

# 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



- Designed **42** illustrations for the Community Engagement Plan; created branding for Spring Up the Creek
- Hosted about **50** people at the District 4 open house and more than **50** at the Meadows Parkway reconstruction open house; and supported water open houses
- Distributed **20** email newsletters and approved **274** updates to the Town's three websites
- Launched **five** new videos



# COMMUNITY RELATIONS



Communications Plans and Publications	Media Relations	Social Media and Video	Informing the Community
<p>Year-to-date, there are <b>28</b> implemented communications plans:</p> <ul style="list-style-type: none"><li>• <b>10</b> are complete</li><li>• <b>six</b> are ongoing</li><li>• <b>12</b> are current</li></ul> <p>There was <b>one</b> publication deadline in April, Your Town Talk, which was met</p>	<p>Staff during April responded to <b>21</b> media requests, none of which were after hours</p> <p>Staff communicated regarding one crisis situation in April, a house fire</p> <p><i>April data for Community Relations was incomplete at the time of this report. April data will be completed and included with the 2018 year-end report in December</i></p>	<p>Staff during April replied to more than <b>36</b> social media requests and issued <b>222</b> social media updates:</p> <ul style="list-style-type: none"><li>• The Town gained <b>439</b> new members on Nextdoor</li><li>• A video for this year's Pavement Maintenance Program was viewed <b>11,375</b> times; it reached <b>12,617</b> people and had <b>107</b> reactions, comments and shares</li><li>• A pair of videos explaining the special election ballot measures reached <b>22,203</b> and were viewed <b>12,709</b> times in total</li></ul>	<p>Staff during April provided information about:</p> <ul style="list-style-type: none"><li>• <a href="#">April 17 Town Council meeting update</a></li><li>• <a href="#">May 9 Meadows open house</a></li><li>• <a href="#">Summer Concert Series</a></li><li>• <a href="#">Tri the Rock</a></li><li>• <a href="#">Wilcox Street roadwork</a></li></ul> <p><i>Hyperlinked items were available as of May 4</i></p>

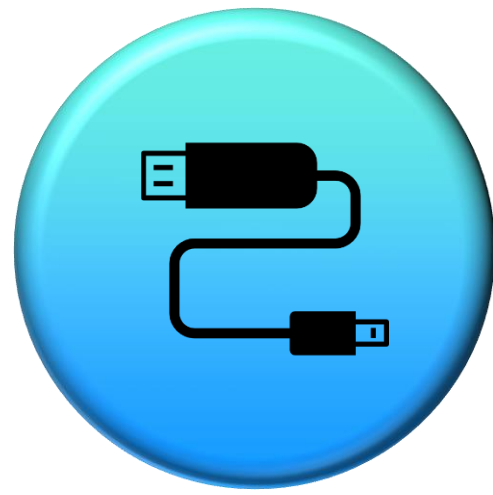


# DIVISION OF INNOVATION & TECHNOLOGY

## Key Accomplishments



- Created a new election redistricting mapping solution
- Conducted **four** Townwide training classes
- Finalized the electronic archival for the Town Clerk's Office



# DIVISION OF INNOVATION & TECHNOLOGY

## Help Desk

Addressed **412** total tickets, with an average time-to-resolve of **81** hours

There were no emergency priority tickets this month

There were **54** urgent priority tickets this month, **98%** of which were resolved within two calendar days (85% is goal)

There were **258** medium priority tickets this month, **99%** of which were resolved within 10 calendar days (90% is goal)

There were **100** minimum priority tickets this month

## Geographic Information Systems (GIS)

Addressed **50** total tickets, with an average open-to-resolve time of **143** hours

There were no annexations completed this month

There were no zoning changes completed this month

There were **two** 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 **18** In Your Backyard requests completed this month

# FACILITIES DIVISION

## Key Accomplishments



- Completed removal of ceiling tiles in Recreation Center gym
- Completed inspections of sand/oil separators at all fire stations
- Completed bucket truck training with new employees
- Worked to repair and secure the old railroad depot following vandalism



# FACILITIES DIVISION

Service Requests	Preventive Maintenance	Room/Event Setups	Custodial
<p>Staff received <b>123</b> service requests in April and completed all of them within one working day unless parts or contracted labor were needed.</p> <p>Staff responded to <b>seven</b> after-hours emergencies during April, all within 30 minutes</p>	<p>Staff completed <b>113</b> preventative maintenance tasks during April, including:</p> <ul style="list-style-type: none"><li>• Checking buildings</li><li>• Lubricating fitness equipment</li><li>• Replacing light bulbs</li><li>• Stocking supplies</li></ul>	<p>Staff completed <b>one</b> room/event setup request during April, within the timeframe requested</p>	<p>Staff provided custodial services as scheduled during April</p> <p>There were <b>three</b> custodial service requests this month</p> <p>Staff performed <b>25</b> custodial inspections to ensure proper service delivery</p>





# HUMAN RESOURCES

Employee Orientation	Performance Evaluations	Employee Recognition	Training
<p><b>Seven</b> new full-time employees came on board during April. All of them attended orientation within 30 days of hire, for a rate of <b>100%</b> (100% is goal)</p>	<p>HR on <b>May 1</b> provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations</p> <p>HR in April reviewed <b>27</b> 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 <b>nine</b> employee recognition opportunities during April</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 April, HR hosted Legal Issues training for <b>14</b> employees and Marathon Leadership training for <b>15</b> employees</p>