

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 17, 2013

Citizen Priority: Transportation

Department: (06) Public Works

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

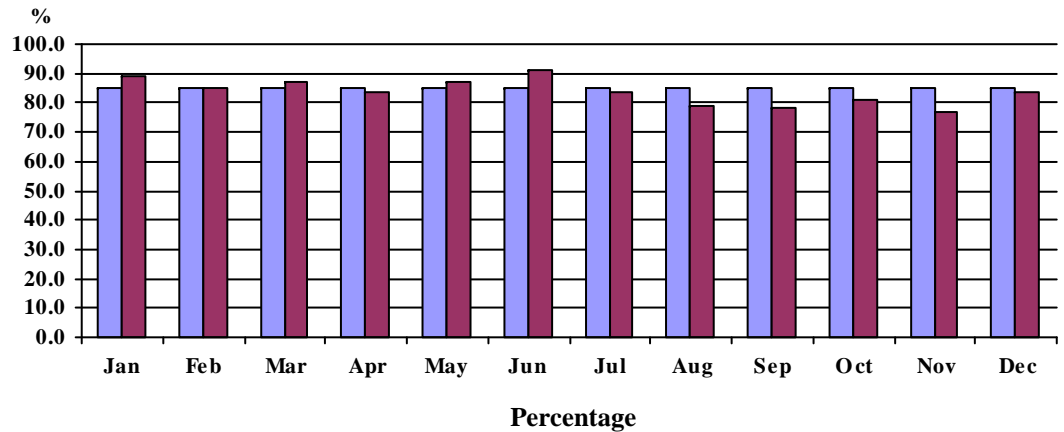
Benchmark / Target: The goal is to respond to at least 85% of road service requests within 30 days.

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

Year 2012	Benchmark	Actuals	Variance
January	85.0	89.0	4.7%
February	85.0	85.0	0.0%
March	85.0	87.0	2.4%
April	85.0	84.0	-1.2%
May	85.0	87.0	2.4%
June	85.0	91.0	7.1%
July	85.0	84.0	-1.2%
August	85.0	79.0	-7.1%
September	85.0	78.0	-8.2%
October	85.0	81.0	-4.7%
November	85.0	77.0	-9.4%
December	85.0	84.0	-1.2%

Roads--Service Request Response



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 17, 2013

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.

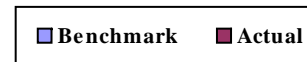
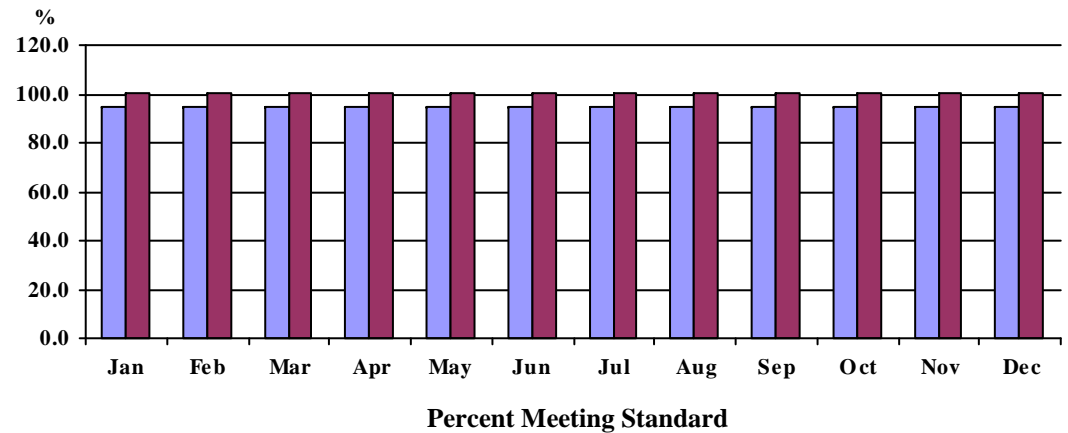
Target:

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 2012</u>	Benchmark	Actuals	Variance
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	100.0	5.3%

