

MAY 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

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 received one public inquiry during May and responded to it per this guideline

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

Outcome: Shared 52 messages using the Town Hall LED sign during May, all initiated by the Town and its sign partners

EVENTS

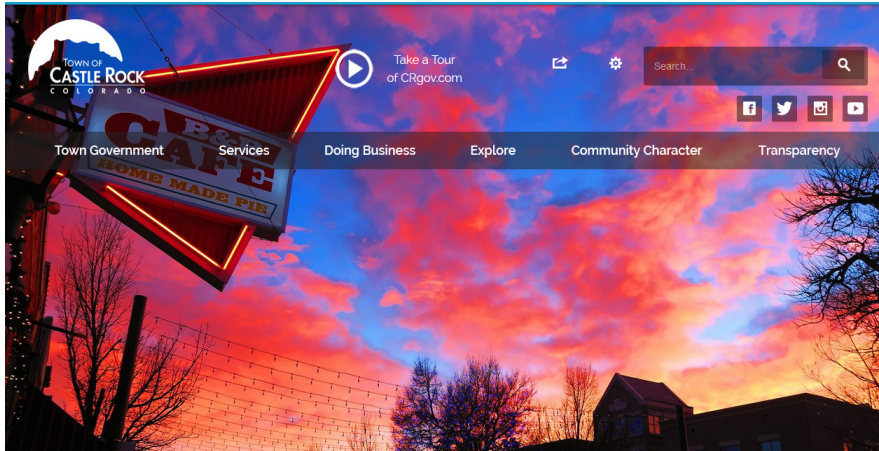


Events staff in May accomplished these items:

- Launched the 2016 signature event series, with Downtown After 5 and a Celebration Series concert
- Secured title sponsorships for Downtown After 5 and the Celebration Concert Series
- Established an usher program for seating and customer service at the amphitheater



COMMUNITY RELATIONS



OTHER KEY ACCOMPLISHMENTS

- Assisted at the “Discovering the Dream” event at PSM Park, including providing five live social media updates
- Completed a video about Adventure Club preschool
- Issued 71 social media updates:
 - A video on pavement maintenance reached 17,250 and had 175 likes, 60 comments and 21 shares
 - A video for the Shooter Jennings concert reached 23,379 and had 324 likes, 111 comments and 154 shares
 - A video on the PSM Park opening reached 32,198 and had 1,016 likes, 174 comments and 301 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 events, budget open houses, the Philip S. Miller Park grand opening, Plum Creek Parkway construction, recalls TABOR 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 communications plans during May, for a total of 55 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 May

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 16 social media inquiries, all within one business day, and to about 31 media requests, four 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 May, Your Town Talk, which was met

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Substantially completed Butterfield Pool maintenance project and remodeling of the clubhouse at Red Hawk Ridge Golf Course
- Supported a trailer renovation to provide additional office space for Parks Maintenance staff
- Supported the annual Employee Appreciation Breakfast

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 96 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 two after-hour emergencies during May, both within 30 minutes

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

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

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

Outcome: Staff completed 105 preventive maintenance tasks in May, including checking buildings, lubricating equipment, stocking supplies and changing filters

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 10 custodial service requests, all within one working day; additionally, staff performed 23 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 May. All of them 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 May was sent June 3. HR reviewed 24 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 four recent recognitions



OTHER KEY ACCOMPLISHMENTS

- Sat on interview panels for one position in Finance, three positions in Parks and Recreation and one position each in Public Works and Utilities 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 Mission, Vision, Values training for 24 employees; interview skills training for 21 employees; and a marathon leadership class for 18 employees

MISSION, VISION AND VALUES

Objective:

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

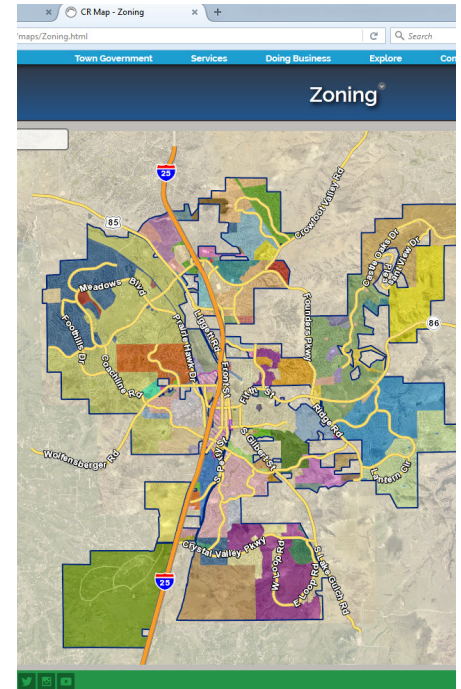
Outcome:

This year's evaluation is scheduled to be completed during the third quarter

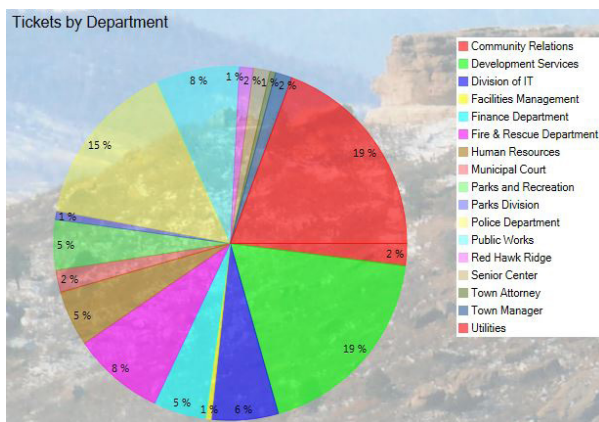
DIVISION OF INNOVATION AND TECHNOLOGY

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:** One parcel update was 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: 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 97 percent of medium priority tickets within 10 calendar days

HELP DESK TICKETS THIS MONTH

Operations: 359 total – 0 emergency, 54 urgent, 131 medium and 174 minimum (38 hours average open to close time)

GIS: 42 total (130 hours average open to close time), plus 120 In Your Backyard requests

OTHER KEY ACCOMPLISHMENTS

- Completed live stream project of Town Council meetings on Comcast Channel 22
- Went live with a new spam-filtering solution
- Installed public safety and traffic cameras at four intersections; a new audio system in Council Chambers; and a new emergency alert system to inform staff of IT outages

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 classes 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



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 2016 to provide customer satisfaction ratings for 2015

Objective:

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

Outcome:

A survey will be distributed later in 2016 to provide customer satisfaction ratings for 2015

BUSINESS PROCESS IMPROVEMENT

Objective:

Achieve a customer satisfaction rating of 88 percent or higher

Outcome:

A survey will be distributed later in 2016 to provide customer satisfaction ratings for 2015

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 2016 to provide customer satisfaction ratings for 2015