

BOARD OF COUNTY COMMISSIONERS
WASHINGTON COUNTY, MINNESOTA

RESOLUTION NO. 2014-068

DATE June 17, 2014
MOTION
BY COMMISSIONER Weik

DEPARTMENT Administration
SECONDED BY
COMMISSIONER Bearth

Participation in the 2014 Performance Measurement Program

WHEREAS, the Legislature created the Council on Local Results and Innovation in 2010, outlined in MS 6.91; and

WHEREAS, the Council on Local Results and Innovation released a standard set of performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinions of those services; and

WHEREAS, in 2011, the County Board began its participation in the voluntary standard measures program by adopting resolution #2011-068; and

WHEREAS, a county that elects to participate in the standard measures program for 2014 may be eligible for a reimbursement of \$0.14 per capita in county government aid, not to exceed \$25,000; and

WHEREAS, counties must file a report with the Office of the State Auditor by July 1, 2014 consisting of a declaration adopting and implementing performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the county has a longstanding commitment to performance measurement and improvement that focuses on outcome goals and performance results; and

WHEREAS, the county has implemented a local performance measurement system including the use of measurement and reporting to help plan, budget, manage, and evaluate programs and processes; and

WHEREAS, the county will report the results of the 11 adopted measures from this program to residents by posting the results on the county's website; and

WHEREAS, the county has utilized surveys to gather information on the performance benchmarks and most recently surveyed its residents in 2013 on the quality of county services and facilities;

WHEREAS, the county will continue to communicate the results of our performance measurement and improvement program with our residents through the use of public meetings, news releases, and an annual report to the County Board and our residents.

NOW, THEREFORE, BE IT RESOLVED that the Washington County Board of Commissioners adopts 11 Model Performance Measures for Counties and authorizes the County Administrator to file the declaration to participate in the 2014 Performance Measurement Program and to file the Performance Measurement Review with the Office of the State Auditor by July 1, 2014.

ATTEST: 
COUNTY ADMINISTRATOR

COUNTY BOARD CHAIR

	YES	NO
BEARTH	<u>X</u>	___
KRIESEL	<u>X</u>	___
LEHRKE	<u>X</u>	___
MIRON	<u>X</u>	___
WEIK	<u>X</u>	___

State Standard Measures Program

In 2010, the Legislature created the Council on Local Results and Innovation. In February 2011, the Minnesota Council released a set of performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services, and measures residents' opinions of those services.

This document provides summary information on 11 of those performance measures. For additional information, including narratives and analysis on many of these measures, refer to the annual Washington County Performance Measurement Report on the county website: www.co.washington.mn.us/performanceasures

PUBLIC SAFETY

Part I and Part II Crimes per 1,000 residents

	2011	2012	2013
Part I Crimes	3.3	3.0	2.9
Part II Crimes	13.0	12.9	11.3

Crimes committed by offenders are classified as either Part I or Part II crimes. Part I crimes include homicide, sexual assault, robbery, aggravated assault, burglary, larceny-theft (shoplifting, pick-pockets), motor vehicle theft, and arson. Part II crimes include other assaults, forgery and counterfeiting, fraud, embezzlement, stolen property (buying, receiving, possessing), prostitution, sex offenses, drug abuse violations, gambling, offenses against family and children, driving under the influence, violating liquor laws, drunkenness, disorderly conduct, vagrancy, and all other offenses (any offense that does not fit in any category except for driving offenses).

Note: 2012 population estimate was used to calculate 2012 and 2013 crimes per 1,000 residents, as the 2013 population estimate was not available at the time of publication.

Source: Washington County Sheriff's Office

Percent of adult offenders with new felony conviction within 3 years of discharge

	2011	2012	2013
Percent of adult offenders with a felony conviction within 3 years of discharge	17%	16%	14%

Note: Washington County recidivism rates for 2013 involve probation sentenced offenders with a felony level case discharged in 2009. The percentages are within the norm of the seven-county metro area.

Source: Washington County Community Corrections

PROPERTY RECORDS, VALUATION, ASSESSMENT

Turnaround time for recording, indexing, and returning real estate documents

	2011	2012	2013
Recording compliance	100%	100%	100%
Timely recording, paper documents	3.99 days	4.73 days	3.54 days
Timely recording, electronic documents	N/A	.50 days	.50 days

To aid and improve commerce in Minnesota, state law compels specific processing requirements and compliance standards for recording of real estate documents. Documents submitted in paper form must be returned no later than 10 business days after receipt by the county. Documents submitted electronically must be returned no later than 5 business days after receipt by the county.

Note: Electronic recording was implemented in 2012.

Source: Washington County Property Records and Taxpayer Services

PUBLIC WORKS

Average pavement condition rating

	2011	2012	2013
Pavement and Condition Rating (PCI)	75	73	73

Note: The PCI rating monitors the surface quality of the pavement. Washington County's goal is to maintain the overall pavement condition of its roadway system at an average PCI of 72 or greater, with a minimum PCI of 40.

