Addendum documents can also be viewed at
http://highlandsranch.org
or
http://intranet.highlandsranch.org/default.aspx

- Result Definitions
Result Definitions

Survey Summary and Discussion

The achievements of an organization are the results of the combined effort of each individual.

(Vince Lombardi)

izquotes.com
Process

- Present survey results
- Present staff recommendations based on survey
- Board discussion on recommendations
- Board will provide comments back by July 3rd for final wording
Objective

Result Areas

- "What are we in the business to do?"

Result Definitions

- "What do those results mean to us?"
- Used to measure if programs meet results
Result Areas – What are we in business to do?

First Rate Infrastructure

Staff Recommendation: Well planned and maintained facilities and infrastructure

Improve Property Values

Staff Recommendation: Not a result area; an outcome of providing quality services and maintaining assets

Safe Community

Staff Recommendation: Safe and Prepared Community

Cultural & Recreational Opportunities

Staff Recommendation: Cultural & Recreational Opportunities for all ages

Healthy Environment

Staff Recommendation: Attractive and Healthy Place to Live

Stewardship of Resources (Governance)
Survey Comments

- Too city oriented
- Too many of these are beyond our legally defined scope
- Seeking cost effective solutions; seeking partnerships with other organizations to achieve results
Result: First Rate Infrastructure

**Supported Definitions:**

...well-maintained infrastructure, planned for future development
...supports safe travel, well-lit
...plans regionally with partners
...provides access to multi-modal travel options (transit, public transportation, bike lanes, trails)
...contributes to efficient sewer and water systems
...supports affordable, accessible high-speed internet access
...supports a walkable community
...pursues balanced transportation options for pedestrians, cyclists and public transit users

**Definitions Unsure About:**

...provides adequate parking
...applies future-focused technology solutions to collect data and inform planning ("smart cities" solutions)
Result: Improve Property Values

**Supported Definitions:**

...provides infrastructure to support quality neighborhoods and thriving business climate (transportation, utilities, internet/communications, smart cities, etc)

...ensures the character of the community is preserved, well maintained, clean and safe

...leads in the efficient use of resources and the land

...preserves public spaces and minimizes urban footprint

...provides attractive parks and parkways and creates recreational opportunities for all ages

**RECOMMEND USING SOME OF THE ABOVE DEFINITIONS UNDER OTHER RESULTS**

**Definitions Unsure About:**

...plans, designs, builds and regulates growth and development that increases property values

...increases demand for residential and commercial property
Result: Safe Community

Supported Definitions:

...is prepared to respond to emergencies
...protects property
...ensures safe air and access to drinking water
...protects the environment
...provides safe travel and mobility

...supports safe neighborhoods and public spaces
...engages in emergency prevention and emergency service delivery
...preserves life, prevents injury and illness, and protects property

Additional Comments:

• HRMD can help provide a safe community through partnerships for fire and EMT: working with Xcel for street lights; cooperating with the sheriff; working with cell phone companies for cell phone towers/leases to improve communication

• Is Fire service protecting property? Normally I think of the cops for the sheriff. These are all important, but we are not responsible for them.

• works with partners in crime prevention ideas; provides good response times and skilled personnel to manage emergencies; provides educational opportunity to citizens regarding safety, works with partners to provide up to date infrastructure needed for safety, supports local law enforcement, identifies safety needs in the community,
Result: Cultural and Recreational Opportunities

**Supported Definitions:**

...creates opportunities for cultural enrichment

...encourages healthy people (promotes active lifestyle)

...supports community events and entertainment options and builds partnerships to offer recreational and cultural activities

...supports accessible, aesthetically pleasing, and well-maintained parks, trails, open spaces

...preserves and protects historically significant buildings and sites

**Definitions Unsure About:**

...provides adequate parking

...applies future-focused technology solutions to collect data and inform planning ("smart cities" solutions)
Result: Healthy Environment

Supported Definitions:

...promotes clean and attractive spaces
...provides and protects parks and open spaces
...preserves public spaces and minimizes urban footprint
...provides access to safe drinking water, clean air, waste removal
...preserves the natural environment
...creates leadership in environmental stewardship
...conserves natural resources (water, air, waste management)
...sustains the natural environment by enhancing green space, biodiversity, water use conservation, reduce/divert household waste, energy conservation and renewal

Definitions Unsure About:

...provides excellent water quality
...reduces the community's total impact on the environment
Result: Stewardship of Resources (Governance)

**Supported Definitions:**

...maintains regulatory compliance
...assists and supports decision makers
...stewardship of financial, human and physical resources
...attracts, develops and retains talented staff resources
...enhances accountability and transparency in operations
...adopts and implements best practices in public administration

**Additional Comments:**

- seeking cost effective solutions; seeking partnerships with other organizations to achieve results
## Draft Result Definitions

