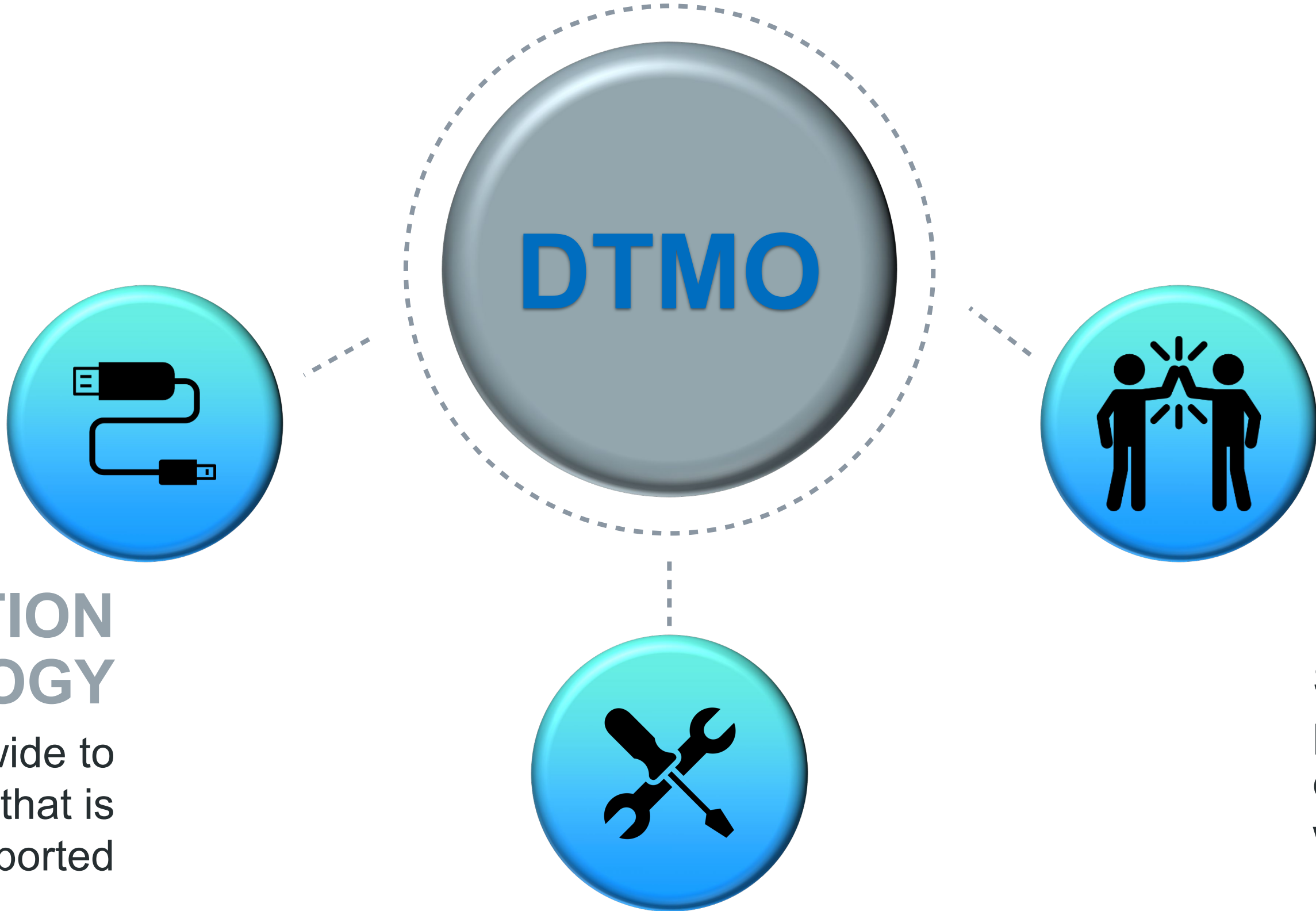


# DEPUTY TOWN MANAGER'S OFFICE MONTHLY REPORT

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

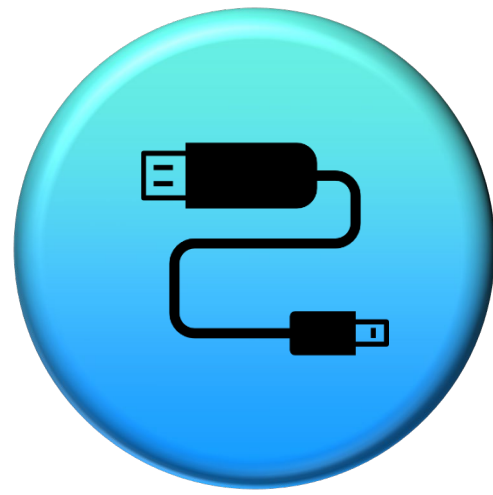


# DIVISION OF INNOVATION & TECHNOLOGY

## Key Accomplishments



- Parks & Recreation Commission live on Legistar transparency portal
- Presented the Town Story Map at the Town Manager Monthly meeting
- Performed 3 Town-wide Training classes
- Windows 10 go-live for all Town computers



# DIVISION OF INNOVATION & TECHNOLOGY

## Help Desk

Addressed **475** total tickets, with an average time-to-resolve of **65** hours

There were no emergency priority tickets this month

There were **73** urgent priority tickets this month, **92%** of which were resolved within two calendar days (85% is goal)

There were **250** medium priority tickets this month, **99%** 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 **128** hours

There were **no** annexations in December

There were **two** zoning changes which were reflected within the GIS database map within two weeks of receipt, for a **100%** completion rate (90% is goal)

There were **no** parcel updates in December

There were **19** In Your Backyard requests completed this month

# FACILITIES DIVISION

## Key Accomplishments



- Completed annual fire panel and extinguisher inspections Townwide
- Oversaw the replacement of carpet at Fire Station 153
- Continued supporting the Central Service Center, Public Safety Training Facility and Service Center addition projects
- Completed snow removal/deicing at Town Hall on Dec. 4 and 31





# FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received <b>104</b> service requests in December and completed all of them within one working day unless parts or contracted labor were needed</p> <p>There were <b>11</b> after-hours emergencies during December</p>	<p>Staff completed <b>111</b> preventative maintenance tasks during December, including:</p> <ul style="list-style-type: none"><li>• Checking buildings</li><li>• Inspecting and changing belts, filters, etc., on HVAC equipment</li><li>• Lubricating fitness equipment</li><li>• Replacing light bulbs</li><li>• Stocking supplies</li></ul>	<p>There were <b>six</b> room/event setup requests during December</p>	<p>Staff provided custodial services as scheduled during December</p> <p>There were <b>four</b> custodial service requests this month</p> <p>Staff performed <b>27</b> custodial inspections to ensure proper service delivery</p>

# HUMAN RESOURCES

## Key Accomplishments



- Hosted the 2018 Years of Service recognition event
- HR sat on **one** interview panel this month, Payroll Technician
- Provided **eight** roll rollout training sessions for the new Performance Review form



# HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p><b>Four</b> new full-time employees came on board during December. They will attend new hire orientation on January 9.</p>	<p>On December 7 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 December reviewed <b>21</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>one</b> employee recognition opportunity and <b>one</b> Rock Star recognition during December</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 December</p>