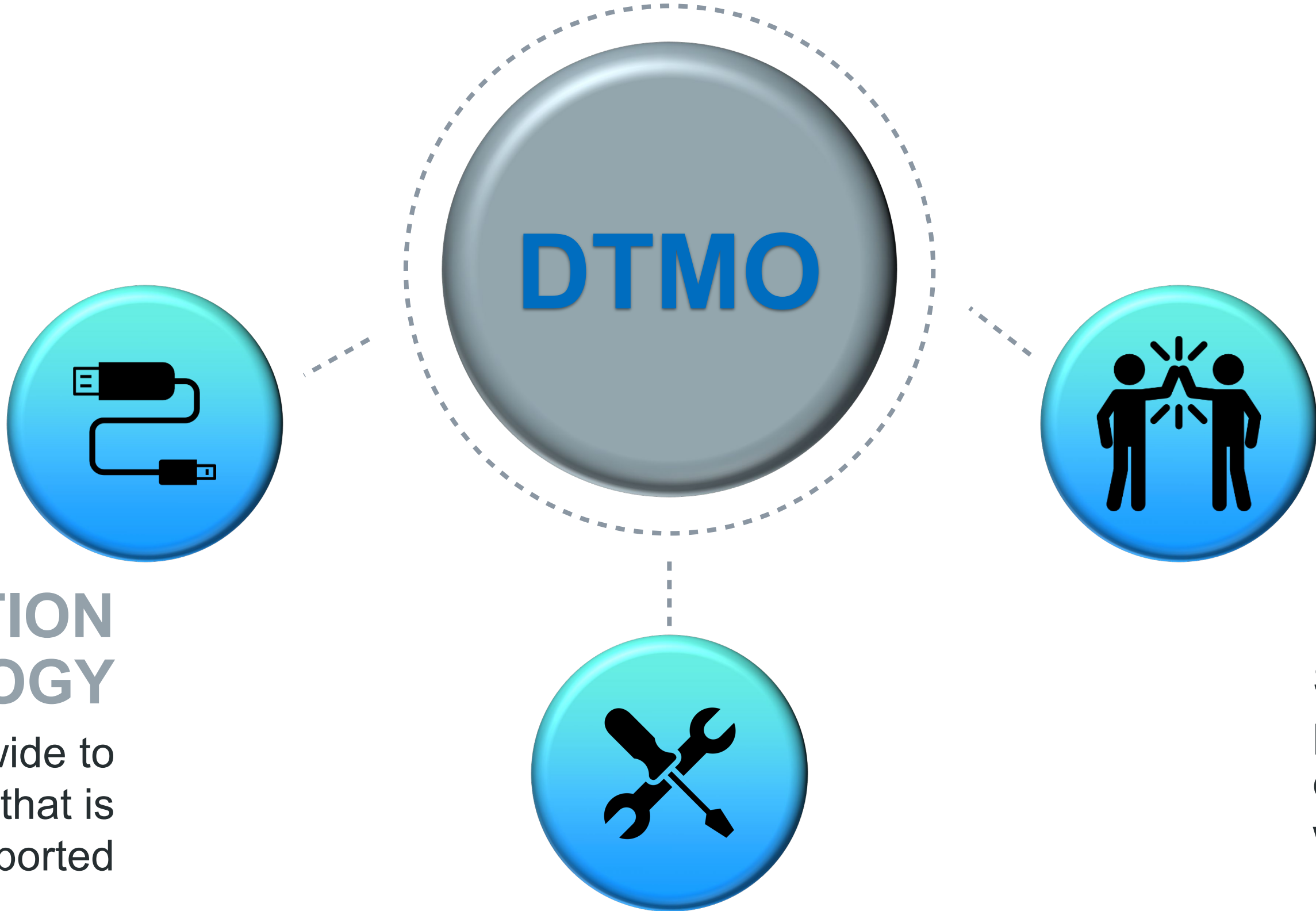


DEPUTY TOWN MANAGER'S OFFICE MONTHLY REPORT

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

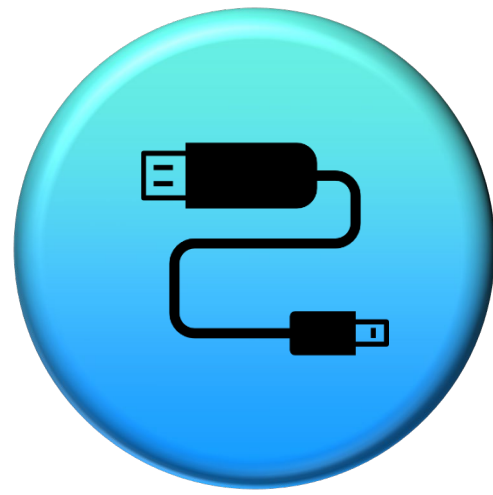
Provides a safe and positive environment at all municipal facilities, for both employees and the public

DIVISION OF INNOVATION & TECHNOLOGY

Key Accomplishments



- Conducted **four** Town-wide training courses
- Completed Human Resources document archival project
- Go-live with new CRgov.com interactive mapping site – Metro Districts



DIVISION OF INNOVATION & TECHNOLOGY

Help Desk

Addressed **475** total tickets, with an average time-to-resolve of **63** hours

There were no emergency priority tickets this month

There were **56** urgent priority tickets this month, **98%** of which were resolved within two calendar days (85% is goal)

There were **348** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

Geographic Information Systems (GIS)

Addressed **47** total tickets, with an average open-to-resolve time of **106** 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 **15** In Your Backyard requests completed this month

FACILITIES DIVISION

Key Accomplishments



- Shut down the Town's outdoor pools for the season
- Added a garage door opener to the meters bay at Water's O&M facility
- Installed soundproofing in the Municipal Courtroom
- Completed quarterly inspections of the Town's oil/grease interceptors



FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received 159 service requests in October and completed all of them within one working day unless parts or contracted labor were needed</p> <p>There were no after-hours emergencies during October</p>	<p>Staff completed 129 preventative maintenance tasks during October, including:</p> <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies	<p>There were three room/event setup requests during October</p>	<p>Staff provided custodial services as scheduled during October</p> <p>There were five custodial service requests this month</p> <p>Staff performed 30 custodial inspections to ensure proper service delivery</p>

HUMAN RESOURCES

Key Accomplishments



- HR sat on **one** interview panel this month, Building Inspector for Development Services
- Provided rollout training for the new Performance Review form at Municipal Court, Development Services and Castle Rock Water



HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p>Three new full-time employees came on board during October. They all attended new hire orientation on November 7.</p>	<p>On October 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 October reviewed 11 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 October</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 October</p>