

## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of March 17, 2009

**Citizen Priority:** Public Utilities and Infrastructure

**Department:** (21) Airport

**Measurement:** Airport Commercial Bldg. Occupancy

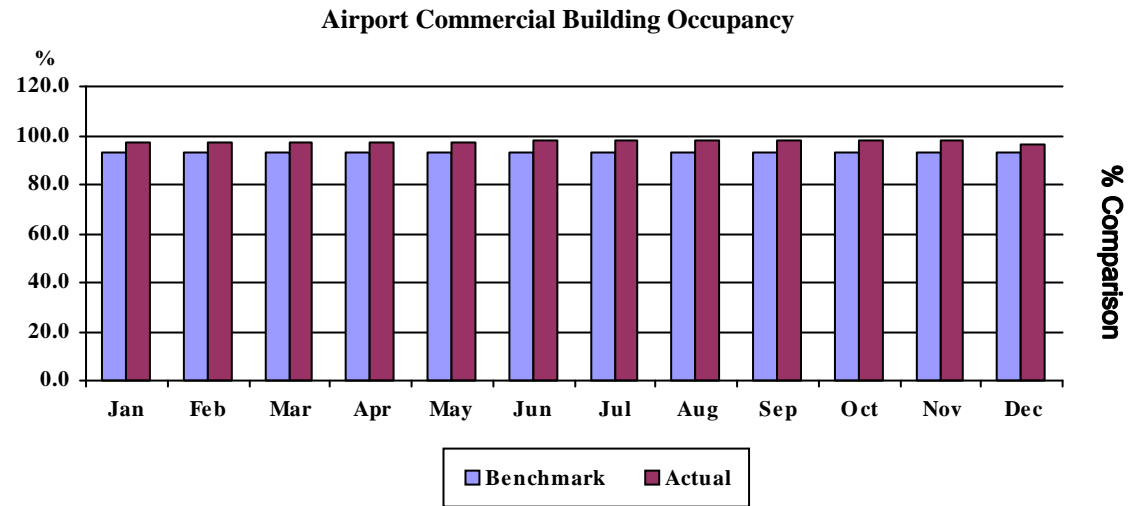
**Benchmark /** The goal is to maintain at least 93.3% commercial building occupancy each month in 2008.

**Target:** The Airport will maintain high commercial building occupancy for their commercial facilities (based on total square footage rented). The monthly benchmark of 93.3% is equal to the Snohomish County Occupancy market industry rate, as reported by the Economic Development Council.

**Explanation of Graph:** The Airport's Commercial Building Occupancy rate takes the un-rented square footage available for rent divided by the total commercial square footage. These are buildings owned by the Airport and leased to tenants.

**Unit of Measure: Percent**

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 93.3             | 97.5           | 4.5%            |
| February         | 93.3             | 97.5           | 4.5%            |
| March            | 93.3             | 97.5           | 4.5%            |
| April            | 93.3             | 97.5           | 4.5%            |
| May              | 93.3             | 97.4           | 4.4%            |
| June             | 93.3             | 98.3           | 5.3%            |
| July             | 93.3             | 98.3           | 5.3%            |
| August           | 93.3             | 98.3           | 5.3%            |
| September        | 93.3             | 98.3           | 5.3%            |
| October          | 93.3             | 98.3           | 5.3%            |
| November         | 93.3             | 98.3           | 5.3%            |
| December         | 93.3             | 96.7           | 3.6%            |



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of March 17, 2009

**Citizen Priority:** Public Utilities and Infrastructure

**Department:** (06) Public Works

**Measurement:** Illegal Dump Sites Cleaned Monthly

**Benchmark /** The goal is to clean up an average of at least 30 illegal dump sites per month.

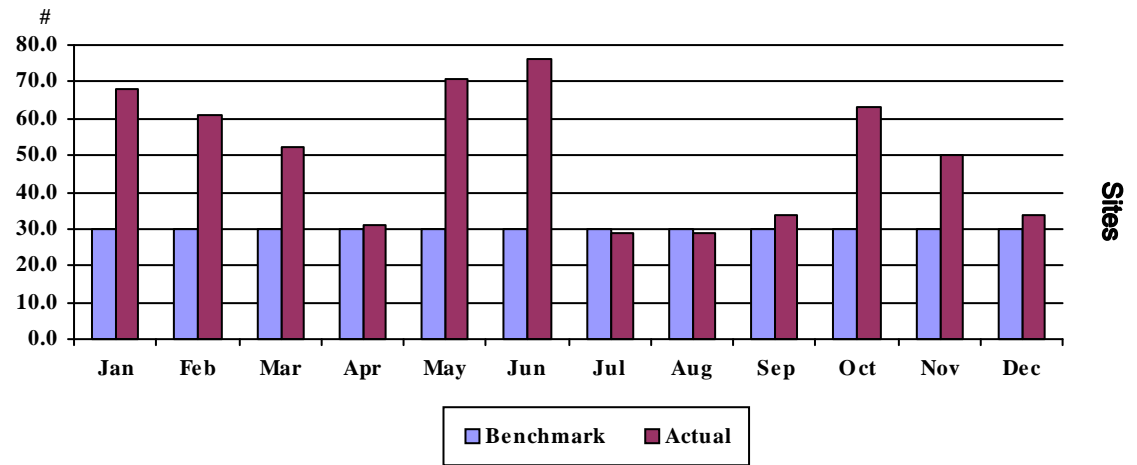
**Target:**

This benchmark helps demonstrate the effectiveness of County illegal dumping cleanup efforts. It shows actual site cleanup statistics. In the future, if overall County efforts to curb illegal dumping are effective, then the number of sites to clean should begin to decrease.

Unit of Measure: Count

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 30.0             | 68.0           | 126.7%          |
| February         | 30.0             | 61.0           | 103.3%          |
| March            | 30.0             | 52.0           | 73.3%           |
| April            | 30.0             | 31.0           | 3.3%            |
| May              | 30.0             | 71.0           | 136.7%          |
| June             | 30.0             | 76.0           | 153.3%          |
| July             | 30.0             | 29.0           | -3.3%           |
| August           | 30.0             | 29.0           | -3.3%           |
| September        | 30.0             | 34.0           | 13.3%           |
| October          | 30.0             | 63.0           | 110.0%          |
| November         | 30.0             | 50.0           | 66.7%           |
| December         | 30.0             | 34.0           | 13.3%           |

**Solid Waste - Illegal Dumping Cleanup**



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of March 17, 2009

**Citizen Priority:** Public Utilities and Infrastructure

**Department:** (06) Public Works

**Measurement:** Tons of Reusable Material Diverted From the Waste Stream.

**Benchmark / Target:** The goal is to divert at least 1,425 tons of material from the waste stream per month, with higher benchmarks in some months.

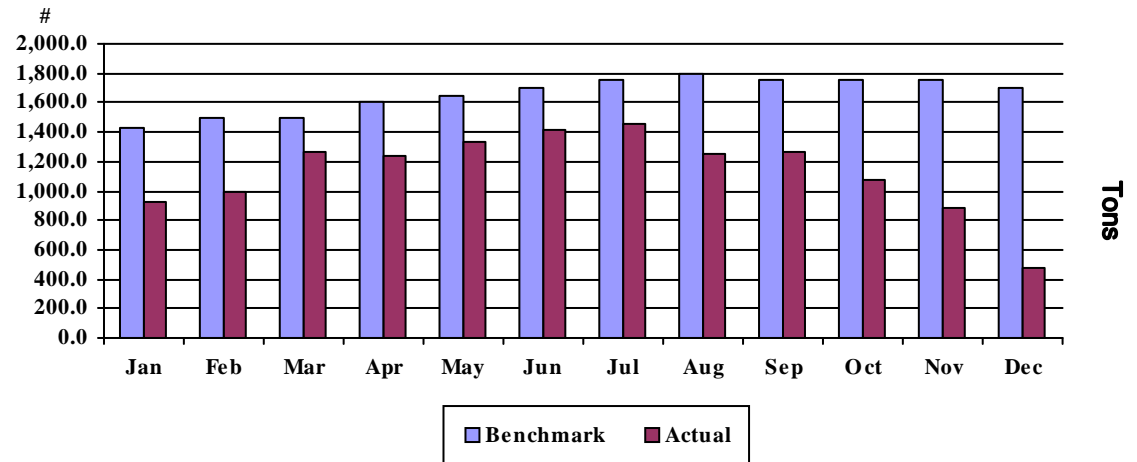
This is an aggressive goal to divert valuable, reusable materials out of the waste delivered to Solid Waste transfer stations. Successful results mean that useful materials otherwise sent for landfill disposal are reused, which helps protect our environment. The sale of those materials somewhat offsets diversion costs, and the reduction of waste tonnage required to export reduces overall waste export costs and helps maintain current waste rates.

**Explanation of Graph:** Graph shows successful diversion of reusable materials from the waste stream that would otherwise be landfilled. The diversion aids the environment by supporting material reuse and it helps maintain current waste rates through lower waste export costs.

**Unit of Measure: Count**

| Year 2008 | Benchmark | Actuals | Variance |
|-----------|-----------|---------|----------|
| January   | 1,425.0   | 920.0   | -35.4%   |
| February  | 1,500.0   | 995.0   | -33.7%   |
| March     | 1,500.0   | 1,264.0 | -15.7%   |
| April     | 1,600.0   | 1,236.0 | -22.8%   |
| May       | 1,650.0   | 1,328.0 | -19.5%   |
| June      | 1,700.0   | 1,421.0 | -16.4%   |
| July      | 1,750.0   | 1,449.0 | -17.2%   |
| August    | 1,800.0   | 1,250.0 | -30.6%   |
| September | 1,750.0   | 1,261.0 | -27.9%   |
| October   | 1,750.0   | 1,069.0 | -38.9%   |
| November  | 1,750.0   | 882.0   | -49.6%   |
| December  | 1,700.0   | 480.0   | -71.8%   |

**Materials Diverted from the Waste Stream**



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of March 17, 2009

**Citizen Priority:** Public Utilities and Infrastructure

**Department:** (06) Public Works

**Measurement:** Miles of Stream Restored For Salmon Habitat.

**Benchmark /** The goal is to restore at least 5 miles of stream for salmon habitat in 2008.

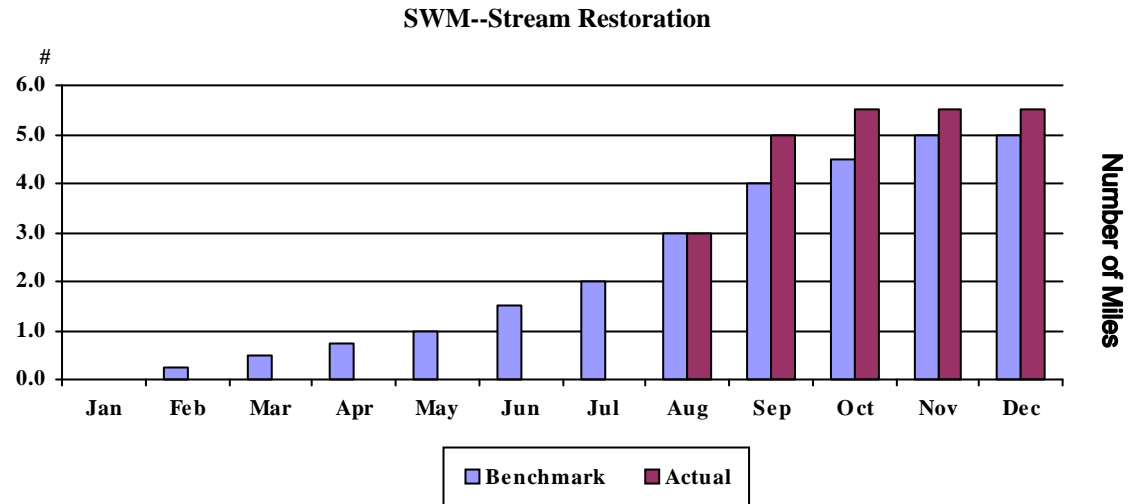
**Target:**

This measure reflects the length of stream habitat to be restored for fish access as a result of project implementation. In some cases, this reflects a portion of the upstream habitat because a culvert may only be a partial barrier to fish migration.

**Explanation of** The graph shows the estimated 2008 completion date for each mile of stream restored and the actual cumulative result.

