

# JUNE 2015



## 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

### MISSION, VISION AND VALUES

**Objective:** Effectively follow through on assigned Council-requested initiatives 100 percent of the time within the time frame agreed upon by Council

**Outcome:** Nothing to report this month

**Objective:** Administer the Town's service contract program and oversee the Town's franchise agreement with utility companies

**Outcome:** Nothing to report this month

**Objective:** Lead the biannual community survey process

**Outcome:** Staff during June presented initial community survey results to Council and worked with the consultant in preparation for publishing the final report online

### 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:** Received five public inquiries during June and responded to all of them per these guidelines

**Objective:** Oversee internal government functions, including the Healthy Living Team employee wellness program

**Outcome:** Organized the Three Peaks/Three Creeks Challenge, June's wellness activity, which 73 employees completed

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

**Outcome:** Shared 52 messages using the Town Hall LED sign during June, including two that generated \$250 in total revenue

### FINANCIAL CAPABILITY

**Objective:** Collaborate with the Finance Department on the annual budget and three-year financial planning processes

**Outcome:** The budget team held initial meetings with departments and completed a "first run" budget during June

### OTHER KEY ACCOMPLISHMENTS



- The Special Events Manager started work in June; her initial focus will be on policies and procedures and then on drafting a special events strategic plan
- Staff supported the onboarding of and transitioning to the new Town Manager during June; this included a return to their previous positions
- Following the announcement that the Parks and Recreation Director will be leaving, staff initiated a recruitment process

### FINANCIAL CAPABILITY

**Objective:**

Represent the Town on intergovernmental and regional issues; monitor legislative activity, engaging issues as deemed necessary; and oversee issues related to public participation campaigns

**Outcome:**

Nothing to report this month

## COMMUNITY RELATIONS



## OTHER KEY ACCOMPLISHMENTS

- Created and delivered Townwide a mailer on the Promenade referendum process
- Created and produced four videos for the Town’s redesigned website, which will launch next month
- Issued 70 social media updates:
  - A news release about the referendum being withdrawn reached 7,060 people and saw 91 likes, 166 comments and 15 shares
  - Four post about the CRPD’s search for vandals each reached between 8,000 and 11,000 people. The four posts saw 355 likes, 162 comments and 161 shares

## 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 nine communications plans during June, for a total of 37 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 June

## 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 June responded to 35 media requests (six of which were during off hours) and to 40 Facebook inquiries, all within one business day
- 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 June, Your Town Talk, which was met

## 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 COPS camp, marijuana growing regulations, new Philip S. Miller Park features, police activity, the Promenade referendum process, roadwork, and more during June

# FACILITIES DIVISION



## OTHER KEY ACCOMPLISHMENTS

- Saw through the painting of Fire Station 151 and awarded bid for new carpet there
- Created a plan for converting from contracted custodial service to an in-house service
- Continued supporting the build out of the Police Department basement by attending a bidders' meeting

## MISSION, VISION AND VALUES

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

**Outcome:**  
No inspections were completed during June

## 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 154 routine service requests during June 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 two after-hour emergencies during June, a malfunctioning elevator at the MAC (June 17) and doors stuck open at the golf course (June 18)

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

**Outcome:** Staff completed seven room/event setup requests during June, all within the timeframe requested

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

**Outcome:** Staff completed 104 preventive maintenance tasks during June, including checking buildings, stocking supplies, cleaning HVAC coils and lubricating fitness equipment

# 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:**  
Three new employees came on board during June. All of them completed orientation in either June or July

**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:**  
A report for June was sent June 2. HR reviewed 25 evaluations prior to their filing during June

**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 June contained information about five recent recognitions



## OTHER KEY ACCOMPLISHMENTS

- Sat on interview panels for positions in Courts, Public Works and Utilities during June

## 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 June, hosted leadership training, which 25 employees attended, and a performance appraisal class, which had 19 attendees

## 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 July

## 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

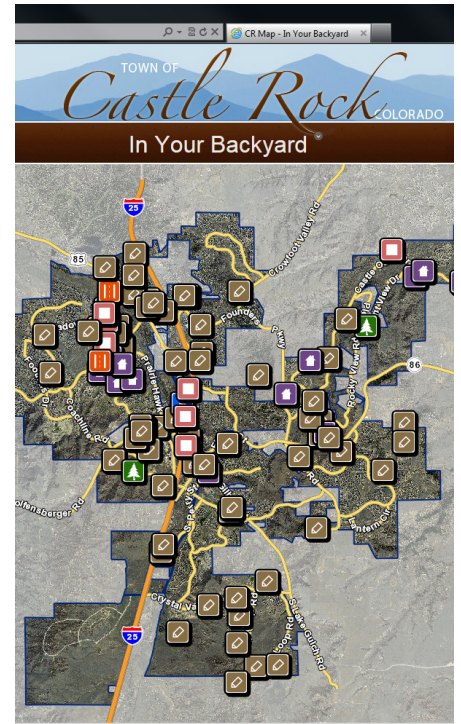
**Outcome:** No annexations this month

**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:** One zoning change was completed this month, within two weeks of receipt

**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:** Two parcel updates were 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:** Resolved 100 percent of emergency priority tickets within one calendar day

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

**Outcome:** Resolved 93 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 95 percent of medium priority tickets within 10 calendar days

