

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

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 two plans during October, for a total of 62 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 October responded to at least 21 media requests, one of which was after hours, and to 33 social media inquiries

Objective: Meet internal deadlines for Town publications (Outlook, Your Town Talk, annual reports and special publications), 75 percent of the time

Outcome: There was one deadline in October, Your Town Talk, which was met

OTHER KEY ACCOMPLISHMENTS

- Completed design of the Comprehensive Master Plan for Planning Commission consideration
- Launched four videos on topics such as events, police recruitment and WISE water projects
- Distributed 11 email newsletters on topics such as the East Plum Creek Trail extension, fall events and water
- Issued 202 social media updates:
 - The roundabout video was viewed 27,838 times, reached 39,092 people and garnered 400+ comments
 - A post about a Police incident near a school reached more than 17,982 and was shared more than 100 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 the next neighborhood park, paperless water billing; Parks and Recreation events; police activity; the Transportation Master Plan; and more during October

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Awarded contract for 2018 preventive HVAC maintenance to Holbrook Service
- Welcomed a new electrical specialist
- Installed carpet at Plum Creek Water Purification Facility
- Continued supporting capital facility projects

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 in the coming months

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 107 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 five after-hours 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 six room/event setup requests during October, all within the time frame requested

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

Outcome: Staff completed 112 preventive maintenance tasks during October, including checking buildings, lubricating fitness equipment, stocking supplies and preventive HVAC items

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 October; one custodial service request was completed this month; additionally, staff performed 24 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 October. All of them will attend orientation in December due to open enrollment in November

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 Nov. 6. HR reviewed 32 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 nine recent recognitions



OTHER KEY ACCOMPLISHMENTS

- Continued working on HR system conversion
- Sat on an interview panel for a position in Development Services during October

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 October, hosted Marathon Leadership training for 13 employees and Interviewing Skills 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:

The 2017 evaluation has been completed, and recommendations are included in the 2018 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 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)

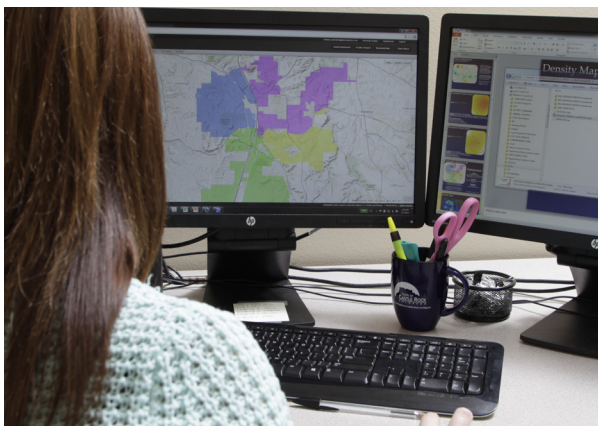
- [Maps in PDF format](#) - For a large scale paper map, visit the Development Services counter on the first floor of Town Hall, 100 N. Wilcox St.

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 95 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 96 percent of medium priority tickets within 10 calendar days

HELP DESK TICKETS THIS MONTH

Operations: 370 total – 0 emergency, 43 urgent, 222 medium and 105 minimum (68 hours average open to close time)
 GIS: 31 total (147 hours average open to close time), plus 11 In Your Backyard requests

OTHER KEY ACCOMPLISHMENTS

- Replaced core switches and began migrations to new storage solution
- Provided technology for the Town Hall addition, including network, access control and a check-in kiosk
- Introduced an information security newsletter
- Welcomed Computer Technician Josh Brown

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 October

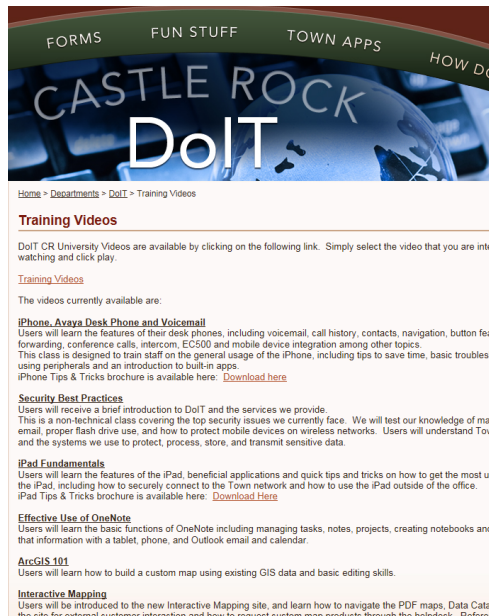
SECURITY AND RECOVERY

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

Home » Departments » DoIT » Training Videos

Training Videos

DoIT CR 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 multi 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



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 2016; results will be in next month's report

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 2016; results will be in next month's report

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 2016; results will be in next month's report

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 2016; results will be in next month's report