

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:** Staff in September worked with a community team to prepare information for Council regarding Starlighting decorations
- Objective:** Administer the Town's service contract program and oversee the Town's franchise agreement with utility companies
- Outcome:** Staff in September worked with recipients to provide Council organizations' 2016 service contract requests
- Objective:** Lead the biannual community survey process
- Outcome:** Staff in September worked with the consultant to launch the four-month online focus group follow-up to the survey

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 six public inquiries during September and responded to all of them per these guidelines
- Objective:** Oversee internal government functions, including the Healthy Living Team employee wellness program
- Outcome:** Hosted 81 participants and volunteers at SURVIVOR: Castle Rock, which was the September wellness activity
- Objective:** Oversee the Town's LED sign program, including monthly reporting
- Outcome:** Shared 50 messages using the Town Hall LED sign during September, all initiated by the Town and its sign partners

FINANCIAL CAPABILITY

- Objective:** Collaborate with the Finance Department on the annual budget and three-year financial planning processes
- Outcome:** Staff during September prepared the budget message and other key items for the budget process

OTHER KEY ACCOMPLISHMENTS



- Staff continued Parks and Recreation Director recruitment in September, including conducting on-site interviews with five candidates
- The Special Events Manager in September finalized a draft strategic plan and continued planning events for Saturdays throughout winter
- Staff in September attended national city management and festivals and events conferences for continued professional development

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:
 Nothing to report this month

COMMUNITY RELATIONS



OTHER KEY ACCOMPLISHMENTS

- With the DDA, completed a Townwide winter events mailer
- Mailed a November election blue book to voters Townwide
- Branded the Town’s updated Comprehensive Master Plan
- Issued 36 social media updates:
 - A post and photo album on the Summer Trails Exploration program reached 4,434 people and saw 97 likes, six comments and seven shares
 - A post about North Meadows work and closures reached 2,000 and saw 17 likes and one share
 - A post regarding car break-ins reached 7,680 and saw 118 likes, 19 comments and 38 shares

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 September, for a total of 52 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 September, a grass fire, and a suspicious incident at a school

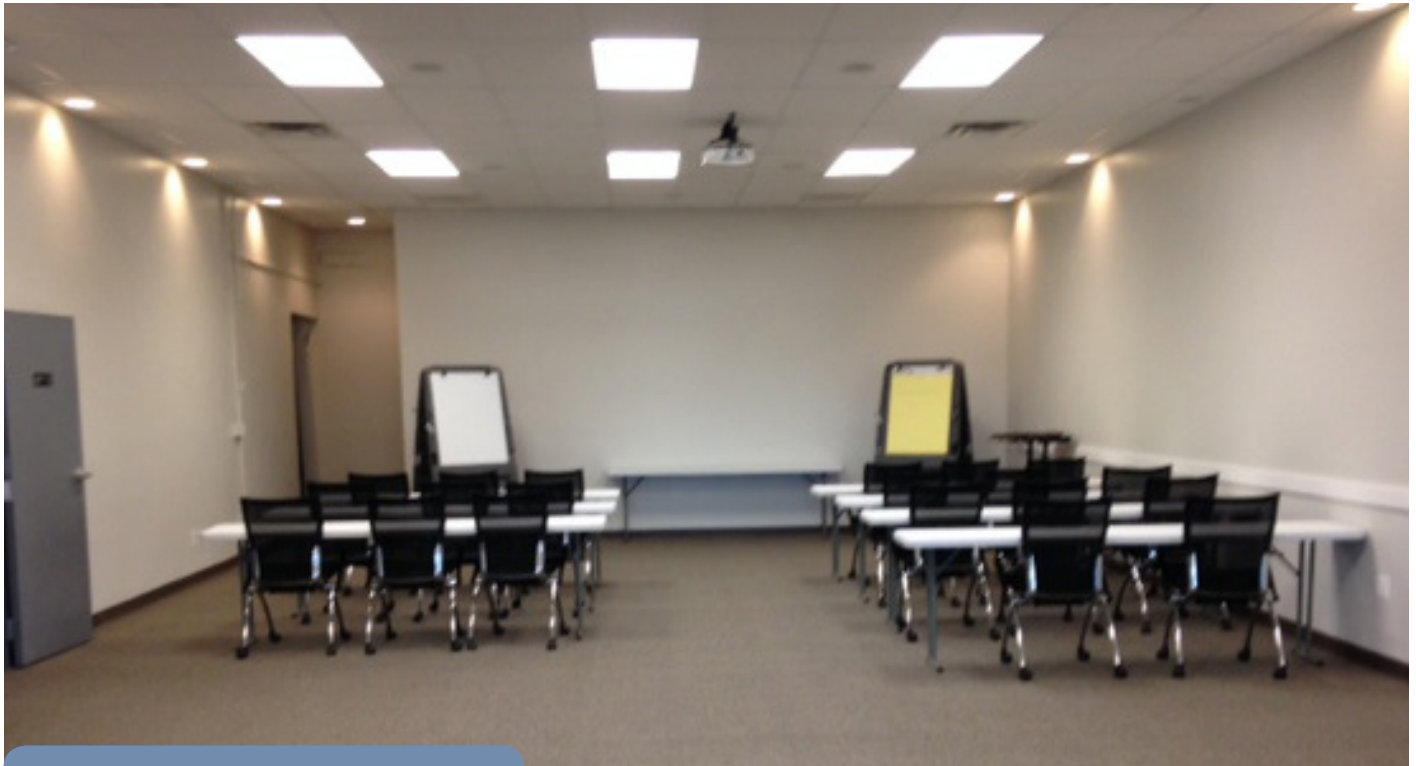
OUTSTANDING COMMUNITY SERVICES

- 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 September responded to about 31 media requests and to seven 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 September, Your Town Talk, which was met