Roads-Arterials Meeting Service Standard



2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 17, 2013

Citizen Priority: Transportation

Department: (06) Public Works

Measurement: Traffic Investigation Inquiries Resolved Within 30 Days

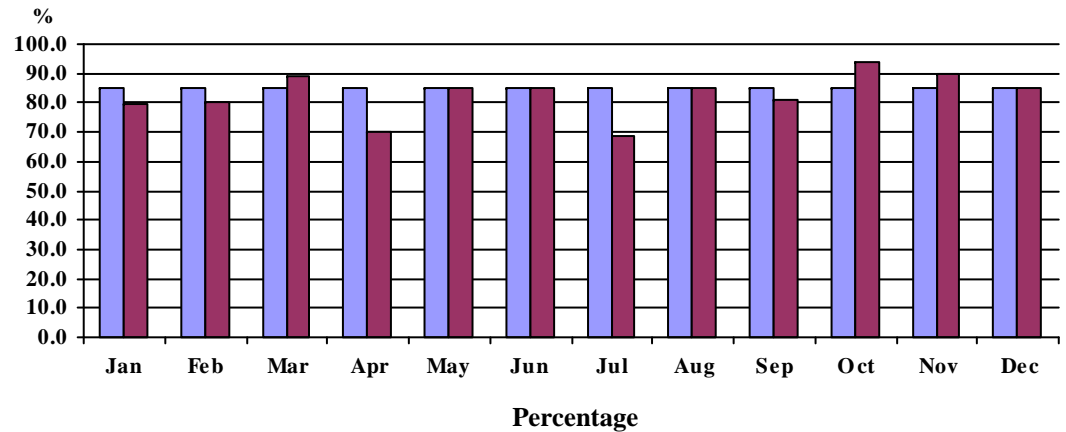
Benchmark / Target: The goal is for at least 85% of traffic investigations to be resolved within 30 days. This target was selected based on the complexity of many problems.

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

Year 2012	Benchmark	Actuals	Variance
January	85.0	79.5	-6.5%
February	85.0	80.0	-5.9%
March	85.0	89.0	4.7%
April	85.0	70.0	-17.6%
May	85.0	85.0	0.0%
June	85.0	85.0	0.0%
July	85.0	69.0	-18.8%
August	85.0	85.0	0.0%
September	85.0	81.0	-4.7%
October	85.0	94.0	10.6%
November	85.0	90.0	5.9%
December	85.0	85.0	0.0%

Roads--Traffic Investigations Resolved



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 16, 2013

Citizen Priority: Public Safety, Law and Justice

Department: (33) Medical Examiner

Measurement: Completion of Medical Examination (autopsy) Reports Within 90 Days

Benchmark / The goal is to complete at least 90% of examination reports within 90 calendar days.

Target: This is the standard of performance required by the National Association of Medical Examiners (NAME).

In 2008 89% of examination reports were completed within 90 days.

In 2009 82% of examination reports were completed within 90 days.

In 2010 90% of examination reports were completed within 90 days through August of 2010. Beginning in September 2009 the office was operating with only one Medical Examiner, and a case backlog developed. After filling the vacant position, the back log was caught after April 2011. From May through December 2010, 95% of the cases were finalized within 90 day.

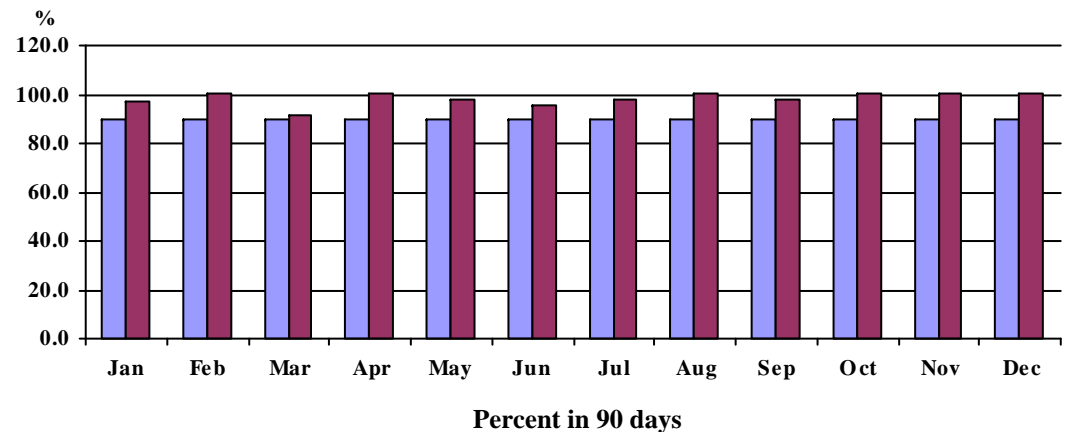
In 2011, Case finalization reached 100% within 90 days in four of the 12 months, and exceeded the 90% benchmark in the remaining 8 months.

