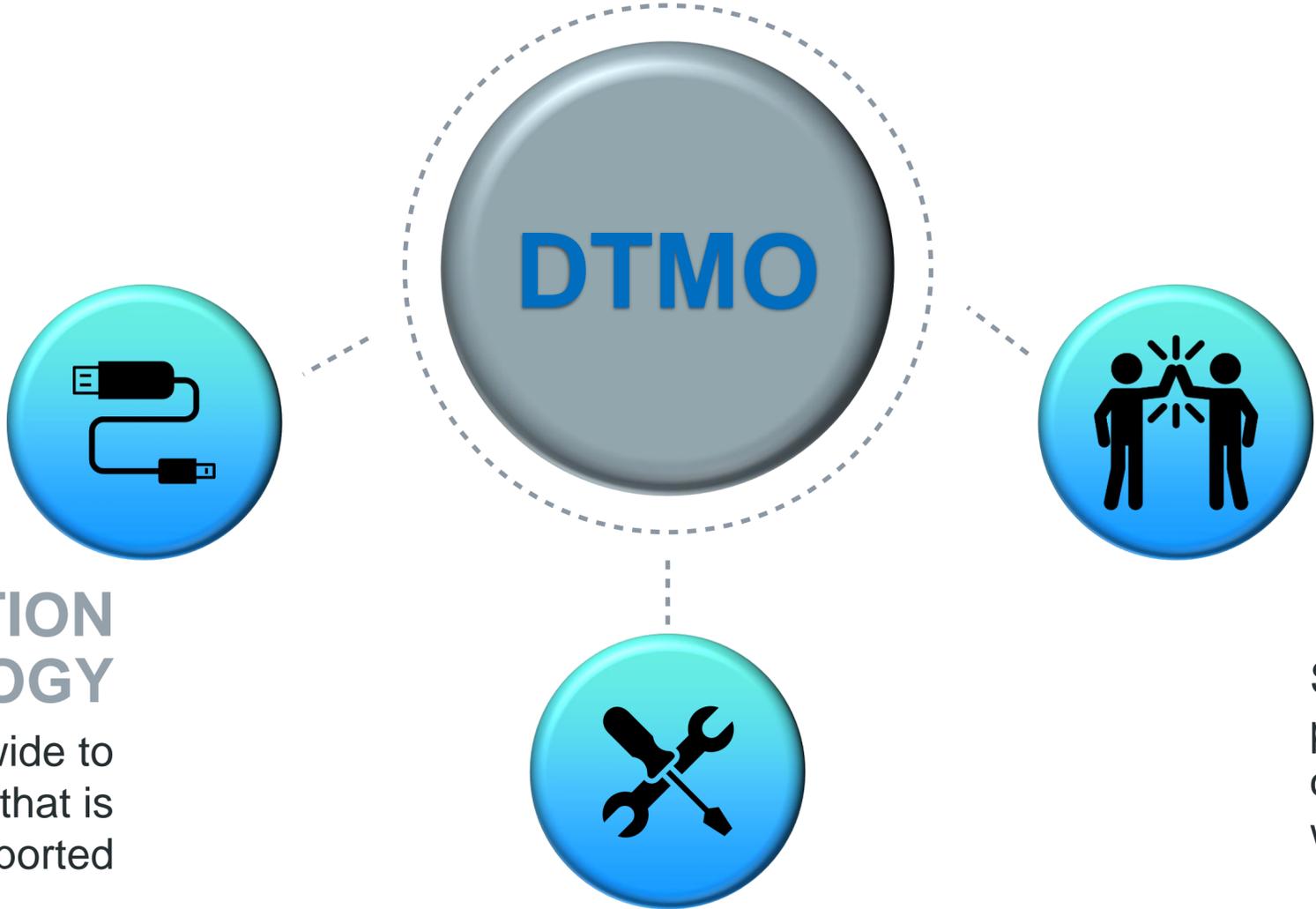


DEPUTY TOWN MANAGER'S OFFICE MONTHLY REPORT

Each division within the Deputy 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



DIVISION OF INNOVATION & TECHNOLOGY

Partners with departments Townwide to strategically implement technology that is secure and well-supported

HUMAN RESOURCES

Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

FACILITIES DIVISION

Provides a safe and positive environment at all municipal facilities, for both employees and the public