**Graph:**

| Year 2008 | Unit of Measure: Count |         |          |
|-----------|------------------------|---------|----------|
|           | Benchmark              | Actuals | Variance |
| January   | 0.0                    | 0.0     | 0.0%     |
| February  | 0.3                    | 0.0     | -100.0%  |
| March     | 0.5                    | 0.0     | -100.0%  |
| April     | 0.8                    | 0.0     | -100.0%  |
| May       | 1.0                    | 0.0     | -100.0%  |
| June      | 1.5                    | 0.0     | -100.0%  |
| July      | 2.0                    | 0.0     | -100.0%  |
| August    | 3.0                    | 3.0     | 0.0%     |
| September | 4.0                    | 5.0     | 25.0%    |
| October   | 4.5                    | 5.5     | 22.2%    |
| November  | 5.0                    | 5.5     | 10.0%    |
| December  | 5.0                    | 5.5     | 10.0%    |



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of March 17, 2009

**Citizen Priority:** Public Utilities and Infrastructure

**Department:** (06) Public Works

**Measurement:** Number of Drainage Projects Constructed to Eliminate Road Flooding.

**Benchmark / Target:** The goal is to complete at least 15 drainage projects in 2008 to eliminate road flooding.

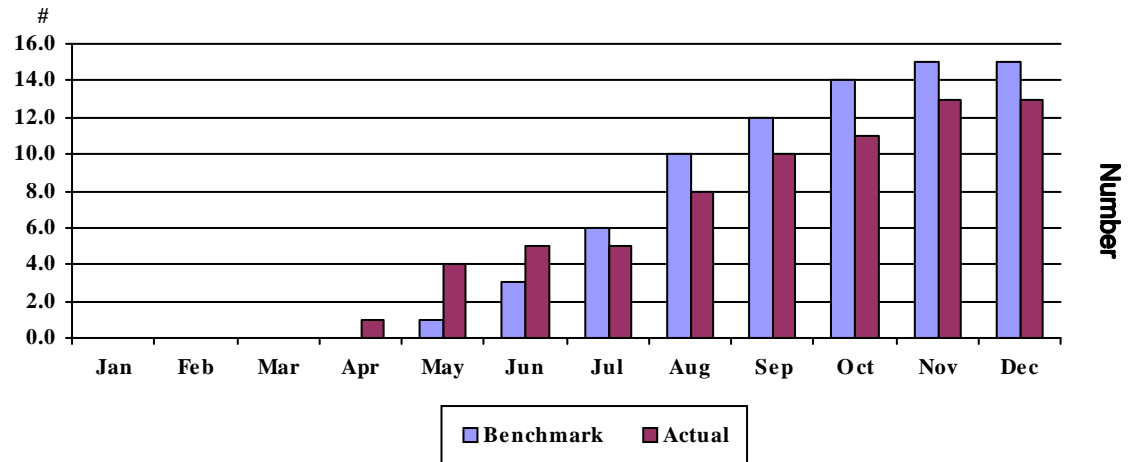
These projects promote community livability, infrastructure quality and compliance with Growth Management Act (GMA) goals. The construction responds to public drainage complaints; implements drainage and water quality projects recommended in the Drainage Needs Reports, Master Drainage Plans, and watershed management plans; and also meets the current County Level of Service for drainage.

**Explanation of Graph:** The graph shows the estimated 2008 completion dates for each project and the actual cumulative result. Projects are not scheduled for completion during the first four months of 2008.

**Unit of Measure: Count**

| Year 2008 | Benchmark | Actuals | Variance |
|-----------|-----------|---------|----------|
| January   | 0.0       | 0.0     | 0.0%     |
| February  | 0.0       | 0.0     | 0.0%     |
| March     | 0.0       | 0.0     | 0.0%     |
| April     | 0.0       | 1.0     | 100.0%   |
| May       | 1.0       | 4.0     | 300.0%   |
| June      | 3.0       | 5.0     | 66.7%    |
| July      | 6.0       | 5.0     | -16.7%   |
| August    | 10.0      | 8.0     | -20.0%   |
| September | 12.0      | 10.0    | -16.7%   |
| October   | 14.0      | 11.0    | -21.4%   |
| November  | 15.0      | 13.0    | -13.3%   |
| December  | 15.0      | 13.0    | -13.3%   |

**SWM--Construct Drainage Projects**



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 20, 2008

**Citizen Priority:** Public Safety, Law and Justice

**Department:** (38) Corrections

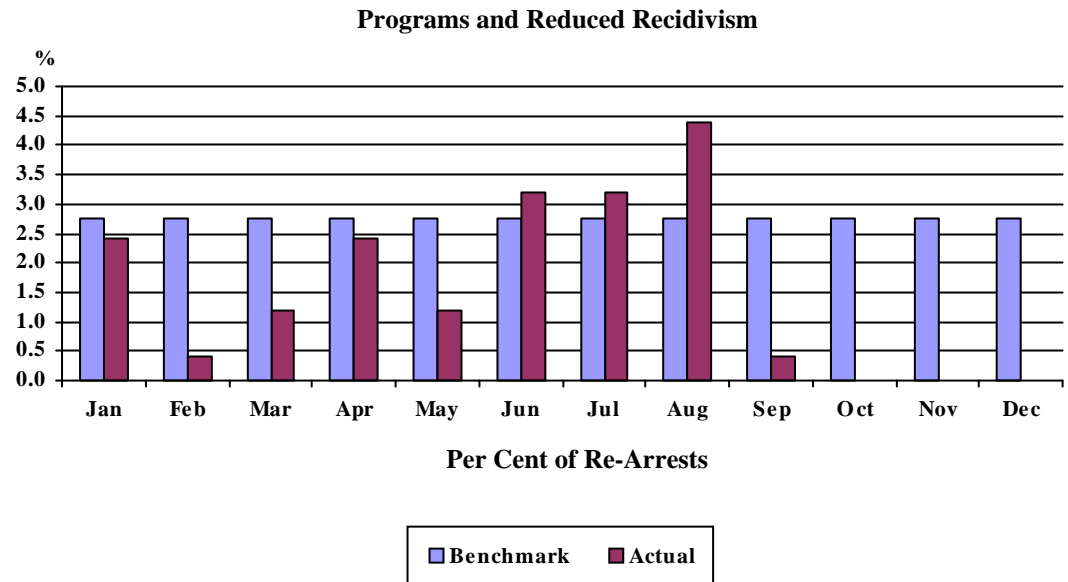
**Measurement:** Re-Arrest Rate On Assault and Domestic Violence Related Charges of Inmates Who Successfully Completed Programs In Anger Management and Domestic Violence/Victims Awareness, Offered by the Department of Corrections.

**Benchmark / Target:** The goal is for less than 33% of individuals who successfully completed programs in Anger Management and Domestic Violence Awareness to be re-arrested for assault or domestic violence charges within one year of completion of the program.

Snohomish County is committed to investing in in-custody programming for offenders with the goal of improving their opportunities to more successfully reintegrate into the community upon their release and avoid the cycle of repeated incarcerations. The Department of Corrections offers a range of programs that address education, chemical dependency issues, cognitive behavioral change, parenting skills, and employment readiness. Research literature suggests that those arrested on Domestic Violence-related charges have reoffense rates of about 33%. Successful completion of programs while in jail is expected to reduce the reoffense rate.

**Explanation of Graph:** In 2007, 250 individuals completed one or more courses in Stress & Anger Management, DV Perpetrator Education, or Victims Awareness. The goal is for members of this group to have an annual cumulative reoffense rate on assault or DV-related offenses, including "no contact" order violations, of less than 33% as a measure of the effectiveness of the training completed. For purposes of presentation the 33% total is divided by 12 months.

| Year 2008 | Unit of Measure: Percent |         |          |
|-----------|--------------------------|---------|----------|
|           | Benchmark                | Actuals | Variance |
| January   | 2.8                      | 2.4     | -12.7%   |
| February  | 2.8                      | 0.4     | -85.5%   |
| March     | 2.8                      | 1.2     | -56.4%   |
| April     | 2.8                      | 2.4     | -12.7%   |
| May       | 2.8                      | 1.2     | -56.4%   |
| June      | 2.8                      | 3.2     | 16.4%    |
| July      | 2.8                      | 3.2     | 16.4%    |
| August    | 2.8                      | 4.4     | 60.0%    |
| September | 2.8                      | 0.4     | -85.5%   |
| October   | 2.8                      |         |          |
| November  | 2.8                      |         |          |
| December  | 2.8                      |         |          |



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 20, 2008

**Citizen Priority:** Public Safety, Law and Justice

**Department:** (33) Medical Examiner

**Measurement:** Response to Death Scene Within 60 Minutes

**Benchmark / Target:** The goal is to respond to at least 75% of death scenes within 60 minutes.

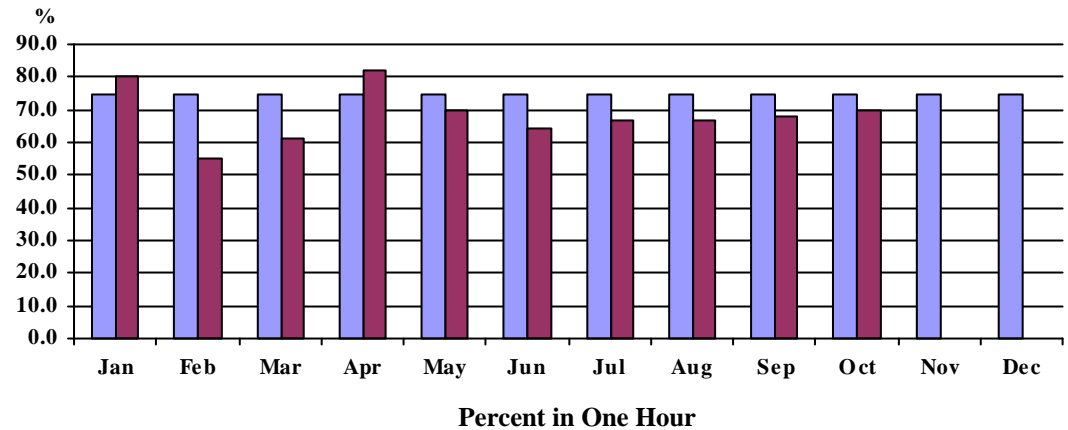
Similar agency benchmarks: The 2008 goal of the Medical Examiner Office of the District of Columbia is 85% response to the scene within 60 minutes of acceptance of jurisdiction. Their 2007 actual performance was 85%. Note: The District of Columbia measure does not include the time required to determine jurisdiction.

**Explanation of Graph:** Timely response minimizes wait time at the scene for the family and other responding public agencies such as law enforcement and fire/rescue. Time is measured from receipt of call to arrival at the scene.

**Unit of Measure: Percent**

| Year 2008 | Benchmark | Actuals | Variance |
|-----------|-----------|---------|----------|
| January   | 75.0      | 80.0    | 6.7%     |
| February  | 75.0      | 55.0    | -26.7%   |
| March     | 75.0      | 61.0    | -18.7%   |
| April     | 75.0      | 82.0    | 9.3%     |
| May       | 75.0      | 70.0    | -6.7%    |
| June      | 75.0      | 64.0    | -14.7%   |
| July      | 75.0      | 67.0    | -10.7%   |
| August    | 75.0      | 66.7    | -11.1%   |
| September | 75.0      | 68.0    | -9.3%    |
| October   | 75.0      | 70.0    | -6.7%    |
| November  | 75.0      |         |          |
| December  | 75.0      |         |          |

**Medicolegal Response within 60 Minutes**



Benchmark
  Actual

## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 20, 2008

**Citizen Priority:** Public Safety, Law and Justice

**Department:** (33) Medical Examiner

**Measurement:** Completion of Medical Examination (autopsy) Reports Within 60 Days

**Benchmark / Target:** The goal is to complete at least 75% of autopsy reports within 60 calendar days.

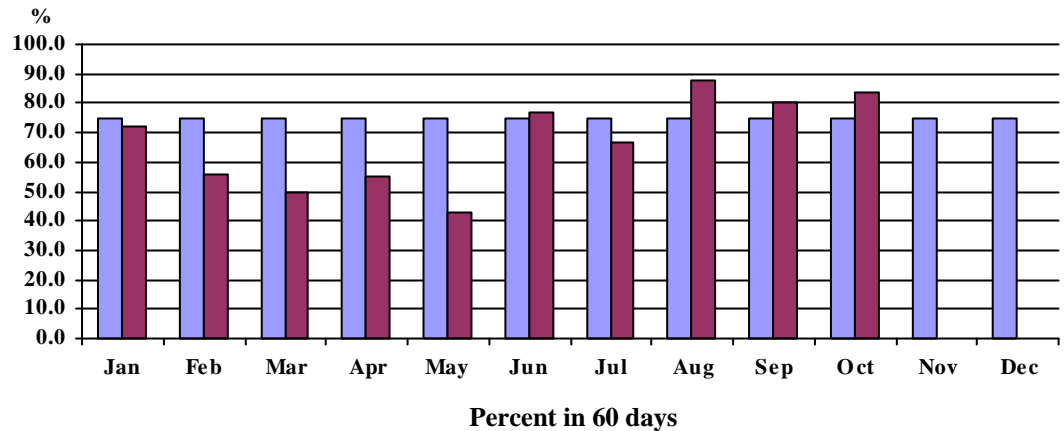
Similar agency benchmarks: The 2008 goal of the Medical Examiner Office of the District of Columbia is 85% completion of autopsy reports on non-homicides cases within 90 days. Their 2007 actual performance was 72%. The 2008 goal of the Medical Examiner Office of the State of Maryland is 90% completion of autopsy reports within 60 working days. Note: The Snohomish County Medical Examiner goal is measured in calendar days, not working days.

