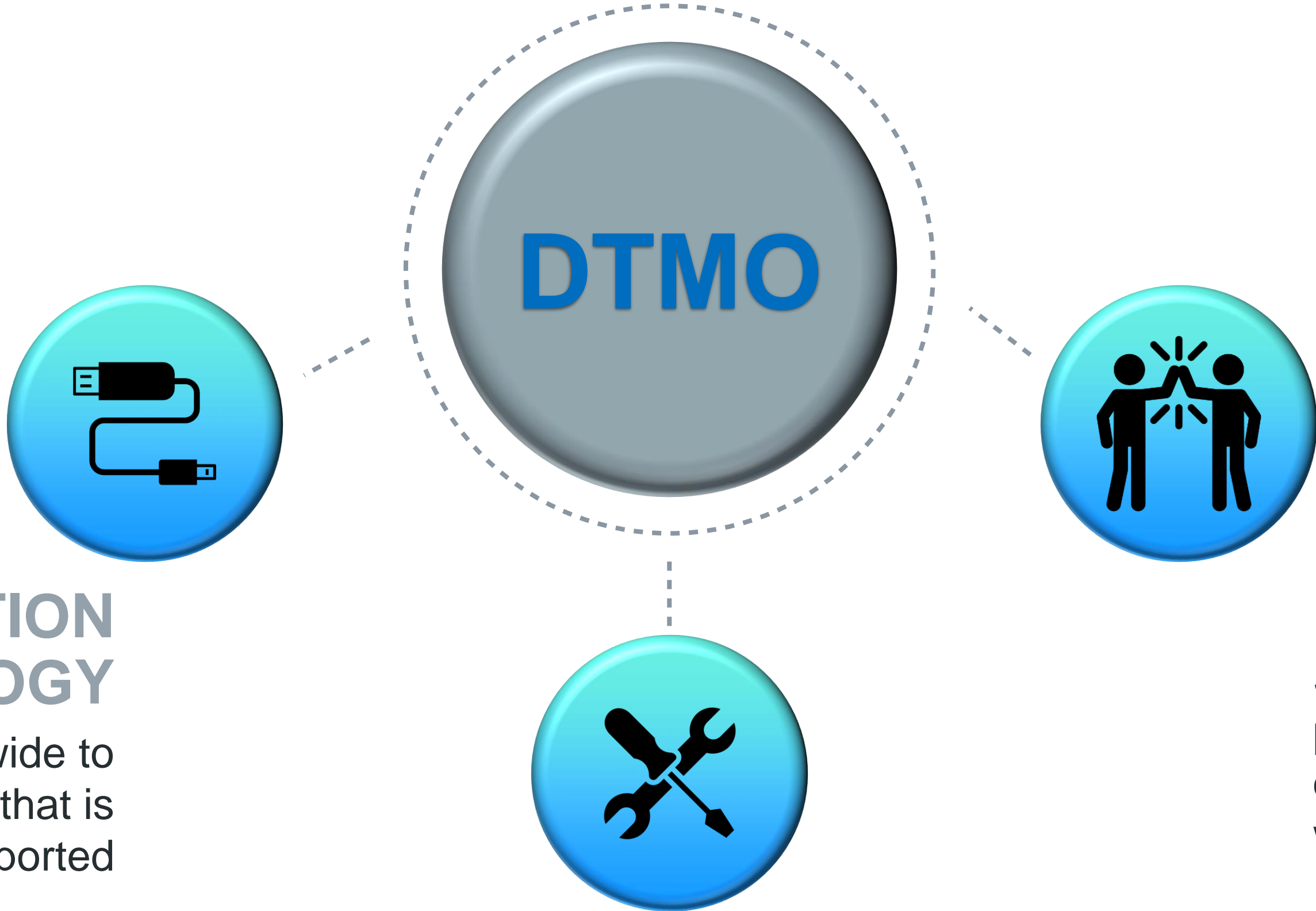


# DEPUTY TOWN MANAGER'S OFFICE MONTHLY REPORT

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

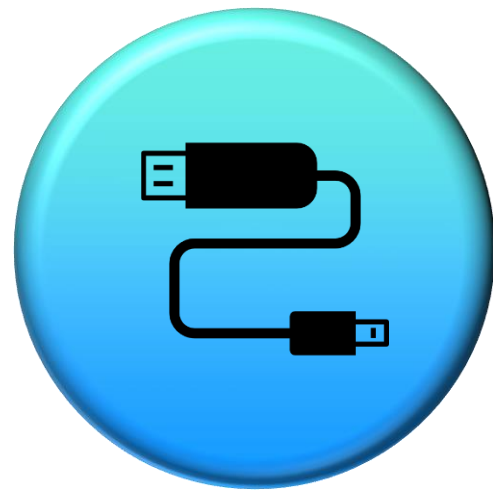


# DIVISION OF INNOVATION & TECHNOLOGY

## Key Accomplishments



- Conducted three Town-wide training courses
- Completed the Community Wildfire Protection Plan, providing data collection, analysis and maps
- Obligation Management tool passed testing phase and is actively being used by two Town departments



# DIVISION OF INNOVATION & TECHNOLOGY

## Help Desk

Addressed **363** total tickets, with an average time-to-resolve of **113** hours

There were no emergency priority tickets this month

There were **55** urgent priority tickets this month, **96%** of which were resolved within two calendar days (85% is goal)

There were **228** medium priority tickets this month, **96%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

Addressed **54** total tickets, with an average open-to-resolve time of **148** hours

There were **no** annexations completed this month

There were **no** zoning changes completed this month

There were **no** parcel updates completed this month

There were **13** In Your Backyard requests completed this month

# FACILITIES DIVISION

## Key Accomplishments



- Completed installation of new stair treads, conference table electrical connection and interview room soundproofing at the Police Department
- Completed lighting training for Town Hall and generator training and HVAC commissioning for Fire Station 152
- Continued supporting construction of the new Central Service Center, including reviewing submittals and coordinating needs with DoIT





# FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received <b>146</b> service requests in September and completed all of them within one working day unless parts or contracted labor were needed</p> <p>There were <b>no</b> after-hour emergencies during September</p>	<p>Staff completed <b>35</b> preventative maintenance tasks during September, including:</p> <ul style="list-style-type: none"><li>• Checking buildings</li><li>• Lubricating fitness equipment</li><li>• Replacing light bulbs</li><li>• Stocking supplies</li></ul>	<p>There were no room/event setup requests during September</p>	<p>Staff provided custodial services as scheduled during September</p> <p>There was <b>one</b> custodial service request this month</p> <p>Staff performed <b>18</b> custodial inspections to ensure proper service delivery</p>

# HUMAN RESOURCES

## Key Accomplishments



- Completed the Town-wide Workplace Respect training this month
- The Town received 987 resumes in the month of September for recruitment of key positions, the most resumes ever received in one month
- HR sat on two interview panels this month, Plant Maintenance Supervisor for Castle Rock Water and Fire Prevention Officer



# HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p><b>Two</b> new full-time employees came on board during September. They all attended new hire orientation on October 3.</p>	<p>On September 17 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 September reviewed <b>29</b> 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 <b>six</b> employee recognition opportunities and <b>one</b> Rock Star recognition during September</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 September, HR hosted <b>two</b> Work Place Respect classes for <b>29</b> employees, HR Survival Kit for <b>six</b> employees, and Leading Across Generations for <b>13</b> employees</p>