

# AUGUST 2016



## 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 August and responded to it per this guideline

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

**Outcome:** Shared 64 messages using the Town Hall LED sign during August, including two paid signs that generated \$150 in revenue

## EVENTS



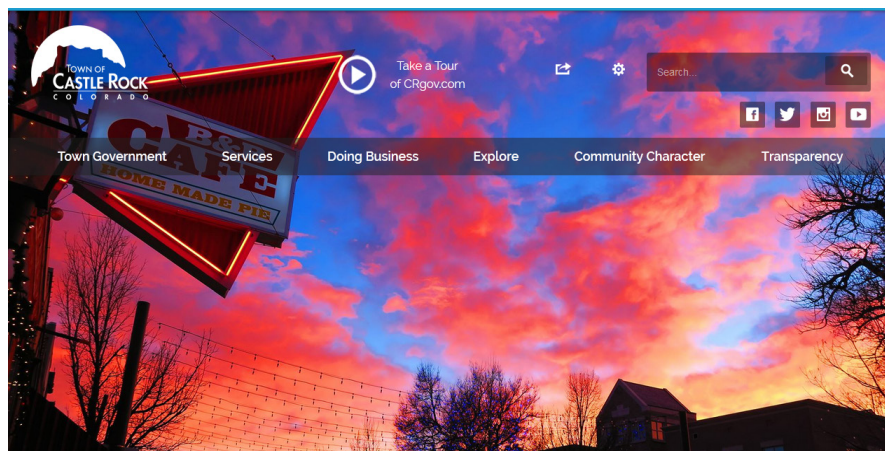
Events staff in August accomplished these items:

- Hosted country-themed Downtown After 5, brought the Marshall Tucker Band to Castle Rock and produced the Western Heritage Welcome, a tribute to the Douglas County Fair and Rodeo
- Fielded 203 phone calls regarding events permitting and processes
- Reviewed, advised and approved six outside event permits





## 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 four communications plans during August, for a total of 73 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 August

## 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 August responded to 26 social media inquiries, all within one business day, and to about 29 media requests, seven of which were after hours

**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 August – Your Town Talk, and the Recreation and MAC guides; both were met

## OTHER KEY ACCOMPLISHMENTS

- With Public Works, hosted the sneak peek for Castle Rock Parkway/North Meadows Drive and communicated about the road's opening
- With community partners, published the fall event mailer
- Produced three new videos
- Continued marketing special events, including a Townwide postcard for the cattle drive and media buys for concerts
- Issued 109 social media updates:
  - A post regarding CRPD's visit to a girl's home after she gave the PD pizza reached 20,960 people and had 1,029 reactions, including 27 comments
  - A video about the Marshall Tucker Band reached 28,949 and had 22,617 views
  - A video about August events reached 26,965 and had 17,559 views

## 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 Council elections, fire restrictions, various events, and more during August

## FACILITIES DIVISION



### OTHER KEY ACCOMPLISHMENTS

- Completed annual Recreation Center shutdown maintenance projects, including repairs to the slide tower
- Replaced all HVAC units at Fire Station 151 and the paint and carpet at Stations 154 and 155
- Facilitated hail-related roof repairs at several facilities

### MISSION, VISION AND VALUES

#### Objective:

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

#### Outcome:

Safety inspections were completed at all buildings 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 149 routine service requests during August 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 August, within 30 minutes

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

**Outcome:** Staff completed five event setup requests during August, all within the timeframe requested

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

**Outcome:** Staff completed 80 preventive maintenance tasks in August, including checking buildings, lubricating equipment, stocking supplies and changing HVAC filters

**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 August and completed 15 custodial service requests, all within one working day; additionally, staff performed 33 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:

Three new employees came on board during August. All attended orientation within 30 days of hire, for a 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:

The report for August was sent Sept. 1. HR reviewed seven evaluations prior to their filing during August

### 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 August contained details on four recent recognitions



## OTHER KEY ACCOMPLISHMENTS

- Sat on interview panels for one position each in Finance and Public Works and for two positions in Castle Rock Water/Utilities during August

## 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 August, hosted marathon leadership for 14 employees

## MISSION, VISION AND VALUES

### Objective:

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

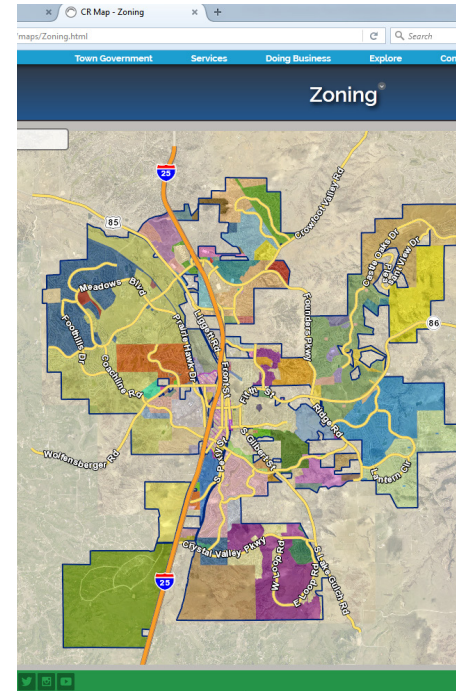
### Outcome:

The 2016 evaluation has been completed, and recommendations have been provided to the Deputy Town Manager

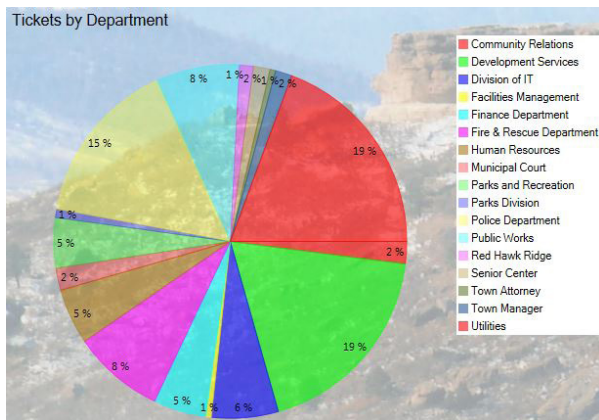
## DIVISION OF INNOVATION AND TECHNOLOGY

### 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:** Eight parcel updates were completed this month, all 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 100 percent of medium priority tickets within 10 calendar days

#### HELP DESK TICKETS THIS MONTH

**Operations:** 287 total – 0 emergency, 51 urgent, 176 medium and 60 minimum (106 hours average open to close time)

**GIS:** 21 total (306 hours average open to close time), plus eight In Your Backyard requests



## OTHER KEY ACCOMPLISHMENTS

- Went live with eDiscovery with the District Attorney's Office for sharing justice information
- Completed locates of the Town's fiber network, adding dataset features including photos and as-built references
- Created a map for the Castle Rock Parkway grand opening

## 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 four Townwide training classes in August



## 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 August



## 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

### 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

## 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

## 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