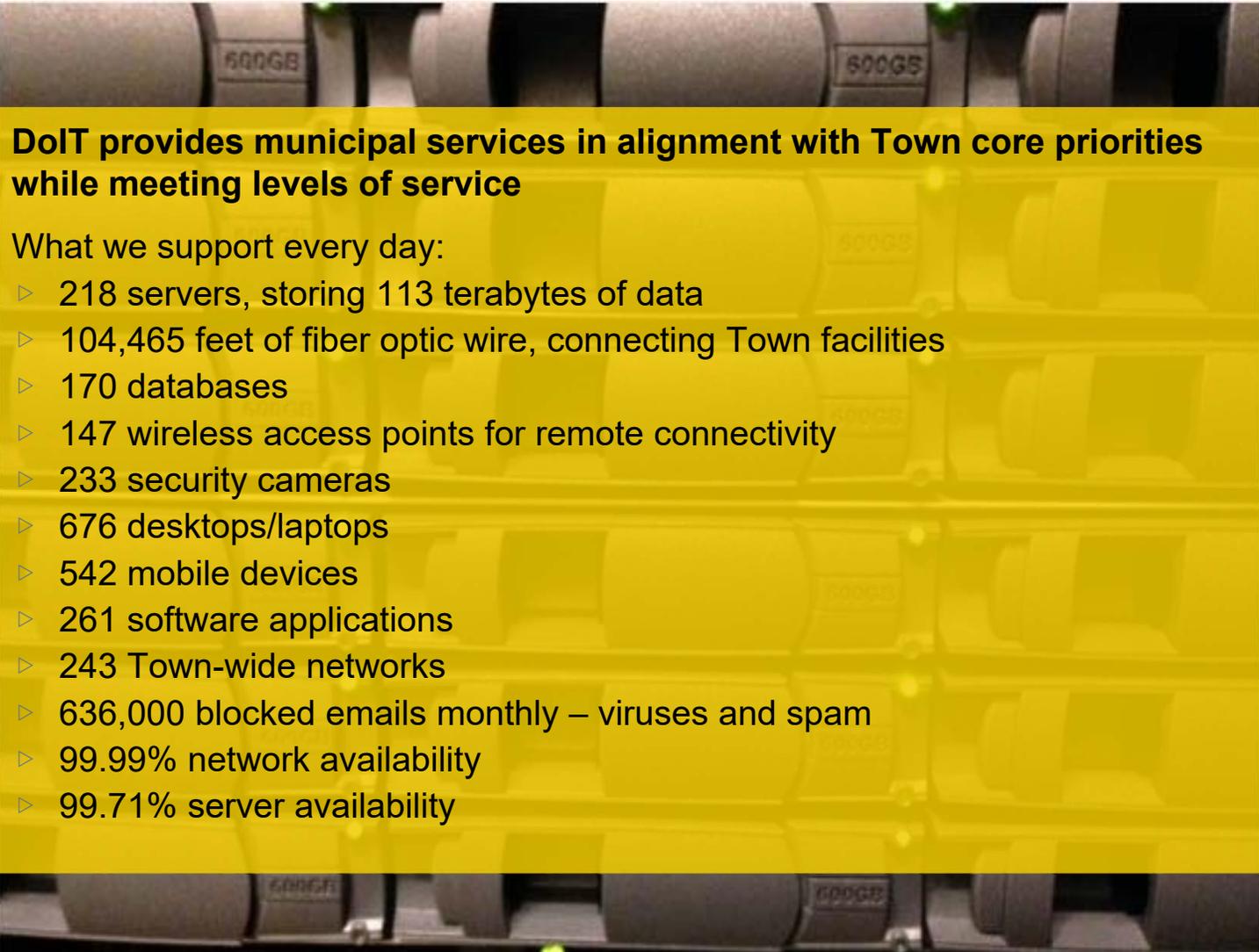
Security Services – compliance and auditing



GIS – mapping and demographics



Information Solutions – project management



DoIT provides municipal services in alignment with Town core priorities while meeting levels of service