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 ArtFest, a drug take-back event, Fill the Boot, Halloween events, the household chemical roundup, Oktoberfest, Pooch Plunge and more during September

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Oversaw replacement of the three flat roofs at the Recreation Center, as well as the installation of heated concrete at Fire Station 151
- Continued supporting the build out of the Police Department basement

MISSION, VISION AND VALUES

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

Outcome:
No inspections were completed during September

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 99 routine service requests during September 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 September, both 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 September, all within the timeframe requested

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

Outcome: Staff completed 69 preventive maintenance tasks during September, including checking buildings, stocking supplies, and lubricating fitness equipment

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:
Four new employees came on board during September. All of them completed orientation within 30 days of hire, for a monthly 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:
A report for August and September was sent on Oct. 1. HR reviewed 22 evaluations prior to their filing during September

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 September contained details on five recent recognitions



OTHER KEY ACCOMPLISHMENTS

- Completed the initial interview process for the recruitment of the Town's next Parks and Recreation Director
- Sat on the interview panel for a position in 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 September, hosted leadership training, which 14 employees attended



MISSION, VISION AND VALUES

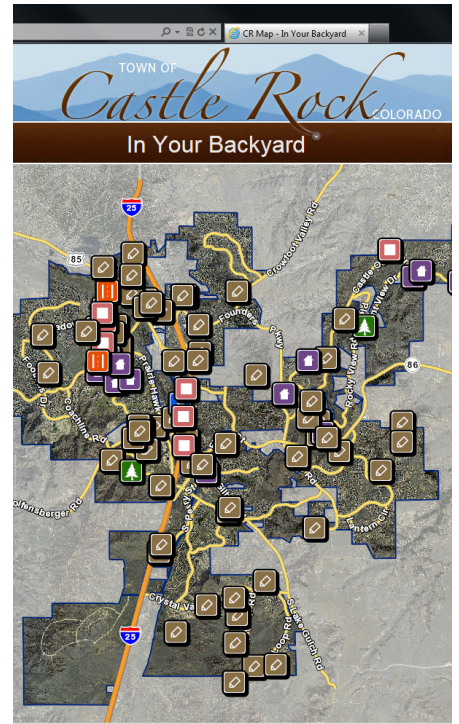
Objective:
Conduct an annual evaluation of compensation and benefits programs and make recommendations regarding competitive offerings

Outcome:
The 2015 evaluation has been completed, and recommendations have been incorporated into the Proposed 2016 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 annexation changes 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:** One zoning change was completed this month, within two weeks of receipt
- 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:** Three parcel updates were completed this month, within four weeks of receipt



TECHNOLOGY OPERATIONS/SUPPORT

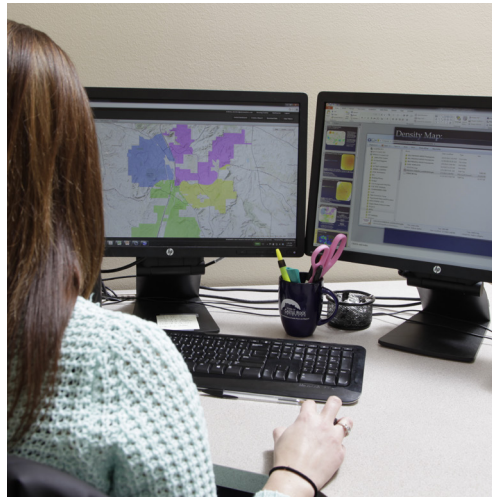
- Objective:** Close (resolve) 80 percent of all emergency priority tickets within one calendar day
- Outcome:** There were no emergency priority tickets this month
- Objective:** Close (resolve) 85 percent of all urgent priority tickets within two calendar days
- Outcome:** Resolved 100 percent of urgent priority tickets within two calendar days
- Objective:** Close (resolve) 90 percent of all medium priority tickets within 10 calendar days
- Outcome:** Resolved 94 percent of medium priority tickets within 10 calendar days

HELP DESK TICKETS THIS MONTH

- Operations:** 306 total – 0 emergency, 38 urgent, 140 medium and 128 minimum (*106 hours average open to close time*)
- GIS:** 20 total (*138 hours average open to close time*)

OTHER KEY ACCOMPLISHMENTS

- Completed technology-related maintenance for the go-live of the new CRgov.com
- Installed new switches at the Service Center, Recreation Center, Police Department, MAC and the Town's disaster recovery site
- Trained GIS staff in Pictometry and Network staff to become certified Wireless Network Administrators



GIS SOLUTIONS

Objective:

Achieve a customer satisfaction rating of 88 percent or higher at the end of a project

Outcome:

The customer satisfaction rating for projects from this year's survey was 97.3 percent

Objective:

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

Outcome:

The customer satisfaction rating for GIS from this year's survey was 97.3 percent



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 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 on 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:

The customer satisfaction rating for process improvement from this year's survey was 94.8 percent

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:

The customer satisfaction rating for IT governance from this year's survey was 97.5 percent



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 seven 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 September

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