**Explanation of Graph:** This report measures the time from the date of examination of the body to the date of completion of the Examination Report. Completion of Examination Reports requires return of all tests, including toxicology, which takes approximately 6 to 8 weeks.

Unit of Measure: Percent

| Year 2008 | Benchmark | Actuals | Variance |
|-----------|-----------|---------|----------|
| January   | 75.0      | 72.0    | -4.0%    |
| February  | 75.0      | 56.0    | -25.3%   |
| March     | 75.0      | 50.0    | -33.3%   |
| April     | 75.0      | 55.0    | -26.7%   |
| May       | 75.0      | 43.0    | -42.7%   |
| June      | 75.0      | 77.0    | 2.7%     |
| July      | 75.0      | 67.0    | -10.7%   |
| August    | 75.0      | 87.5    | 16.7%    |
| September | 75.0      | 80.0    | 6.7%     |
| October   | 75.0      | 84.0    | 12.0%    |
| November  | 75.0      |         |          |
| December  | 75.0      |         |          |

**Examination Reports within 60 days**



Benchmark
  Actual



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 20, 2008

**Citizen Priority:** Public Safety, Law and Justice

**Department:** (32) Office of Public Defense

**Measurement:** Number of Incarcerated Individuals Assisted Each Month by the Office of Public Defense at the In-Custody Calendar.

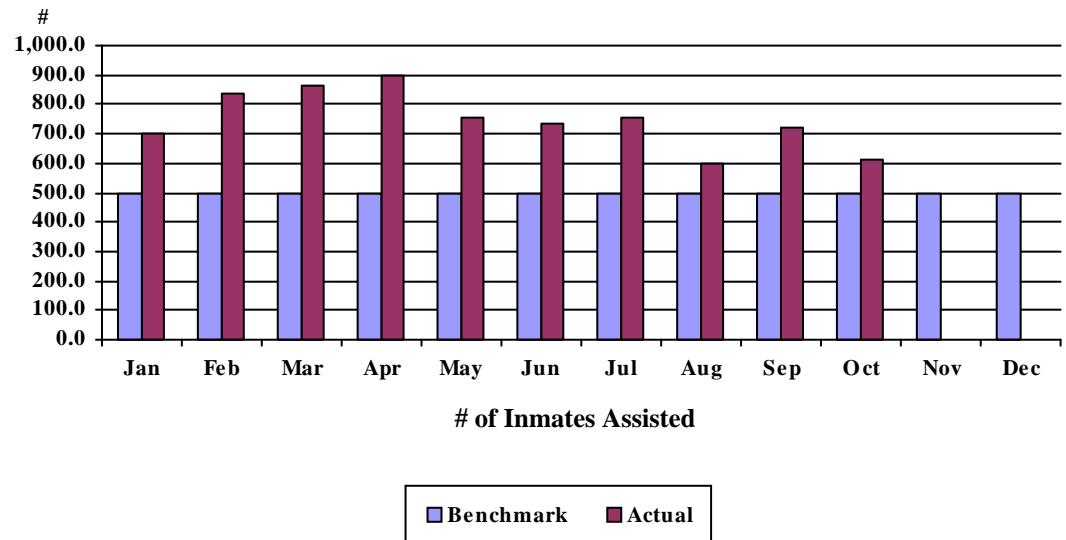
**Benchmark / Target:** The goal is to assist at least 500 incarcerated individuals per month.

At the Everett District Court in-custody calendar held Monday through Friday at the Snohomish County Jail, the Office of Public Defense attorney and staff explain the legal process, options, and rights of the accused as well as assist with guilty pleas and probation hearings. The OPD staff assists the attorney and conducts indigency screenings.

**Unit of Measure: Count**

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 500.0            | 698.0          | 39.6%           |
| February         | 500.0            | 837.0          | 67.4%           |
| March            | 500.0            | 862.0          | 72.4%           |
| April            | 500.0            | 896.0          | 79.2%           |
| May              | 500.0            | 757.0          | 51.4%           |
| June             | 500.0            | 736.0          | 47.2%           |
| July             | 500.0            | 752.0          | 50.4%           |
| August           | 500.0            | 600.0          | 20.0%           |
| September        | 500.0            | 719.0          | 43.8%           |
| October          | 500.0            | 614.0          | 22.8%           |
| November         | 500.0            |                |                 |
| December         | 500.0            |                |                 |

**District Court Jail Calendar Assistance**



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 20, 2008

**Citizen Priority:** Public Safety, Law and Justice

**Department:** (32) Office of Public Defense

**Measurement:** Number of Inmates Screened Each Month at the Everett District Court for Eligibility to Receive Public Defense Services.

**Benchmark / Target:** The goal is for the Office of Public Defense (OPD) to perform at least 50 indigency screenings per month at the in-custody Everett District Court calendar held Monday through Friday at the Snohomish County Jail.

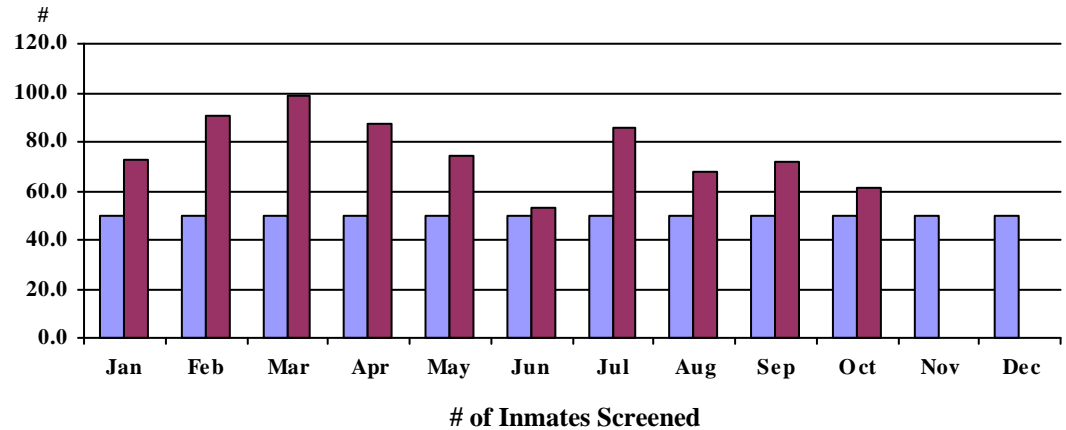
This early screening for eligibility of public defense services reduces the amount of time spent by OPD interviewers on return trips to the jail. Further, the early screening connects in custody defendants with counsel sooner, which can lead to earlier resolution of cases and reduction of jail costs.

**Explanation of Graph:** The graph indicates the number of inmates screened for eligibility of public defense services.

**Unit of Measure: Count**

| Year 2008 | Benchmark | Actuals | Variance |
|-----------|-----------|---------|----------|
| January   | 50.0      | 73.0    | 46.0%    |
| February  | 50.0      | 91.0    | 82.0%    |
| March     | 50.0      | 99.0    | 98.0%    |
| April     | 50.0      | 87.0    | 74.0%    |
| May       | 50.0      | 74.0    | 48.0%    |
| June      | 50.0      | 53.0    | 6.0%     |
| July      | 50.0      | 86.0    | 72.0%    |
| August    | 50.0      | 68.0    | 36.0%    |
| September | 50.0      | 72.0    | 44.0%    |
| October   | 50.0      | 61.0    | 22.0%    |
| November  | 50.0      |         |          |
| December  | 50.0      |         |          |

**District Ct In-Custody Inmate Screening**



Benchmark
  Actual

## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 20, 2008

**Citizen Priority:** Public Safety, Law and Justice

**Department:** (32) Office of Public Defense

**Measurement:** Promissory Note Program Dollars Generated

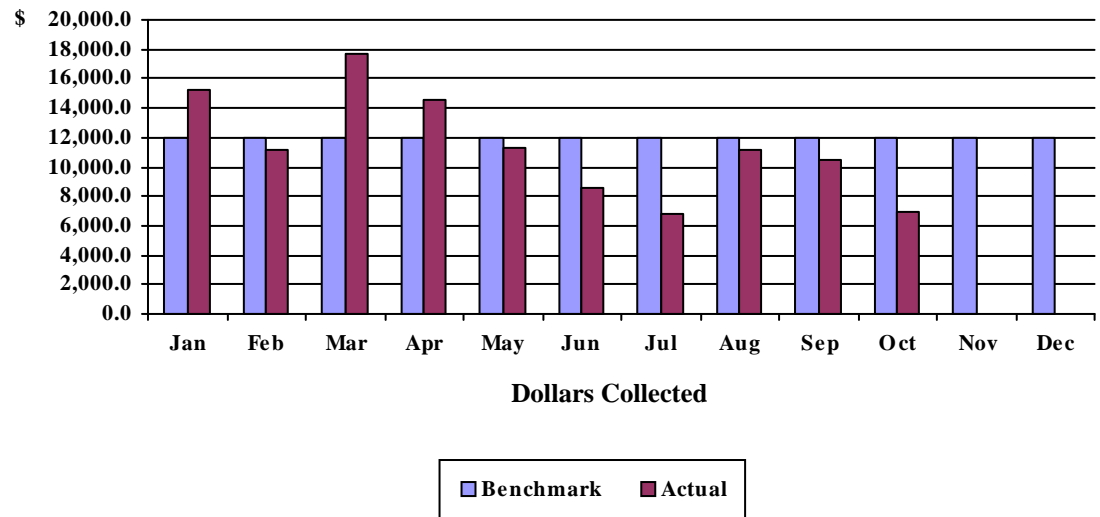
**Benchmark / Target:** The goal is to collect at least \$12,000 per month from the Promissory Note Program. The 2008 target equals the average monthly amount collected in 2007.

**Explanation of Graph:** This represents payments made by defendants who have been provided with defense counsel at public expense, but who are financially able to pay some of the costs of representation. These payments help offset the cost burden to Snohomish County citizens.

Unit of Measure: Dollars

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 12,000.0         | 15,293.4       | 27.4%           |
| February         | 12,000.0         | 11,164.0       | -7.0%           |
| March            | 12,000.0         | 17,670.3       | 47.3%           |
| April            | 12,000.0         | 14,501.0       | 20.8%           |
| May              | 12,000.0         | 11,249.1       | -6.3%           |
| June             | 12,000.0         | 8,512.4        | -29.1%          |
| July             | 12,000.0         | 6,755.7        | -43.7%          |
| August           | 12,000.0         | 11,150.0       | -7.1%           |
| September        | 12,000.0         | 10,445.0       | -13.0%          |
| October          | 12,000.0         | 6,993.0        | -41.7%          |
| November         | 12,000.0         |                |                 |
| December         | 12,000.0         |                |                 |

### Promissory Note Program



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Health & Vulnerability

**Department:** (04) Human Services

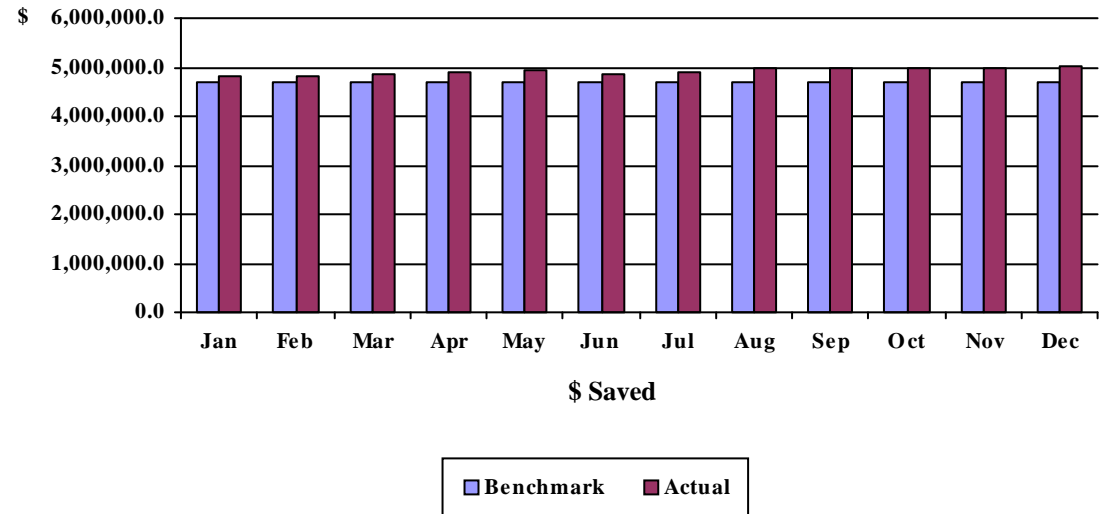
**Measurement:** Monthly Dollar Cost Savings of In-Home Care Relative to Nursing Home Care.

