HR METRICS

Turnover

Citywide* 13.7% 10% 10% 11% 11% 11% 24.3%
TS 13.1% 10% 10% 11% 11% 11% 11%
High Performer Citywide* 9.4% 6.7% 11% 18.3% 11% 24.3%
High Performer TS 6.7% 11% 11% 11% 11% 11% 11%
Turnover Before 2 Years TS 11% 18.3% 11% 24.3%
Turnover Before 2 Years Citywide* 11% 18.3% 11% 24.3%

2015 Actual  Goal

TS: Vacation, Sick, PTO, Wrkrs Comp Hours

Citywide*

2011 2012 2013 2014 2015
Vacation 42399 40895 41200 40761 44607
Sick 42399 40895 41200 40761 44607
PTO 42399 40895 41200 40761 44607
Comp Time 42399 40895 41200 40761 44607
Worker’s Comp 42399 40895 41200 40761 44607

Talent Acquisition Citywide

2015 Actual  Goal

Avg. Time Post to Referral 29.6 25.0
Avg. Time ATF to Start 114.5 60.0
Avg. Time for Agency Review, Intvw & Offer 54.0 30.0

Talent Acquisition TS Only

2015 Actual  Goal

Avg. Time Post to Referral 21.5 25.0
Avg. Time ATF to Start 100.3 60.0
Avg. Time for Agency Review, Intvw & Offer 45.1 30.0
OUR SERVICES
Progressive, user-friendly solutions built for the future.

OUR CUSTOMERS
Ensure easy access – anytime, anywhere.

OUR PEOPLE
Attract, develop and retain innovative, passionate people.

GARTNER MATURITY SCORE

VOICE OF THE CUSTOMER SURVEY
NATIONAL CITIZEN SURVEY
78.5  2014
79  2015

EMPLOYEE ENGAGEMENT INDEX
CCD INDEX
TS INDEX
Progressive, user-friendly solutions built for the future.

SupportNow Denver

Gartner Maturity Score
- 2013: 1.8
- 2014: 2.5
- 2015: N/A
- 2016: 3.1

Innovations
- Milestone Upgrade
- SupportNow Launch
- Virtualization of Servers (Wastewater, O365)
- DSD Scheduling – Reduce Amount of Paper Used by 1 Ton/Year

SupportNow Usage Continues to Grow. Last Month.
- 35% of Tickets Were Submitted Online.
- 50% of Large, Multi-Agency Applications Are Cloud-Based or in the Process of Moving to the Cloud. This Supports Our Cloud First Strategy.

900 PCs Deployed to 22 Agencies in 7 Months

Proper purchasing, use, & recycling of city electronics resulted in huge energy savings enough to power 672 homes.

On Tuesday, February 9th
1 Million People Attended the Super Bowl Parade

Handled 2x the amount of inbound internet traffic

Between Feb 7-9th DenverGov had:
- 486,375 pageviews
- 157,925 pageviews

22,590 People Reached Via the City’s Facebook Post on Sunday
OUR CUSTOMERS

VOICE OF THE CUSTOMER SURVEY
2013: 3.21
2014: 3.22
2015: 3.50
2016: 3.61

NATIONAL CITIZEN SURVEY
2014: 78.5
2015: 79

INNOVATIONS
- New pocketgov.com features added monthly
- Salesforce CRM
- AEM/Denvergov.org
- Wi-Fi Redesign
- Accela

Ensure easy access - anytime, anywhere.

SINCE AEM LAUNCHED, DENVERGOV.ORG HAS SEEN
500,000 NEW VISITS.
(METRIC COMES FROM COMPARING VISITS OVER THE SAME TIME PERIOD LAST YEAR. DENVERGOV.ORG AVERAGES 1 MILLION VISITS A MONTH)

311 HANDLES 45,475 CALLS A MONTH
CALL TIME ↓ 23 secs
CALL VOLUME ↑ 10%
ONLINE CASES ↑ 68%
AVERAGE HOLD-TIME FOR THE SERVICE DESK: 1 MIN 32 SECS

207 OPEN DATASETS AVAILABLE
60 TOTAL

DMV REDUCED WAIT TIME TO 15 MINS (APRIL 2016)

1 in 6 CITY TRANSACTIONS ARE PAID ONLINE

DOUBLE THE AMOUNT OF INTAKE REQUESTS
+24 in 2015
+16 in 2016

TOP AGENCIES REQUESTING
1. TECHNOLOGY SERVICES
2. SAFETY
3. DEPARTMENT OF FINANCE
4. ENVIRONMENTAL HEALTH
5. PUBLIC WORKS

67% INCREASE IN TOTAL WIFI USERS OVER THE LAST YEAR

15 NEW WIFI LOCATIONS
Attract, develop and retain innovative, passionate people.

**OHR Employee Engagement Score**

- 2011: 5.3
- 2013: 7.2
- 2014: 27.05
- 2015: 29.08

**Innovations**

- Employee Art Walk
- 3D Printer
- CNN: Internal News Channel
- Expand DPT-TS partnership to include internships
- Town Halls

**Partner of the Year with Denver Public Schools**

Served 77 students this past school year in CareerX, our job shadowing program.

100% of the students rated their experience good to excellent.

**Building Champions: Employee Engagement Effort**

Internal survey had 92% participation.

**Your TS updates**

Average viewership over 6 episodes: 65%
 WHETHER YOU LIVE, WORK, OR PLAY HERE, WE ARE CONNECTING YOU TO YOUR MILE HIGH CITY!

**DenverGov.org**
The web team moved under Marketing, ensuring the website is harnessed as our number one marketing tool.

**Pocketgov.com**
Launched a digital marketing campaign that increased user accounts by 15,000 in the last year.

**DENVER 8 TV**
Working with Denver Media Services to position the department as a marketing tool to city agencies.

**311**
Refreshed the 311 logo, marketing materials and website and are working on ways to better create a holistic customer experience.