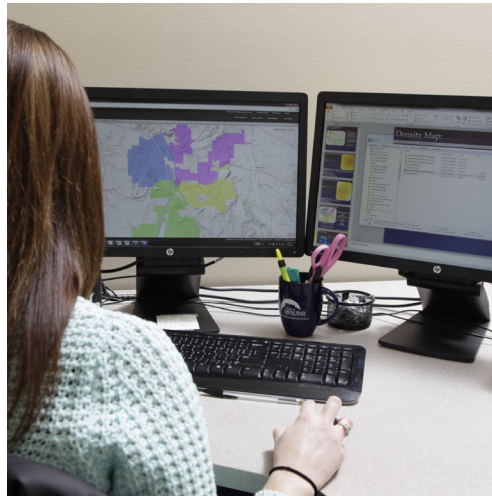
### HELP DESK TICKETS THIS MONTH

**Operations:** 327 total – two emergency, 30 urgent, 133 medium and 162 minimum (63 hours average open to close time)

**GIS:** 22 total (148 hours average open to close time)

## OTHER KEY ACCOMPLISHMENTS

- Completed interface between e-Citation and Full Court softwares, as well as the installations necessary for the live play of Council meetings on Comcast Channel 22
- Presented Microsoft Lync to employees; have more than 100 active users at a time
- Hired an intern to manage desktop replacements; completed UPS battery replacements at Town Hall



## GIS SOLUTIONS

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

**Outcome:**  
The customer satisfaction rating for projects from this year's survey was 97.3 percent

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

**Outcome:**  
The customer satisfaction rating for GIS from this year's survey was 97.3 percent

## TRAINING PROGRAM


**Objective:**  
Coordinate and hold six training classes per year for our customers, performed by either internal personnel or an external trainer

**Outcome:**  
DoIT hosted one internal training class this month

## 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 June



Home » Departments » DoIT » Training Videos

**Training Videos**

DoIT GR University Videos are available by clicking on the following link. Simply select the video that you are interested in watching and click play.

[Training Videos](#)

The videos currently available are:

**iPhone, Avaya Desk Phone and Voicemail**  
Users will learn the features of their desk phones, including voicemail, call history, contacts, navigation, button forwarding, conference calls, intercom, EC500 and mobile device integration among other topics. This class is designed to train staff on the general usage of the iPhone, including tips to save time, basic troubleshooting using peripherals and an introduction to built-in apps.  
iPhone Tips & Tricks brochure is available here: [Download here](#)

**Security Best Practices**  
Users will receive a brief introduction to DoIT and the services we provide. This is a non-technical class covering the top security issues we currently face. We will test our knowledge of malicious email, proper flash drive use, and how to protect mobile devices on wireless networks. Users will understand Town and the systems we use to protect, process, store, and transmit sensitive data.

**iPad Fundamentals**  
Users will learn the features of the iPad, beneficial applications and quick tips and tricks on how to get the most use of the iPad, including how to securely connect to the Town network and how to use the iPad outside of the office. iPad Tips & Tricks brochure is available here: [Download here](#)

**Effective Use of OneNote**  
Users will learn the basic functions of OneNote including managing tasks, notes, projects, creating notebooks and so that information with a tablet, phone, and Outlook email and calendar.

**ArcGIS 101**  
Users will learn how to build a custom map using existing GIS data and basic editing skills.

**Interactive Mapping**  
Users will be introduced to the new Interactive Mapping site, and learn how to navigate the PDF maps, Data Catalog, the site for external customer interaction and how to request custom map products through the helpdesk. Reference

## BUSINESS PROCESS IMPROVEMENT

**Objective:**  
Achieve a customer satisfaction rating of 88 percent or higher

**Outcome:**  
The customer satisfaction rating for process improvement from this year's survey was 94.8 percent



## 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:**  
The customer satisfaction rating for IT governance from this year's survey was 97.5 percent

## 8 DTMO 2015 MAJOR PROJECTS



### DTMO

- ✓ With Town Council and a consultant, coordinate the search for a new Town Manager
- Collaborate with the Finance Department on the annual budget and three-year financial planning processes, as well as on TABOR issues as needed
- ✓ Lead the 2015 community survey process
- Oversee Healthy Living Team activities and expand the employee wellness program as planned for 2016 if favorable claims experience continues

### COMMUNITY RELATIONS



- With DoIT and the WEBTEAM, complete a redesign of the Town's flagship website and redesign water conservation subsite
- Launch new social media platforms: LinkedIn and Instagram, and possibly others; manage mobile app
- Communicate regarding the Town's priority projects, as well as regarding the planned charter election
- Support special events, community marketing and other community character initiatives

### FACILITIES



- Implement results of the 2014 space study, including supporting construction of Utilities' O&M building, the Police Department basement build-out and any Development Services/Town Hall projects; support Butterfield Pool remodel
- Closely monitor janitorial contractor's performance to ensure the Town is getting an appropriate value for its dollars
- Award contract for on-call HVAC services and manage other contracts according to approved plan
- Re-roof Town Hall, replace Police Department HVAC compressors and paint and carpet Fire Station 151

### HUMAN RESOURCES



- ✓ Implement the public safety compensation equity program as approved by Town Council
- ✓ Develop a leadership program for Town employees
- Analyze compensation and benefit plans and conduct research regarding a potential Police pension program
- Continue working with departments to ensure appropriate classification levels for Town positions

### DIVISION OF INNOVATION AND TECHNOLOGY



- Implement public safety projects including surveillance cameras at the Police Department and key intersections and wireless expansion sites for in-car cameras
- Provide efficiency through new solutions: Advanced Metering Infrastructure, Legislative Management, Learning Management System, Microsoft 365, Nuance scanning enhancement and GIS ArcReader
- Enhance infrastructure with the second phase of the fiber project and end-of-life network/server/desktop replacements
- Upgrade the townwide access-control system software and connection panels