**Benchmark / Target:** The goal is to generate at least \$4,700,000 per month in savings from providing in-home care for seniors. Each Community Options Program Entry System (COPES) client maintained in-home generates an average monthly savings in public funds expended of about \$3,600, compared to the cost for Nursing Facility care.

Unit of Measure: Dollars

| Year 2008 | Benchmark   | Actuals     | Variance |
|-----------|-------------|-------------|----------|
| January   | 4,700,000.0 | 4,815,972.0 | 2.5%     |
| February  | 4,700,000.0 | 4,828,560.0 | 2.7%     |
| March     | 4,700,000.0 | 4,838,092.0 | 2.9%     |
| April     | 4,700,000.0 | 4,884,770.0 | 3.9%     |
| May       | 4,700,000.0 | 4,922,164.0 | 4.7%     |
| June      | 4,700,000.0 | 4,850,510.0 | 3.2%     |
| July      | 4,700,000.0 | 4,885,404.0 | 3.9%     |
| August    | 4,700,000.0 | 4,972,275.0 | 5.8%     |
| September | 4,700,000.0 | 4,972,275.0 | 5.8%     |
| October   | 4,700,000.0 | 4,990,968.0 | 6.2%     |
| November  | 4,700,000.0 | 4,996,992.0 | 6.3%     |
| December  | 4,700,000.0 | 5,014,568.0 | 6.7%     |

**Savings of In-Home Care vs. Nursing Home**



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Health & Vulnerability

**Department:** (04) Human Services

**Measurement:** Percent of Hearings for Eligibility for Medicaid Where Department Prevails.

**Benchmark / Target:** The goal is for the Department to succeed in at least 95% of Hearings. The benchmark for 2008 approximates 2007's actual result of 96.7%.

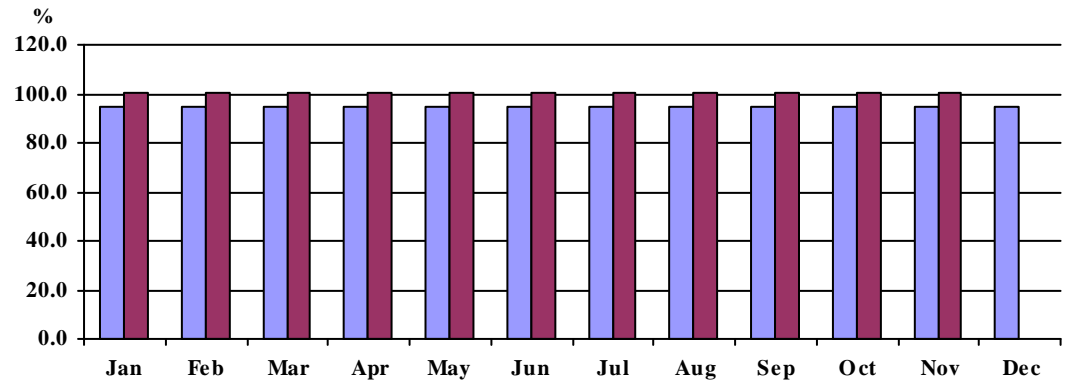
In determining eligibility for Medicaid-funded personal care programs, every action taken by Case Management staff must be in accordance with applicable laws of the Washington Administrative Code (WAC) and Revised Code of Washington (RCW). Additionally, staff must inform clients whenever an action is taken on their case, be it adverse or beneficial, by sending a Planned Action Notice (PAN). PANs, available in English and 28 other languages, describe the staff's action, cite the applicable WAC or RCW, and inform clients of their right to appeal the action by requesting a Fair Hearing. Fair Hearings are quasi-judicial proceedings before an Administrative Law Judge.

**Explanation of Graph:** Success Rate = Number of Fair Hearings prevailed divided by the total number of Fair Hearings filed.  
In 2008, there was only 2 Fair Hearing decisions - in April and December - 1 in favor of the Department, the other against.

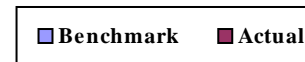
Unit of Measure: Percent

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 95.0             | 100.0          | 5.3%            |
| February         | 95.0             | 100.0          | 5.3%            |
| March            | 95.0             | 100.0          | 5.3%            |
| April            | 95.0             | 100.0          | 5.3%            |
| May              | 95.0             | 100.0          | 5.3%            |
| June             | 95.0             | 100.0          | 5.3%            |
| July             | 95.0             | 100.0          | 5.3%            |
| August           | 95.0             | 100.0          | 5.3%            |
| September        | 95.0             | 100.0          | 5.3%            |
| October          | 95.0             | 100.0          | 5.3%            |
| November         | 95.0             | 100.0          | 5.3%            |
| December         | 95.0             | 0.0            | -100.0%         |

**Fair Hearing Success Rate**



% of Fair Hearing Success



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Health & Vulnerability

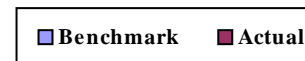
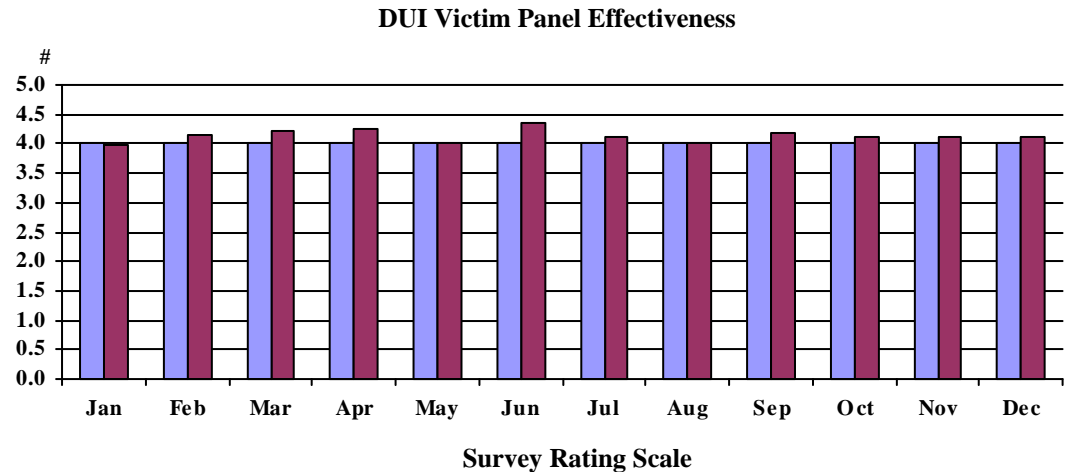
**Department:** (04) Human Services

**Measurement:** DUI Victim Panel Effectiveness Rating.

**Benchmark / Target:** The goal is for the DUI Victim Panel to receive a 4.0 or higher effectiveness rating.

DUI Victim Panels are held for those individuals who have been court-ordered to attend as a result of a DUI citation to educate and raise awareness about driving under the influence. Attendees are asked to complete a survey which includes a rating scale (1-5) of how effective the Victim Panel is in educating about the consequences of driving while under the influence. Scale increments are: 1-Not Effective (did not want to be here, information makes no difference to me); 2-Somewhat Effective (did not learn anything new); 3-Effective (learned something new); 4-Very Effective (gained a new perspective regarding DUI); and 5-Extremely Effective (committed to change).

| <u>Year 2008</u> | <u>Unit of Measure: Count</u> |         |          |
|------------------|-------------------------------|---------|----------|
|                  | Benchmark                     | Actuals | Variance |
| January          | 4.0                           | 4.0     | -0.2%    |
| February         | 4.0                           | 4.2     | 4.0%     |
| March            | 4.0                           | 4.2     | 5.8%     |
| April            | 4.0                           | 4.2     | 6.1%     |
| May              | 4.0                           | 4.0     | 0.0%     |
| June             | 4.0                           | 4.4     | 9.0%     |
| July             | 4.0                           | 4.1     | 2.5%     |
| August           | 4.0                           | 4.0     | 0.0%     |
| September        | 4.0                           | 4.2     | 5.0%     |
| October          | 4.0                           | 4.1     | 2.5%     |
| November         | 4.0                           | 4.1     | 2.5%     |
| December         | 4.0                           | 4.1     | 2.5%     |



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Health & Vulnerability

**Department:** (04) Human Services

**Measurement:** Percentage of Adults Enrolled in Project Self-Sufficiency Who Are Employed.

**Benchmark /** The goal is for at least 60% of PSS clients to be employed. This benchmark is based on a review of current actual numbers.

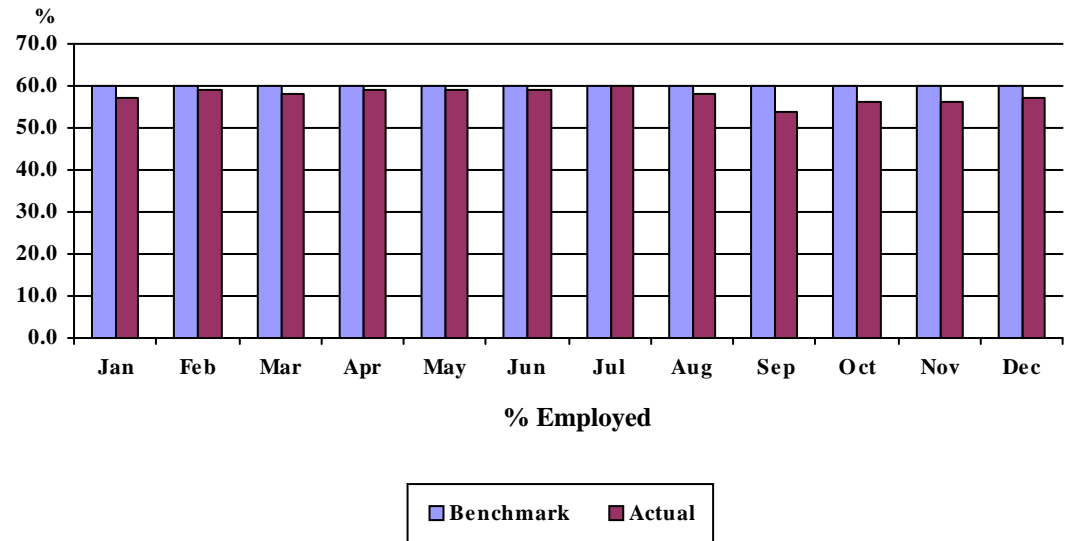
**Target:**

This data measures the number of adult family members who are employed as a result of participating in Project Self-Sufficiency. This program provides a foundation of services that support low-income parents who are in the process of gaining skills to support their families.

