

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



- Hosted Web team training for **30** employees, who made **44** updates to CRgov.com after the training
- Launched **four** new videos and **18** email newsletters; approved **276** updates to CRgov.com (including the 44 noted above)
- Finalized mailer, postcard and additional outreach for 2018 Special Election
- Finalized transition plan and managed internal training for the Police PIO position



COMMUNITY RELATIONS



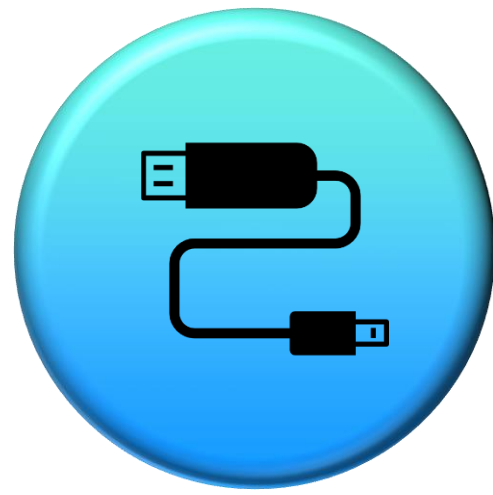
Communications Plans and Publications	Media Relations	Social Media and Video	Informing the Community
<p>Year-to-date, there are 28 implemented communications plans:</p> <ul style="list-style-type: none">• 10 are complete• six are ongoing• 12 are current <p>There was one publication deadline in March, Your Town Talk, which was met</p>	<p>Staff during March responded to 10 media requests, none of which were after hours</p> <p>Staff did not communicate regarding any crisis situations during March</p>	<p>Staff during March replied to more than 22 social media requests and issued 198 social media updates:</p> <ul style="list-style-type: none">• A video promoting Castle Rock was viewed 12,500 times; it reached 14,508 people and had 450 reactions• A video about the Citizen's Police Academy was viewed 9,468 times; it reached 12,379 people and had 321 reactions• A post advertising the new cornhole league reached 10,926 people; it had 266 reactions	<p>Staff during March provided information about:</p> <ul style="list-style-type: none">• 2018 Special Election• Citizen's Police Academy registration• Councilman Bower open house• Fire training• Hangman's Gulch stormwater improvement• Meadows Parkway reconstruction open house• Roadwork• Town Council actions <p><i>Hyperlinked items were available as of April 6</i></p>

DIVISION OF INNOVATION & TECHNOLOGY

Key Accomplishments



- Installed new Axon in-car cameras for the Police fleet
- Relocated to Town Hall and assisted Community Relations and Human Resources in moving to their new area
- Conducted **three** Townwide training classes



DIVISION OF INNOVATION & TECHNOLOGY

Help Desk

Addressed **492** total tickets, with an average time-to-resolve of **69** hours

There were no emergency priority tickets this month

There were **58** urgent priority tickets this month, **97%** of which were resolved within two calendar days (85% is goal)

There were **301** medium priority tickets this month, **98%** of which were resolved within 10 calendar days (90% is goal)

There were **133** minimum priority tickets this month

Geographic Information Systems (GIS)

Addressed **44** total tickets, with an average open-to-resolve time of **99** hours

There were no annexations completed this month

There were no zoning changes completed this month

There were **three** 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 **seven** In Your Backyard requests completed this month

FACILITIES DIVISION

Key Accomplishments



- Assisted in moving Community Relations, DoIT and HR; renovated the Rhyolite Room; improved drainage at the Wilcox Street entrance to Town Hall; and oversaw exterior railing painting at Town Hall and Castle Rock Water
- Continued supporting the construction of the Central Service Center, Fire Station 152 and the Service Center addition
- Completed snow removal at Town Hall and the Police/Municipal Court building on March 18 and 19



FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received 118 service requests in March and completed all of them within one working day unless parts or contracted labor were needed.</p> <p>Staff responded to seven after-hours emergencies during March, all within 30 minutes</p>	<p>Staff completed 113 preventative maintenance tasks during March, including:</p> <ul style="list-style-type: none">• Checking buildings• Lubricating fitness equipment• Replacing light bulbs• Stocking supplies	<p>Staff completed five room/event setup requests during March, all within the timeframe requested</p>	<p>Staff provided custodial services as scheduled during March</p> <p>There were two custodial service requests this month</p> <p>Staff performed 27 custodial inspections to ensure proper service delivery</p>



HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p>Four new full-time employees came on board during March. All of them attended orientation within 30 days of hire, for a rate of 100% (100% is goal)</p>	<p>HR on March 30 provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in March reviewed 32 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 five employee recognition opportunities during March</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 March, HR hosted DISC personality profile training for 18 employees; Mission, Vision and Values training for 23 employees; and Marathon Leadership training for 12 employees</p>