

# APRIL 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:** Council on April 7 approved Dave Corliss as Town Manager, and the Town Manager search process was concluded
- 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:** The bulk of the data collection for the 2015 community survey occurred during April; staff supported this effort

### 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 April and responded to all but one of them per these guidelines
- Objective:** Oversee internal government functions, including the Healthy Living Team employee wellness program
- Outcome:** Hosted 123 employees at a diabetes awareness event, which was the April wellness activity
- Objective:** Oversee the Town's LED sign program, including monthly reporting
- Outcome:** Shared 43 messages using the Town Hall LED sign during April, all initiated by the Town or its sign partners

### FINANCIAL CAPABILITY

- Objective:** Collaborate with the Finance Department on the annual budget and three-year financial planning processes
- Outcome:** The DTMO/Finance team met in April to discuss the 2016 Budget process and schedule, which will begin in May

## OTHER KEY ACCOMPLISHMENTS



- Staff in April assumed their interim roles as a result of the Town Manager's retirement
- Staff during April conducted second interviews for the new Special Events Manager position
- Staff continued implementing the Art Encounters in April, and the first piece was installed at Butterfield Crossing Park

## 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:** Staff engaged Promenade-related public issues and continued to monitor legislative activity during April

## COMMUNITY RELATIONS



Download at [CRgov.com/go](http://CRgov.com/go)

## 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 April, for a total of 29 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 two crisis situations during April: a structure fire (April 11) and a fatal fire (April 15)

## 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 April responded to 49 media requests (nine of which were during off hours) and to nine 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 April, Your Town Talk, which was met

## OTHER KEY ACCOMPLISHMENTS

- Marketed the Town's mobile app and the partnership among the Town, Chamber, Downtown Alliance and go Social Douglas County
- Worked with the webteam to upload 1,000 pages of content to the new CRgov.com
- Issued 66 social media updates:
  - A post about the Town Clerk's work to validate petition signatures had 47 likes, 194 comments, 15 shares and reached 7,684 people
  - A post about a structure fire had 71 likes, 46 comments, 31 shares and reached 5,602
  - We placed two news releases on LinkedIn to begin engaging on that platform

## SENSE OF COMMUNITY

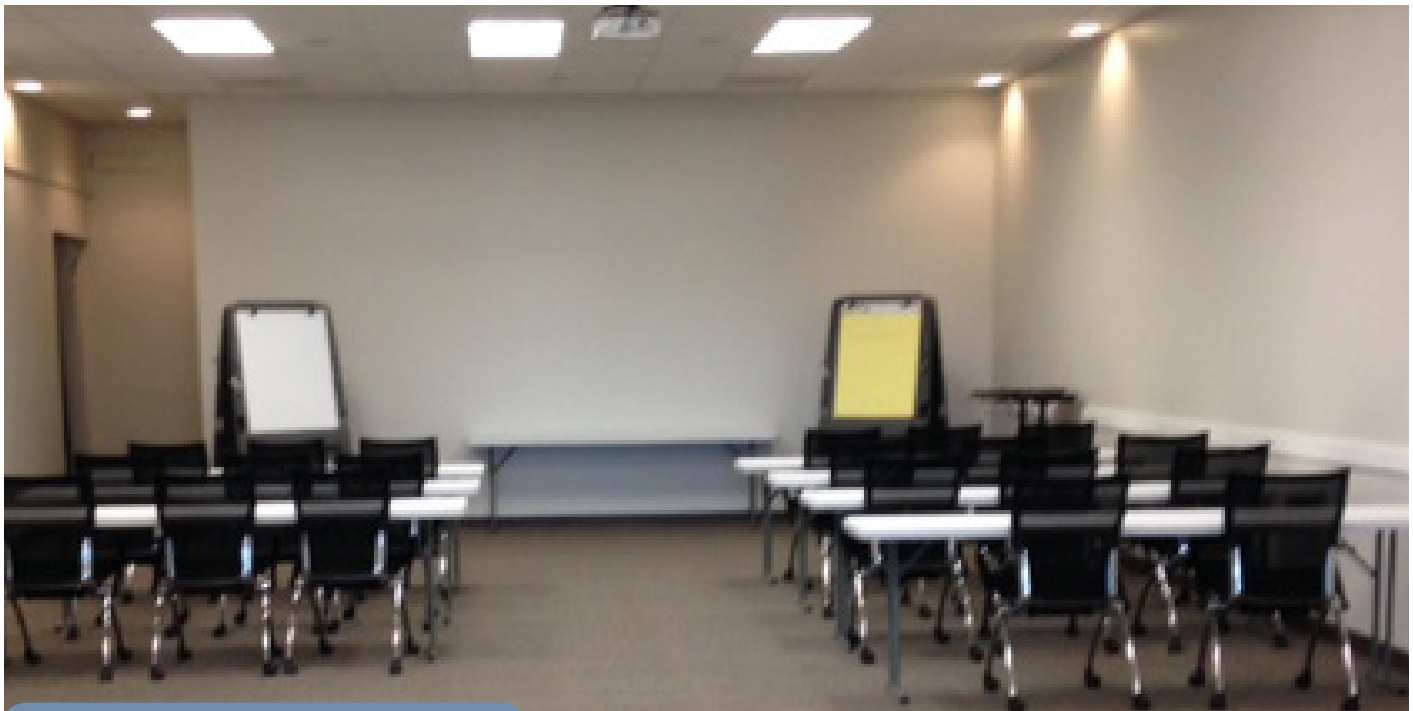
**Objective:**

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 Town's mobile app, Police Explorers, the water master plan, water restrictions and rebates, design awards, North Meadows, the Promenade petition and more during April