Unit of Measure: Percent

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 60.0             | 57.0           | -5.0%           |
| February         | 60.0             | 59.0           | -1.7%           |
| March            | 60.0             | 58.0           | -3.3%           |
| April            | 60.0             | 59.0           | -1.7%           |
| May              | 60.0             | 59.0           | -1.7%           |
| June             | 60.0             | 59.0           | -1.7%           |
| July             | 60.0             | 60.0           | 0.0%            |
| August           | 60.0             | 58.0           | -3.3%           |
| September        | 60.0             | 54.0           | -10.0%          |
| October          | 60.0             | 56.0           | -6.7%           |
| November         | 60.0             | 56.0           | -6.7%           |
| December         | 60.0             | 57.0           | -5.0%           |

**PSS Adults Employed**



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of March 17, 2009

**Citizen Priority:** Transportation

**Department:** (06) Public Works

**Measurement:** Road Maintenance Service Requests Responded to Within 30 Days of Notification.

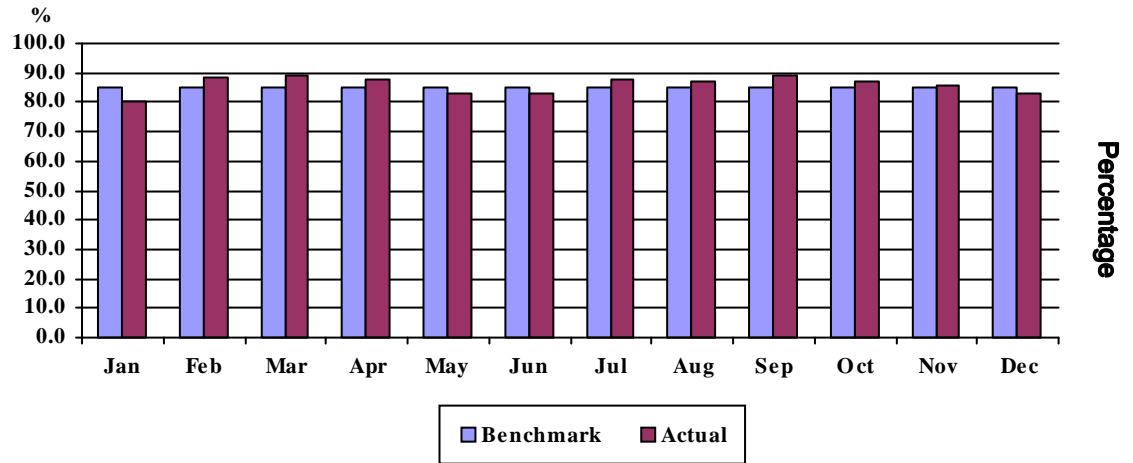
**Benchmark / Target:** The goal is to respond to at least 85% of road service requests within 30 days.

The Road Maintenance Division of Public Works responds to a variety of service requests including those from Snohomish County citizens, local cities for which PW provides reimbursable road maintenance services, and other County departments. Timely response to and resolution of service requests can improve safety, reduce obstacles and ensure more predictable travel times. This measure demonstrates the division's responsiveness to its customers. The target was developed based upon historical data.

**Unit of Measure: Percent**

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 85.0             | 80.0           | -5.9%           |
| February         | 85.0             | 88.4           | 4.0%            |
| March            | 85.0             | 89.4           | 5.2%            |
| April            | 85.0             | 87.6           | 3.1%            |
| May              | 85.0             | 83.0           | -2.4%           |
| June             | 85.0             | 83.2           | -2.1%           |
| July             | 85.0             | 87.6           | 3.1%            |
| August           | 85.0             | 87.1           | 2.5%            |
| September        | 85.0             | 89.2           | 4.9%            |
| October          | 85.0             | 87.0           | 2.4%            |
| November         | 85.0             | 85.7           | 0.8%            |
| December         | 85.0             | 83.2           | -2.1%           |

### Roads--Service Request Response





# 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of March 17, 2009

**Citizen Priority:** Transportation

**Department:** (06) Public Works

**Measurement:** Arterials Meeting Level of Service Standards

**Benchmark /** The goal is for at least 95% of arterial roads to meet service standards.

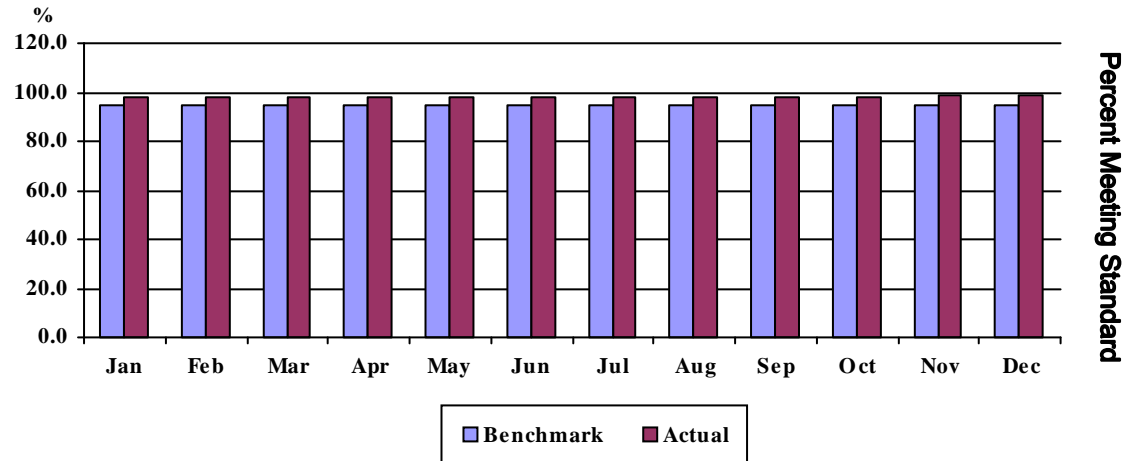
**Target:**

Public Works seeks to provide operational and capital solutions to traffic congestion, and it uses a system to keep track of recurring congestion that occurs every day where road use exceeds existing capacity. The system monitors how well traffic moves on key segments of busy County arterials, also known as "arterial units."

**Unit of Measure: Percent**

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 95.0             | 98.3           | 3.5%            |
| February         | 95.0             | 98.3           | 3.5%            |
| March            | 95.0             | 98.3           | 3.5%            |
| April            | 95.0             | 98.3           | 3.5%            |
| May              | 95.0             | 98.3           | 3.5%            |
| June             | 95.0             | 98.3           | 3.5%            |
| July             | 95.0             | 98.3           | 3.5%            |
| August           | 95.0             | 98.3           | 3.5%            |
| September        | 95.0             | 98.3           | 3.5%            |
| October          | 95.0             | 98.3           | 3.5%            |
| November         | 95.0             | 98.9           | 4.1%            |
| December         | 95.0             | 98.9           | 4.1%            |

**Roads-Arterials Meeting Service Standard**



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of March 17, 2009

**Citizen Priority:** Transportation

**Department:** (06) Public Works

**Measurement:** Traffic Investigation Inquiries Resolved Within 30 Days

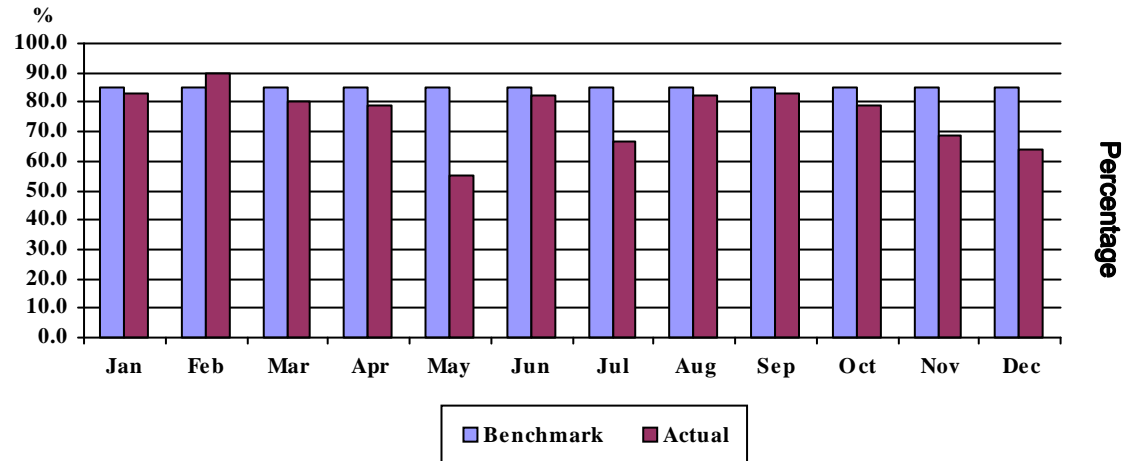
**Benchmark / Target:** The goal is for at least 85% of traffic investigations to be resolved within 30 days. This target was selected based on the complexity of many problems.

This measure reflects the Roads' division's responsiveness to customer inquiries for traffic-related issues. Public Works Traffic Investigators respond to citizen concerns and inquiries about road system conditions. The initial contact is usually by telephone and can be resolved within a few days, but about half of these concerns require field review and more in-depth research. The work of the Traffic Investigators provides one of the main communication linkages between Public Works and its users and constituents.

**Unit of Measure: Percent**

| <u>Year 2008</u> | <b>Benchmark</b> | <b>Actuals</b> | <b>Variance</b> |
|------------------|------------------|----------------|-----------------|
| January          | 85.0             | 83.0           | -2.4%           |
| February         | 85.0             | 90.0           | 5.9%            |
| March            | 85.0             | 80.0           | -5.9%           |
| April            | 85.0             | 79.0           | -7.1%           |
| May              | 85.0             | 55.0           | -35.3%          |
| June             | 85.0             | 82.0           | -3.5%           |
| July             | 85.0             | 67.0           | -21.2%          |
| August           | 85.0             | 82.0           | -3.5%           |
| September        | 85.0             | 83.0           | -2.4%           |
| October          | 85.0             | 79.0           | -7.1%           |
| November         | 85.0             | 69.0           | -18.8%          |
| December         | 85.0             | 64.0           | -24.7%          |

**Roads--Traffic Investigations Resolved**



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (04) Human Services

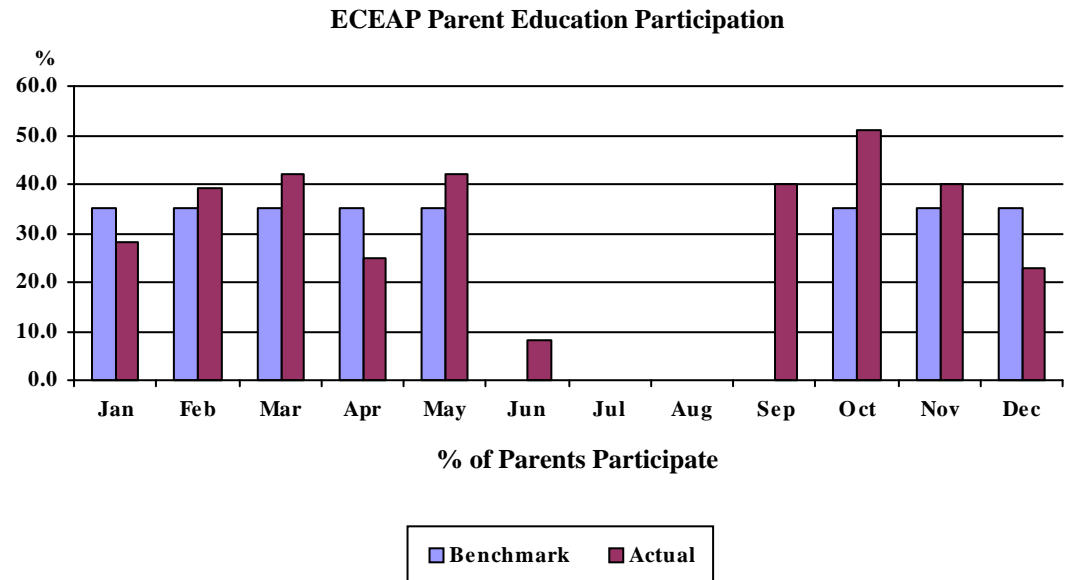
**Measurement:** Percentage of Early Childhood Education and Assistance Program (ECEAP) Parents Who participate in Parent Education Activities.

**Benchmark / Target:** The goal is for at least 35% of parents in the ECEAP program to participate in parent education activities.

This data measures the portion of parents who attend parent education activities. Research demonstrates that increased parental involvement promotes school readiness for children. Parents who learn the skills they need to support their children are able to provide an environment that enables children to learn and be successful in school. Studies have shown that 90% of brain development happens by age 6. Positive relationships with adults are critical to the healthy cognitive, social and emotional development of young children. According to economists, early childhood education has the highest return of any publicly funded economic development strategy. Studies show that for every dollar spent on preschool programs, the community can expect seven dollars in benefits, including: fewer children repeating grades and/or needing Special Education services; increased employment rates and earnings; improved health for children and families; increased high school graduation rates and college attendance; reduced crime, poverty and teen pregnancy; and reduced welfare claims.

