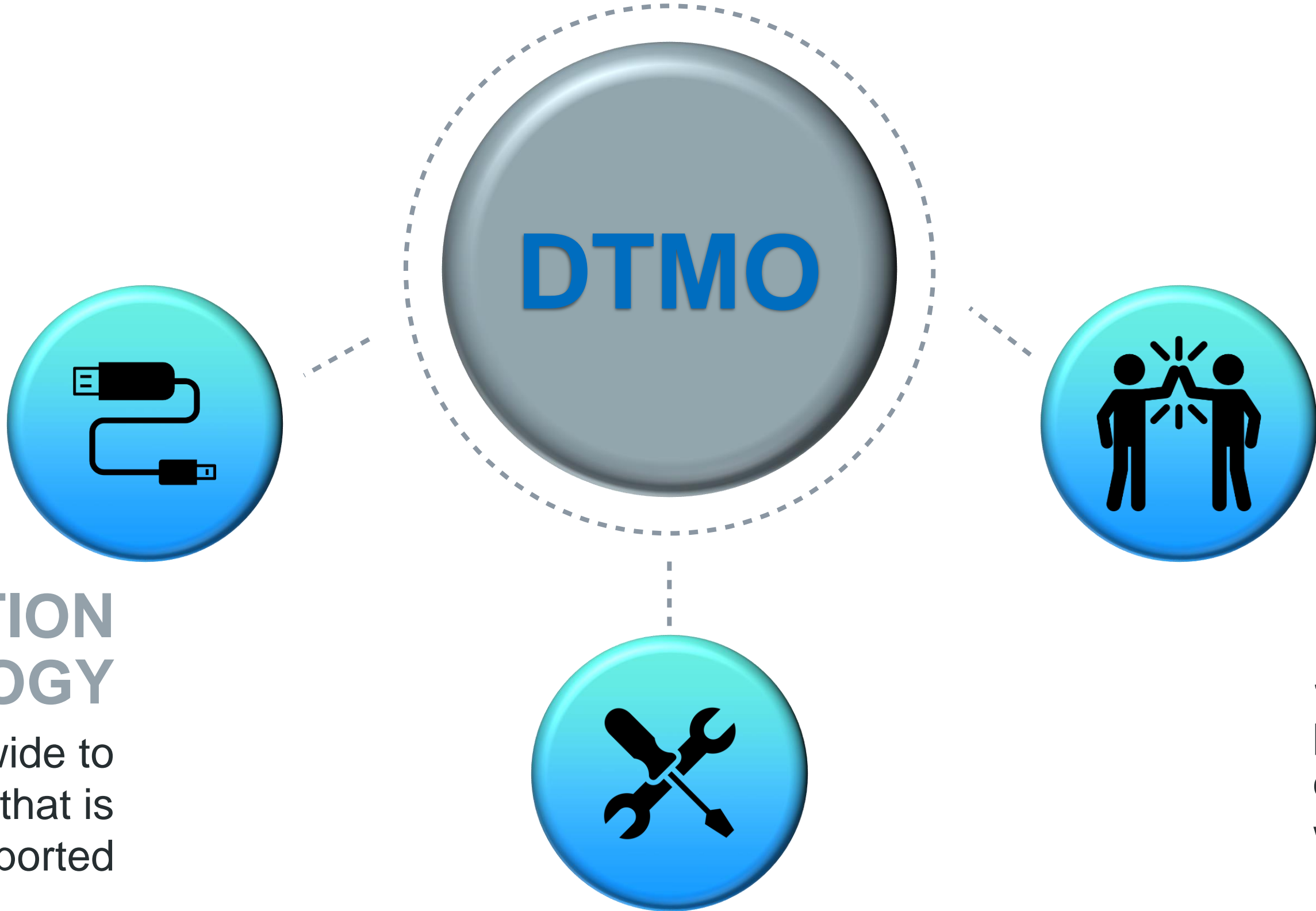


DEPUTY TOWN MANAGER'S OFFICE MONTHLY REPORT

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

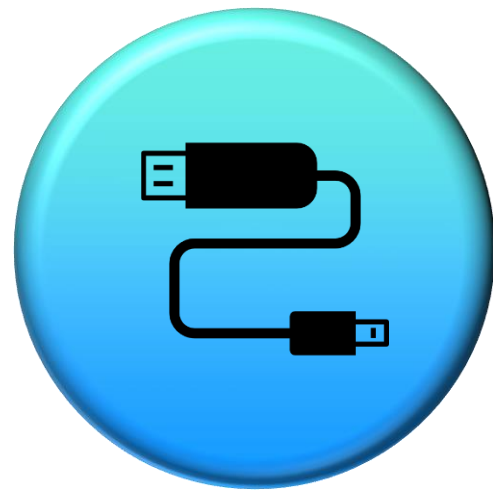
Provides a safe and positive environment at all municipal facilities, for both employees and the public

DIVISION OF INNOVATION & TECHNOLOGY

Key Accomplishments



- Successful go-live of CAD upgrade and Animal Control module for Police
- Conducted four Town-wide training courses
- Successful go-live of the new DoIT Helpdesk portal
- Completed the Desktop Replacement project for 2018



DIVISION OF INNOVATION & TECHNOLOGY

Help Desk

Addressed **494** total tickets, with an average time-to-resolve of **138** hours

There were no emergency priority tickets this month

There were **69** urgent priority tickets this month, **94%** of which were resolved within two calendar days (85% is goal)

There were **334** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **51** total tickets, with an average open-to-resolve time of **170** hours

There were no annexations completed this month

There were no zoning changes completed this month

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

There were **12** In Your Backyard requests completed this month

FACILITIES DIVISION

Key Accomplishments



- Completed numerous projects during the annual Recreation Center shutdown, including installing new boilers for the Leisure Pool, cleaning all restroom and locker room exhaust ducts, upgrading lighting, cleaning windows, and completing various additional repairs
- Converted the former armory area at the Police Department into office space
- Welcomed a new Senior Maintenance Technician to the team



FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received 143 service requests in August and completed all of them within one working day unless parts or contracted labor were needed</p> <p>There were three after-hour emergencies during August</p>	<p>Staff completed 114 preventative maintenance tasks during August, including:</p> <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies	<p>Staff completed three room/event setup requests during August, within the timeframe requested</p>	<p>Staff provided custodial services as scheduled during August</p> <p>There were five custodial service requests this month</p> <p>Staff performed 29 custodial inspections to ensure proper service delivery</p>



HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p>Six new full-time employees came on board during August. They all attended new hire orientation on September 5 (there was no orientation in August)</p>	<p>On August 22 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 August reviewed ten 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 two employee recognition opportunities and one Rock Star recognition during August</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 August, HR hosted three Work Place Respect classes for 34 employees, Coaching with Positive Feedback for 20 employees, and Marathon Leadership for 13 employees</p>