

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 received one public inquiry during January and responded to it per these guidelines

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

Outcome: Shared 39 messages using the Town Hall LED sign during January, all initiated by the Town or its sign partners

EVENTS



Events staff in January accomplished these items:

- Began accepting 2017 permitted event applications
- Began working with agents to identify Celebration concert series artists for the summer events season
- Finalized the 2017 events calendar
- Began the RFQ process for vendors to support 2017 events





COMMUNITY RELATIONS



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 six and completed three plans during January, for a total of 43 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 communicate regarding one crisis situation during January, a gas leak

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 January responded to about 37 media requests (two of which were after hours) and to 13 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 was one deadline in January, Your Town Talk, which was met

OTHER KEY ACCOMPLISHMENTS

- Launched six new videos
- Completed outreach regarding the new traffic system on Plum Creek Parkway; just one accident was reported in the first month of operation
- Completed a Townwide annual report
- Approved more than 200 updates to CRgov.com
- Issued 152 social media updates:
 - A video about Plum Creek Parkway changes reached 56,786 and was viewed more than 36,000 times
 - A video on 2016 Town accomplishments reached 38,472 and was viewed more than 20,000 times
 - A video about Adventure Club preschool reached 18,000 and was viewed more than 10,000 times

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 Coffee with a Cop, Daddy Daughter Ball, a District 2 open house, a Fire Department open house, road projects and more during January

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Continued supporting the Town Hall addition project, which broke ground Jan. 4
- Completed snow removal Jan. 5 at Fire Station 151, the Police Department and Town Hall

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 129 routine service requests during January 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 one after-hours emergency during January, within 30 minutes

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

Outcome: Staff completed two room/event setup requests during January, both within the timeframe requested

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

Outcome: Staff completed 101 preventive maintenance tasks during January, 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 January and completed one custodial service request, 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:
Eight new employees came on board during January. 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 January was sent Feb. 3. HR reviewed 41 evaluations prior to their filing during January

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 January contained details on seven recent recognitions



OTHER KEY ACCOMPLISHMENTS

- Went live with phase one of NeoGov, the Town's new human resources applicant tracking software

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:
HR did not hold any classes in January

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: No parcel updates were completed this month

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.

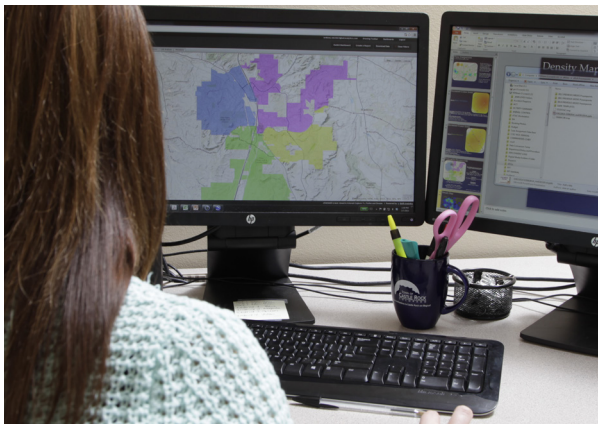
Town Data

[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 at

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 93 percent of medium priority tickets within 10 calendar days

HELP DESK TICKETS THIS MONTH

Operations: 324 total – 0 emergency, 36 urgent, 214 medium and 74 minimum (88 hours average open to close time)

GIS: 22 total (129 hours average open to close time), plus two In Your Backyard requests

OTHER KEY ACCOMPLISHMENTS

- Went live with DRCOG datasets and new 2016 aerial imagery
- Went live with SmartForce – a communication and collaboration tool for Police to reduce targeted crime
- Completed a custom Downtown parking map for distribution during the construction transition



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 January

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 January

