

OCTOBER 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: Staff in October organized recipients' presentations to Council and worked to resolve a Comcast customer's concern

Objective: Lead the biannual community survey process

Outcome: Staff in October worked with the consultant to finalize the narrative for the Transportation discussion, the second topic in the survey follow-up process

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 three public inquiries during October and responded to all of them per these guidelines

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

Outcome: Hosted 165 employees at a flu shot clinic and mini health fair, which was the October wellness activity

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

Outcome: Shared 47 messages using the Town Hall LED sign during October, all initiated by the Town and its sign partners

FINANCIAL CAPABILITY

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

Outcome: Staff during October finalized the budget in brief, webpage and the presentation slides for Council and community

OTHER KEY ACCOMPLISHMENTS



- Staff completed the Parks and Recreation Director recruitment
- Staff issued an RFP for Downtown office space for the Development Services Department
- Staff coordinated the installation of a substitute art piece at Butterfield Crossing Park and met with the Greater Castle Rock Art Guild
- The Special Events Manager continued strategic plan discussions and implementation of the Season of the Star event series

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:

Represented Town at CML Policy Committee meeting

COMMUNITY RELATIONS



OTHER KEY ACCOMPLISHMENTS

- Launched new CRgov.com, publishing almost 900 pages
- Led Trick or Treat Street event with more than 1,000 present
- Issued 57 social media updates:
 - A news release about a police impersonator reached 15,722 people and saw 109 likes, 75 comments and 136 shares
 - The Mayor, Police Chief and Fire Chief's "I am a Rock" videos were viewed 8,234, 13,583 and 6,040 times, respectively
 - A post about K9 Legion's passing broke records, with a reach of 86,046 and 4,716 likes, 550 comments and 507 shares
 - A post about Chief Tony Lane's passing reached 15,577 and saw 565 likes, 64 comments and 43 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 the 2016 Budget, the liveBIG run, Season of the Star, the victims assistance program, a water award and more during October

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 October, for a total of 30 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 October

OUTSTANDING COMMUNITY SERVICES

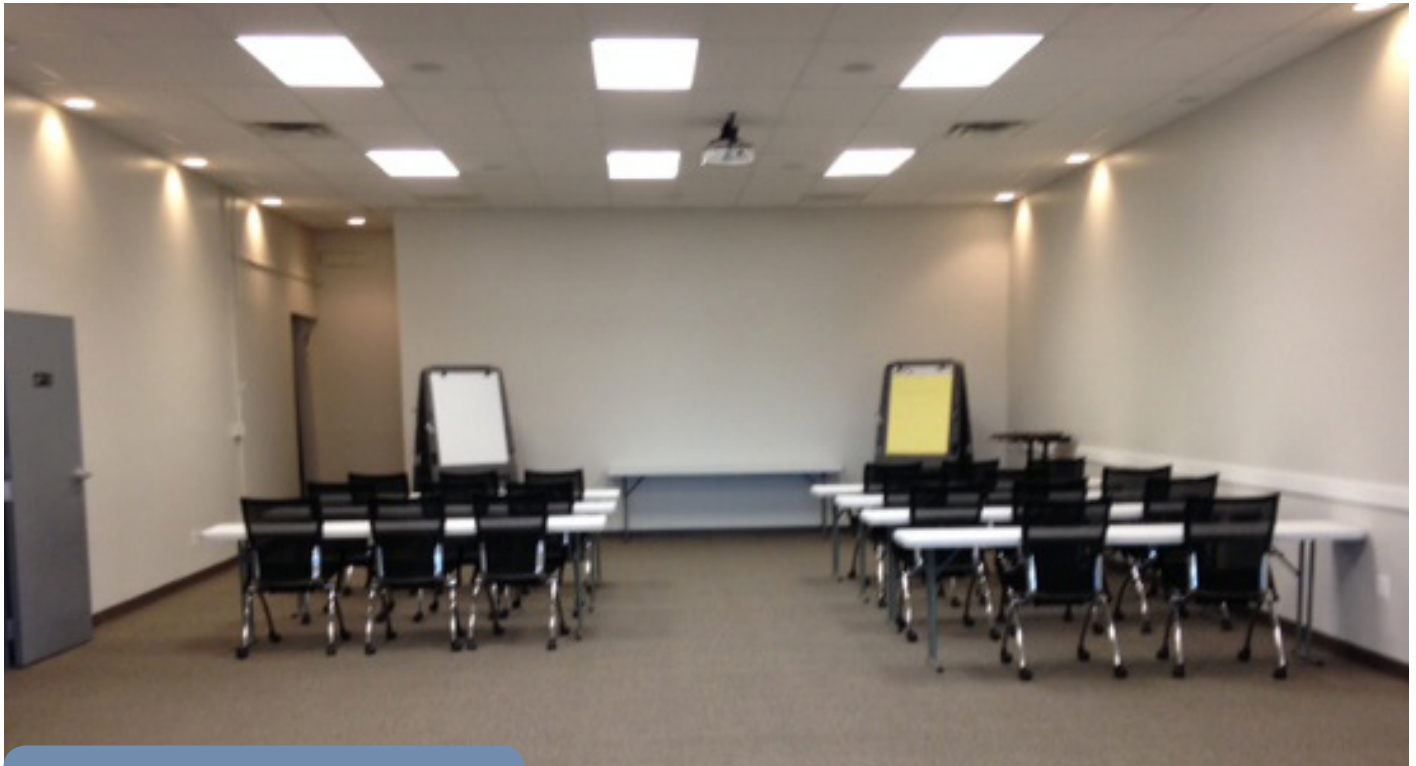
Objective: Support an accessible, transparent and professional local government by providing an initial response to public queries, including those from the news media and those submitted via social media (Facebook/Twitter), within one business day, 100 percent of the time