<table>
<thead>
<tr>
<th>Well planned and maintained facilities and infrastructure</th>
<th>Safe and Prepared Community</th>
<th>Cultural and Recreational Opportunities for all ages</th>
<th>Attractive and Healthy Place to Live</th>
<th>Governance</th>
</tr>
</thead>
<tbody>
<tr>
<td>...well-maintained facilities and infrastructure to support quality neighborhoods and businesses</td>
<td>...prepared to respond to emergencies</td>
<td>...provides well maintained and attractive parks</td>
<td>...promotes clean, safe, well maintained and attractive public spaces</td>
<td>...maintains regulatory compliance</td>
</tr>
<tr>
<td>...plans regionally with partners</td>
<td>...protects properties</td>
<td>...creates recreational opportunities for all ages</td>
<td>...provides and maintains parks and open space</td>
<td>...assists and supports decision makers</td>
</tr>
<tr>
<td>...provides access to multi-modal travel options</td>
<td>...protects the environment</td>
<td>...encourages active lifestyle</td>
<td>...conserves natural resources</td>
<td>...stewardship of financial, human and physical resources</td>
</tr>
<tr>
<td>...supports enabling affordable, high-speed internet access/ cellular communication</td>
<td>...supports access to safe drinking water</td>
<td>...supports accessible parks, trails and open space</td>
<td>...provides attractive parkways</td>
<td>...attracts, develops and retains talented staff</td>
</tr>
<tr>
<td>...contributes to efficient water and sewer system</td>
<td>...engages in emergency preparation and service delivery with partners</td>
<td>...creates and supports opportunities for cultural enrichment</td>
<td>...partners to ensure clean stormwater runoff</td>
<td>...enhances accountability and transparency in operations</td>
</tr>
<tr>
<td>...ensures the character of the community is preserved</td>
<td>...supports safe travel, adequate lighting</td>
<td>...provides and supports community events</td>
<td></td>
<td>...implements best practices in public administration and customer service</td>
</tr>
</tbody>
</table>
Refresher: How Definitions are Used in Program Scoring
Well planned and maintained facilities and infrastructure | Safe and Prepared Community | Cultural and Recreational Opportunities for all ages | Attractive and Healthy Place to Live | Governance
---|---|---|---|---
...well-maintained facilities and infrastructure to support quality neighborhoods and businesses | ...prepared to respond to emergencies | ...provides well maintained attractive parks | ...promotes clean, safe, well maintained and attractive public spaces | ...maintains regulatory compliance
...plans regionally with partners | ...protects properties | ...creates recreational opportunities for all ages | ...provides and maintains parks and open space | ...assists and supports decision makers
...provides access to multi-modal travel options | ...protects the environment | ...encourages active lifestyle | ...conserves natural resources | ...stewardship of financial, human and physical resources
...supports enabling affordable, high-speed internet access/ cellular communication | ...supports access to safe drinking water | ...supports accessible parks, trails and open space | ...provides attractive parkways | ...attracts, develops and retains talented staff
...contributes to efficient water and sewer system | ...engages in emergency preparation and service delivery with partners | ...creates and supports opportunities for cultural enrichment | ...partners to ensure clean stormwater runoff | ...enhances accountability and transparency in operations
...ensures the character of the community is preserved | ...supports safe travel, adequate lighting | ...provides and supports community events | | ...implements best practices in public administration and customer service
Program “Influence” Example: **Snow Removal**

<table>
<thead>
<tr>
<th>Well planned and maintained infrastructure</th>
<th>Safe and Prepared Community</th>
<th>Access to Parks, Cultural, Recreation, and Leisure Time activities for all ages</th>
<th>Attractive and Healthy Place to Live</th>
<th>Governance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

**Well planned and maintained facilities and infrastructure**
- ...well-maintained facilities and infrastructure to support quality neighborhoods and businesses
- ...plans regionally with partners
- ...provides access to multi-modal travel options
- ...supports enabling affordable, high-speed internet access/ cellular communication
- ...contributes to efficient water and sewer system
- ...ensures the character of the community is preserved

**Safe and Prepared Community**
- ...prepared to respond to emergencies
- ...protects properties
- ...protects the environment
- ...supports access to safe drinking water
- ...engages in emergency preparation and service delivery with partners
- ...supports safe travel, adequate lighting

**Cultural and Recreational Opportunities for all ages**
- ...provides attractive parks
- ...creates recreational opportunities for all ages
- ...conserves natural resources
- ...supports accessible parks, trails and open space
- ...creates and supports opportunities for cultural enrichment
- ...provides and supports community events

**Attractive and Healthy Place to Live**
- ...promotes clean, safe, well maintained and attractive public spaces
- ...provides and maintains parks and open space
- ...partners to ensure clean stormwater runoff
- ...implements best practices in public administration and customer service

**Governance**
- ...maintains regulatory compliance
- ...assists and supports decision makers
- ...stewardship of financial, human and physical resources
- ...attracts, develops and retains talented staff

**Scoring Scale**
- 4: Essential to the Result
- 3: Strong influence on the Result
- 2: Influences the Result
- 1: Minor influence on the Result
- 0: No influence on the Result