

# SEPTEMBER 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/EVENTS

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 September

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

**Outcome:** Shared 61 messages using the Town Hall LED sign during September, all initiated by the Town and its sign partners

## EVENTS



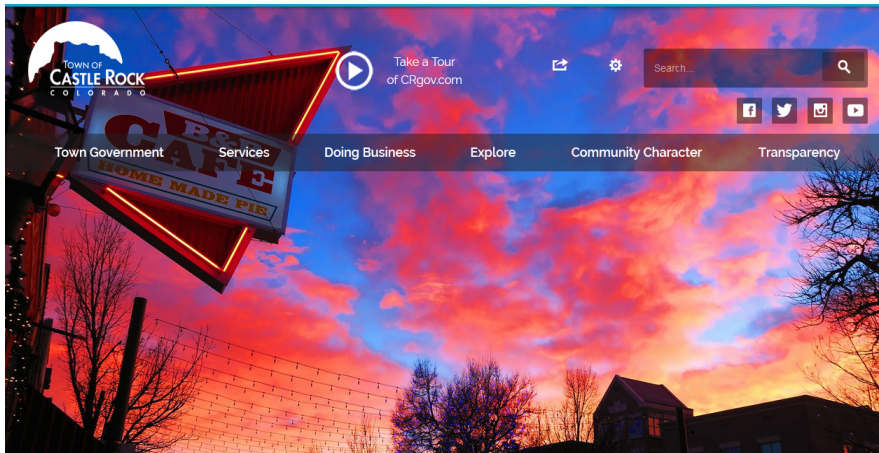
Events staff in September accomplished these items:

- Won a Gold Pinnacle award from the International Festivals and Events Association
- Hosted the final Downtown After 5 and Celebration Concert Series of the summer
- Fielded 197 phone calls regarding events permitting and processes
- Reviewed, advised and approved five new outside event permits





## 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 eight communications plans during September, for a total of 41 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 communicated regarding one crisis situation during September, a fatal motor vehicle accident

## 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 September responded to 17 social media inquiries, all within one business day, and to about 43 media requests, seven 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 September, Your Town Talk, which was met

## OTHER KEY ACCOMPLISHMENTS

- Assisted Events Division with Instagram for Scavenge the Rock and presented to Town Council about events outreach efforts
- Produced a Townwide postcard regarding Castle Rock Parkway
- Issued 124 social media updates:
  - A video about Starship reached 76,632 people and had a record 52,858 views
  - A post about Castle Rock Parkway's opening reached 33,282 and had 1,461 reactions
  - A post about a fatal accident on Butterfield Crossing Drive reached 22,612 people and had 725 reactions

## 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 the 2017 Budget, elections, events, roadwork, the Water Resources Master Plan and more during September

## FACILITIES DIVISION



### OTHER KEY ACCOMPLISHMENTS

- Oversaw the painting of the administration and modular buildings at Utilities
- Completed annual boiler inspections

### MISSION, VISION AND VALUES

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

**Outcome:**  
Safety inspections were completed at all buildings 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 September 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 seven after-hours emergencies during September, all within 30 minutes

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

**Outcome:** Staff completed eight event setup requests during September and did not complete one other request

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

**Outcome:** Staff completed 50 preventive maintenance tasks in September, including checking buildings, lubricating equipment, stocking supplies and setting HVAC alarms

**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 September and completed 10 custodial service requests, all within one working day; additionally, staff performed 29 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:

Six new employees came on board during September. All 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 September was sent Oct. 7. HR reviewed 28 evaluations prior to their filing during September

### 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 September contained details on three recent recognitions



## OTHER KEY ACCOMPLISHMENTS

- Sat on interview panels for three positions in Development Services and for one position in Public Works during September

## 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:

No training classes were hosted during September; 29 classes have been hosted year-to-date

## MISSION, VISION AND VALUES

### Objective:

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

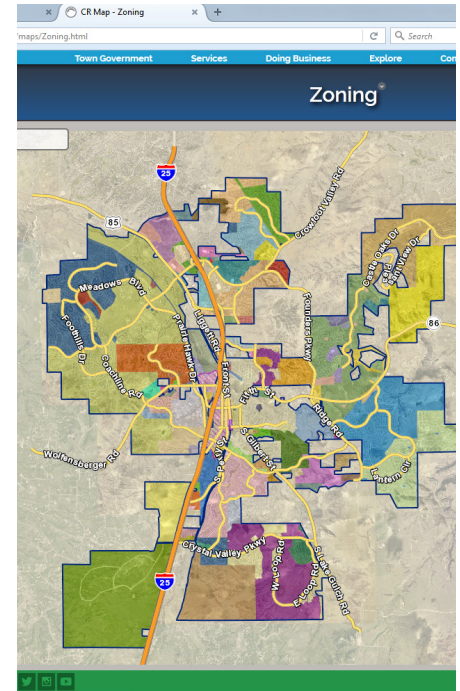
### Outcome:

The 2016 evaluation has been completed, and information will be communicated to employees during open enrollment

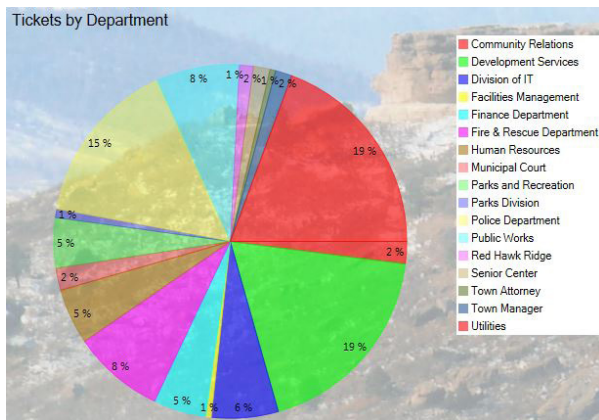
## DIVISION OF INNOVATION AND TECHNOLOGY

### 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:** 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:** Four parcel updates were completed this month, all 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 100 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:** 257 total – 0 emergency, 36 urgent, 88 medium and 133 minimum (44 hours average open to close time)

**GIS:** 16 total (90 hours average open to close time), *plus seven In Your Backyard requests*



## OTHER KEY ACCOMPLISHMENTS

- Upgraded event management system
- Implemented new password policy and completed five credit information security audits for Parks and Rec
- Went live with updated map books for the Fire Department

## 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 three Townwide training classes in September



## 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 September



## GIS SOLUTIONS

### Objective:

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

### Outcome:

A survey has been distributed to provide customer satisfaction ratings for 2016

### Objective:

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

### Outcome:

A survey has been distributed to provide customer satisfaction ratings for 2016

## BUSINESS PROCESS IMPROVEMENT

### Objective:

Achieve a customer satisfaction rating of 88 percent or higher

### Outcome:

A survey has been distributed to provide customer satisfaction ratings for 2016

## 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 100 percent