TOWN OF
CASTLE ROCK
C O L O R A D O

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

COMMUNITY RELATIONS 📢

@CRgov

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 and completed one plan during March, for a total of 45 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 about 11 media requests (none 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 March, Your Town Talk, which was met

OTHER KEY ACCOMPLISHMENTS

- Led the publication of a Townwide event mailer with area partners and distributed a "meet Council" mailer
- Completed mailers for Pavement Maintenance Program and animal ordinance review open houses
- Reviewed and distributed six email newsletters in partnership with Parks and Recreation
- Issued 141 social media updates:
  - A photo showing spring-like weather reached 10,316 people and had 493 "reactions"
  - A video on building our budget reached 10,472 and was watched 7,000+ times
  - On Facebook, the Town's page reached a "Like" milestone of more than 13,000 followers

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 animal ordinance review, Castle Rock Water rebates, fire restrictions, Miller's Landing the Pavement Maintenance Program and more during March

FACILITIES DIVISION

OTHER KEY ACCOMPLISHMENTS

- Continued supporting the Town Hall addition, including relocating the permit counter and moving other staff members as needed to make way for the construction

- Built a work area for a new Streets employee

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 124 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 two after-hours emergencies during March, within 30 minutes

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

Outcome: Staff completed 12 room/event setup requests during March, all within the timeframe requested

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

Outcome: Staff completed 101 preventive maintenance tasks during March, 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 March and completed seven custodial service requests, within one working day; additionally, staff performed 29 custodial inspections to help ensure proper service delivery

Town of
CASTLE ROCK
COLORADO

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:
Four new employees came on board during March. All of them attended orientation within 30 days of hire

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 March 31. HR reviewed 37 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 five recent recognitions

OTHER KEY ACCOMPLISHMENTS

• Sat on interview panels for two positions in Finance and one position each in Fire and Public Works during March

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 Mission, Vision and Values class for 21 employees; DISC training for 22 employees; and Marathon Leadership training for 22 employees

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

Maps - Powered by Geographic Information Systems

Interactive Town Maps

3 Easy Steps - Type in ADDRESS, ZOOM in and out, and CLICK on map for more inf

Development:
Development Activity Map (In Your Backyard)
Development Constraints Map
Zoning Map

Parks and Recreation:
Fitness Routes Map
Parks and Recreation Map
Trail Conditions Map

Transportation:
Pavement Maintenance Map
Road Closures Map
Snow Plow Area Map
Traffic Count Map

Town Services:
Election Districts Map
Public Art Map
Community Resources Map

PDF Town Maps (Best for Printing)
Maps in PDF format - For a large scale paper map, visit the Development Services counter on the first floor of Town Hall, 100 N. Wilcox St.

Town Data
Data Catalog - Find data in multiple formats including PDF, SHP, DWG, KML and REST.

Disclaimer
The data presented has been compiled from various sources, each of which introduce degrees of inaccuracies or inconsistencies. Such discrepancies in data are inherent a

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 97 percent of urgent priority tickets within two calendar days

Objective: Close (resolve) 99 percent of all medium priority tickets within 10 calendar days

Outcome: Resolved 99 percent of medium priority tickets within 10 calendar days

HELP DESK TICKETS THIS MONTH

Operations: **344 total** – 0 emergency, 34 urgent, 200 medium and 110 minimum *(51 hours average open to close time)*

GIS: **28 total** *(111 hours average open to close time)*, **plus 14 In Your Backyard requests**

Town of CASTLE ROCK COLORADO

OTHER KEY ACCOMPLISHMENTS

- Installed and trained staff on new Konica copiers

- Installed new projectors in Council Chambers

- Completed the Town Hall server room backup battery install and maintenance

- Provided technology support for Development Services permit counter move

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 five Townwide training classes in March

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

Home > Departments > DoIT > Training Videos

Training Videos

DoIT CR University Videos are available by clicking on the following link. Simply select the video that you are intere watching and click play.

Training Videos

The videos currently available are:

iPhone, Avaya Desk Phone and Voicemail
Users will learn the features of their desk phones, including voicemail, call history, contacts, navigation, button featu forwarding, conference calls, intercom, EC500 and mobile device integration among other topics.
This class is designed to train staff on the general usage of the iPhone, including tips to save time, basic troublesho using peripherals and an introduction to built-in apps.
iPhone Tips & Tricks brochure is available here: Download here

Security Best Practices
Users will receive a brief introduction to DoIT and the services we provide. We will test our knowledge of malic email, proper flash drive use, and how to protect mobile devices on wireless networks. Users will understand Town and the systems we use to protect, process, store, and transmit sensitive data.

iPad Fundamentals
Users will learn the features of the iPad, beneficial applications and quick tips and tricks on how to get the most use the iPad, including how to securely connect to the Town network and how to use the iPad outside of the office.
iPad Tips & Tricks brochure is available here: Download Here

Effective Use of OneNote
Users will learn the basic functions of OneNote including managing tasks, notes, projects, creating notebooks and s that information with a tablet, phone, and Outlook email and calendar.

ArcGIS 101
Users will learn how to build a custom map using existing GIS data and basic editing skills.

Interactive Mapping
Users will be introduced to the new Interactive Mapping site, and learn how to navigate the PDF maps, Data Catalog the site for external customer interaction and how to request custom map products through the helpdesk. Reference

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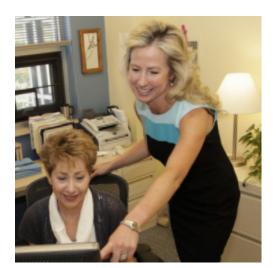A survey will be distributed later in 2017 to provide customer satisfaction ratings for 2016

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