City Administrator's Office
Performance Report
November 2006 - April 2007

Team Training:

	2nd Half FY 07 Total	FY 07 Total	End Year FY 06 Total	Total Since January 2003
Groups Trained	1	2	2	11
# of Employees Trained	6	13	16	80
# Active Teams	7	7	7	12
# Employees Serving on Teams (45% of those trained)	2 new	2 new	5 new	36

- Team accomplishments:
  - ✓ Budget: 2006-2007 annual budget went into effect May 1st.
  - ✓ Employee Newsletter: launched in March 2003, team meets regularly.
  - ✓ Development: reviewing subdivision ordinance for changes to address City's immediate challenges in drainage and unincorporated areas.
  - ✓ Web Site: new website was launched on May 18, 2004. The site is fully interactive with online payment, applications, feedback forms, calendar of events, and direct e-mail communication.
  - ✓ Public Safety Facility Team: new Public Safety Facility opened in October 2004.
  - ✓ Labor Contract Team: Laborers' Local 670 contract was signed in August 2004. Contract renewal discussions began in April 2007.
  - ✓ Evaluation Team: launched new performance appraisal form in October 2004. The revised form is more useful and user friendly for both supervisors and employees.
  - ✓ Trash Team: reviewed rates from other cities to determine if optional years 4 and 5 of the Waste Management contract should be exercised in 2005. Option year 4 was exercised in July 2005. Team reconvened in April 2006 to review option year 5. Option year 5 was exercised in November 2006 and contract was extended through October 2012.
  - ✓ Technology Team: reviewing different technologies that would allow us to provide better service to our customers; end result will be a technology strategic plan.
  - ✓ High Performance Team: looking at ways to further enhance City services across the organization by becoming a high performance organization. Team established the "The Same Page," which is a weekly update by the City Administrator on City activities. Employee listening

sessions were held in April 2007 to gain feedback and suggestions from employees on how to improve the organization.

- ✓ Training Team: Completed employee survey of training needs in January 2007. Training program will be launched in the fall of 2007. Training will include modules on customer service, conflict resolution, supervision skills, and decision-making, as well as federally mandated training in sexual harassment prevention, FMLA, ADA and OSHA.

- ✓ Health & Wellness Team: Team was established in April 2007 to provide employees with health & wellness types of activities and programs. The Training Team employee survey data indicated that a large number of employees were interested in numerous health and wellness areas including eating healthy, exercise programs, stress management, and weight loss.

Communications:

- Alderman Inquiry System:

	Nov	Dec	Jan	Feb	Mar	Apr	Total FY 07	Total FY 06
# Processed	1	0	3	4	16	14	65	92
# Closed (Response to Alderman)	1	0	3	4	16	14	65	92
Average Response Time*	0.00 day	0.00 day	3.00 days	4.00 days	2.13 days	1.93 days	1.95 days	2.94 days

*Based upon business days Monday-Friday

- Press releases:

	2nd Half Total FY 07	FY 07 Total	FY 06 Total
# Sent out*	34	83	76
# Published	29	61	62

*Received by Elected officials, city board members, all city staff, O'Fallon Progress, St. Louis Post-Dispatch, Belleville News-Democrat and O'Fallon Journal (now part of Post-Dispatch); all posted on city website and Channel 10

- Channel 10:
  - ➢ City Talk was launched in January 2004. The show is aired exclusively on O'Fallon's Channel 10 and features a special guest each month. Fire Chief Brent Saunders served as the guest for November, talking about winter heating safety and fire safety; Police Chief John Betten for December, talking about winter weather driving and safety tips for the holidays; Mayor Graham for January, talking about the exciting things happening in O'Fallon; Phil Goodwin and Maryanne Fair for February,

talking about the services the City Clerk's Office provides; and Greg Cundiff for March and part of April, talking about the pros and cons of the OTHS Referendum.

- Billboard:

	2nd Half Total FY 07	FY 07 Total	Total FY 06
# new city pages posted	157	334	189
# non-city, not-for-profit organizations pages posted	22	48	119

- Website:
  - A website review team was formed to review the current city website and to suggest items that could be changed to improve communication with our residents. The new site was launched on May 18th, 2004.

    Virtual Town Hall, our website host, launched a new statistical package in December 2005. The new package is more user friendly and provides data that is more appropriate for us. We now have the ability to see how visitors reach our site. The top five domain names for each month are listed below:

Nov	Dec	Jan
inktomisearch.com (7,610)	inktomisearch.com (7,825)	yahoo.com (7,503)
yahoo.com (3,850)	yahoo.com (5,528)	inktomisearch.com (3,221)
charter.com (1,734)	charter.com (2,307)	charter.com (2,631)
ameritech.net (783)	ameritech.net (887)	ameritech.net (850)
apci.net (621)	live.com (607)	live.com (713)
Feb	**Mar**	**Apr**
yahoo.com (13,726)	yahoo.com (20,343)	yahoo.com (17,237)
charter.com (2,504)	inktomisearch.com (5,746)	inktomisearch.com (8,922)
inktomisearch.com (1,522)	charter.net (3,471)	charter.com (3,688)
live.com (978)	live.com (1,899)	live.com (2,977)
ameritech.net (838)	ameritech.com (1,225)	ameritech.net (1,395)

  - Visitor Sessions:

Nov	Dec	Jan	Feb	Mar	Apr	2nd Half Total FY 07	FY 07 Total	Total FY 06
22,521	24,302	22,118	27,877	44,531	45,957	187,306	343,999	309,822

- E-Mail Notice Lists: This statistic shows the number of visitors to our website that have chosen to receive notices via e-mail from the site. The list options are shown below.

