

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



COMMUNITY RELATIONS

Key Accomplishments



- Distributed **14** email newsletters
- Answered eight “Fact or Fiction” questions
- Supported Downtown parking, water update and Pine Canyon open houses
- Launched **two** new videos: Comprehensive Master Plan and Town Manager update series



COMMUNITY RELATIONS



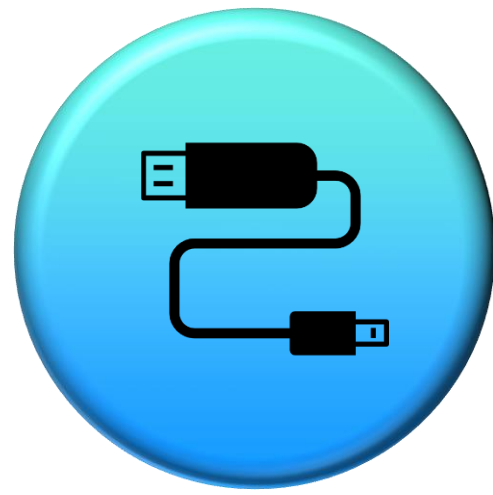
Communications Plans and Publications	Media Relations	Social Media and Video	Informing the Community
<p>Developed three new communications plans in February, for a total of 29 active plans</p> <p>There was one publication deadline in February, Your Town Talk, which was met</p>	<p>Staff during February responded to 20 media requests, two of which were after hours</p> <p>Staff did not communicate regarding any crisis situations during February</p>	<p>Staff during February replied to more than 26 social media requests and issued 211 social media updates:</p> <ul style="list-style-type: none">• The Comprehensive Master Plan video reached 11,050 people and was viewed more than 9,000 times• A post about icy roads reached 10,855 people and had 285 reactions• A shared video of Officer Cody Brown doing ballet with his daughter reached 8,049 people and had 453 reactions	<p>Staff during February provided information about:</p> <ul style="list-style-type: none">• <u>Special election Parks and Recreation strategic plan</u>• Animal code update• <u>Meadows Parkway reconstruction</u>• Auto theft arrest• <u>Feb. 6 Town Council meeting update</u>• <u>Colorado Bluebird Program</u> <p><i>Hyperlinked items were available as of March 12</i></p>

DIVISION OF INNOVATION & TECHNOLOGY

Key Accomplishments



- Conducted **two** Townwide training classes
- Supported the livestream of the dedication of Zack Parrish's locker time capsule
- Installed an eTRAKiT for citizen self-service at the Development Services front counter



DIVISION OF INNOVATION & TECHNOLOGY

Help Desk

Addressed **452** total tickets, with an average time-to-resolve of **60** hours

There were no emergency priority tickets this month

There were **43** urgent priority tickets this month, **95%** of which were resolved within two calendar days (85% is goal)

There were **321** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

There were **88** minimum priority tickets this month

Geographic Information Systems (GIS)

Addressed **52** total tickets, with an average open-to-resolve time of **92** hours

There were no annexations completed this month

There were no zoning changes completed this month

There were **five** parcel updates, which were reflected within the GIS database map within four weeks of receipt, for a **100%** completion rate (90% is goal)

There were **21** In Your Backyard requests completed this month

FACILITIES DIVISION

Key Accomplishments



- Continued supporting Town Hall renovations and the construction of Fire Station 152
- Worked with the Finance Department to determine long-term equipment replacement costs for Townwide funds
- Completed snow removal at Town Hall and the Police/Municipal Court building on Feb. 10, 12 and 20



FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received 106 service requests in February and completed all of them within one working day unless parts or contracted labor were needed.</p> <p>Staff responded to two after-hours emergencies during February, both within 30 minutes</p>	<p>Staff completed 102 preventative maintenance tasks during February, including:</p> <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies• Testing backflows	<p>Staff completed three room/event setup requests during February, all within the timeframe requested</p>	<p>Staff provided custodial services as scheduled during February</p> <p>There were no custodial service requests this month</p> <p>Staff performed 22 custodial inspections to ensure proper service delivery</p>

HUMAN RESOURCES

Key Accomplishments



- The Communication Task Force held its first quarterly event in an effort to increase cross-departmental communication opportunities



HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p>Seventeen new full-time employees came on board during February. Thirteen of them are new firefighters who will attend new hire orientation when they return from the academy this summer. Three of the other four employees attended orientation within 30 days of hire, for a rate of 75% (100% is goal); the fourth employee will attend orientation in April</p>	<p>HR on March 12 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in February reviewed 26 performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met</p>	<p>HR facilitated 10 employee recognition opportunities during February</p>	<p>HR's goal is to organize and hold a minimum of six Castle Rock University classes per year, as a method of promoting employee development and performance</p> <p>During February, HR hosted DISC personality profile training for 21 employees and HR Survival Kit training for 22 employees</p>