Outcome: Staff during September responded to about 14 media requests and to 26 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 were two deadlines in October, Your Town Talk and Outlook magazine; both were met

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Completed cubicle remodel to accommodate Development Services team growth
- Completed carpet installation in Town Hall basement
- Oversaw the replacement of the flat roofs at the Recreation Center

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 October

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 113 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 responded to three after-hour emergencies during October, all within 30 minutes

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 October, all within the timeframe requested

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

Outcome: Staff completed 109 preventive maintenance tasks during October, including checking buildings, changing HVAC filters stocking supplies, 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:
Five new employees came on board during October. Due to open enrollment in November, three of them will not attend orientation until December

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 on Nov. 3. HR reviewed 30 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

- Completed the recruitment process for the Town's next Parks and Recreation Director
- Sat on interview panels for positions in Fire, Public Works and Utilities

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 September, hosted leadership training, which nine employees attended

MISSION, VISION AND VALUES

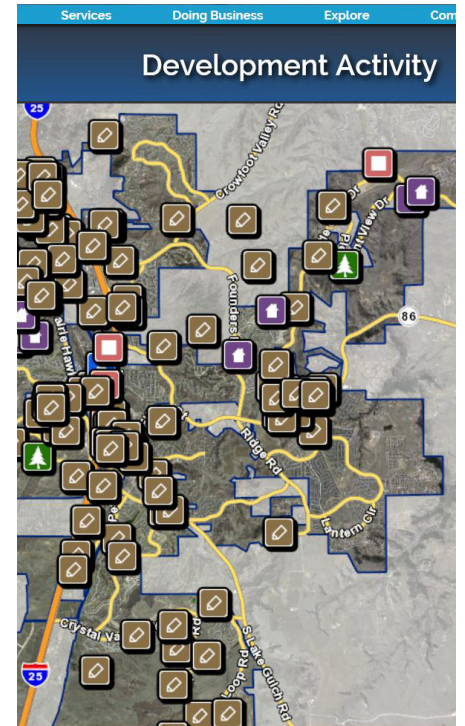
Objective:
Conduct an annual evaluation of compensation and benefits programs and make recommendations regarding competitive offerings

Outcome:
The 2015 evaluation has been completed, and recommendations have been incorporated into the Proposed 2016 Budget

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 annexation changes 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:** Three 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 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:** 348 total – 1 emergency, 55 urgent, 180 medium and 112 minimum (49 hours average open to close time)
- GIS:** 21 total (60 hours average open to close time)

OTHER KEY ACCOMPLISHMENTS

- Replaced backup server and installed more storage
- Launched new CRgov.com, including two new maps – trail conditions and road closures
- Upgraded the camera switch at the Police Department to manage additional devices
- Installed a new backup battery for the AV equipment in Council Chambers

GIS SOLUTIONS

Objective:

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

Outcome:

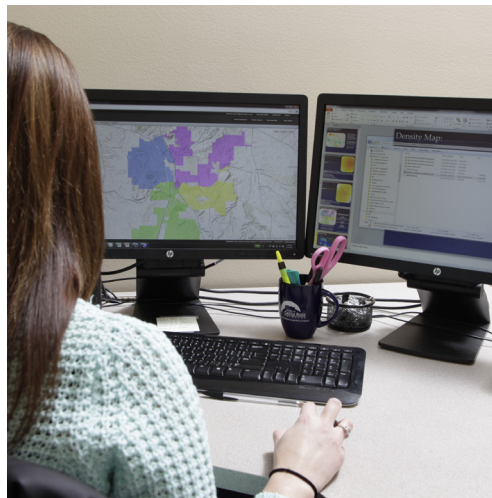
The customer satisfaction rating for projects from this year's survey was 97.3 percent

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



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

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 three Townwide training classes 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 October



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