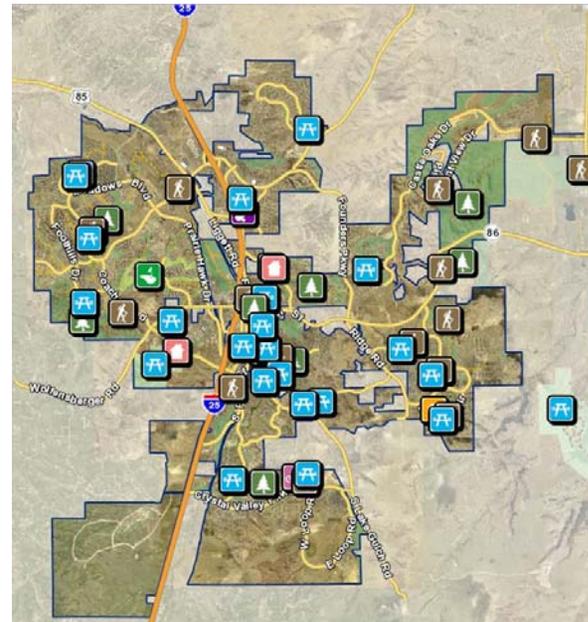
What we support every day:

- ▷ 218 servers, storing 113 terabytes of data
- ▷ 104,465 feet of fiber optic wire, connecting Town facilities
- ▷ 170 databases
- ▷ 147 wireless access points for remote connectivity
- ▷ 233 security cameras
- ▷ 676 desktops/laptops
- ▷ 542 mobile devices
- ▷ 261 software applications
- ▷ 243 Town-wide networks
- ▷ 636,000 blocked emails monthly – viruses and spam
- ▷ 99.99% network availability
- ▷ 99.71% server availability

Interactive mapping sites

CRgov.com/GIS

- ▷ Development Activity
- ▷ Development Constraints
- ▷ Zoning
- ▷ Fitness Routes
- ▷ Parks & Recreation
- ▷ Trail Conditions
- ▷ Pavement Maintenance
- ▷ Road Closures
- ▷ Snow Plow
- ▷ Traffic Count
- ▷ Election Districts
- ▷ Public Art
- ▷ Community Resources
- ▷ Metro Districts



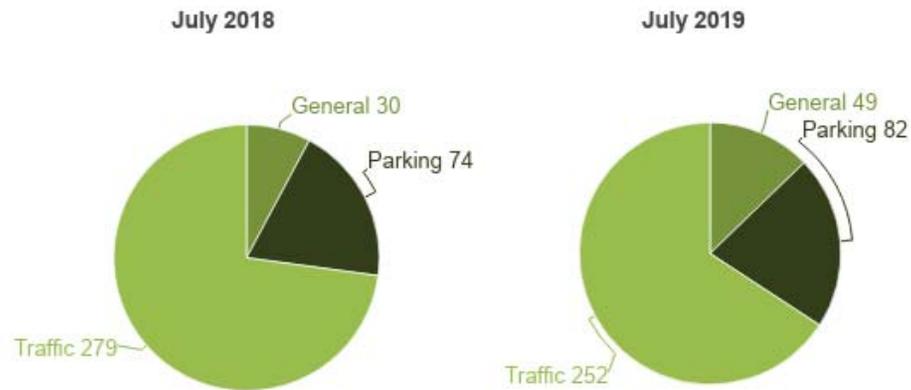
YOUR TOWN COURTS

Deborah Westwood, Teen Court Coordinator

Municipal Court

Jurisdiction over violations of Town ordinances, including traffic, parking, animal and misdemeanor criminal offenses

