

# APRIL 2016



## 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.



### DTMO

Oversees and supports all of the divisions within the Deputy Town Manager's Office and leads interdepartmental projects and objectives



### COMMUNITY RELATIONS

Facilitates community outreach, events and involvement for departments Townwide



### DOIT

Partners with departments Townwide to strategically implement technology that is secure and well-supported



### FACILITIES

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



### HR

Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

## DEPUTY TOWN MANAGER'S OFFICE



## OUTSTANDING COMMUNITY SERVICES

**Objective:** Effectively respond to all public inquiries 100% of the time, with an initial acknowledgement or response within 24 hours and a full response within 72 hours

**Outcome:** Staff did not receive any public inquiries during April

**Objective:** Oversee the Town's LED sign program, including monthly reporting

**Outcome:** Shared 56 messages using the Town Hall LED sign during April, all initiated by the Town and its sign partners

## EVENTS

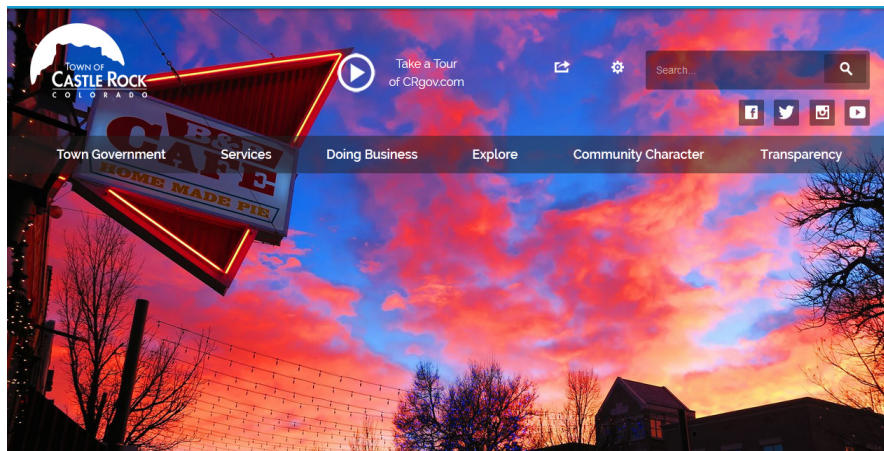


Events staff in April accomplished these items:

- Contracts were finalized with the headlining entertainers performing in the Downtown After 5 Celebration concert series, as well as with the security, beverage, ticketing and production vendors
- Seasonal Events staff was hired to help provide day-of-event support



## COMMUNITY RELATIONS



## OUTSTANDING OPPORTUNITIES

**Objective:** Develop and execute communications plans to provide outstanding educational opportunities on Town initiatives, and evaluate progress on active plans monthly

**Outcome:** Developed three communications plans during April, for a total of 56 active plans

## HIGH QUALITY OF LIFE

**Objective:** Support a safe community by communicating regarding crisis situations when necessary, 24 hours a day, seven days a week, within one hour of notification, 90 percent of the time

**Outcome:** Staff did not communicate regarding any crisis situations during April

## OUTSTANDING COMMUNITY SERVICES

**Objective:** Support an accessible, transparent and professional local government by providing an initial response to public queries, including those from the news media and those submitted via social media (Facebook/Twitter), within one business day, 100 percent of the time

**Outcome:** Staff during April responded to 16 social media inquiries, all within one business day and to 43 media requests, eight of which were after hours

**Objective:** Meet internal deadlines for Town publications (Outlook/ Recreation Guide, MAC Guide, Your Town Talk, annual reports and special publications), 75 percent of the time

**Outcome:** There was one deadline in April, Your Town Talk, which was met

## OTHER KEY ACCOMPLISHMENTS

- With a Townwide team, hosted a growth open house with up to 100 attendees
- Marketed the "Discovering the Dream" event at PSM Park and the first Downtown After 5, which drew about 1,500
- Issued 73 social media updates:
  - A post about the new events reached 21,641 people, had 692 likes, 25 "loves", 73 comments and 140 shares
  - A post about the growth meeting reached 10,494, had 129 likes, 41 comments and 22 shares
  - The Mayor's conservation challenge video reached 12,947 and had 8,016 views, 93 likes, 41 comments and 15 shares

