

# 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

## COMMUNITY RELATIONS

Facilitates community outreach and involvement for departments Townwide



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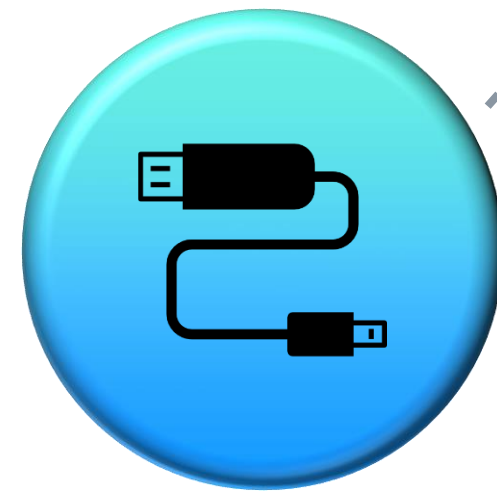


## FACILITIES DIVISION

Provides a safe and positive environment at all municipal facilities, for both employees and the public

## DIVISION OF INNOVATION & TECHNOLOGY

Partners with departments Townwide to strategically implement technology that is secure and well-supported



## HUMAN RESOURCES

Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

# COMMUNITY RELATIONS

## Key Accomplishments



- Communications regarding the 2018 Special Election resulted in both measures passing by a significant margin
- Marketed two open houses – one in The Meadows regarding Meadows Parkway reconstruction and one for the Plum Creek Parkway widening project.
- Distributed 21 email newsletters and approved 337 updates to the Town's three websites
- Launched five new videos





# COMMUNITY RELATIONS



## Communications Plans and Publications

Year-to-date, there are **32** implemented communications plans:

- **10** are complete
- **six** are ongoing
- **16** are current

There was **one** publication deadline in May, Your Town Talk, which was met

*May data for Community Relations was under review at the time of this report. May data will be completed and included with the 2018 year-end report in December*

## Media Relations

Staff during May responded to **6** media requests, none of which were after hours

## Social Media and Video

- Staff during May replied to more than **44** social media requests and issued **246** social media updates:
- The Town gained **510** new members on Nextdoor and had more than 70,960 views on that site
- A video about sales and property tax was viewed **6,731** times; it reached **10,753** people
- A video about the Police K9 unit reached **12,542** and was viewed **3,063** times in total

## Informing the Community

- Staff during May provided information about:
- 2018 Special Election ([press release](#) and [video](#))
- Summer concerts
- Animal Code changes ([press release](#))
- Town Council Action ([press release](#))
- Meadows Parkway roadwork ([press release](#) and [video](#))
- Plum Creek Parkway widening ([press release](#))
- Events ([video](#))
- Tax 101 ([video](#))
- WISE Water arrives in Castle Rock ([press release](#))
- Water restrictions ([video](#))

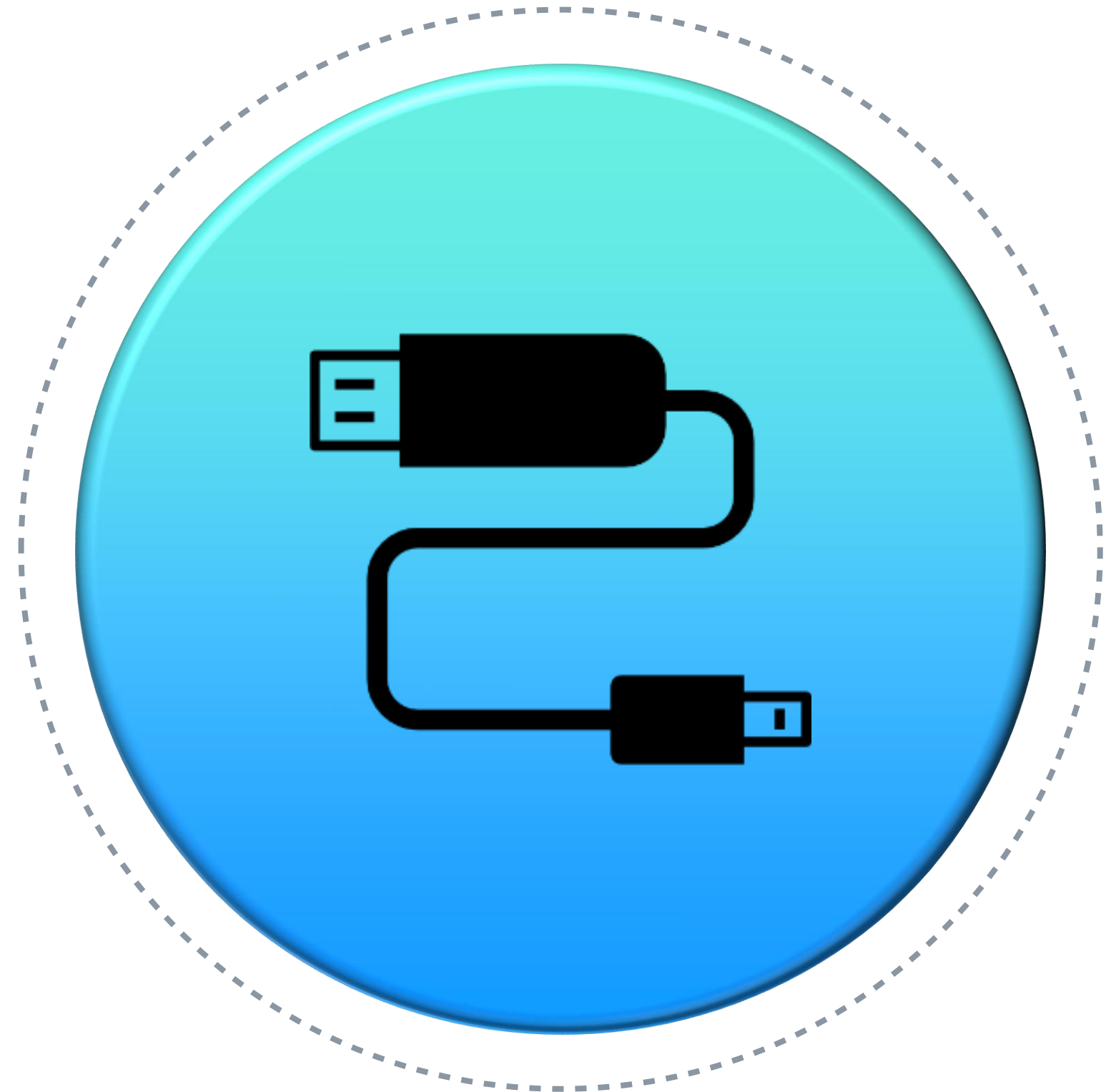
*Hyperlinked items were available as of June 12*

