

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 December, for a total of 65 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 December, officer-involved shootings on Dec. 24 and 31

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 December responded to at least 52 media requests, 21 of which were after hours, and to 31 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 December, Your Town Talk, which was met

OTHER KEY ACCOMPLISHMENTS

- Completed Citizen Advisory Committee communications including a postcard
- Launched Town Council and Fire Department email updates and distributed 11 newsletters in December; gained 764 email subscribers for a total of 36,656 subscriptions to 30 lists
- Produced nine videos
- Issued 172 social media updates:
 - A video of the Festival Park ribbon cutting reached more than 20,000 people and had 527 reactions
 - A video about the Citizen Advisory Committee reached 14,100 and had 115 reactions
 - A video previewing Reindeer Games reached 10,091 and had 241 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 Citizen Advisory Committee; CRFD members' deployment to California wildfires; Council actions; Police activity; and more during December

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Issued a contract for preventive HVAC maintenance services for 2018
- Hired new Maintenance Technician I and Senior Maintenance Technician following vacancies
- Continued supporting capital facility projects including the Public Safety Training Facility 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:
No inspections were completed this year, and this program will be examined moving forward

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 91 routine service requests during December 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 four after-hours emergencies during December, all within 30 minutes

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

Outcome: Staff completed eight room/event setup requests during December, all within the time frame requested

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

Outcome: Staff completed 115 preventive maintenance tasks during December, 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 December; four custodial service requests were completed this month; 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:

Six new employees came on board during December. 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:

HR is converting to a new data system; the employee comp report and evaluation review information was not immediately available

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 December contained details on three recent recognitions



OTHER KEY ACCOMPLISHMENTS

- Hosted event recognizing employees celebrating milestone years of service with the Town
- Continued working on HR system conversion

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 hosted over 13 training classes during 2017

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:** 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:** Six parcel updates were completed this month, 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)

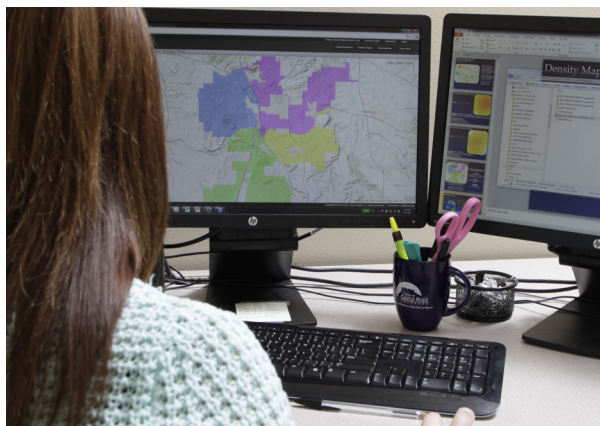
[Maps in PDF format](#) - For a large scale paper map, visit the Development Services counter on the first floor of Town Hall, 100 N. Wilcox St.

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 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 98 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 98 percent of medium priority tickets within 10 calendar days

HELP DESK TICKETS THIS MONTH

Operations: 405 total – 0 emergency, 42 urgent, 265 medium and 98 minimum (73 hours average open to close time)

GIS: 31 total (104 hours average open to close time), plus 31 In Your Backyard requests

OTHER KEY ACCOMPLISHMENTS

- Replaced 85 computers Townwide
- Installed additional security and access control items at Red Hawk Ridge Golf Course



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 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 percent

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 95 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 100 percent

TRAINING PROGRAM

Objective:

Coordinate and hold six training classes in 2017 for our customers, performed by either internal personnel or an external trainer

Outcome:

DoIT hosted one Townwide training class in December

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 December