Total cases filed in CR Municipal Court by type: July 2018 vs. July 2019



Teen Court basics

Who? Ages 12-17, 1st time misdemeanor offenders, no gangs, accountable

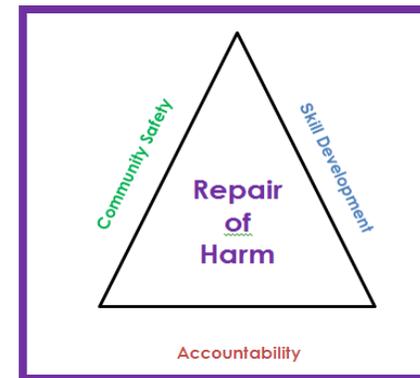
What? Charges dismissed with full compliance

When? Hearings typically 2x/ week

Where? Castle Rock Municipal Court

Why? Focus on strengths to encourage positive future, restorative justice focus, growing future leaders

How? Volunteers from the Castle Rock community



Types of cases

Conspiracy

MIP/tobacco/MJ/paraphernalia
(25 cases in 2018)

Curfew

Obstruction of police officer

Damaging property

Theft (18 cases in 2018)

Trespass



Peer Panel

For younger/less serious offenders

Conference-style table, interviewing respondent and parent



Trial

For older/more serious offenders

Respondent, represented by defense attorney, in front of judge and jury; prosecutor representing Town of Castle Rock

Disposition options

Over 900 hours
community service by
defendants, in 2018,
including 168 hours
maintaining Rock Park's
trails

Jury duty

Community service

Random UAs

Interview of store owners

Successful class attendance

GED

Apologies

Involvement in club/activity

Essays/speeches

Etc.

Volunteers

Significant education/training

Internship and leadership opportunities

Teamwork

Fun!



2018 statistics

1,369 hours of volunteer work

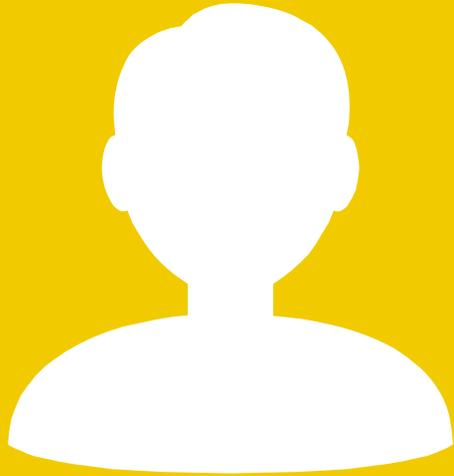
50 cases

45 peer panels

5 trials

YOUR TOWN CONNECTED

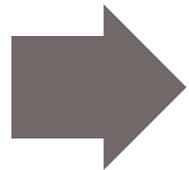
Melissa Hoelting,
Community Relations Manager



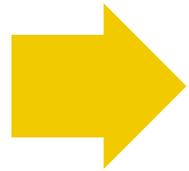
Community Engagement

Community Relations provides accurate and engaging communications related to Town projects and priorities

Effective communication



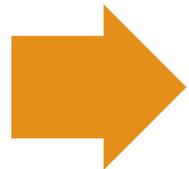
Builds trust



Diminishes confusion



Is two-way = engagement



Aligns with strategic plan/goals

Video



Many communication channels



Web

CRgov.com

More than 96K
visitors in August!



Social media

Facebook – more than 17,000 likes

Twitter – over 8,500 followers

Instagram – nearly 3,380 followers

LinkedIn – more than 920 followers

Nextdoor – over 23,850 verified residents

Many communication channels



Print

Your Town Talk –
monthly water bill
newsletter

Outlook – Townwide
publication printed three
times per year

Other printed items –
posters, postcards,
brochures, ads and more



TV

Comcast Channel 22



Video

CRgov.com/**watch**

YouTube –
over 800 subscribers

Video



Media relations hub for the Town

As of August, responded to 55 media requests, ranging from the Castle Rock News-Press to national media outlets

Accuracy and transparency are key

We help employees and elected officials know what to expect during a media interview

The Police Department has a Public Information Officer on call 24/7/365



Subscribe to Town emails!

CRgov.com/NotifyMe

Thanks for your attention!

Gr | rx kdyh dq | **questions**B