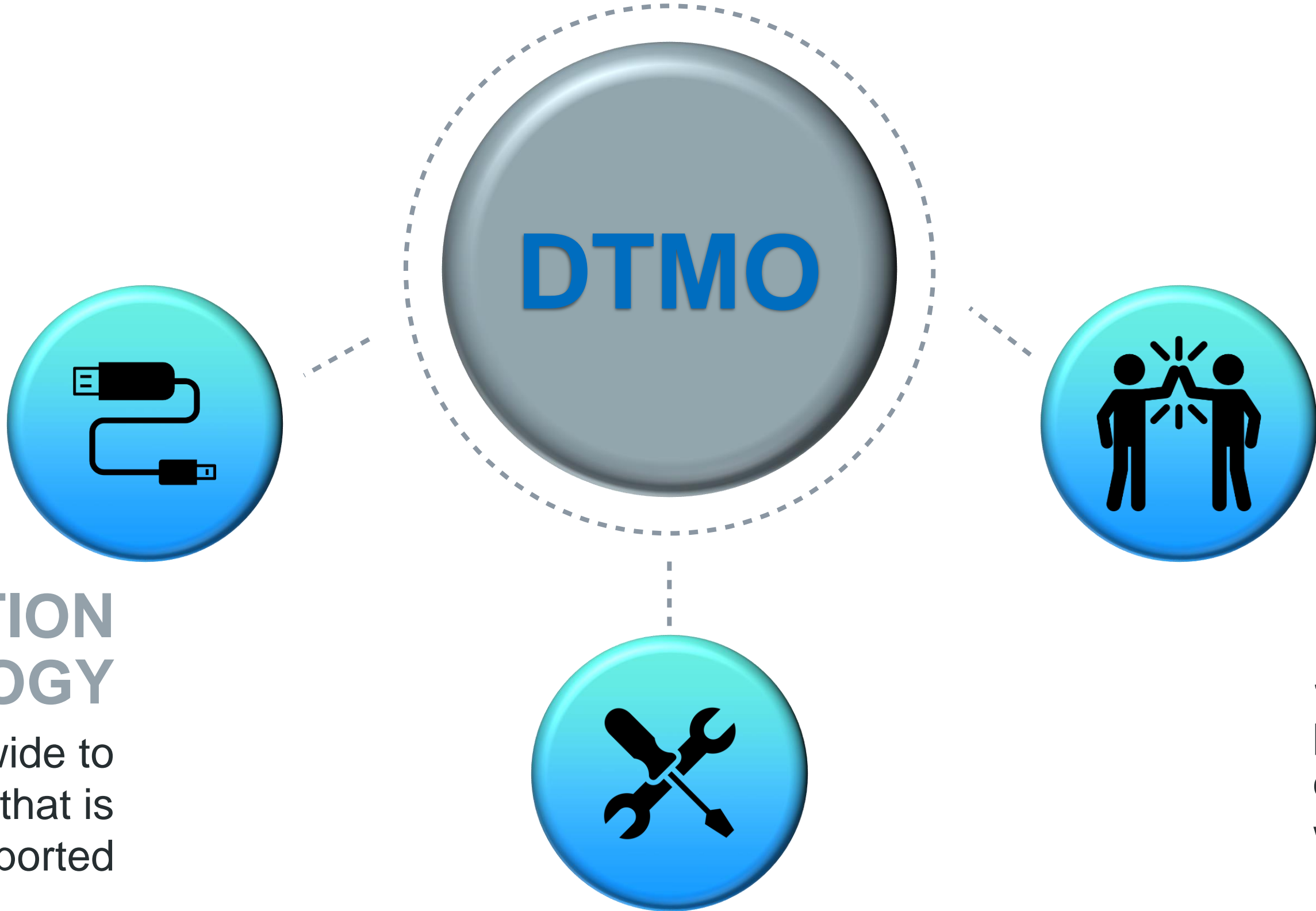


DEPUTY TOWN MANAGER'S OFFICE MONTHLY REPORT

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

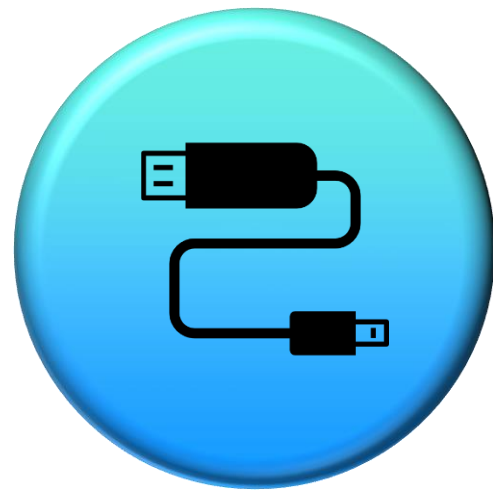
Provides a safe and positive environment at all municipal facilities, for both employees and the public

DIVISION OF INNOVATION & TECHNOLOGY

Key Accomplishments



- Conducted three Town-wide training classes
- Go-live of the new Faster Web fleet portal
- New DoIT training room was completed
- Completed the technology support for the Police Department dispatch expansion
- Submitted the LUCA Census data to the State of Colorado



DIVISION OF INNOVATION & TECHNOLOGY

Help Desk

Addressed **483** total tickets, with an average time-to-resolve of **72** hours

There were no emergency priority tickets this month

There were **66** urgent priority tickets this month, **95%** of which were resolved within two calendar days (85% is goal)

There were **317** medium priority tickets this month, **95%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **40** total tickets, with an average open-to-resolve time of **100** hours

There were no annexations completed this month

There were no zoning changes completed this month

There were **three** 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 **30** In Your Backyard requests completed this month

FACILITIES DIVISION

Key Accomplishments



- Supported the opening of Fire Station 152
- Installed a new boiler at the Recreation Center
- Hired a new Senior Maintenance Technician



FACILITIES DIVISION

| Service Requests | Preventive Maintenance | Room/Event Setups | Custodial |
|---|---|--|---|
| <p>Staff received 163 service requests in July and completed all of them within one working day unless parts or contracted labor were needed</p> <p>There was one after-hours emergency during July</p> | <p>Staff completed 133 preventative maintenance tasks during July, including:</p> <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies | <p>Staff completed one room/event setup request during July, within the timeframe requested</p> | <p>Staff provided custodial services as scheduled during July</p> <p>There were no custodial service request this month</p> <p>Staff performed 34 custodial inspections to ensure proper service delivery</p> |



HUMAN RESOURCES

| Employee Orientation | Performance Evaluations | Employee Recognition | Training |
|---|---|---|---|
| <p>Three new full-time employees came on board during July. Two will attend new hire orientation in September (there will be no orientation in August). One will attend after completing the Fire Academy.</p> | <p>On July 24 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 July reviewed 14 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 three employee recognition opportunities and one Rock Star recognition during July</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 July, HR hosted fifteen Work Place Respect classes for 398 employees, Professional Presentation Skills for 19 employees, and Marathon Leadership for 16 employees</p> |