

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 February and responded to it per these guidelines

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

Outcome: Shared 40 messages using the Town Hall LED sign during February, all initiated by the Town or its sign partners

EVENTS



Events staff in February accomplished these items:

- Placed offers for 2017 Celebration Concert Series
- Consulted with all events that occurred in Castle Rock in 2016 to ensure they were aware of construction projects and venue availability
- Fielded 57 phone calls regarding special events permitting and processes



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 one and completed two plans during February, for a total of 42 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 one crisis situation, a fire, 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 January responded to about 44 media requests (three of which were after hours) and to nine social media inquiries, all within one business day

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

OTHER KEY ACCOMPLISHMENTS

- Coordinated and marketed District 2 meet-and-greet open house. More than 100 people attended.
- Supported Festival Park groundbreaking, which garnered news and social media coverage.
- Approved more than 100 updates to CRgov.com
- Issued 114 social media updates:
 - A post about Castle Rock Police's search for robbery suspects reached 14,047 people. It had 238 "reactions," including 54 comments.
 - A post about the Citizens Police Academy reached 12,489. It had 211 "reactions," including 44 comments.
- On average during February, the Town's Facebook page reached 105,341 users.

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 Festival Park groundbreaking, fire restrictions, police programs and more during February

FACILITIES DIVISION



OTHER KEY ACCOMPLISHMENTS

- Remodeled the Council Conference Room at Town Hall and oversaw the installation of an ADA ramp at the Rec Center modular
- Continued supporting the Town Hall addition, including relocating Dev. Services staff as needed to accommodate construction
- Completed snow removal Feb. 24 at 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:
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 104 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 two after-hours 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 six 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 100 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 six custodial service requests, within one working day; 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:

Two new employees came on board during February. They will attend new hire orientation March 29

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 January was sent March 1. HR reviewed 25 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 three recent recognitions



OTHER KEY ACCOMPLISHMENTS

- Sat on an interview panel for a position Public Works during February

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 did not hold any classes in January

MISSION, VISION AND VALUES

Objective:

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

2016 result:

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:** No zoning changes were completed this month
- 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, both 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 98 percent of medium priority tickets within 10 calendar days

HELP DESK TICKETS THIS MONTH

Operations: 283 total – 0 emergency, 29 urgent, 180 medium and 74 minimum (*65 hours average open to close time*)

GIS: 37 total (*145 hours average open to close time*), *plus 17 In Your Backyard requests*

OTHER KEY ACCOMPLISHMENTS

- With Facilities, installed a public speaker timing system in Council Chambers
- Installed a time lapse camera for Festival Park construction and Internet connectivity for the Epic Adventure Tower and Sky Trek
- Welcomed a new GIS Analyst



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 2017 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 will be distributed later in 2017 to provide customer satisfaction ratings for 2016

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 February



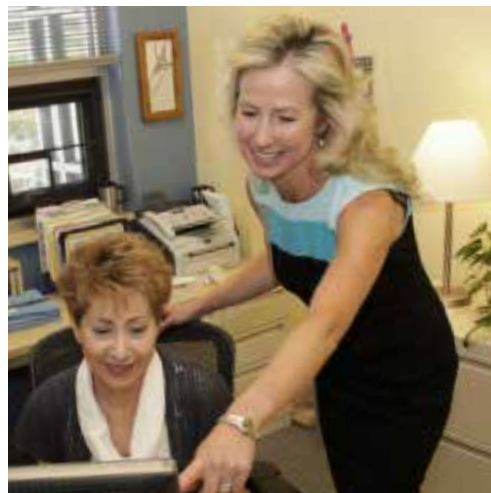
SECURITY AND RECOVERY

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



BUSINESS PROCESS IMPROVEMENT

Objective:

Achieve a customer satisfaction rating of 88 percent or higher

Outcome:

A survey will be distributed later in 2017 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:

A survey will be distributed later in 2017 to provide customer satisfaction ratings for 2016