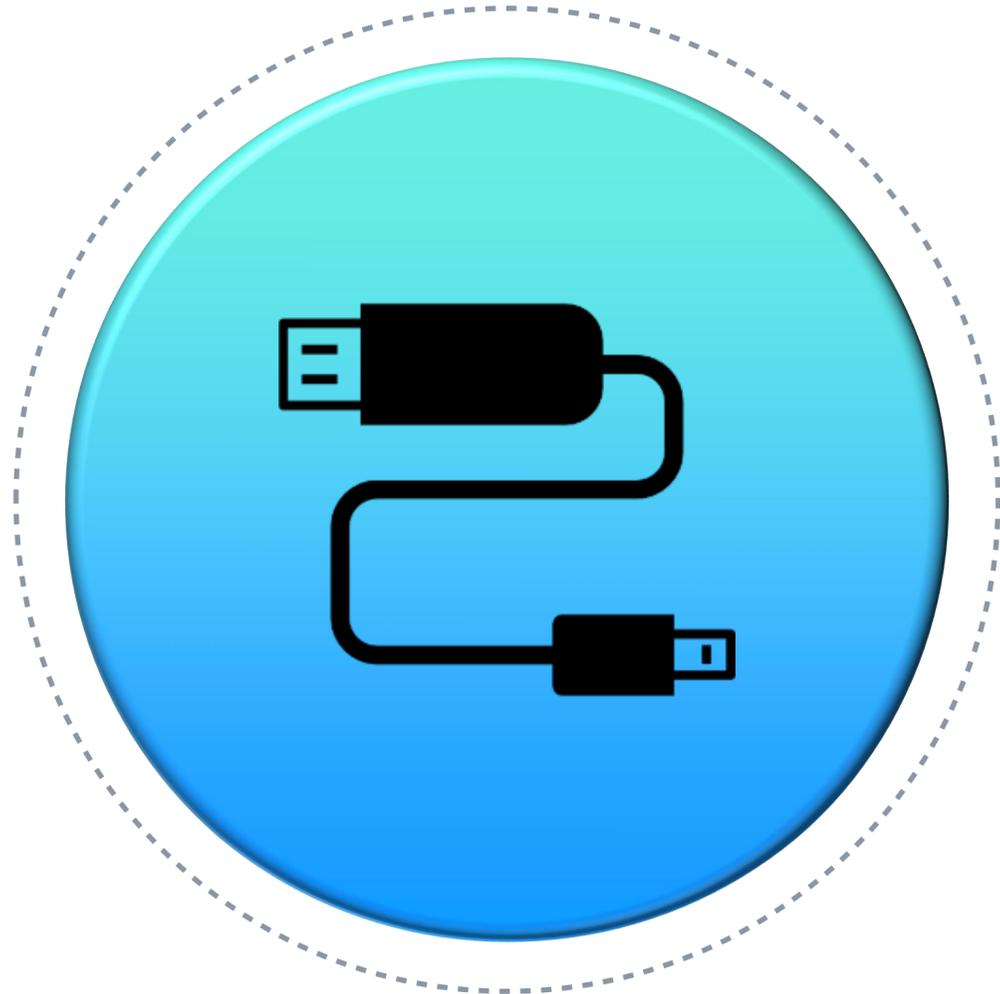


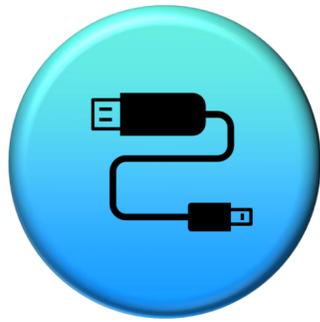
DIVISION OF INNOVATION & TECHNOLOGY

Key Accomplishments



- Conducted **four** Town-wide training courses
- New Cisco phone system and desk phones successfully installed
- Server patching completed and new server storage implemented
- New Council Member and Election District monitor installed in Town Hall lobby





DIVISION OF INNOVATION & TECHNOLOGY

Help Desk

Addressed **436** total tickets, with an average time-to-resolve of **63** hours

There were no emergency priority tickets this month

There were **46** urgent priority tickets this month, **96%** of which were resolved within two calendar days (85% is goal)

There were **255** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **38** total tickets, with an average open-to-resolve time of **108** hours

There were **two** annexations, which were reflected within the GIS database map within one week of receipt, for a **100%** completion rate (90% is goal)

There were **two** zoning changes which were reflected within the GIS database map within two weeks of receipt, for a **100%** completion rate (90% is goal)

There were **two** parcel updates, which were reflected within the GIS database map within four weeks of receipt, for a **100%** completion rate (90% is goal)

There were **15** In Your Backyard requests completed this month

FACILITIES DIVISION



Key Accomplishments



- Completed annual property survey with CIRSA insurance company
- Continued supporting construction of the Central Service Center, the Service Center addition, and the Public Safety Training Facility project
- Installed a new touch-screen monitor in the Town Hall lobby for Town Council information, and oversaw a minor office remodel in Development Services



FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received 107 service requests in November and completed all of them within one working day unless parts or contracted labor were needed</p> <p>There were six after-hours emergencies during November</p>	<p>Staff completed 35 preventative maintenance tasks during November, including:</p> <ul style="list-style-type: none">• Checking buildings• Inspecting and changing belts, filters, etc., on HVAC equipment• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies	<p>There were two room/event setup requests during November</p>	<p>Staff provided custodial services as scheduled during November</p> <p>There were two custodial service requests this month</p> <p>Staff performed 27 custodial inspections to ensure proper service delivery</p>

HUMAN RESOURCES

Key Accomplishments



- HR sat on **three** interview panel this month, Fire Battalion Chief, Development Services Business Analyst and Finance Payroll Technician
- Provided rollout training for the new Performance Review form at Castle Rock Water, Public Works, Facilities and Police





HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p>Three new full-time employees came on board during November. They will attend new hire orientation on December 5.</p>	<p>On November 8 HR provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in November reviewed 72 performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met</p>	<p>HR facilitated nine employee recognition opportunities and one Rock Star recognition during November</p>	<p>HR's goal is to organize and hold a minimum of six Castle Rock University classes per year, as a method of promoting employee development and performance</p> <p>HR did not host any training in November</p>

