

MAY 2017



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

COMMUNITY RELATIONS



OTHER KEY ACCOMPLISHMENTS

- Launched six videos, including an event series featuring Town Councilmembers and the “Most Hydrated Man” series
- Designed a draft of the Comprehensive Master Plan
- Approved 245 updates to CRgov.com and nine updates to subsites CRconserve.com and RedHawkRidge.com
- Issued 183 social media updates:
 - The Police “Carpool Karaoke” video advertising Super Diamond reached 68,071 people and was viewed 47,628 times
 - The second “Most Hydrated Man” video reached 20,448 and was viewed 15,570 times
 - The Town’s Instagram account reached the milestone of 1,000 followers

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 community survey, a Castle Rock Water award, the Comprehensive Master Plan, National Trails Day, roadwork and more during May

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 five and completed two plans during May, for a total of 54 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 during May communicated regarding three crisis situations, a shooting, a paragliding accident and a crash on U.S. Highway 85

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 May responded to at least 10 media requests and to 12 social media inquiries; information on additional media requests, including those after hours, was not immediately available at the time of this report

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 May, Your Town Talk, which was met

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Assisted with opening the Town's two outdoor pools
- Installed an HVAC compressor for Castle Rock Water, saving over \$10,000 in contracted labor
- Continued supporting the Town Hall addition project

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 in the coming months; a position vacancy at CRFD is impacting the timing of this initiative

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 155 routine service requests during May 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-hours emergencies during May, within 30 minutes

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

Outcome: Staff completed three room/event setup requests during May, all within the time frame requested

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

Outcome: Staff completed 110 preventive maintenance tasks during May, including checking buildings, lubricating fitness equipment, stocking supplies and replacing light bulbs

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 May and completed three custodial service requests, 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:

Five new employees came on board during May. All of them attended orientation within 30 days of hire

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 May was sent June 2. HR reviewed 27 evaluations prior to their filing during May

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 May contained details on one recent recognition



OTHER KEY ACCOMPLISHMENTS

- Hosted the annual Employee Appreciation Breakfast and the Town's first Budget and Finance class through Castle Rock University
- Sat on interview panels for one position in Public Works during May

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 May, hosted Marathon Leadership training for 20 employees

MISSION, VISION AND VALUES

Objective:

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

2016 result:

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:** Two zoning changes were completed this month, both 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:** Three parcel updates were completed this month, all within four weeks of receipt

Maps - Powered by Geographic Information Systems

Interactive Town Maps

3 Easy Steps - Type in ADDRESS, ZOOM in and out, and CLICK on map for more info

Development:

[Development Activity Map \(In Your Backyard\)](#)
[Development Constraints Map](#)
[Zoning Map](#)

Parks and Recreation:

[Fitness Routes Map](#)
[Parks and Recreation Map](#)
[Trail Conditions Map](#)

Transportation:

[Pavement Maintenance Map](#)
[Road Closures Map](#)
[Snow Plow Area Map](#)
[Traffic Count Map](#)

Town Services:

[Election Districts Map](#)
[Public Art Map](#)
[Community Resources Map](#)

PDF Town Maps (Best for Printing)

[Maps in PDF format](#) - For a large scale paper map, visit the Development Services counter on the first floor of Town Hall, 100 N. Wilcox St.

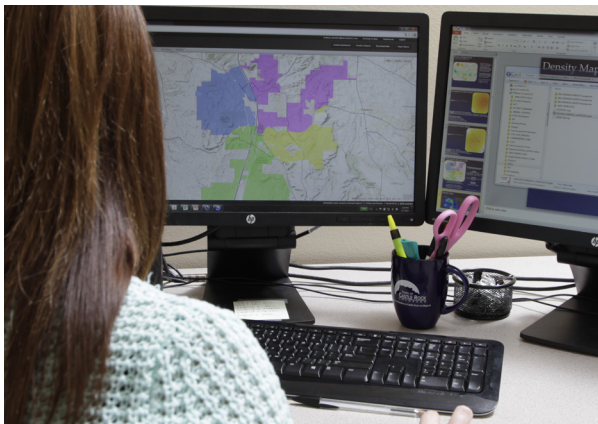
Town Data

[Data Catalog](#) - Find data in multiple formats including PDF, SHP, DWG, KML and REST.

Disclaimer

The data presented has been compiled from various sources, each of which introduce degrees of inaccuracies or inconsistencies. Such discrepancies in data are inherent in

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) 99 percent of all medium priority tickets within 10 calendar days
- Outcome:** Resolved 97 percent of medium priority tickets within 10 calendar days

HELP DESK TICKETS THIS MONTH

Operations: 432 total – 0 emergency, 49 urgent, 237 medium and 146 minimum (46 hours average open to close time)

GIS: 48 total (91 hours average open to close time), plus 33 In Your Backyard requests

OTHER KEY ACCOMPLISHMENTS

- Provided seasonal network connectivity to the Town's two outdoor pools
- Replaced wireless access points Townwide
- Filled the position Information Security Specialist



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 2017 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 will be distributed later in 2017 to provide customer satisfaction ratings for 2016

BUSINESS PROCESS IMPROVEMENT

Objective:

Achieve a customer satisfaction rating of 88 percent or higher

Outcome:

A survey will be distributed later in 2017 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:

A survey will be distributed later in 2017 to provide customer satisfaction ratings for 2016

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 four Townwide training class in May

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 May