# FACILITIES DIVISION



## OTHER KEY ACCOMPLISHMENTS

- Awarded contracts for on-call HVAC services and to re-roof Town Hall
- Began working with an interdepartmental team on the remodel project at Butterfield Crossing Pool
- Moved to bring floor care services in house rather than contracting them out to allow better quality

## MISSION, VISION AND VALUES

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

**Outcome:**  
Completed an inspection at Red Hawk Ridge during April

## 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 132 routine service requests during April 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 four after-hour emergencies during April: an overflowing urinal (4/3) and a faulty water fountain (4/14) at the Rec Center, a smoke alarm at Utilities (4/14) and a broken gas line at the Rec Center (4/29)

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

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

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

**Outcome:** Staff completed 114 preventive maintenance tasks during April, including checking buildings, stocking supplies and changing light bulbs



# 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:**  
Twelve new employees came on board during April. All of them will complete orientation in either April or May

**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 April was sent May 1. HR reviewed 24 evaluations prior to their filing during April

**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 April contained information about seven recent recognitions



## OTHER KEY ACCOMPLISHMENTS

- Sat on interview panels for positions in 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 April, hosted leadership training, which 28 employees attended, and a Mission, Vision and Values class, which had 23 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 the third quarter of 2015

## 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

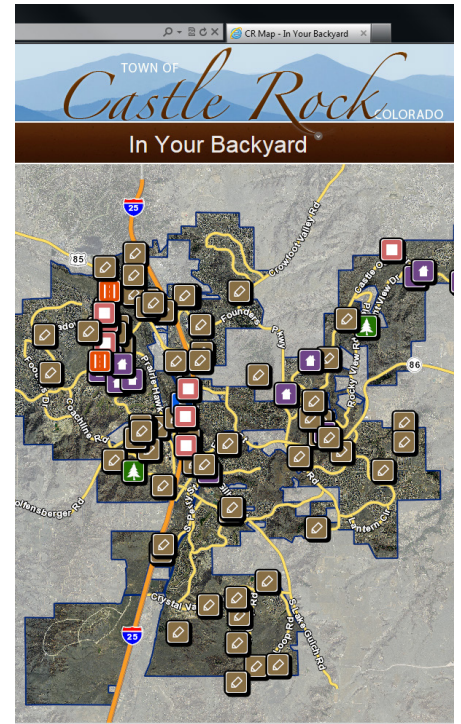
**Outcome:** No annexations this month

**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:** No zoning changes 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:** Four 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:** No emergency priority tickets this month

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

**Outcome:** Resolved 97 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

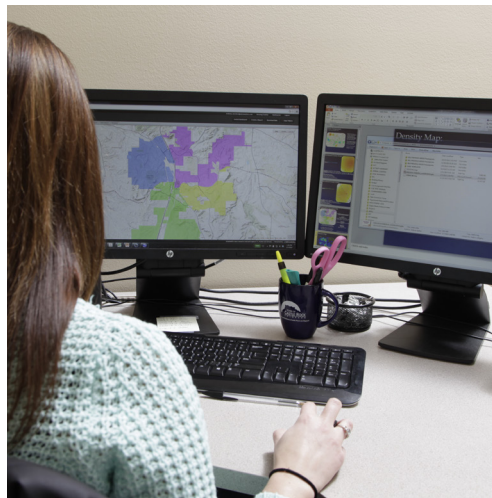
**Operations:** 320 total – 0 emergency, 37 urgent, 135 medium and 148 minimum (81 hours average open to close time)

**GIS:** 24 total (110 hours average open to close time)



## OTHER KEY ACCOMPLISHMENTS

- Completed Utilities surveillance camera project
- Upgraded to new version of timesheet software
- Went live with 2014 aerials and digital elevation data and held the biannual GIS user group meeting



## 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 2014

**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 2014



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:**

A survey has been distributed to provide customer satisfaction ratings for 2014

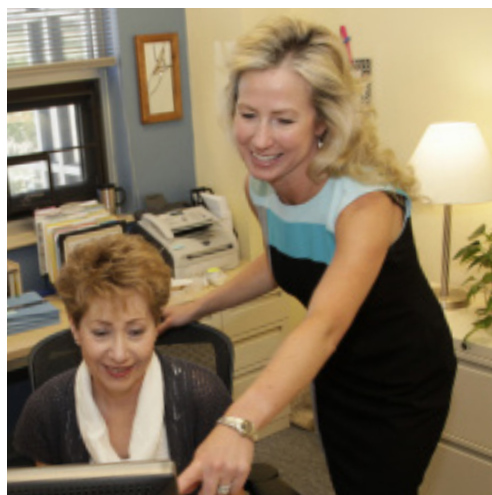
## TECHNOLOGY STRATEGY

**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 has been distributed to provide customer satisfaction ratings for 2014



## 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 five internal 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 April

## 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