

MARCH 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 did not receive any public inquiries during March

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

Outcome: Shared 41 messages using the Town Hall LED sign during March, all initiated by the Town and its sign partners

EVENTS

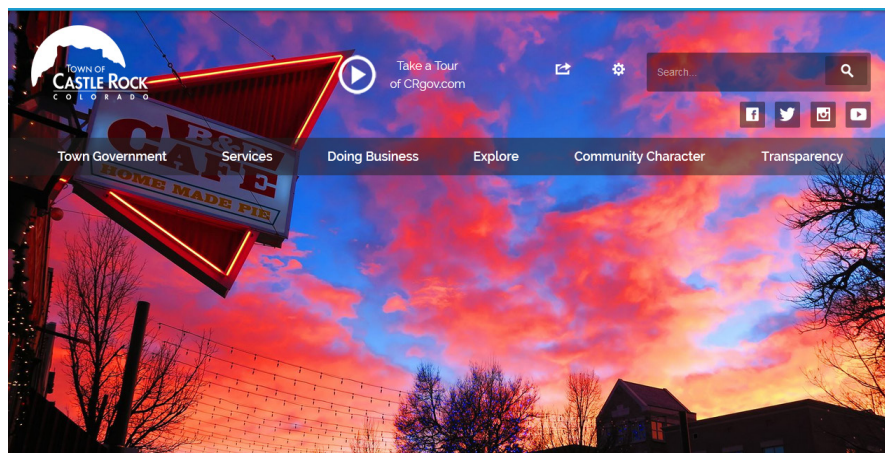


Events staff in March accomplished these items:

- The new Events Specialist was hired and started work
- Entertainment offers were issued for the 2016 event season
- Vendors were selected for the 2016 event season, including security, beverage, ticketing, production and amusements



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 three communications plans during March, for a total of 53 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 March

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 March responded to 48 social media inquiries, all within one business day and to 30 media requests, five 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 three deadlines in March, Your Town Talk and the MAC and Rec guides, two of which were met

OTHER KEY ACCOMPLISHMENTS

- Participated in meetings regarding pavement maintenance and growth
- Issued 53 social media updates:
 - Reached a Facebook milestone, with 10,000 likes
 - A post about regional road closures during a snowstorm reached 17,580 people and had 777 reactions, 183 comments and 262 shares
 - A snowstorm video had 8,429 unique views; the post reached 14,552 and had 192 reactions, 28 comments and 27 shares
 - A development video had 6,405 views; the post reached 13,621 and had 73 likes, 55 comments and 13 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 the Mayor's Conservation Challenge, snowstorms, the Council recall petitions, the budget, annexations and more during March

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Renovated Events office
- Implemented custodial inspections and completed four in March
- Oversaw completion of fire inspection repairs
- Initiated soils evaluation for potential Town Hall expansion
- Removed snow at Town Hall, the Rec Center and the Police Department March 18 and at Town Hall and Facilities Maintenance March 24

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 105 routine service requests during March 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 March, all within 30 minutes

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

Outcome: Staff completed 13 of 14 room/event setup requests during March within the timeframe requested

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

Outcome: Staff completed 132 preventive maintenance tasks in March, including checking buildings, lubricating equipment, stocking supplies and replacing batteries and air 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 March and completed three 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:

Eight new employees came on board during March. Three of them attended orientation within 30 days of hire, and the remainder went to the fire academy and will attend later

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 March was sent April 5. HR reviewed 38 evaluations prior to their filing during March

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 March contained details on three recent recognitions



OTHER KEY ACCOMPLISHMENTS

- Sat on interview panels for the Assistant Parks and Recreation Director, as well as for positions in Development Services and 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 March, hosted legal issues, quarterly leadership and marathon leadership training classes for 25, five and 17 employees, respectively

MISSION, VISION AND VALUES

Objective:

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

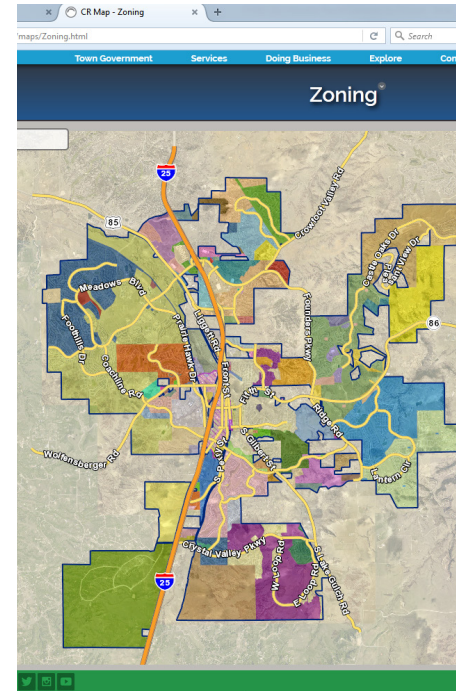
Outcome:

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

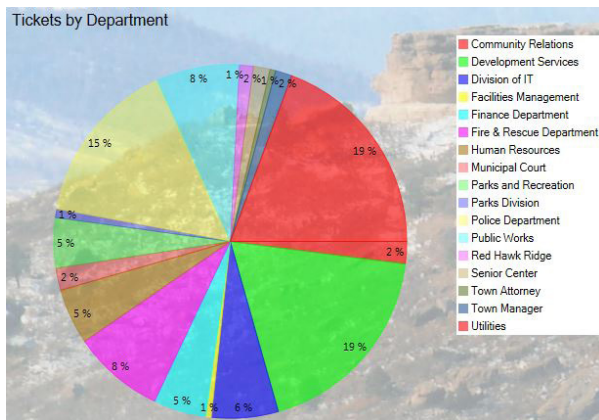
DIVISION OF INNOVATION AND TECHNOLOGY

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:** 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:** Four zoning changes were 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:** Five 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 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: 324 total – 0 emergency, 42 urgent, 165 medium and 117 minimum (82 hours average open to close time)

GIS: 31 total (146 hours average open to close time)

OTHER KEY ACCOMPLISHMENTS

- Completed upgrades for Police software and finalized an IGA database
- Completed connectivity to the Millhouse and in the Police Department basement
- Migrated to Office Exchange 2013
- Staff attended trainings on data storage, GIS and project and user management

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 three Townwide 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 March



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