**Explanation of Graph:** Parent education activities are offered during the academic year.

| <u>Unit of Measure: Percent</u> |           |         |          |
|---------------------------------|-----------|---------|----------|
| <u>Year 2008</u>                | Benchmark | Actuals | Variance |
| January                         | 35.0      | 28.0    | -20.0%   |
| February                        | 35.0      | 39.0    | 11.4%    |
| March                           | 35.0      | 42.0    | 20.0%    |
| April                           | 35.0      | 25.0    | -28.6%   |
| May                             | 35.0      | 42.0    | 20.0%    |
| June                            | 0.0       | 8.0     | 100.0%   |
| July                            | 0.0       | 0.0     | 0.0%     |
| August                          | 0.0       | 0.0     | 0.0%     |
| September                       | 0.0       | 40.0    | 100.0%   |
| October                         | 35.0      | 51.0    | 45.7%    |
| November                        | 35.0      | 40.0    | 14.3%    |
| December                        | 35.0      | 23.0    | -34.3%   |



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

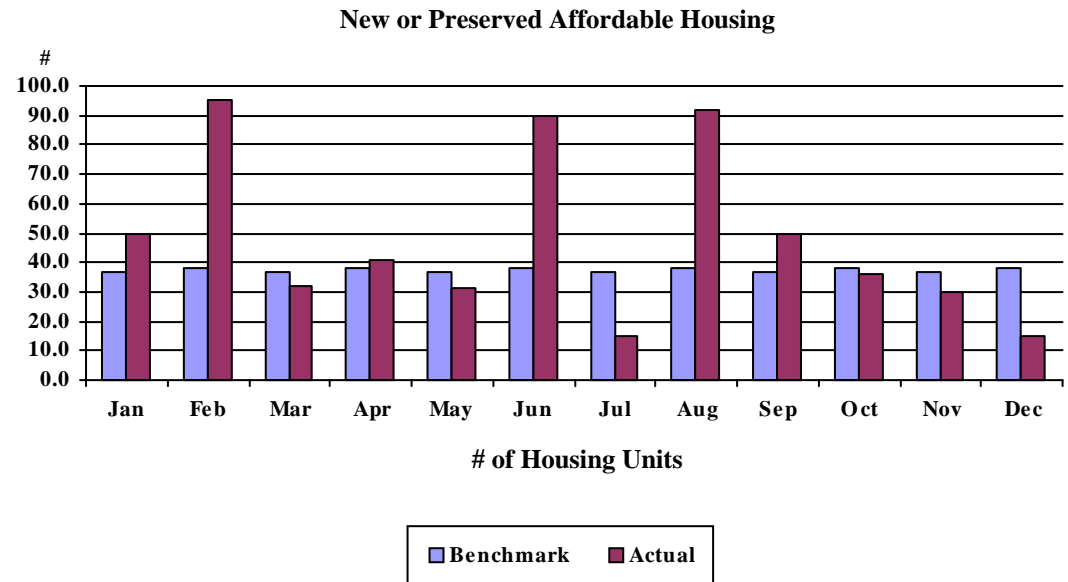
**Department:** (04) Human Services

**Measurement:** Number of New or Preserved Units of Affordable Housing Added in 2008.

**Benchmark / Target:** The goal is to increase the number of new or preserved units of affordable housing by 450 in 2008.

This data measures the number of new or preserved units of affordable housing for low and moderate income households (earning below 80% of the area median income). Preserved units of affordable housing include homes which have received major and minor home repair services, mobile home parks preserved as affordable housing and existing multi-family units which we have acquired and preserved as affordable housing. Housing which is affordable is that which a family can obtain at a cost of no more than 30% of the family's income. Costs included in calculating the affordability of housing include rent/mortgage payments, insurance and utilities. "Cost burdened" families are those whose income is at or below 80% of the area median income and who pay more than 30% of their income toward housing costs. Low income families who live in substandard housing are also considered "cost burdened." Over 53,000 of Snohomish County low and moderate income households are "cost burdened." Increasing the number of available units ensures that vulnerable populations have safe and affordable housing.

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 37.0             | 50.0           | 35.1%           |
| February         | 38.0             | 95.0           | 150.0%          |
| March            | 37.0             | 32.0           | -13.5%          |
| April            | 38.0             | 41.0           | 7.9%            |
| May              | 37.0             | 31.0           | -16.2%          |
| June             | 38.0             | 90.0           | 136.8%          |
| July             | 37.0             | 15.0           | -59.5%          |
| August           | 38.0             | 92.0           | 142.1%          |
| September        | 37.0             | 50.0           | 35.1%           |
| October          | 38.0             | 36.0           | -5.3%           |
| November         | 37.0             | 30.0           | -18.9%          |
| December         | 38.0             | 15.0           | -60.5%          |



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (09) Parks And Recreation

**Measurement:** Percentage of County Park Facilities Meeting Service Standards

**Benchmark /** The goal is for at least 80% of park facilities to meet service standards.

**Target:**

This is a measurement created to assess our progress in providing quality and safe parks to the citizens of Snohomish County.

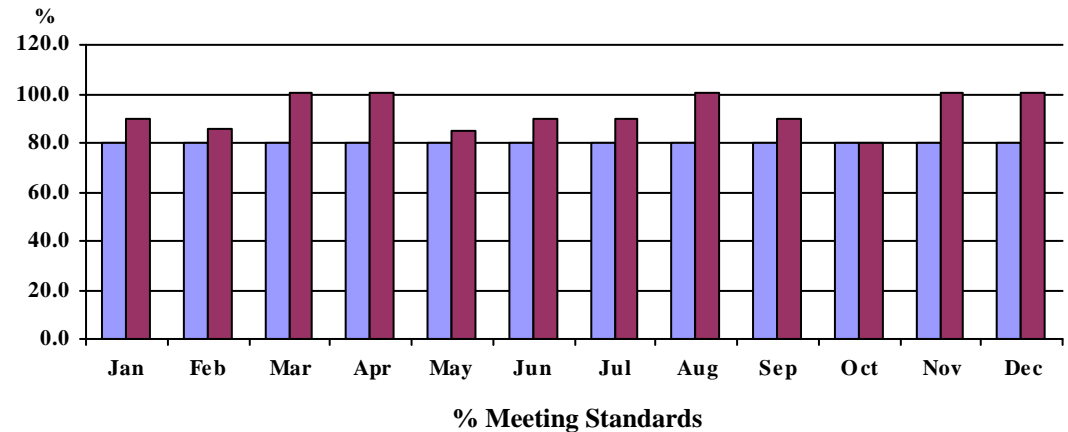
This benchmark is based on nationally-recognized standards for level of service scoring. Scoring takes into consideration each facility's safety, cleanliness, attractiveness and whether the facility is overall effectively maintained.

**Explanation of Graph:** The Maintenance and Operations workplan provides a scheduled annual assessment for each of the parks facilities. Those parks with high visitor counts will have multiple assessments throughout the year. Each month, the Parks Department will report the average % meeting the established standards and level of service for those facilities assessed in that calendar month.

**Unit of Measure: Percent**

| <b>Year 2008</b> | <b>Benchmark</b> | <b>Actuals</b> | <b>Variance</b> |
|------------------|------------------|----------------|-----------------|
| January          | 80.0             | 90.0           | 12.5%           |
| February         | 80.0             | 85.7           | 7.1%            |
| March            | 80.0             | 100.0          | 25.0%           |
| April            | 80.0             | 100.0          | 25.0%           |
| May              | 80.0             | 84.6           | 5.7%            |
| June             | 80.0             | 90.0           | 12.5%           |
| July             | 80.0             | 90.0           | 12.5%           |
| August           | 80.0             | 100.0          | 25.0%           |
| September        | 80.0             | 90.0           | 12.5%           |
| October          | 80.0             | 80.0           | 0.0%            |
| November         | 80.0             | 100.0          | 25.0%           |
| December         | 80.0             | 100.0          | 25.0%           |

**% Park Facilities Meeting Standards**



Benchmark
  Actual

## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (09) Parks And Recreation

**Measurement:** Number of Citizens Visiting County Parks

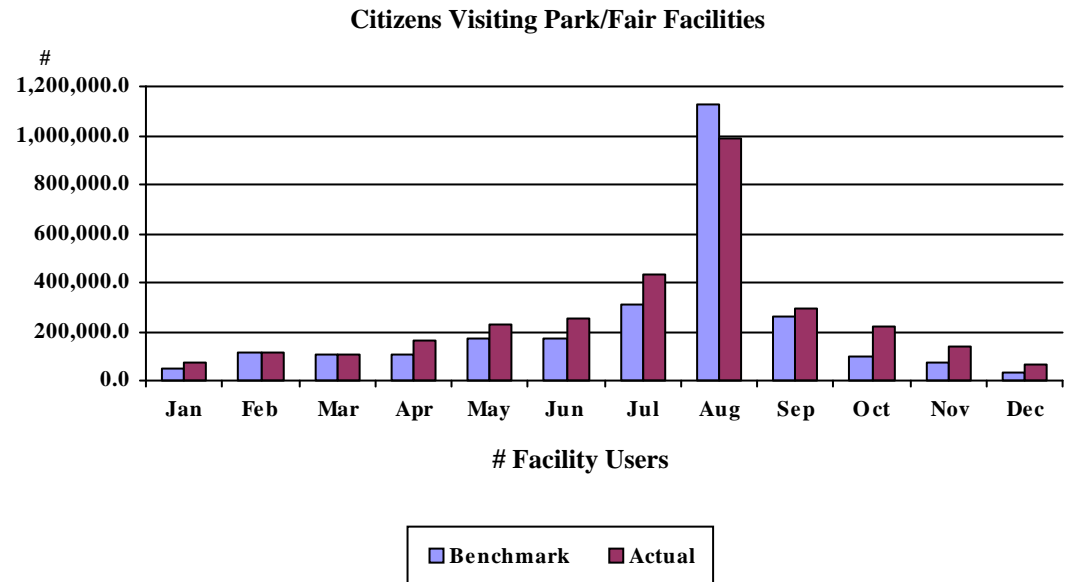
**Benchmark / Target:** The goal is for at least 32,000 citizens to visit a County park or fair facility each month, with significantly higher benchmarks for the spring and summer months.

The Park and Recreation Department seeks to provide safe, aesthetically pleasing, effectively maintained park facilities including day-use areas, beaches, fairgrounds, trails, campgrounds, picnic sites, athletic fields and natural areas for Snohomish County citizens. The monthly benchmarks reflect the previous year's number of facility users. Park and fair users should increase as the County's population grows, as new or enhanced park/fair amenities become available to the public, and as a result of successful marketing strategies.

**Explanation of Graph:** The graph shows monthly facility user counts at County Park facilities, including Evergreen Fairgrounds. Historic peaks, such as summer park usage and the annual Evergreen Fair (August 21-September 1), are built into benchmarks. Park and fair attendance is also greatly affected by weather, which can not be accurately projected.

**Current Variance Explanation:** 2008 is the first year to incorporate department wide counts - inclusive of Evergreen Fairgrounds

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 50,829.0         | 76,563.0       | 50.6%           |
| February         | 117,555.0        | 116,459.0      | -0.9%           |
| March            | 107,085.0        | 104,906.0      | -2.0%           |
| April            | 107,056.0        | 163,308.0      | 52.5%           |
| May              | 173,644.0        | 224,939.0      | 29.5%           |
| June             | 168,350.0        | 256,056.0      | 52.1%           |
| July             | 306,976.0        | 435,001.0      | 41.7%           |
| August           | 1,128,838.0      | 985,198.0      | -12.7%          |
| September        | 257,167.0        | 296,219.0      | 15.2%           |
| October          | 99,858.0         | 218,343.0      | 118.7%          |
| November         | 71,117.0         | 136,430.0      | 91.8%           |
| December         | 32,062.0         | 62,173.0       | 93.9%           |



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (09) Parks And Recreation

**Measurement:** Number of New or Enhanced Amenities Available to the Public

**Benchmark / Target:** The goal is to increase the number of new or enhanced amenities available to the public by at least 48 in 2008.

