

APRIL 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/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

COMMUNITY RELATIONS



@CRgov

OTHER KEY ACCOMPLISHMENTS

- In partnership with Castle Rock Water, launched the new CRconserve.com
- Led outreach related to the animal code review; more than 300 online forms have been submitted, and 120 people attended an open house in April
- Coordinated, staffed and marketed four other open houses during April
- Issued 146 social media updates:
 - A video about the Pavement Maintenance program reached 10,057 people and was viewed 6,600 times
 - A post regarding vehicle break-ins reached 9,842 and had 184 "reactions"
 - A post on the summer concert series reached 7,838 and had 127 reactions

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 concert series, open houses, Parks and Recreation events, petitions, roadwork and more during April

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 seven and completed one plan during April, for a total of 51 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 April

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 about 32 media requests (none of which were after hours) and to 12 social media 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 April, Your Town Talk and the Recreation Guide, which were met

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Continued supporting the Town Hall addition project and the replacement of the pool boiler at the MAC
- Worked with Parks Maintenance and HB&A architects to develop the design for the new Parks/Facilities maintenance facility
- Completed painting in the modular 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:
This year's inspections will be completed 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 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 two after-hours emergencies during April, within 30 minutes

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

Outcome: Staff completed nine 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 99 preventive maintenance tasks during April, 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 April and completed six custodial service requests, within one working day; additionally, staff performed 28 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 April. 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 April was sent May 4. HR reviewed 28 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 did not contain any recognition information



OTHER KEY ACCOMPLISHMENTS

- Sat on interview panels for one position in Castle Rock Water during April

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 Legal Issues class for 24 employees; DISC training for 21 employees; and Marathon Leadership training for 22 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:** 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:** Five 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.

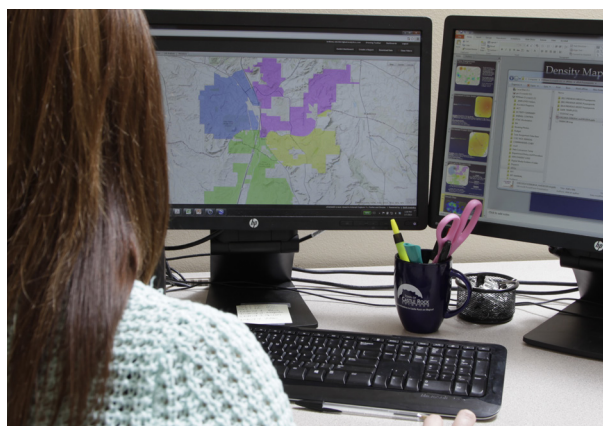
Town Data

[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:** 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) 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: 319 total – one emergency, 39 urgent, 192 medium and 87 minimum (48 hours average open to close time)

GIS: 37 total (108 hours average open to close time), plus eight In Your Backyard requests

OTHER KEY ACCOMPLISHMENTS

- Went live with asset management solution for Parks and Recreation
- Added Fire Station 154 to the Town fiber ring
- Upgraded data storage to dynamically adjust based on performance



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 one Townwide training class in April

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

