

# SEPTEMBER 2017



## 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

## COMMUNITY RELATIONS



## OTHER KEY ACCOMPLISHMENTS

- Completed special election mailer with Council approval
- Launched five new videos on topics such as events and Legacy Water Projects
- Distributed six email newsletters on topics such as the Downtown roundabout, Festival Park and concerts
- Issued 198 social media updates:
  - The fifth “Most Hydrated Man” video was viewed 8,680 times and reached 14,697 people
  - The fourth “Most Hydrated Man” video was viewed 9,100 times and reached 12,401 people
  - A video advertising October events was viewed 7,629 times and reached 9,946 people

## 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 concerts; Fire Prevention Week; the Fire Station 152 groundbreaking; Parks and Rec events; roadwork; and more during September

## 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 plans during September, for a total of 61 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 September

## 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 September responded to at least 11 media requests, none of which were after hours, and to 28 social media inquiries

**Objective:** Meet internal deadlines for Town publications (Outlook, Your Town Talk, annual reports and special publications), 75 percent of the time

**Outcome:** There were two deadlines in September, Your Town Talk and a mailer regarding the upcoming special election; both deadlines were met

## FACILITIES DIVISION



### OTHER KEY ACCOMPLISHMENTS

- Completed installation of a new hot water heater at the Rec Center
- Continued supporting the Town Hall addition project
- Provided support to Police and Fire on the Public Safety Training Facility project

### 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 in the coming months

### 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 76 routine service requests during September 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 three after-hours emergencies during September, all within 30 minutes

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

**Outcome:** Staff completed 10 room/event setup requests during September, all within the time frame requested

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

**Outcome:** Staff completed 16 preventive maintenance tasks during September, consisting of preventive HVAC tasks

**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 September; no custodial service requests were submitted this month; 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:

Five new employees came on board during September. 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 September was sent Oct. 9. HR reviewed 29 evaluations prior to their filing during September

#### 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 September contained details on one recent recognition



### OTHER KEY ACCOMPLISHMENTS

- Continued working on HR system conversion

### 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:

No training classes were hosted during September; 10 classes have been hosted year-to-date

### MISSION, VISION AND VALUES

#### Objective:

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

#### 2016 result:

The 2017 evaluation has been completed, and recommendations are included in the 2018 budget

## 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:** No parcel updates were completed this month

#### 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 info

##### 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.

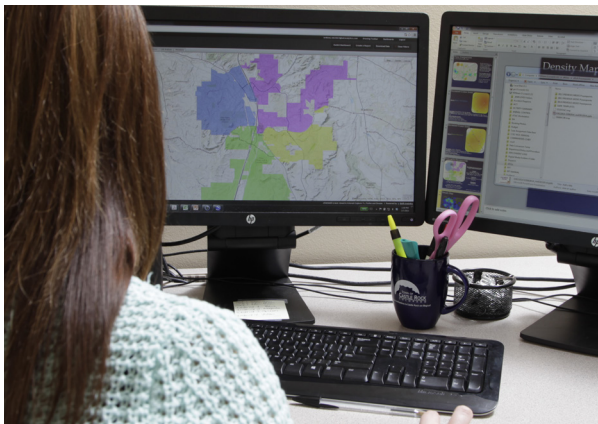
##### Town Data

[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 in

## 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) 99 percent of all medium priority tickets within 10 calendar days
- Outcome:** Resolved 96 percent of medium priority tickets within 10 calendar days

### HELP DESK TICKETS THIS MONTH

Operations: 338 total – 0 emergency, 37 urgent, 184 medium and 117 minimum (68 hours average open to close time)

GIS: 46 total (128 hours average open to close time), plus 18 In Your Backyard requests

## OTHER KEY ACCOMPLISHMENTS

- Upgraded Cartegraph OMS asset management software
- Supported the electronic archiving of 36,000+ Development Services documents
- Welcomed new GIS Analyst Sheila Dorrell



## 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

## 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 two Townwide training classes in September

## 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 September

