

FEBRUARY 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

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 three public inquiries during February and responded to all of them per these guidelines

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

Outcome: Shared 45 messages using the Town Hall LED sign during February, all initiated by the Town and its sign partners

SPECIAL EVENTS

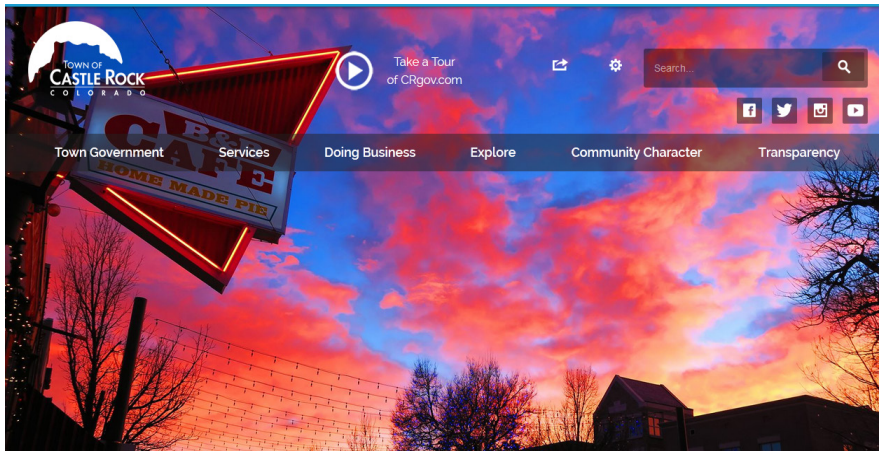


Special Events staff in February accomplished these items:

- Developed sponsorship packages for the 2016 signature event series
- Issued a request for quotes for events-related services in 2016
- Reviewed resumes and interviewed candidates for the new Special Events Specialist position



COMMUNITY RELATIONS



OTHER KEY ACCOMPLISHMENTS

- Launched a new video titled the Business of Development Services
- Issued 71 social media updates:
 - A post on snow removal reached 5,462 and saw 53 likes, 11 comments and four shares
 - A video about online police services reached 25,879 and was viewed 16,455 times; one on the North Meadows Extension reached 15,093 and was viewed 6,049 times
 - A post with pictures of CRFD in the Broncos victory parade reached 9,630 and saw 658 likes, 12 comments and 77 shares

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 CRPD's new safe transaction zone, an initiative petition, the North Meadows Extension expansion, special events and more during February

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 seven communications plans during February, for a total of 50 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 February

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 February responded to 16 social media inquiries, all within one business day; 30 media requests – 2 were after hours interviews

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 February, Your Town Talk, which was met

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Reconfigured office space at Utilities to maximize efficiency and enhance employees' work environment
- Continued supporting capital improvements at the Rec Center (roof replacement and mezzanine reconfiguration), Police Department (basement build out – now complete) and Red Hawk Ridge and Butterfield Pool (renovations)
- Completed snow removal at Town Hall Feb. 3 and 23

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 107 routine service requests during February 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-hour emergencies during February, 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 February, all within the timeframe requested

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

Outcome: Staff completed 97 preventive maintenance tasks during February, 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 February and completed 14 custodial service requests, all within one working day

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 February. Two of them attended orientation within 30 days of hire, for a rate of 66 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 February was sent Feb. 26. HR reviewed 24 evaluations prior to their filing during February

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 February contained details on two recent recognitions



OTHER KEY ACCOMPLISHMENTS

- Sat on interview panels for one position in Development Services and for four positions 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:

Hosted HR Survival Kit training during February, which 19 employees attended

MISSION, VISION AND VALUES

Objective:

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

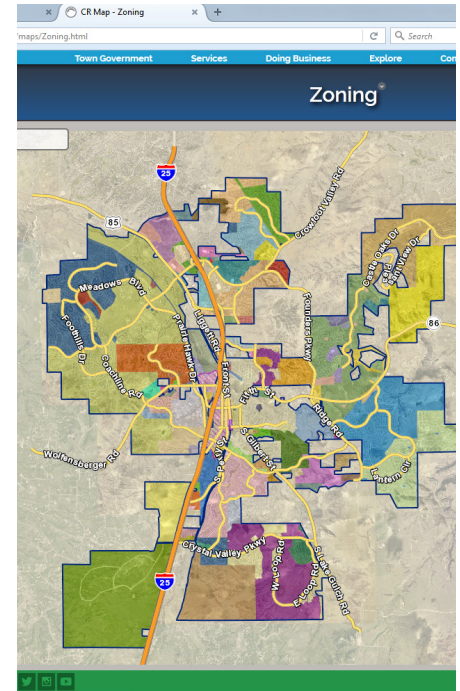
Outcome:

This year's evaluation is scheduled to be completed during the third quarter

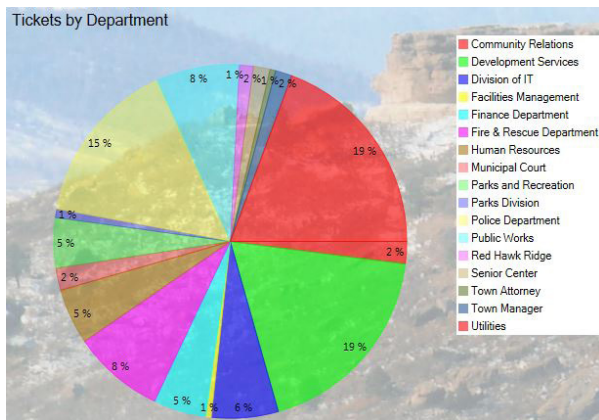
DIVISION OF INNOVATION AND TECHNOLOGY

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:** One annexation change was completed this month, within one week of receipt
- 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:** Two 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 93 percent of medium priority tickets within 10 calendar days

HELP DESK TICKETS THIS MONTH

Operations: 305 total – 0 emergency, 41 urgent, 130 medium and 134 minimum (131 hours average open to close time)

GIS: 40 total (265 hours average open to close time)

OTHER KEY ACCOMPLISHMENTS

- Installed cameras at four intersections and the new Utilities O&M Building
- Closed the accident module, asset database, fire risk assessment, virtual server management and wellness incentive-tracking projects
- Promoted Matt Coert to Public Safety Tech Coordinator and Stan Gorski to Network Infrastructure Manager

TRAINING PROGRAM

Objective:
Coordinate and hold 30 training classes in 2016 for our customers, performed by either internal personnel or an external trainer

Outcome:
DoIT hosted four Townwide training class 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 February



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 2016 to provide customer satisfaction ratings for 2015

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

Outcome:
A survey will be distributed later in 2016 to provide customer satisfaction ratings for 2015

BUSINESS PROCESS IMPROVEMENT

Objective:
Achieve a customer satisfaction rating of 88 percent or higher

Outcome:
A survey will be distributed later in 2016 to provide customer satisfaction ratings for 2015

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 2016 to provide customer satisfaction ratings for 2015