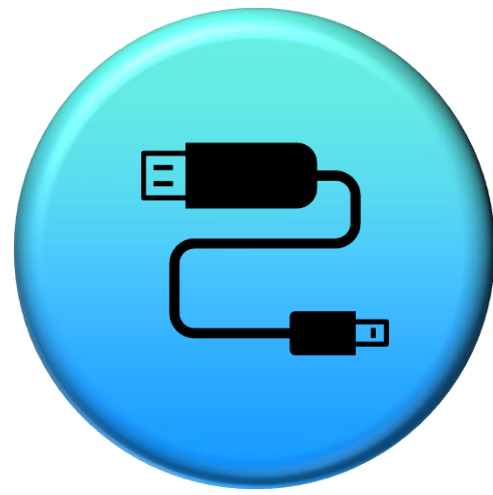
# DIVISION OF INNOVATION & TECHNOLOGY

## Key Accomplishments



- Go-live of new Pictometry imagery
- Update Downtown Parking Map on CRgov.com
- Presented new mapping solution to the Election Commission for redistricting
- Castle Rock Water and Development Services boards and commissions go-live with Legistar
- Conducted one Town-wide training course
- Technology installed for summer pool openings





# DIVISION OF INNOVATION & TECHNOLOGY

## Help Desk

Addressed **509** total tickets, with an average time-to-resolve of **59** hours

There were no emergency priority tickets this month

There were **73** urgent priority tickets this month, **99%** of which were resolved within two calendar days (85% is goal)

There were **291** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

Addressed **43** total tickets, with an average open-to-resolve time of **117** hours

There were no annexations completed this month

There were no zoning changes completed this month

There were no parcel updates completed this month

There were **10** In Your Backyard requests completed this month

# FACILITIES DIVISION



## Key Accomplishments



- Completed a remodel of the Dispatch area at the Police Department and significantly completed the buildout of an IT training room in the basement of Town Hall
- Assisted Aquatics with opening Burgess and Butterfield pools and the Miller and Festival Park splash pads for the season
- Continued supporting construction of the Central Service Center
- Supported various needs associated with hosting the Town's annual Employee Appreciation Breakfast



# FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received <b>137</b> service requests in May and completed all of them within one working day unless parts or contracted labor were needed</p> <p>There were no after-hours emergencies during May</p>	<p>Staff completed <b>133</b> preventative maintenance tasks during May, including:</p> <ul style="list-style-type: none"><li>• Checking buildings</li><li>• Lubricating fitness equipment</li><li>• Replacing light bulbs</li><li>• Stocking supplies</li></ul>	<p>Staff completed <b>two</b> room/event setup requests during May, within the timeframe requested</p>	<p>Staff provided custodial services as scheduled during May</p> <p>There was <b>one</b> custodial service request this month</p> <p>Staff performed <b>26</b> custodial inspections to ensure proper service delivery</p>



# HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p><b>Three</b> new full-time employees came on board during May. One attended new hire orientation in May and two will attend in June.</p>	<p>HR on <b>June 4</b> provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in May reviewed <b>32</b> performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met</p>	<p>HR facilitated <b>10</b> employee recognition opportunities during May</p>	<p>HR's goal is to organize and hold a minimum of six Castle Rock University classes per year, as a method of promoting employee development and performance</p> <p>During May, HR hosted Interviewing Skills training for <b>21</b> employees and Marathon Leadership training for <b>16</b> employees</p>

