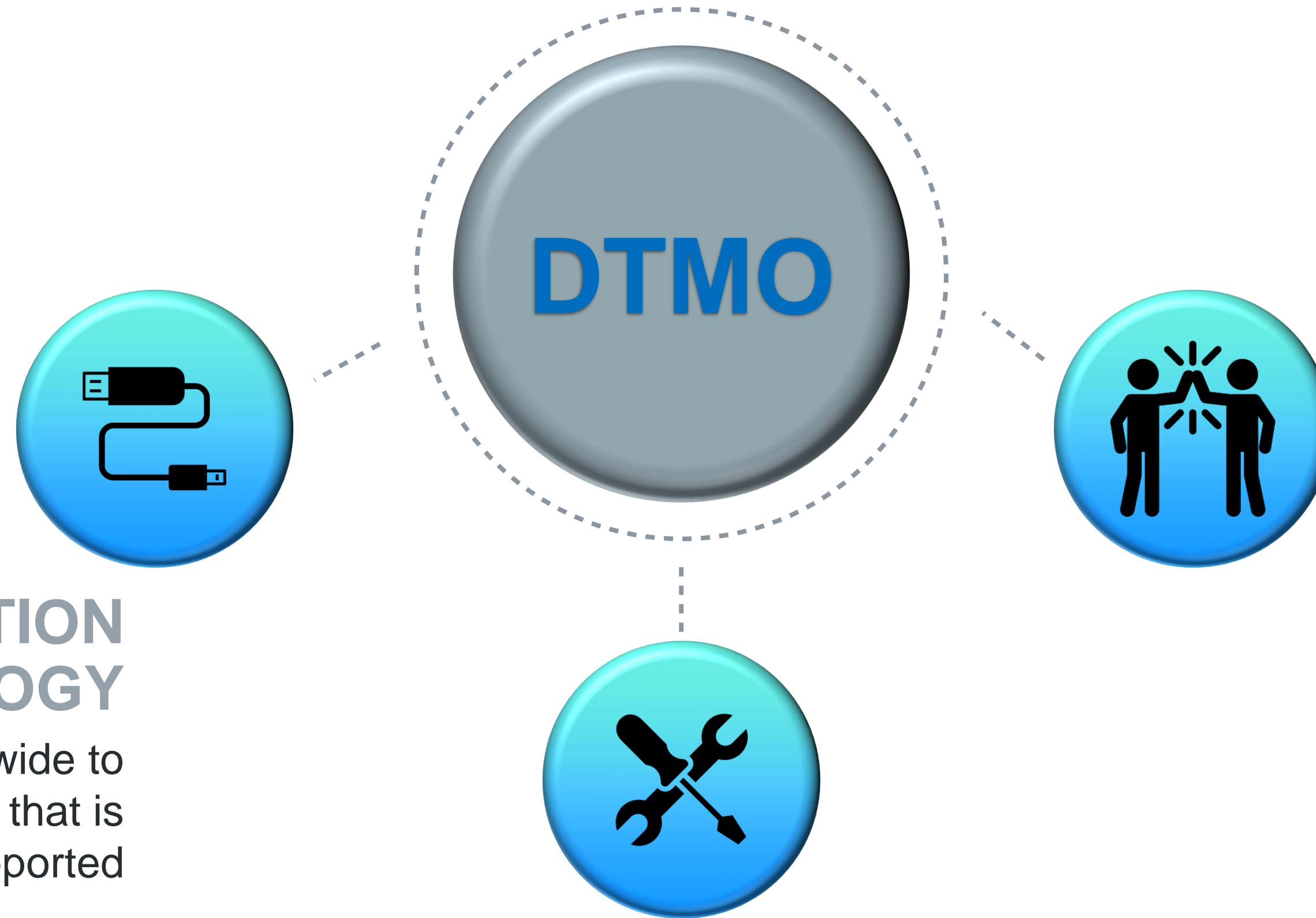


DEPUTY TOWN MANAGER'S OFFICE MONTHLY REPORT

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

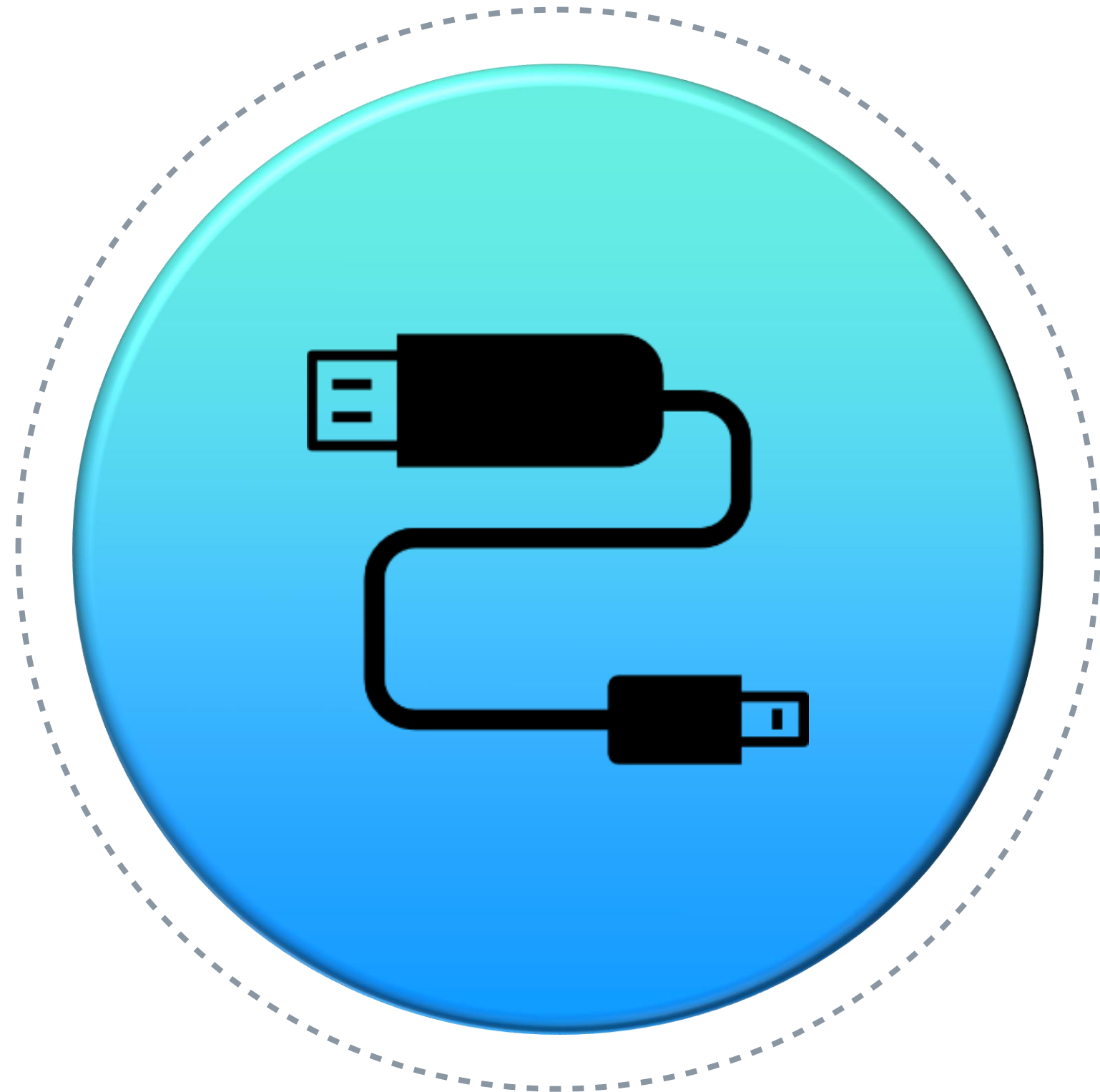
Provides a safe and positive environment at all municipal facilities, for both employees and the public

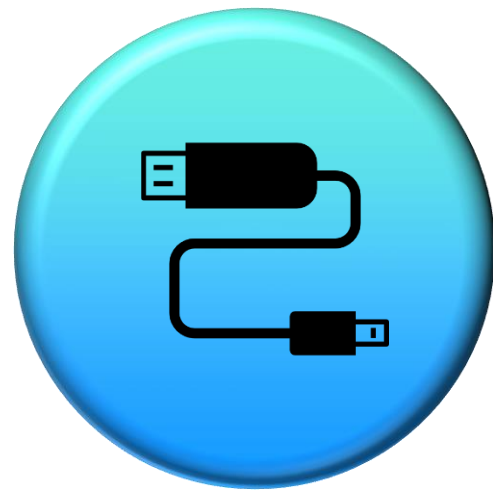
DIVISION OF INNOVATION & TECHNOLOGY

Key Accomplishments



- Conducted four Town-wide training classes
- Completed Special Map requests: Castle Rock Half Marathon and Crystal Valley Ranch trails map
- Staff upgraded applications using TLS encryption to meet a mandatory industry upgrade by June 30
- Privileged Access Support installed, allowing outside vendors restricted access to necessary applications





DIVISION OF INNOVATION & TECHNOLOGY

Help Desk

Addressed **442** total tickets, with an average time-to-resolve of **44** hours

There were no emergency priority tickets this month

There were **50** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **274** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **39** total tickets, with an average open-to-resolve time of **84** hours

There were no annexations completed this month

There were no zoning changes completed this month

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

FACILITIES DIVISION

Key Accomplishments



- Completed the buildout of an IT training room in the basement of Town Hall, including installation of an HVAC unit for the area
- Completed repairs to the sand oil inceptor at Fire Station 155
- Completed boiler inspections Town-wide
- Continued supporting construction of the Central Service Center and Fire Station 152
- HVAC coil cleaning and filter replacements Town-wide



FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received 141 service requests in June and completed all of them within one working day unless parts or contracted labor were needed</p> <p>There were two after-hours emergencies during June</p>	<p>Staff completed 106 preventative maintenance tasks during June, including:</p> <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies	<p>Staff completed three room/event setups requests during June, within the timeframe requested</p>	<p>Staff provided custodial services as scheduled during June</p> <p>There were three custodial service request this month</p> <p>Staff performed 28 custodial inspections to ensure proper service delivery</p>



HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p>Four new full-time employees came on board during June. Two attended new hire orientation in June and two will attend in July</p>	<p>In the first week of July HR will provide a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in June reviewed 36 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 four employee recognition opportunities and one Rock Star recognition during June</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>During June, HR hosted Performance Appraisal Skills for 22 employees, Generations in the Workplace for 20 employees and Marathon Leadership for 15 employees</p>

