



Attendance

Elected Officials: Rod Bockenfeld, Nancy Doty, Bill Holen, Nancy Jackson, Kelly Lear-Kaul, Corbin Sakdol, Sue Sandstrom, Dave Walcher

Department Directors/Deputies: Lori Bosanko, Shannon Carter, Debbie Dater, Sarah Godlewski, Dick Hawes, Patrick Hernandez, Janet Kennedy, Don Klemme, Andrea Rasizer, Cheryl Ternes, Mary Whitley

County Staff: Chandra DeSimone, Carol Dosmann, Shannon Geyer, Darcy Kennedy, Matthew Nii

Achieve Customer Service Excellence

Performance Indicator	Measure	Q2 Performance	Action Items and Next Steps
News and Information	News Alerts: Increase # of subscribers to news alerts by 5% (+393)	7,795 subscribers (- 11 total; 0.9% loss)	<ul style="list-style-type: none"> Research trends with other counties/municipalities in the Denver Metro area to determine relevance of “News Alerts” as communication metric and how to potentially improve the downward trend.
	Social Media: Increase # of subscribers/ followers to social media sites by 25% (+1,855)	1,292 new followers YTD (17.4% increase YTD)	<ul style="list-style-type: none"> Finalize social media policy by January 2015 Draft social media strategic plan (2015) Budget for archiving service with social media tools by 2015
Citizen Participation	Boards & Committees: For every one vacancy, receive two applicants for boards and committees	1 : 1.22 (vacancy: applicants)	<ul style="list-style-type: none"> Create a recruitment plan and process for 2015. <ul style="list-style-type: none"> Review ways to create diversity in applications Contact cities/counties to review their recruitment strategy. Create a unified timeline for appointments at the same time each year Update the online form for applications Create a one-page summary of boards and committee positions and terms to use for distribution/marketing. January & February is primary season for vacancies <ul style="list-style-type: none"> Notification of potential to multiple sources through various methods (e.g. HOAs and colleges) Requesting participation from A-Team and E-Team to contact potential candidate

Service First-- After Action Report

October 27, 2014

Performance Indicator	Measure	Q2 Performance	Action Items and Next Steps
Citizen Participation	Volunteerism: Increase service hours of volunteers by 5% , creating a total cost-saving of \$592,837 .	26,237.75 hrs (5,852 new hrs)	<ul style="list-style-type: none"> Analyze other Metro-Denver counties/municipalities volunteer programs to learn best practices and replicate in Arapahoe County, if appropriate.
Availability of Services Online	Services Online: Increase # of services available online by 2	36 Total (0 added in Q3)	<ul style="list-style-type: none"> Develop prioritized list of online services and present at the Q1 2015 Service First meeting
	Utilization of Services: Increase utilization of services online by X%	n/a	<ul style="list-style-type: none"> Collect data from offices/departments of citizen utilization of services to compare to page view data. Analyze utilization and visit information to determine what online services need to be “marketed” in order to increase utilization. Design an “Online, not In Line” marketing effort; to be included in January report
Annual Citizen Survey	Overall Satisfaction: Increase citizens satisfied with the overall quality of Arapahoe County Services to ≥75%	In – Progress	<ul style="list-style-type: none"> Review draft survey results report in November. Schedule study session for National Research Center to present results to BOCC and Elected Officials in December. Action items will be developed at the 2015 Annual Leadership Workshop
	Customer Service: Increase overall customer service by Arapahoe County employees to ≥75%	In – Progress	
	Great Place to Live: Increase citizens who rated Arapahoe County as a “good” or “excellent” place to live to ≥85%	In – Progress	

Foster Employee Development

Performance Indicator	Measure	Q2 Performance	Action Items and Next Steps
Training - Situational Leadership	Application: X% of employees who applied what they learned in the Situational Leadership Course	N/A	<ul style="list-style-type: none"> • Provide qualitative information on value of training • Enhance the method to reinforce and measure
	Cost: Cost per student for training to be ≤ \$763	\$483 per student	
	Course Participation: # of students to be ≥ 19	30 students	
Training – Management 101	Utilization: 85% of employees who utilized what they learned in the Management 101 Course	In - Progress	<ul style="list-style-type: none"> • Provide qualitative information on value of training • Enhance the method to reinforce and measure
	Cost: Cost per student for training to be ≤ \$243	\$243.75 per student	
	Course Participation: # of students to be ≥ 16	16 students	
Training-Change Management	Utilization: 85% of employees who utilized what they learned in the Change Management Course	In - Progress	<ul style="list-style-type: none"> • Provide qualitative information on value of training • Enhance the method to reinforce and measure
	Cost: Cost per student for training to be ≤ \$472	\$298 per student	
	Course Participation: # of students to be ≥ 12	19 students	
Employee Engagement Survey	Employee Engagement Score: Increase by X% the County's overall employee engagement score	In - Progress	<ul style="list-style-type: none"> • Overview scheduled with A-Team on October 29th • Develop marketing campaign around "Speak up, we're listening" • Promote in November at Quarterly Communication meeting