## SENSE OF COMMUNITY

**Objective:**

Support a high quality of life by informing residents of community events and other matters of importance to the community each month using social media, the Town website, news releases and Town publications

**Outcome:**

Provided information about events, growth, the Mayor's conservation challenge, a recall election, roadwork and more during April

## FACILITIES DIVISION



### OTHER KEY ACCOMPLISHMENTS

- Implemented custodial inspections program to help ensure proper service delivery; and hired to fill vacancies on this team
- Remodeled Admin area at Town Hall
- Assembled furnishings for Millhouse; and trained on HVAC systems there and at Utilities O&M Building
- Staff completed bucket truck training
- Completed snow removal at Town Hall and the Rec Center April 16-18

### MISSION, VISION AND VALUES

#### Objective:

Conduct an annual safety inspection on each Town facility and issue an inspection report within 30 days

#### Outcome:

This year's inspections will be completed during May

### OUTSTANDING COMMUNITY SERVICES

**Objective:** Complete all routine service requests within one working day, when possible, or schedule to be completed as soon as parts or labor are available

**Outcome:** Staff received 106 routine service requests during April and completed all of them within one working day unless parts or contracted labor were needed

**Objective:** Respond to after-hours emergency requests within 30 minutes 24 hours a day, 7 days a week

**Outcome:** Staff responded to six after-hour emergencies during April, all within 30 minutes

**Objective:** Deliver all room/event setup requests in the time frame requested 100% of the time

**Outcome:** Staff completed 11 event setup requests during April, all within the timeframe requested

**Objective:** Complete preventive maintenance tasks at scheduled intervals 90% of the time

**Outcome:** Staff completed 103 preventive maintenance tasks in April, including checking buildings, lubricating equipment, stocking supplies and changing filters

**Objective:** Provide custodial services as scheduled 90% of the time and complete all custodial service requests within one working day

**Outcome:** Staff provided custodial services as scheduled during April and completed 12 custodial service requests, all within one working day; additionally, staff performed 34 custodial inspections to help ensure proper service delivery

## HUMAN RESOURCES

### MISSION, VISION AND VALUES

#### Objective:

Provide new employee orientation to all new hires within 30 days of the employee's hire date, 100 percent of the time

#### Outcome:

Eight new employees came on board during April. All of them attended orientation within 30 days of hire, for a rate of 100 percent

#### Objective:

Provide monthly reports to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations; and review all evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met

#### Outcome:

The report for April was sent April 29. HR reviewed 30 evaluations prior to their filing during April

#### Objective:

Communicate regarding recent recognitions and/or promote the recognition program monthly via Rock Talk, 100 percent of the time

#### Outcome:

The Rock Talk distributed in April contained details on four recent recognitions



### OTHER KEY ACCOMPLISHMENTS

- Sat on interview panels and for one position in Public Works and for two positions each in Parks and Recreation and Utilities during April

### OUTSTANDING COMMUNITY SERVICES

#### Objective:

Organize and hold a minimum of six Castle Rock University classes per year as a method of promoting employee development and performance

#### Outcome:

During April, hosted Mission, Vision, Values training for 21 employees; Coaching to a Higher Performance training for 24 employees; and a marathon leadership class for 18 employees

### MISSION, VISION AND VALUES

#### Objective:

Conduct an annual evaluation of compensation and benefits programs and make recommendations regarding competitive offerings

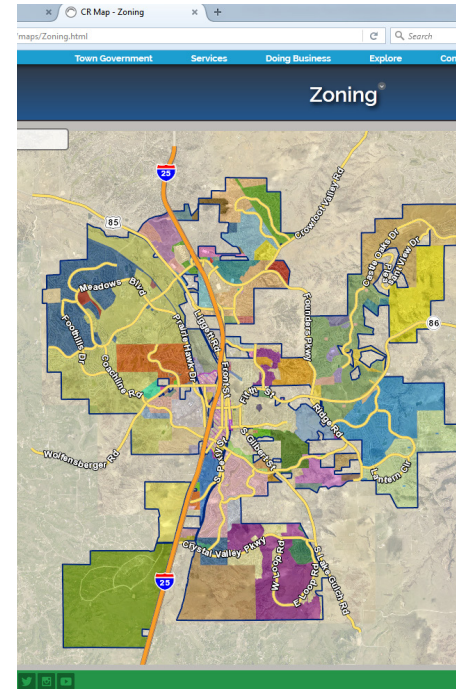
#### Outcome:

This year's evaluation is scheduled to be completed during the third quarter

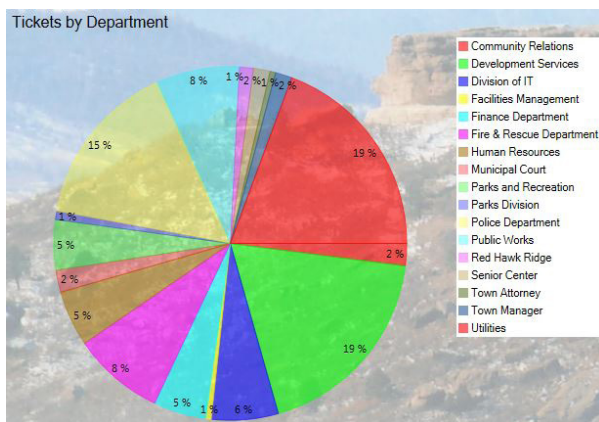
## DIVISION OF INNOVATION AND TECHNOLOGY

### PUBLIC SAFETY SPATIAL INFORMATION

- Annexations:** Complete and reflect in the GIS database map updates within one week of receipt from Development Services, at least 90 percent of the time
- Outcome:** No annexations were completed this month
- Zoning changes:** Complete and reflect in the GIS database map updates within two weeks of receipt from Development Services, at least 90 percent of the time
- Outcome:** No zoning changes were completed this month
- Parcel updates:** Complete and reflect in the GIS database map updates within four weeks of receipt from Development Services, at least 90 percent of the time
- Outcome:** One parcel update was completed this month, within four weeks of receipt



## TECHNOLOGY OPERATIONS/SUPPORT



**Objective:** Close (resolve) 80 percent of all emergency priority tickets within one calendar day

**Outcome:** There were no emergency priority tickets this month

**Objective:** Close (resolve) 85 percent of all urgent priority tickets within two calendar days

**Outcome:** Resolved 98 percent of urgent priority tickets within two calendar days

**Objective:** Close (resolve) 90 percent of all medium priority tickets within 10 calendar days

**Outcome:** Resolved 98 percent of medium priority tickets within 10 calendar days

### HELP DESK TICKETS THIS MONTH

**Operations:** 302 total – 0 emergency, 44 urgent, 124 medium and 134 minimum (103 hours average open to close time)

**GIS:** 22 total (151 hours average open to close time), plus 14 In Your Backyard requests

## OTHER KEY ACCOMPLISHMENTS

- Completed Trimble GPS project and provided training
- Went live with new Town maps, including one for pavement maintenance
- Installed new malware protection on Town devices
- Staff attended training on Police software; and Jeff Caldwell won an award from DRCOG for a project

## TRAINING PROGRAM

### Objective:

Coordinate and hold six training classes in 2016 for our customers, performed by either internal personnel or an external trainer

### Outcome:

DoIT hosted six Townwide training classes in April

## SECURITY AND RECOVERY

### Objective:

Complete weekly successful off-site backups of all important Town data (Success is defined as being able to restore files 99 percent of the time based on the data being saved on authorized storage locations and authorized time frames as defined by our backup policy.)

### Outcome:

Completed weekly successful off-site backups of important Town data 100 percent of the time during April



## GIS SOLUTIONS

### Objective:

Achieve a customer satisfaction rating of 88 percent or higher at the end of a project

### Outcome:

A survey will be distributed later in 2016 to provide customer satisfaction ratings for 2015

### Objective:

Achieve a customer satisfaction rating of 88 percent or higher on all GIS special updates

### Outcome:

A survey will be distributed later in 2016 to provide customer satisfaction ratings for 2015

## BUSINESS PROCESS IMPROVEMENT

### Objective:

Achieve a customer satisfaction rating of 88 percent or higher

### Outcome:

A survey will be distributed later in 2016 to provide customer satisfaction ratings for 2015

## TECHNOLOGY STRATEGY

### Objective:

Achieve a customer satisfaction rating of 85 percent or higher for DoIT's ability to manage the IT governance process each year

### Outcome:

A survey will be distributed later in 2016 to provide customer satisfaction ratings for 2015