Source: Washington County Public Works and Minnesota Department of Transportation

PUBLIC HEALTH, SOCIAL SERVICES

Percentage of children in which there is a recurrence of maltreatment within 12 months following an intervention

	2011	2012	2013
Child Maltreatment	9.3%	15.5%	3.5%

Child maltreatment includes physical abuse, neglect, sexual abuse, mental injury, or maltreatment of a child in a facility. Minnesota's Department of Human Services measures repeat maltreatment as the percentage of children in which there is a recurrence of maltreatment within 12 months following an intervention. Washington County's goal is 10% or less.

Note: Data for 2013 is for a portion of the year, data for 2013 will be finalized after a full 12 months have elapsed after the occurrence of maltreatment.

Source: Minnesota Department of Human Services' Social Services Information System

Percentage of low birth-weight children

	2009	2010	2011
Low birth-weight	4.4%	4.6%	2.9%

Note: Low birth-weight describes babies who are born weighing less than 2,500 grams or 5.5 pounds. This data does not include multiple births. 2012 and 2013 data was not available at the time of publication.

Source: Washington County Public Health and Environment

BUDGET, FINANCIAL

Bond rating

	2011A	2012A	2013A
Standard and Poor's Rating Service	AAA	AAA	AAA
Moody's Investor's Services	Aaa	Aaa	Aaa

Note: The letter "A" behind each year signifies the name of the bond sale.

Source: Washington County Accounting and Finance

PARKS, LIBRARIES

Residents' rating of quality of parks - Park Visitor Survey

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Response
2013	67.8%	29.0%	2.1%	0.3%	0.5%	0.3%
2012	62.6%	32.3%	0.3%	0.1%	0.1%	4.6%
2011	69.2%	26.4%	1.7%	1.1%	0.7%	0.9%

This measure provides information on the percentage of surveyed park visitors who were satisfied with their experience in the park they visited that day.

Source: Washington County Public Works - Park Visitor Survey

Number of annual library visits per 1,000 residents

	2011	2012	2013
Number of annual library visits per 1,000 residents	4,765	3,990	4,214

2012 population estimate was used to calculate 2012 and 2013 in-person library visits per 1,000 residents, as the 2013 population estimate was not available at the time of publication.

Note: Numbers include Associate Libraries in Stillwater and Bayport. Library hours were reduced in 2012 and some hours were restored again in 2013. Digital downloads of e-books and e-audiobooks, which can be done remotely, continue to increase.

Source: Washington County Library

ENVIRONMENT

Recycling percentage

	2011	2012	2013
Percentage of recycled waste	57.0%	57.6%	48.7%

Note: The recycling percentage is the total tons of county recyclable materials as a percentage of the waste generated rate. The drop in rates between 2012 and 2013 is due to a change in reporting methodology.

Source: Washington County Public Health and Environment SCORE Report

Amount of household hazardous waste and electronics collected

	2011	2012	2013
Amount of household hazardous waste and electronics collected	2,999,750	3,006,208	2,892,075

Note: This measure provides information on the amount of household hazardous waste and electronics collected in pounds.

Source: Washington County Public Health and Environment

PERFORMANCE MEASURES & INDICATORS REPORT

Washington County Performance Measurement Program

Since the mid-1990s, Washington County departments have tracked, reported, and monitored performance measures to support decision-making, and to drive continued improvement in core functions and the services provided.

Progress Meetings, scheduled with each department once a year, are an example of continuously improving and advancing use of information and analysis in the organization. The purpose of these meetings is to facilitate an ongoing overview of the departments' performance and encourage dialogue about performance results between the Office of Administration and the county's departments.

In addition to the measurement activities, the county has been increasing its use of quality improvement and process techniques, such as Lean and Kaizen.

Washington County's multi-departmental Performance Measurement and Improvement Team (PerMIT) continues to further institutionalize the use of performance measurement and improvement throughout the organization. Washington County remains committed to making data-driven decisions, ensuring accountability, and providing quality services.

The annual Performance Measures and Indicators Report reflects Washington County's continued commitment to high-quality service that meets and exceeds the needs and expectations of Washington County residents. The 2013 Performance Measures and Indicators Report is the county's 15th annual report. This report will be available mid-July 2014.

www.co.washington.mn.us/performanceasures



2013 Performance Measures & Indicators Report



A great place to live, work and play...today and tomorrow.

WASHINGTON COUNTY VISION, MISSION, GOALS & VALUES

VISION

A great place to live, work and play...today and tomorrow

MISSION

Providing quality services through responsible leadership, innovation, and the cooperation of dedicated people

GOALS

- To promote the health, safety, and quality of life of citizens
To provide accessible, high-quality services in a timely and respectful manner
To address today's needs while proactively planning for the future
To maintain public trust through responsible use of public resources, accountability, and openness of government

VALUES

- Ethical: to ensure public trust through fairness, consistency, and transparency
Stewardship: to demonstrate tangible, cost-effective results and protect public resources
Quality: to ensure that services delivered to the public are up to the organization's highest standards
Responsive: to deliver services that are accessible, timely, respectful, and efficient
Respectful: to believe in and support the dignity and value of all members of this community
Leadership: to actively advocate for and guide the county toward a higher quality of life

Project Contact:

Amanda Hollis, Senior Planner
Washington County
Office of Administration
14949 62nd Street North
Stillwater, MN 55082

651-430-6021
amanda.hollis@co.washington.mn.us

www.co.washington.mn.us

