City Administrator's Office
Performance Report
May – October 2007

Team Training:

	1st Half FY 08 Total	FY 08 Total	End Year FY 07 Total	Total Since January 2003
Groups Trained	1	1	2	12
# of Employees Trained	9	9	16	96
# Active Teams	5	5	5	12
# Employees Serving on Teams (38% of those trained)	0 new	0 new	2 new	36

- Team accomplishments:
  - ✓ Budget: 2008 annual budget went into effect May 1st.
  - ✓ Employee Newsletter: launched in March 2003, team meets monthly.
  - ✓ 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 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 January 2008. 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:

	May	June	July	Aug	Sept	Oct	Total FY 08	Total FY 07
# Processed	8	8	3	2	7	4	32	65
# Closed (Response to Alderman)	8	8	3	2	7	4	32	65
Average Response Time*	2.50 day	1.75 day	3.67 days	3.50 days	4.43 days	9.50 days	4.23 days	1.95 days

*Based upon business days Monday-Friday

- Press releases:

	1st Half Total FY 08	FY 08 Total	FY 07 Total
# Sent out*	39	39	83
# Published	22	22	61

*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. Director of Public Safety John Betten served as the guest for May, talking about severe weather safety tips; Director of Engineering & Public Works Dennis Sullivan for June and part of July, talking about summer construction projects; Planning & Zoning Director Ted Shekell for part of July and August, talking about the Comprehensive Plan update; Police

Officer Jamie Smith for September, talking about Women's & Children's Self Defense workshops; and Director of Public Safety John Betten for October, talking about the services the City's EMS Department provides.

- Billboard:

	1st Half Total FY 08	FY 08 Total	Total FY 07
# new city pages posted	151	151	334
# non-city, not-for-profit organizations pages posted	21	21	48

- 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:

May	June	July
yahoo.com (15,388)	yahoo.com (25,189)	yahoo.com (37,176)
inktomisearch.com (11,243)	inktomisearch.com (9,298)	inktomisearch.com (9,,054)
charter.com (4,518)	charter.com (4,250)	charter.com (4,442)
live.com (3,046)	live.com (3,037)	live.com (3,537)
ameritech.net (1,575)	ameritech.net (1,112)	ameritech.net (959)
August	**September**	**October**
yahoo.com (18,150)	yahoo.net (14,764)	yahoo.net (19,304)
inktomisearch.com (4,321)	inktomisearch.com (3,790)	inktomisearch.com (4,169)
live.com (2,339)	charter.com (3,683)	charter.com (3,808)
charter.com (2,325)	live.com (2,532)	live.com (1,901)
yahoo.net (2,043)	sbcglobal.net (1,148)	sbcglobal.net (1,307)

  - Visitor Sessions:

May	June	July	August	Sept	Oct	1st Half Total FY 08	FY 08 Total	Total FY 07
49,586	56,114	70,281	38,269	40,738	47,057	302,045	302,045	343,999

- 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.

	May	June	July	Aug	Sept	Oct	1st Half Total FY 08	Total FY 07
Bid Notices	95	96	100	105	108	112	112	92
Mayor's Column	127	128	134	143	141	148	148	122
Meeting Agendas	79	81	86	92	92	95	95	73
News & Announcements	406	410	420	434	437	447	447	409
Official Public Notices	230	232	237	247	249	255	255	224
Press Releases	319	320	326	336	337	341	341	317
Recreation Notices	323	326	338	348	351	359	359	319
Police Media	163	165	170	180	183	190	190	159
Employment Opportunities	92	94	98	105	109	112	112	90
Walter's BLOG	64	64	63	63	62	62	62	63

- 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.

May	June	July	Aug	Sept	Oct	1st Half Total FY 08	Total FY 08	Total FY 07
16	8	16	8	6	9	63	63	133

- Top 5 requested pages (sessions):

May	June	July
Index (7,425)	Index (6,591)	Index (7,185)
Rec. Cal. (3,360)	Dept. Index (2,745)	Dept. Index (2,997)
Dept. Index (3,081)	Rec. Cal. (2,099)	Rec. Cal. (2,950)
Comm. Cal. (2,945)	Comm. Cal. (1,808)	Comm. Cal. (2,728)
Pub. Mtg. Cal. (2,519)	Residents Index (1,803)	Pub. Mtg. Cal. (2,465)
Aug	**Sept**	**Oct**
Index (3,884)	Index (5,704)	Index (6,760)
Comm. Calendar (2,498)	Dept. Index (2,462)	Comm. Cal. (2,599)
Rec. Cal. (1,803)	Comm. Cal. (2,013)	Dept. Index (2,570)
Dept. Index (1,440)	Admin. Comments (1,546)	Rec. Cal. (2,068)
Pub. Mtg. Cal. (1,234)	Residents Index (1,406)	Parks Index (1,693)

- Top 5 downloaded files:

May	June	July
Employment App. (339)	Employment App. (250)	Employment App. (178)
Baseball/Softball Sch. (180)	Kixx Soccer (121)	Hotel Locations (88)
Baseball/Softball Blue (143)	Subdiv. Layout (86)	Subdiv. Layout (86)
Baseball/Softball Gold (124)	Baseball/Softball Maj. (79)	Ward Map (84)
Baseball/Softball Maj. (111)	Parks Spring Brochure (78)	Parks Spring Brochure (75)
Aug	**Sept**	**Oct**
Parks Spring Brochure (48)	Daycare Packet (73)	Employment App. (180)
Parks Winter Brochure (43)	Baseball/Softball Adult Blue (64)	Hotel Locations (76)
Parks Fac. Rental (39)	Employment App. (63)	Rasp Farm Plan (58)
Hotel Locations (37)	Baseball/Softball Co-Ed (56)	P & Z Check List (51)
Employment App. (35)	Parks Fall Sched. (52)	Parks Fall Sched. (50)

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

- 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 were received in June. Results from this survey were compared to the baseline data from 2005 and did not reflect much change. More details are available by accessing Walter's BLOG on the City's web site (http://www.ofallon.org/Public_Documents/OFallonIL_BLOG/I01053EAE and http://www.ofallon.org/Public_Documents/OFallonIL_BLOG/I01060DF6).

- State of the City Presentation
  - Mayor Graham gave his State of the City presentation 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.