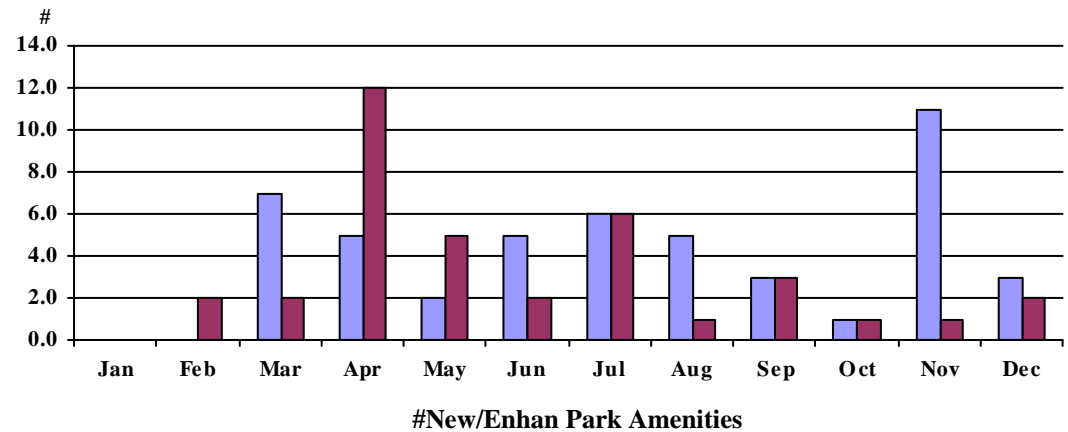
Amenities are increased through capital acquisition (land), capital improvement/development and capital purchase. (\*predominately Reet, Park Mitigation, and Conservation Futures). The benchmark relates to completing the capital improvements in the timeframe outlined in the Capital Facilities Work Plan in accordance with the Parks Comprehensive Plan, Fair Business Plan, Growth Management Act and Parks Mitigation Ordinance.

**Explanation of Graph:** The graph depicts the number of new or enhanced amenities that will be available for the public in any given month in 2008. It also includes any major contribution through grant or interlocal to another agency that results in a new or improved park amenity for the public. Example of an amenity: 1 playground = 1, New or expanded acreage = 1, 1/4 mile paved trail = 1, 1 Yurt = 1.

Unit of Measure: Count

| Year 2008 | Benchmark | Actuals | Variance |
|-----------|-----------|---------|----------|
| January   | 0.0       | 0.0     | 0.0%     |
| February  | 0.0       | 2.0     | 100.0%   |
| March     | 7.0       | 2.0     | -71.4%   |
| April     | 5.0       | 12.0    | 140.0%   |
| May       | 2.0       | 5.0     | 150.0%   |
| June      | 5.0       | 2.0     | -60.0%   |
| July      | 6.0       | 6.0     | 0.0%     |
| August    | 5.0       | 1.0     | -80.0%   |
| September | 3.0       | 3.0     | 0.0%     |
| October   | 1.0       | 1.0     | 0.0%     |
| November  | 11.0      | 1.0     | -90.9%   |
| December  | 3.0       | 2.0     | -33.3%   |

**New Park Amenities Avail to Public**



Benchmark
  Actual

## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (09) Parks And Recreation

**Measurement:** Number of Children and Youth Participating in Community Recreation/Education Programs

**Benchmark / Target:** The goal is for at least 1,000 children and youth per month to participate in Community Recreation / Education programs, with much higher benchmarks for the spring and summer months.

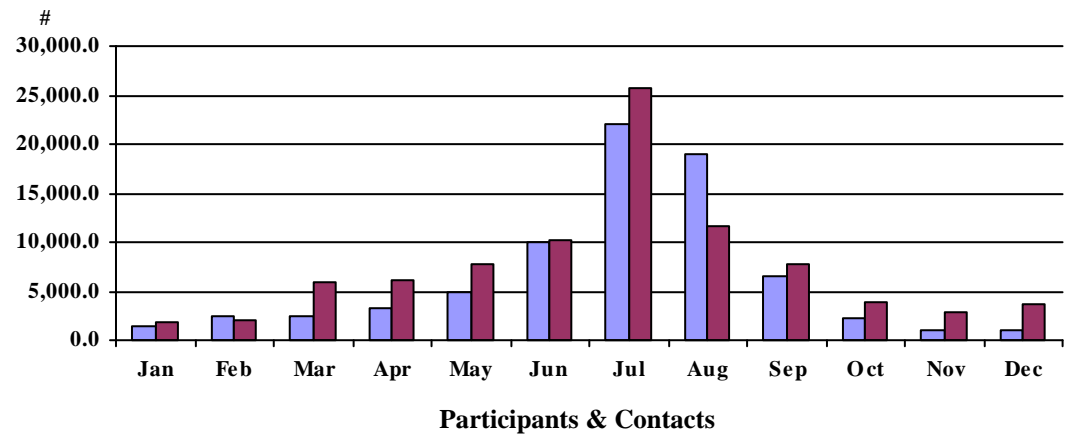
Through Community Recreation and Education Programs, children and youths can improve their physical fitness, self confidence; and age appropriate social skills, and also increase the community awareness and appreciation for our natural resources through educational contacts. Steady increases in community recreation / education program attendance over the previous years is a strong indicator of our community's growing interest in recreational programs. This measurement also quantifies the number of contacts the Rangers and the new Park Naturalist make in the field to educate park patrons as well as youth participating in programs co-sponsored by the Fairgrounds. Increased numbers may also be realized through new programs & facilities. Participant feedback through written questionnaires or email surveys measures customer satisfaction and provides valuable information for program improvement and development.

**Explanation of Graph:** The graph reflects monthly recorded contacts made through recreational and environmental program participants, ranger educational contact with park users and youth program participants at the Evergreen Fairgrounds.

**Unit of Measure: Count**

| <u>Year 2008</u> | <b>Benchmark</b> | <b>Actuals</b> | <b>Variance</b> |
|------------------|------------------|----------------|-----------------|
| January          | 1,500.0          | 1,837.0        | 22.5%           |
| February         | 2,500.0          | 2,006.0        | -19.8%          |
| March            | 2,500.0          | 6,000.0        | 140.0%          |
| April            | 3,200.0          | 6,062.0        | 89.4%           |
| May              | 5,000.0          | 7,708.0        | 54.2%           |
| June             | 10,000.0         | 10,302.0       | 3.0%            |
| July             | 22,000.0         | 25,665.0       | 16.7%           |
| August           | 19,000.0         | 11,622.0       | -38.8%          |
| September        | 6,500.0          | 7,710.0        | 18.6%           |
| October          | 2,300.0          | 3,921.0        | 70.5%           |
| November         | 1,100.0          | 2,887.0        | 162.5%          |
| December         | 1,000.0          | 3,716.0        | 271.6%          |

**Community Recreation/Education Programs**



■ Benchmark    ■ Actual



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (05) Planning

**Measurement:** Increases in the Number of Acres Protected by Easements That Permanently Restrict Non-Farming Activity

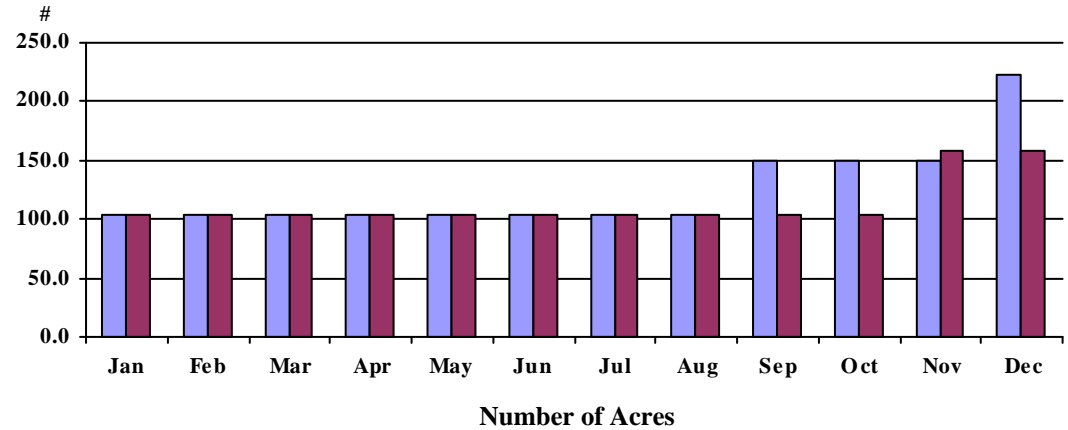
**Benchmark / Target:** The goal is to add at least 118 acres of protected agricultural land in 2008, with major County acquisitions anticipated in September and December, subject to Council approval.

**Explanation of Graph:** This measure reflects progress in ensuring that the critical base of farmland in Snohomish County is retained permanently, in support of the County's Agricultural Sustainability Initiative. The primary tools to fulfill the targets under this measure are the County's Purchase of Development Rights and Transfer of Development Rights programs. Tracking will not include temporary easements or easements that restrict non-farming activity but require habitat or wetland conservation.

**Unit of Measure: Count**

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 104.0            | 104.0          | 0.0%            |
| February         | 104.0            | 104.0          | 0.0%            |
| March            | 104.0            | 104.0          | 0.0%            |
| April            | 104.0            | 104.0          | 0.0%            |
| May              | 104.0            | 104.0          | 0.0%            |
| June             | 104.0            | 104.0          | 0.0%            |
| July             | 104.0            | 104.0          | 0.0%            |
| August           | 104.0            | 104.0          | 0.0%            |
| September        | 150.0            | 104.0          | -30.7%          |
| October          | 150.0            | 104.0          | -30.7%          |
| November         | 150.0            | 158.0          | 5.3%            |
| December         | 222.0            | 158.0          | -28.8%          |

**Agricultural Land Preservation**



Benchmark
  Actual

## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

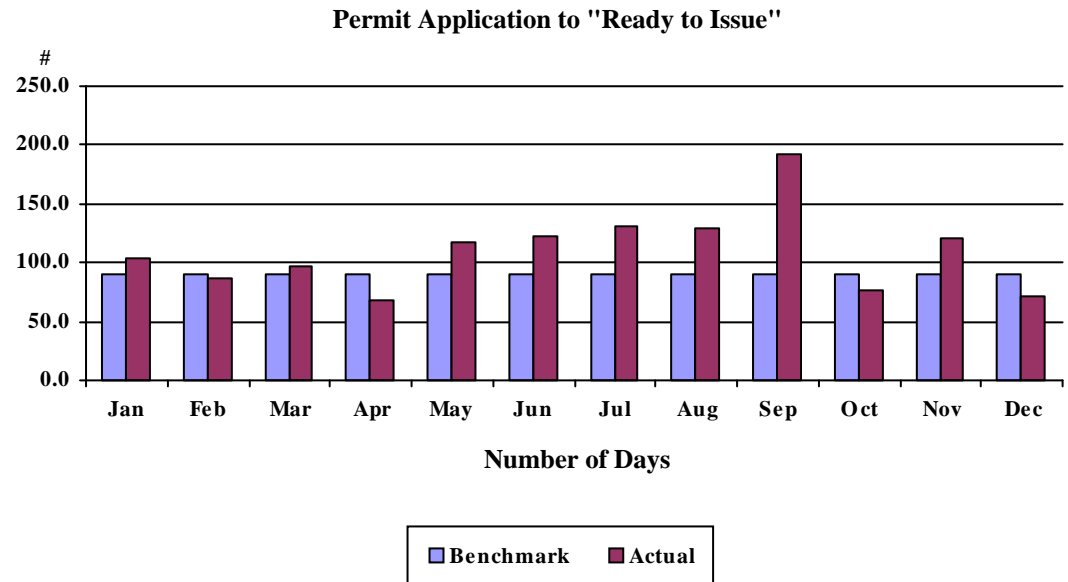
**Department:** (05) Planning

**Measurement:** Average Days From Application Submittal to "Ready to Issue" For Single Family Residence Permits (When Site Visit is Required)

**Benchmark / Target:** The goal is for building permits involving site review to be ready to issue within 90 days of permit application.

**Explanation of Graph:** Tracking this measure helps us to provide better customer service to the citizens of Snohomish County, by ensuring that we are providing timely review of site and environmental issues involved in the development of single family residences. The measure includes review time by PDS Development, Review and Construction (DRC) staff, applicant response time, and coordination with other agencies of jurisdiction.

| Year 2008 | Unit of Measure: Count |         |          |
|-----------|------------------------|---------|----------|
|           | Benchmark              | Actuals | Variance |
| January   | 90.0                   | 104.0   | 15.6%    |
| February  | 90.0                   | 86.5    | -3.9%    |
| March     | 90.0                   | 97.1    | 7.8%     |
| April     | 90.0                   | 67.8    | -24.6%   |
| May       | 90.0                   | 118.0   | 31.1%    |
| June      | 90.0                   | 123.0   | 36.7%    |
| July      | 90.0                   | 131.0   | 45.6%    |
| August    | 90.0                   | 130.0   | 44.4%    |
| September | 90.0                   | 193.0   | 114.4%   |
| October   | 90.0                   | 76.0    | -15.6%   |
| November  | 90.0                   | 120.0   | 33.3%    |
| December  | 90.0                   | 72.0    | -20.0%   |



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (05) Planning

**Measurement:** Percentage of Buildings Constructed (per month) in the 100-year Flood Plain That Are Protected by the New Flood Hazard Regulations Enacted in September, 2005.

