



## Attendance

**Elected Officials:** Rod Bockenfeld, Nancy Doty, Bill Holen, Kelly Lear-Kaul, Corbin Sakdol, Sue Sandstrom, Nancy Sharpe

**Department Directors/Deputies:** Lisa Avendano, Monica Babbitt, Lori Bosanko, David Bessen, Ron, Carl, Shannon Carter, Debbie Dater, Sarah Godlewski, Dick Hawes, Patrick Hernandez, Janet Kennedy, Don Klemme, Louie Perea, Andrea Rasizer, Cheryl Ternes, Mary Whitley

**County Staff:** Chandra DeSimone, Carol Dosmann, Matthew Nii, Todd Weaver

## Achieve Customer Service Excellence

Performance Indicator	Measure	Q2 Performance	Action Items and Next Steps
News and Information	<b>News Alerts:</b> Increase # of subscribers to news alerts by <b>5% (+393)</b>	7,992 subscribers (-18 total, 0.2% loss)	<ul style="list-style-type: none"> <li>Review and determine if news alerts is the best measurement for news and information performance indicator</li> <li>Research local newspaper subscribership -- any correlation to our news alerts subscriptions? Do we have an impact on local newspapers?</li> <li>Provide monthly website usage as a supporting measure</li> </ul>
	<b>Social Media:</b> Increase # of subscribers/ followers to social media sites by <b>25% (+1,855)</b>	1,040 new followers (15.3% ↑ from Q1)	<ul style="list-style-type: none"> <li>Distribute social media policy to A-Team and E-Team in preparation for review meetings in January/February</li> </ul>
Citizen Participation	<b>Boards &amp; Committees:</b> For every one vacancy, receive <b>two applicants</b> for boards and committees	1 : 1.93 (vacancy: applicants)	<ul style="list-style-type: none"> <li>Ensure the target ratio of 1 vacancy to 2 applicants applies to individual boards and committees rather than an overall average</li> <li>Create a one-page summary of boards and committees positions and terms</li> <li>Send press release for vacancies to elected officials and department directors to forward to potential candidates</li> </ul>

# Service First-- After Action Report

January 20, 2015

<b>Citizen Participation</b>	<b>Volunteerism:</b> Increase service hours of volunteers <b>by 5%</b> , creating a total cost-saving of <b>\$592,837</b> .	25,345 hrs (307 new hrs YTD)	<ul style="list-style-type: none"> <li>• Check with the Clerk and Recorder to determine what positions they include in their total number of volunteer hours</li> <li>• Make sure all volunteer hours do not include paid County staff</li> </ul>
<b>Performance Indicator</b>	<b>Measure</b>	<b>Q2 Performance</b>	<b>Action Items and Next Steps</b>
<b>Availability of Services Online</b>	<b>Services Online:</b> Increase # of services available online <b>by 2</b>	35 Total (0 added in Q4)	<ul style="list-style-type: none"> <li>• Generate a replicable model to evaluate cost-savings of adding individual services online, including actual costs and indirect costs from customer impact</li> <li>• Prioritize services to be provided online for 2015</li> </ul>
	<b>Utilization of Services:</b> Increase utilization of services online <b>by X%</b>	In-progress	<ul style="list-style-type: none"> <li>• Update the "Online Transaction Offerings and Utilization Rates" spreadsheet with more current/accurate data</li> <li>• Determine method to evaluate if the "right" services are available online</li> </ul>
<b>Annual Citizen Survey</b>	<b>Overall Satisfaction:</b> Increase citizens satisfied with the overall quality of Arapahoe County Services to <b>≥75%</b>	56%	<ul style="list-style-type: none"> <li>• Work with the National Research Center to determine which measures/questions truly indicate service excellence</li> <li>• Use results from survey to create data points for break-out groups for the 2015 Leadership Workshop</li> </ul>
	<b>Customer Service:</b> Increase overall customer service by Arapahoe County employees to <b>≥75%</b>	73%	
	<b>Great Place to Live:</b> Increase citizens who rated Arapahoe County as a "good" or "excellent" place to live to <b>≥85%</b>	82%	

## Foster Employee Development

Performance Indicator	Measure	Q2 Performance	Action Items and Next Steps
Training - Situational Leadership	<b>Application:</b> X% of employees who applied what they learned in the Situational Leadership Course	N/A (No courses in Q4)	<ul style="list-style-type: none"> <li>Review if additional courses should be implemented in 2015</li> </ul>
	<b>Cost:</b> Cost per student for training to be ≤ \$763	----	
	<b>Course Participation:</b> # of students to be ≥ 19	----	
Training – Management 101	<b>Utilization:</b> 85% of employees who utilized what they learned in the Management 101 Course	N/A (No courses in Q4)	<ul style="list-style-type: none"> <li>Review if additional courses should be implemented in 2015</li> <li>Develop and implement refresher course for Management 101                             <ul style="list-style-type: none"> <li>Create a follow-up survey similar to Situational Leadership</li> </ul> </li> <li>Create and implement direct report survey tool to review training application</li> </ul>
	<b>Cost:</b> Cost per student for training to be ≤ \$243	----	
	<b>Course Participation:</b> # of students to be ≥ 16	----	
Training-Change Management	<b>Utilization:</b> 85% of employees who utilized what they learned in the Change Management Course	N/A (No courses in Q4)	<ul style="list-style-type: none"> <li>Review if additional courses should be implemented in 2015</li> <li>Execute refresher course for Change Management for both management and employee trainings                             <ul style="list-style-type: none"> <li>Create a follow-up survey similar to Situational Leadership</li> </ul> </li> <li>Create and implement direct report survey tool to review training application</li> </ul>
	<b>Cost:</b> Cost per student for training to be ≤ \$472	----	

	Course Participation: # of students to be <b>≥ 12</b>	----	
Performance Indicator	Measure	Q2 Performance	Action Items and Next Steps
Employee Engagement Survey	Employee Engagement Score: Increase by <b>X%</b> the County's overall employee engagement score	71% favorable rating	<ul style="list-style-type: none"> <li>• <i>Jan 27</i>: Send survey results to elected officials and directors</li> <li>• <i>Jan 28</i>: Elected Official and Director meeting on how to use the online survey tool</li> <li>• <i>Feb 3</i>: Survey Debrief by DecisionWise to elected official and department directors</li> <li>• Determine anchor questions to track and focus development of before next survey</li> </ul>