	Nov	Dec	Jan	Feb	Mar	Apr	2nd Half Total FY 07	Total FY 06
Bid Notices	76	77	79	83	87	92	92	60
Mayor's Column	122	121	124	124	128	122	122	90
Meeting Agendas	61	61	62	62	66	73	73	45
News & Announcements	380	379	381	388	397	409	409	319
Official Public Notices	200	201	203	211	217	224	224	156
Press Releases	303	301	303	306	312	317	317	274
Recreation Notices	291	292	294	303	311	319	319	221
Police Media	142	143	145	151	155	159	159	103
Employment Opportunities	77	79	77	82	86	90	90	53
Walter's BLOG	54	55	56	58	60	63	63	36

- Resident Inquiries: Residents can fill out an on-line inquiry form by clicking on the Contact Us button on the front page of the website. Users of the form choose which department they wish to contact, including the Mayor and City Administrator. Once the form is filled out, an e-mail message is sent to the departmental contact within the City who then processes the inquiry. The statistics below include only those inquiries for the Mayor, City Administrator, and Engineering.

Nov	Dec	Jan	Feb	Mar	Apr	2nd Half Total FY 07	Total FY 07	Total FY 06
6	9	2	9	19	18	63	133	124

- Top 5 requested pages (sessions):

Nov	Dec	Jan
Index (5,731)	Index (5,503)	Index (5,676)
Comm. Cal. (4,325)	Comm. Cal. (4,520)	Comm. Cal. (3,665)
Pub. Mtg. Cal. (2,906)	Pub. Mtg. Cal. (4,453)	Rec. Cal. (2,032)
Rec. Cal. (2,872)	Rec. Calendar (3,448)	Pub. Mtg. Cal. (1,892)
Dept. Index (1,819)	Dept. Index (1,633)	Jobs (1,812)
Feb	**Mar**	**Apr**
Index (5,237)	Index (6,811)	Index (6,694)
Comm. Calendar (2,683)	Pub. Mtg. Cal. (2,766)	Pub. Mtg. Cal. (3,202)
Pub. Mtg. Cal. (2,034)	Dept. Index (2,505)	Rec. Cal. (3,063)
Dept. Index (1,772)	Comm. Cal. (2,413)	Comm. Cal. (2,693)
Jobs (1,495)	Rec. Cal. (2,069)	Dept. Index (2,510)

- Top 5 downloaded files:

Nov	Dec	Jan
Employment App. (106)	Employment App. (216)	Employment App. (336)
Home Daycare Pkt. (62)	Home Daycare Pkt. (64)	Home Daycare Pkt. (112)
Ward Map (30)	Seasonal App. (34)	Seasonal App. (67)
Parks Fall Brochure (29)	Parks Fall Brochure (27)	Visual Pref. Surv. Summ. (46)
P&Z Build. Forms (28)	Bldg. Code Adopt. (27)	Visual Pref. Surv. Rpt. (40)
Feb	**Mar**	**Apr**
Data not available due to	Employment App. (273)	Employment App. (259)
malfunction in software stats	Parks Winter Brochure (133)	Ward Map (115)
Tracking.	Seasonal App. (124)	Home Daycare Pkt. (105)
	Home Daycare Pkt. (103)	Seasonal App. (86)
	Parks Regist. Form (77)	Baseball/Softball Rook. (75)

- City Quarterly (Newsletter for Residents)
  - The January and April issues were mailed to residents in early January and early April.

- City Window (Employee Newsletter)
  - This new publication began in March 2003 and is delivered to employees and elected officials on the first Monday of every month via e-mail. It is designed to keep everyone up-to-date and informed about what is going on in our City.

Other Projects:

- Community Citizen Survey
  - Survey instruments asking residents to rate City services were mailed to 1200 O'Fallon households in late April and results are expected sometime in June. Results from this survey will be compared to the baseline data from 2005.

- State of the City Presentation
  - Mayor Graham gave his State of the City presentation to the Noon Rotary Club in March and to both the Sunrise Rotary and Chamber of Commerce in May. The presentations are an opportunity to bring civic groups and residents up to date on what's happening in the City, as well as an opportunity to provide important educational information.

- Dr. Lew Bender's Presentation on Societal Demographic Changes
  - Dr. Bender gave his presentation on Societal Demographic Changes to the Finance Committee as well as other elected officials on April 23rd. The presentation was taped and rebroadcast on Channel 10 during the month of May. Dr. Bender also worked with the Mayor and Management Team on a visioning exercise prior to the April 23rd presentation.