NOVEMBER 2017

TOWN OF
CASTLE ROCK
COLORADO

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 📢

@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 five plans during November, for a total of 66 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 November

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 November responded to at least 14 media requests, none of which were after hours, and to 31 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 was one deadline in November, Your Town Talk, which was met

OTHER KEY ACCOMPLISHMENTS

- Launched six new videos, including a shop local promo that reached 13,871 people
- Distributed six email newsletters on topics including the Master Plan, water and Festival Park
- Approved more than 180 updates to Town websites
- Issued 172 social media updates:
  - Council's December events video reached 18,111 people and was viewed 17,686 times
  - A post regarding an armed robbery reached 52,894 and was shared 433 times
- Used Facebook LIVE for an update on Public Works' flashing yellow arrow install. The post reached 4,902, and the video was viewed 3,010 times

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 election results; the Festival Park soft opening; new signals; Parks and Recreation programs; police activity; and more during November

Town of CASTLE ROCK COLORADO

FACILITIES DIVISION

OTHER KEY ACCOMPLISHMENTS

• Completed fire alarm and extinguisher inspections

• Continued supporting capital facility projects, including moving some employees into the Town Hall addition

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 119 routine service requests during November 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 November, all 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 November, all within the time frame requested

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

Outcome: Staff completed 117 preventive maintenance tasks during November, including checking buildings, lubricating fitness equipment, stocking supplies and preventive HVAC items

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 November; five custodial service requests were completed this month; additionally, staff performed 30 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:
Two new employees came on board during November. Both 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 November was sent Dec. 1. HR reviewed 16 evaluations prior to their filing during November

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 November contained details on two recent recognitions

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:
During November, provided training for Castle Rock Fire and Rescue's Acting Lieutenant program

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: One parcel update was completed this month, 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.
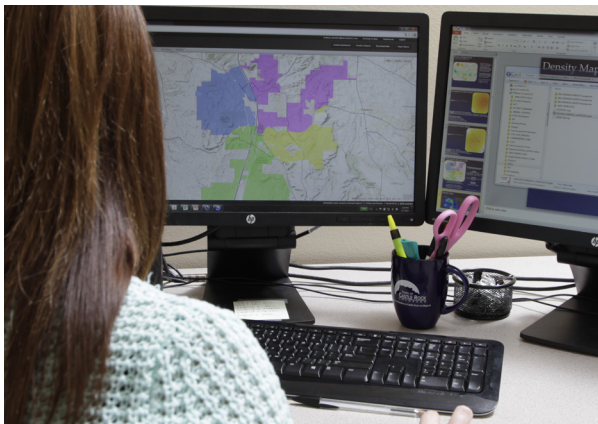
Town Data
Data Catalog - Find data in multiple formats including PDF, SHP, DWG, KML and REST.

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 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: **425 total** – 0 emergency, 56 urgent, 256 medium and 113 minimum *(82 hours average open to close time)*

GIS: **33 total** *(108 hours average open to close time)*, *plus 11 In Your Backyard requests*

OTHER KEY ACCOMPLISHMENTS

- Replaced Town Hall network switches

- A staff member attended the National Cybersecurity Center Governor's Symposium

- Welcomed Development Services Technical Coordinator Santi Smith

TRAINING PROGRAM

Objective:
Coordinate and hold six training classes in 2017 for our customers, performed by either internal personnel or an external trainer

Outcome:
DoIT hosted four Townwide training classes in November
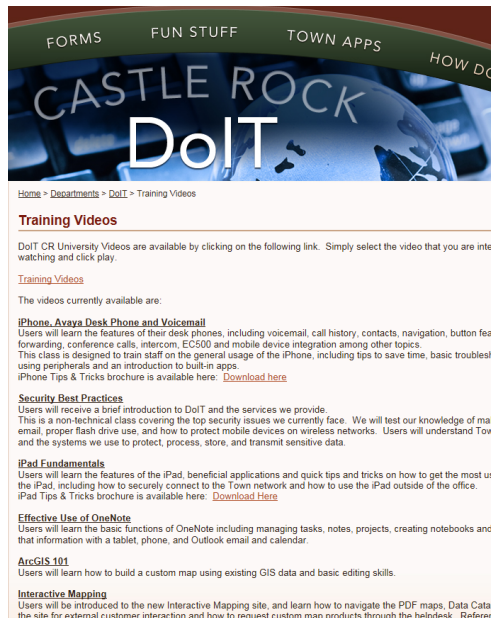
SECURITY AND RECOVERY

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 November

GIS SOLUTIONS

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

Outcome:
The customer satisfaction rating for projects from this year's survey was 97 percent

Objective:
Achieve a customer satisfaction rating of 88 percent or higher on all GIS special updates

Outcome:
The customer satisfaction rating for GIS from this year's survey was 97 percent

BUSINESS PROCESS IMPROVEMENT

Objective:
Achieve a customer satisfaction rating of 88 percent or higher

Outcome:
The customer satisfaction rating for process improvement from this year's survey was 95 percent

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