

# OCTOBER 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 October

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

**Outcome:** Shared 60 messages using the Town Hall LED sign during October, including one paid sign that generated \$75 in revenue

## COMMUNITY RELATIONS

October data for Community Relations was not available at the time of this report. October data will be compiled and included with the 2016 year-end report in December.

## EVENTS



Events staff in October accomplished these items:

- Hosted Harvest Festival, which had 3,000 people on-site at any given time during the day
- Obtained presenting sponsorship for the Season of the Star series
- Fielded 127 phone calls regarding events permitting and processes
- Reviewed, advised and approved three new outside event permits



## FACILITIES DIVISION



### OTHER KEY ACCOMPLISHMENTS

- Oversaw the replacement of the spa boiler at the Recreation Center
- Oversaw painting of the clubhouse at Red Hawk Ridge Golf Course
- Completed the shutdown of the splash pad at Philip S. Miller Park
- Oversaw the replacement of the roofs at Fire Station 153 and the Facilities shop

### 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 135 routine service requests during October 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 did not respond to any after-hours emergencies during October

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

**Outcome:** Staff completed six event setup requests during October, all within the timeframe requested

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

**Outcome:** Staff completed 87 preventive maintenance tasks in October, including checking buildings, changing filters, lubricating equipment and stocking supplies

**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 October and completed four 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:

Seven new employees came on board during October. 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 October was sent Oct. 31. HR reviewed 29 evaluations prior to their filing during October

#### 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 October contained details on three recent recognitions



### OTHER KEY ACCOMPLISHMENTS

- Sat on an interview panel for a promotinal process in the Fire Department during October

### 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 October, hosted marathon leadership for nine employees; 30 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

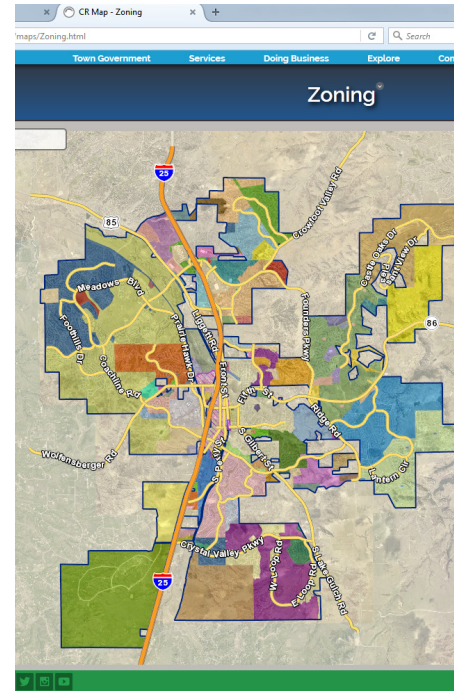
#### Outcome:

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

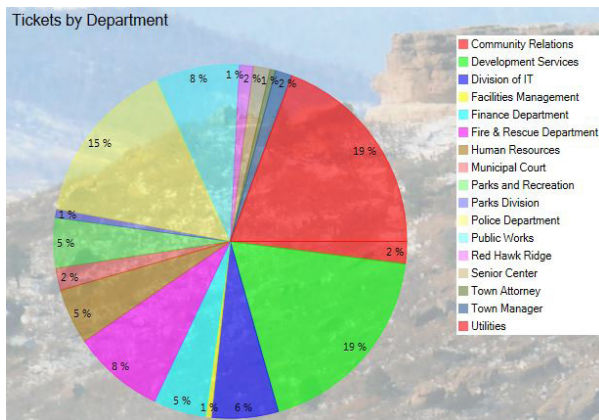
# DIVISION OF INNOVATION AND TECHNOLOGY

## 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:** 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:** Three 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 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:** 298 total – 0 emergency, 55 urgent, 140 medium and 103 minimum (25 hours average open to close time)

**GIS:** 21 total (93 hours average open to close time), plus 10 In Your Backyard requests

## OTHER KEY ACCOMPLISHMENTS

- Implemented new spam and email encryption solution
- Went live with Police body-worn cameras
- Went live with Community Resources Interactive Map
- Upgraded the audio/visual components of the Town Hall Council Conference Room



## 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 95.5 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 94 percent



## 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 96 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 100 percent



## 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 two Townwide training classes in October

## 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 October