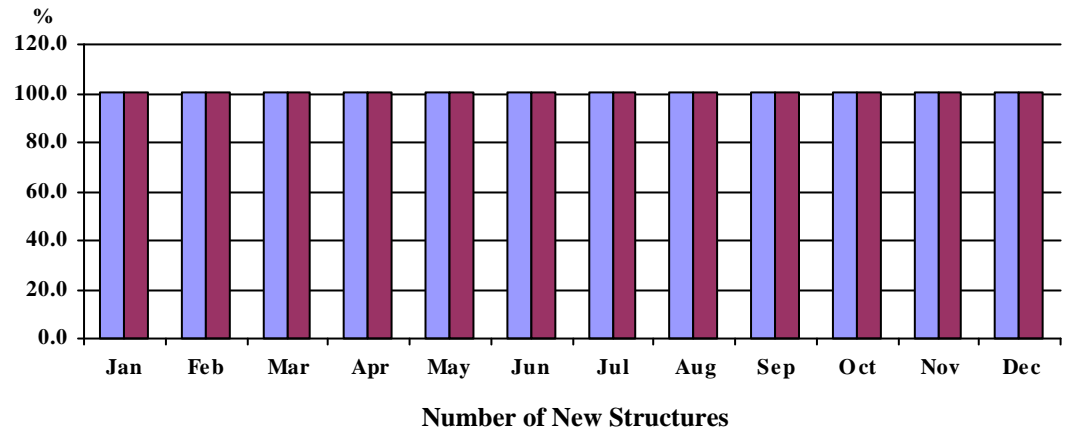
**Benchmark / Target:** The goal is for 100% of all structures that receive final inspection approval to comply with the current flood hazard regulations.

**Explanation of Graph:** The application of the Flood Hazard Regulations assures less damage to structures and demonstrates compliance with federal FEMA standards. Indirect benefits include assurance of discounted flood hazard insurance rates.

Unit of Measure: Percent

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 100.0            | 100.0          | 0.0%            |
| February         | 100.0            | 100.0          | 0.0%            |
| March            | 100.0            | 100.0          | 0.0%            |
| April            | 100.0            | 100.0          | 0.0%            |
| May              | 100.0            | 100.0          | 0.0%            |
| June             | 100.0            | 100.0          | 0.0%            |
| July             | 100.0            | 100.0          | 0.0%            |
| August           | 100.0            | 100.0          | 0.0%            |
| September        | 100.0            | 100.0          | 0.0%            |
| October          | 100.0            | 100.0          | 0.0%            |
| November         | 100.0            | 100.0          | 0.0%            |
| December         | 100.0            | 100.0          | 0.0%            |

**Compliance with Flood Hazard Regulations**



Benchmark
  Actual

## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (05) Planning

**Measurement:** Inspection Services and Enforcement (ISE) Response Time to Requests

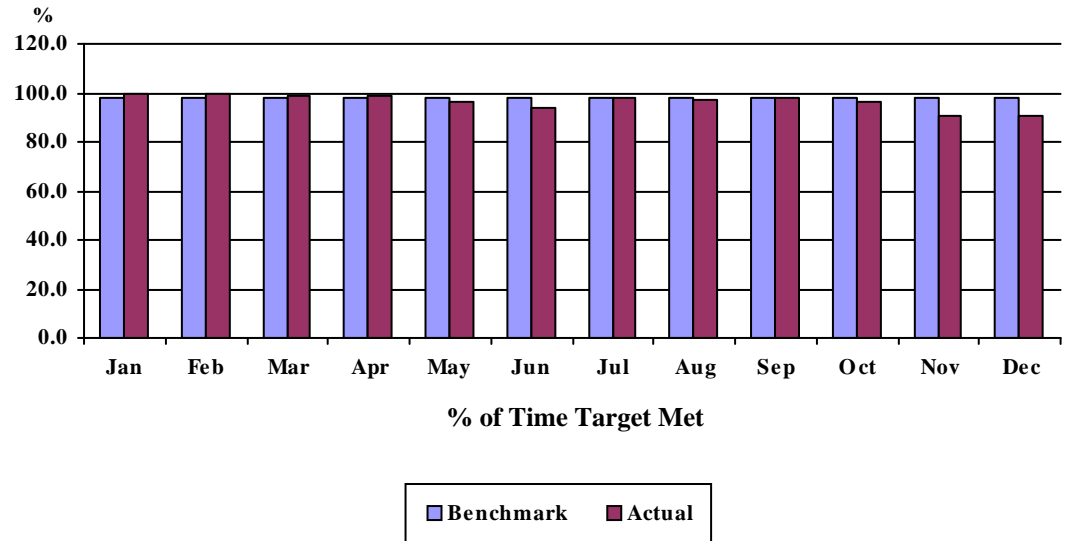
**Benchmark / Target:** The goal is to respond to at least 98% of all requests for inspections within 24 hours.

**Explanation of Graph:** Ensuring timely, predictable inspections and guidance for clients about how to comply with County-related construction projects helps expedite permitted projects and provides better customer service to the citizens of Snohomish County.

**Unit of Measure: Percent**

| <u>Year 2008</u> | <b>Benchmark</b> | <b>Actuals</b> | <b>Variance</b> |
|------------------|------------------|----------------|-----------------|
| January          | 98.0             | 99.5           | 1.5%            |
| February         | 98.0             | 99.9           | 1.9%            |
| March            | 98.0             | 98.4           | 0.4%            |
| April            | 98.0             | 98.5           | 0.5%            |
| May              | 98.0             | 96.3           | -1.7%           |
| June             | 98.0             | 94.2           | -3.9%           |
| July             | 98.0             | 98.1           | 0.1%            |
| August           | 98.0             | 97.0           | -1.0%           |
| September        | 98.0             | 98.0           | 0.0%            |
| October          | 98.0             | 96.5           | -1.5%           |
| November         | 98.0             | 91.0           | -7.1%           |
| December         | 98.0             | 91.0           | -7.1%           |

### Inspection Response Time



## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (05) Planning

**Measurement:** Average number of residential inspections performed per inspector per month

**Benchmark / Target:** Target is no more than 12 inspections per work day per inspector as recommended by Washington Rating and Surveying Bureau. Target is calculated as number of work days per month times 12 inspections per work day, and considers the seasonality of building industry.

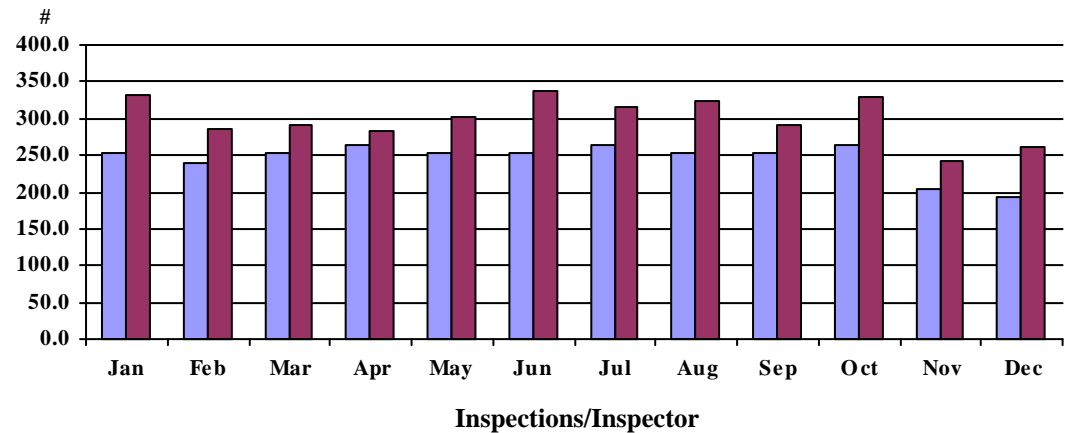
**Explanation of Graph:** To perform quality inspections, adequate time and staffing must be allotted. This measure reflects workload trends and can be compared with national staffing levels to assure comprehensive reviews of building construction for compliance with adopted building codes.

**Current Variance Explanation:** 2007 permit application and plan review volumes were significantly higher than normal. Inspections follow residential plan reviews; therefore, inspections for January reflected the higher volumes of previous months' permitting activities.

Unit of Measure: Count

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 252.0            | 331.0          | 31.3%           |
| February         | 240.0            | 285.0          | 18.8%           |
| March            | 252.0            | 290.0          | 15.1%           |
| April            | 264.0            | 284.0          | 7.6%            |
| May              | 252.0            | 303.0          | 20.2%           |
| June             | 252.0            | 337.0          | 33.7%           |
| July             | 264.0            | 316.0          | 19.7%           |
| August           | 252.0            | 325.0          | 29.0%           |
| September        | 252.0            | 292.0          | 15.9%           |
| October          | 264.0            | 328.0          | 24.2%           |
| November         | 204.0            | 243.0          | 19.1%           |
| December         | 192.0            | 261.0          | 35.9%           |

**Inspections Performed per Inspector**



Benchmark
  Actual

## 2008 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of February 03, 2009

**Citizen Priority:** Community Development

**Department:** (05) Planning

**Measurement:** Monthly Percentage of Code Enforcement Cases Resolved Through Voluntary Compliance

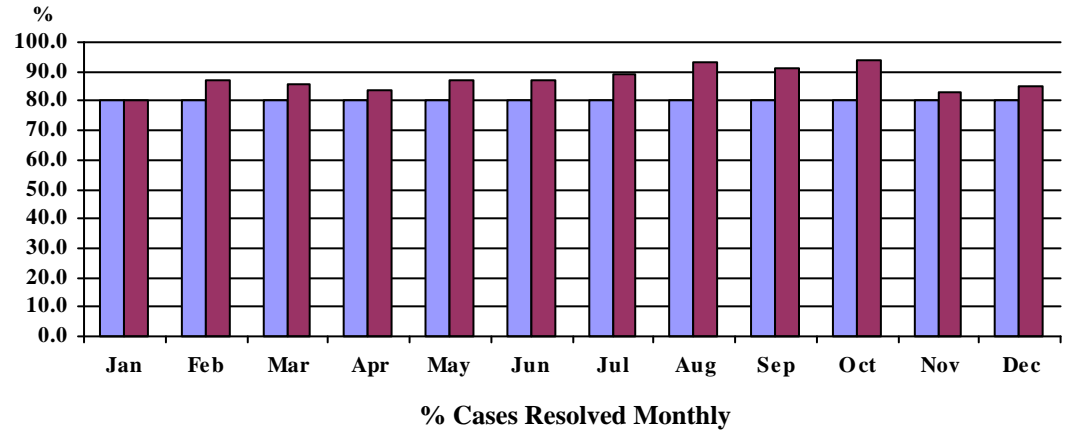
**Benchmark / Target:** The goal is for at least 80% of cases per month to be resolved through voluntary compliance

**Explanation of Graph:** Demonstrates voluntary compliance through cooperation, assistance and education, which results in the pursuit of only the most difficult cases through the Hearing Examiner and legal system. Through education, an individual who violates a Snohomish County code may determine that voluntary compliance is a reasonable alternative to an administrative or judicial decision.

**Unit of Measure: Percent**

| <u>Year 2008</u> | <u>Benchmark</u> | <u>Actuals</u> | <u>Variance</u> |
|------------------|------------------|----------------|-----------------|
| January          | 80.0             | 80.3           | 0.4%            |
| February         | 80.0             | 86.9           | 8.6%            |
| March            | 80.0             | 86.0           | 7.5%            |
| April            | 80.0             | 83.9           | 4.9%            |
| May              | 80.0             | 87.1           | 8.9%            |
| June             | 80.0             | 87.0           | 8.8%            |
| July             | 80.0             | 89.0           | 11.3%           |
| August           | 80.0             | 93.0           | 16.3%           |
| September        | 80.0             | 91.4           | 14.3%           |
| October          | 80.0             | 93.8           | 17.2%           |
| November         | 80.0             | 83.0           | 3.8%            |
| December         | 80.0             | 85.1           | 6.4%            |

### Enforcement-Voluntary Compliance



Benchmark
  Actual