

BOARD OF COUNTY COMMISSIONERS  
WASHINGTON COUNTY, MINNESOTA

RESOLUTION NO. 2015-085

DATE June 2, 2015  
MOTION BY COMMISSIONER Miron

DEPARTMENT Administration  
SECONDED BY COMMISSIONER Weik

Participation in the 2015 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 2015 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, 2015 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

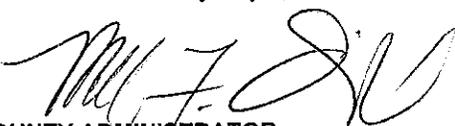
WHEREAS, the county will report the results of the 11 adopted measures from this program to residents by posting the results on the county's website; and

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 2015 Performance Measurement Program and to file the Performance Measurement Review with the Office of the State Auditor by July 1, 2015.

ATTEST:

  
COUNTY ADMINISTRATOR

COUNTY BOARD CHAIR



	YES	NO
BEARTH	<u>X</u>	_____
BIGHAM	_____	_____
KRIESEL	_____	_____
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](http://www.co.washington.mn.us/performanceasures)

## PUBLIC SAFETY

### Part I and Part II Crimes per 1,000 residents

	2012	2013	2014
Part I Crimes	3.0	2.8	2.8
Part II Crimes	12.9	11.1	11.0

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: 2013 population estimate was used to calculate 2013 and 2014 crimes per 1,000 residents, as the 2014 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

	2012	2013	2014
Percent of adult offenders with a felony conviction within 3 years of discharge	16%	14%	18%

*Note: Washington County recidivism rates for 2014 involve probation sentenced offenders with a felony level case discharged in 2010. 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

	2012	2013	2014
Recording compliance	100%	100%	100%
Timely recording, paper documents	4.73 days	3.54 days	2.74 days
Timely recording, electronic documents	.50 days	.50 days	.25 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.

## PUBLIC WORKS

### Average pavement condition rating

	2012	2013	2014
Pavement and Condition Rating (PCI)	73	73	74

*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

	2012	2013	2014
Child Maltreatment	13.6%	3.5%	4.7%

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: The drop from 2012 to 2013 was due to about 30 percent less substantiated cases, and several cases in 2012 involved multiple children, where most cases in 2013 and 2014 involved families with only one child. Data for 2014 is for a portion of the year, data for 2014 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

	2010	2011	2012
Low birth-weight	4.6%	2.9%	3.7%

*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. 2013 and 2014 data was not available at the time of publication. Source: Washington County Public Health and Environment*

## BUDGET, FINANCIAL

### Bond rating

	2012A	2013A	2014A
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
2014	71.3%	23.4%	3.2%	0.8%	1.3%	----- (0.0%)
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%

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

	2012	2013	2014
Number of annual library visits per 1,000 residents	3,990	3,946	3,885

2013 population estimate was used to calculate 2013 and 2014 in-person library visits per 1,000 residents, as the 2014 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

	2012	2013	2014
Percentage of recycled waste	57.6%	48.7%	51.7%

*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

	2012	2013	2014
Amount of household hazardous waste and electronics collected	3,006,208	2,892,075	2,837,782

*Note: This measure provides information on the amount of household hazardous waste and electronics collected in pounds.* Source: Washington County Public Health and Environment

**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.

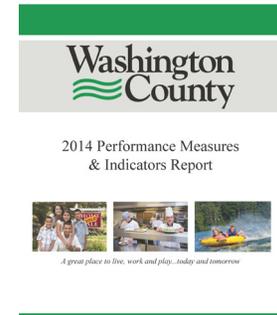
In addition to the measurement activities, the county has been increasing its use of quality improvement and process techniques, such as Lean and Kaizen.

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.

**PERFORMANCE MEASURES & INDICATORS REPORT**

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 2014 Performance Measures and Indicators Report is the county's 16th annual report. This report will be available late June 2015.

[www.co.washington.mn.us/performanceasures](http://www.co.washington.mn.us/performanceasures)



**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

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