



Attendance

Elected Officials: Rod Bockenfeld, Matt Crane, Bill Holen, Nancy Jackson, Kelly Lear-Kaul, Nancy Sharpe

Staff: Keith Ashby, Mary Lisa Bugel, Ron Carl, Shannon Carter, Andy Cornell, Nira Duvan, Shannon Geyer, Darcy Kennedy, Janet Kennedy, Diana Maes, Matthew Nii, Jon Rajewich, Andrea Rasizer, Dave Schmit, Marc Scott, Manisha Singh, Amanda Slates, Gail Stumpo, Cheryl Ternes, Jon Whiting

Citizens: Greg Staritzky

Absent Departments: Facilities and Fleet Management, Information Technology

Achieve Customer Service Excellence

Agenda Objective 1: Debrief recent Telephone Town Halls; discuss possible scorecard measures

Facilitator: Andrea Rasizer, Director, Communication Services

- Completed four Telephone Town Hall Meetings reaching 18,929 citizens: 4,696 stayed in conference, 155 called in to the Toll Free number and 97 participated via the website.
 - Traffic congestion ranked #1 priority to address through three telephone town halls
 - Arapahoe County rated as a great place to live (consistently rated good to excellent)
 - Customer experience with Arapahoe County consistently rated good to excellent
 - The June 21 Telephone Town Hall (Bike/Pedestrian Master Plan) had highest participation
- 2017 Telephone Town Hall Meeting Schedule: February 2 / May 25 / August 1 / October 5

Discussion Point: What performance measures might help to better understand the telephone town halls?

Action Item from 10/17/16: **Andrea Rasizer:** Explore possibility of focusing on traffic congestion for the February 2017 telephone town hall

Agenda Objective 2: Build awareness and buy-in for the planned timeline of December citizen survey

Facilitator: Andrea Rasizer, Director, Communication Services

- RFP to select a survey vendor closes Oct. 13, 2016
- Survey to commence after the November 8 General Election
- Once vendor is selected, survey type will be determined (if mail survey, results may not come in until after Leadership Workshop)
- Goal is to follow up the 2014 benchmark survey to determine progress on several initiatives

Action Item from 10/17/16: **Andrea Rasizer:** Form website redesign committee

Agenda Objective 3: Build awareness and buy-in for the website redesign; discuss new desired features

Facilitator: Andrea Rasizer, Director, Communication Services

- Organizing web redesign team and planning initial meeting with CivicPlus Project Manager to assist in the information gathering stage
- Will schedule meetings with CivicPlus and departments and offices to get feedback on design and structure changes
- Anticipate project to take 6 months to complete



Agenda Objective 4: Provide update on the state of Volunteer Connections in relationship to the program's Align Arapahoe Goals

Facilitator: Nira Duvan, Volunteer Coordinator, Community Resources

- Update on Volunteer Hours and Numbers including Sheriff's Office
- Currently (through September) at 88% of goal for 2016 vs 69% of goal year ago (through Sept. 2015)
- Arapahoe County Fair success
- New and growing programs

Discussion Point: What information would be most helpful to present at these meetings? What would you like to know?

Action Item from 10/17/16: Did not address discussion point due to time constraints. Follow-up at next meeting.

Foster Employee Engagement

Agenda Objective 5: Provide an update on the implementation of *Arapahoe Learns* - the County's new Learning Management System

Facilitator: Andy Cornell, Organizational Learning/Development Consultant, Human Resources

- Implementation is currently underway and the system will be available to employees January 2017

Agenda Objective 6: Provide update for the upcoming employee engagement survey

Facilitator: Andy Cornell, Organizational Learning/Development Consultant, Human Resources

- Planned roll-out December 2016
- Patrick Hernandez to provide details at Quarterly Communications meeting on 10/19

Agenda Objective 7: Share ideas on Employee Engagement from ICMA

Facilitator: Matthew Nii, Analyst, Strategy and Performance

- The organizations that presented about employee engagement at ICMA focused on organizational culture, adapting for future needs, and innovation
- Many of the presented strategies and tactics are already being implemented in Arapahoe County