

# JULY 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 July and responded to it per this guideline

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

**Outcome:** Shared 63 messages using the Town Hall LED sign during July, all initiated by the Town and its sign partners

## COMMUNITY RELATIONS

July data for Community Relations was not available at the time of this report. July data will be compiled and included with the 2016 year-end report in December.

## EVENTS



Events staff in July accomplished these items:

- Hosted a Latin themed Downtown After 5 and brought the Colorado Symphony to Castle Rock
- Fielded more than 180 calls regarding events and permitting processes
- Reviewed, advised and approved 4 new outside event permits





# FACILITIES DIVISION



## OTHER KEY ACCOMPLISHMENTS

- Completed all necessary follow-ups to annual CIRSA facility inspection
- Completed confined space awareness training
- Initiated annual building improvement projects, including carpeting Fire Stations 154 and 155 and HVAC improvements at Fire Station 151

## MISSION, VISION AND VALUES

**Objective:**  
Conduct an annual safety inspection on each Town facility and issue an inspection report within 30 days

**Outcome:**  
Safety inspections were completed at all buildings 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 131 routine service requests during July 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 five after-hour emergencies during July, all within 30 minutes

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

**Outcome:** Staff completed seven event setup requests during July, all within the timeframe requested

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

**Outcome:** Staff completed 118 preventive maintenance tasks in July, including checking buildings, lubricating equipment, stocking supplies and changing HVAC 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 July and completed three custodial service requests, all 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:

One new employee came on board during July. That person attended orientation within 30 days of hire, for a rate of 100 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 July was sent Aug. 1. HR reviewed 16 evaluations prior to their filing during July

#### 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 July contained details on three recent recognitions



### OTHER KEY ACCOMPLISHMENTS

- Sat on two rounds of interview panels for a position in Finance and one interview for a position in Public Works during July

### 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 July, hosted marathon leadership for 17 employees

### MISSION, VISION AND VALUES

#### Objective:

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

#### Outcome:

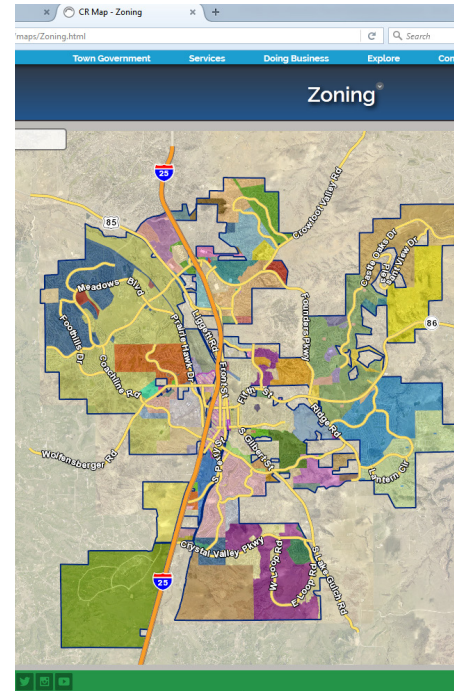
This year's evaluation is scheduled to be completed during the third quarter



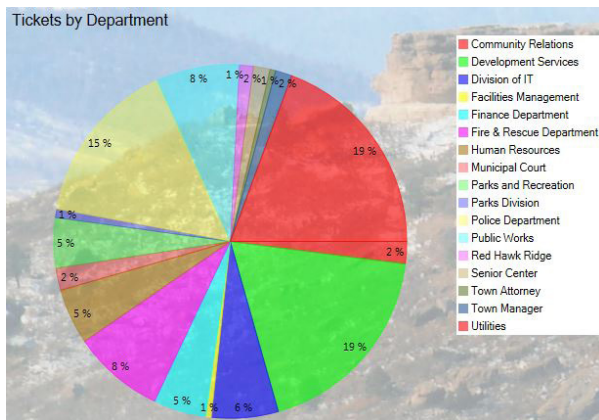
# DIVISION OF INNOVATION AND TECHNOLOGY

## 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:** 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:** Six parcel updates were completed this month, all 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 94 percent of medium priority tickets within 10 calendar days

### HELP DESK TICKETS THIS MONTH

**Operations:** 239 total – 0 emergency, 36 urgent, 104 medium and 99 minimum (70 hours average open to close time)

**GIS:** 26 total (152 hours average open to close time), plus nine In Your Backyard requests

## OTHER KEY ACCOMPLISHMENTS

- Recommended for inclusion in the Proposed 2017 Budget two IT governance projects: a wireless ring, and additional cameras to view high-traffic areas
- Upgraded all wireless access points for heightened security
- Migrated primary application servers to new solid state drive storage to increase performance

## 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 in July

## 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 July



## GIS SOLUTIONS

### Objective:

Achieve a customer satisfaction rating of 88 percent or higher at the end of a project

### Outcome:

A survey has been distributed 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 has been distributed to provide customer satisfaction ratings for 2015

## BUSINESS PROCESS IMPROVEMENT

### Objective:

Achieve a customer satisfaction rating of 88 percent or higher

### Outcome:

A survey has been distributed 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:

The customer satisfaction rating for IT governance from this year's survey was 100 percent