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. Examination reports often requires the return of all tissue and specimen tests, including toxicology which takes approximately 6 to 8 weeks, a review of the medical literature, case histories, relevant medical-legal case reports and, in some cases, consultation with experts before a final report can be completed.

Unit of Measure: Percent

Year 2012	Benchmark	Actuals	Variance
January	90.0	97.0	7.7%
February	90.0	100.0	11.1%
March	90.0	91.1	1.2%
April	90.0	100.0	11.1%
May	90.0	98.3	9.2%
June	90.0	95.6	6.2%
July	90.0	98.1	9.0%
August	90.0	100.0	11.1%
September	90.0	97.9	8.7%
October	90.0	100.0	11.1%
November	90.0	100.0	11.1%
December	90.0	100.0	11.1%

Examination Reports within 90 days



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 16, 2013

Citizen Priority: Public Safety, Law and Justice

Department: (33) Medical Examiner

Measurement: Response to Death Scene Within 60 Minutes

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

Target: In 2008 70% of Investigator arrivals were within 60 minutes.

In 2009 79% of Investigator arrivals were within 60 minutes.

In 2010 73% of Investigator arrivals were within 60 minutes.

In 2011, response time ranged from a high of 78.9% to a low of 47.6%. For most of 2011, the department was short one investigator.

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.

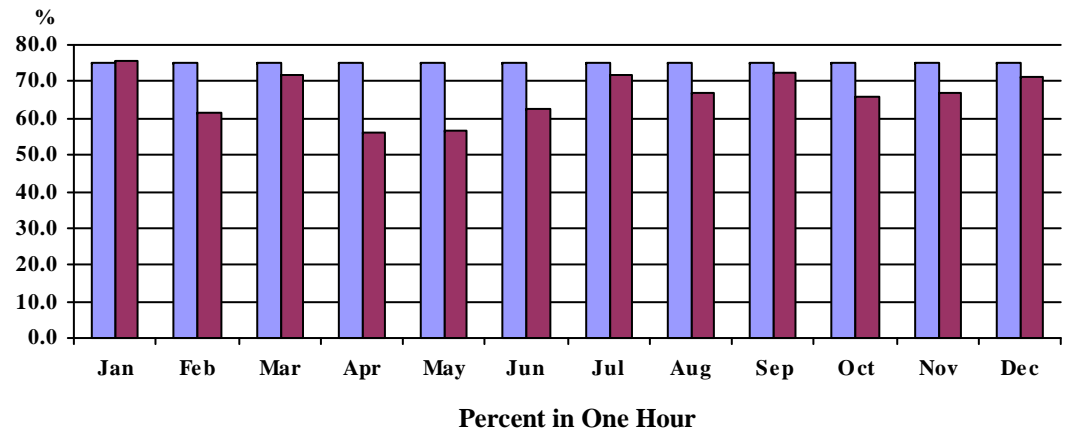
Current Variance Explanation: In February of 2012, the reporting of delayed response by the Investigators was changed to more accurately reflect the availability of staff during peak periods. Through May 31, 2012, one Medical Investigator position remained vacant and one Medical Investigator was on medical leave.

In early June, one vacancy was filled and in mid June an Investigator came back from Medical Leave.

Unit of Measure: Percent

Year 2012	Benchmark	Actuals	Variance
January	75.0	75.7	0.9%
February	75.0	61.7	-17.7%
March	75.0	71.9	-4.1%
April	75.0	56.3	-25.0%
May	75.0	56.8	-24.3%
June	75.0	62.8	-16.3%
July	75.0	72.0	-4.0%
August	75.0	66.7	-11.1%
September	75.0	72.4	-3.5%
October	75.0	65.9	-12.2%
November	75.0	66.7	-11.1%
December	75.0	71.1	-5.3%

Medicolegal Response within 60 Minutes



■ Benchmark ■ Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 16, 2013

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.

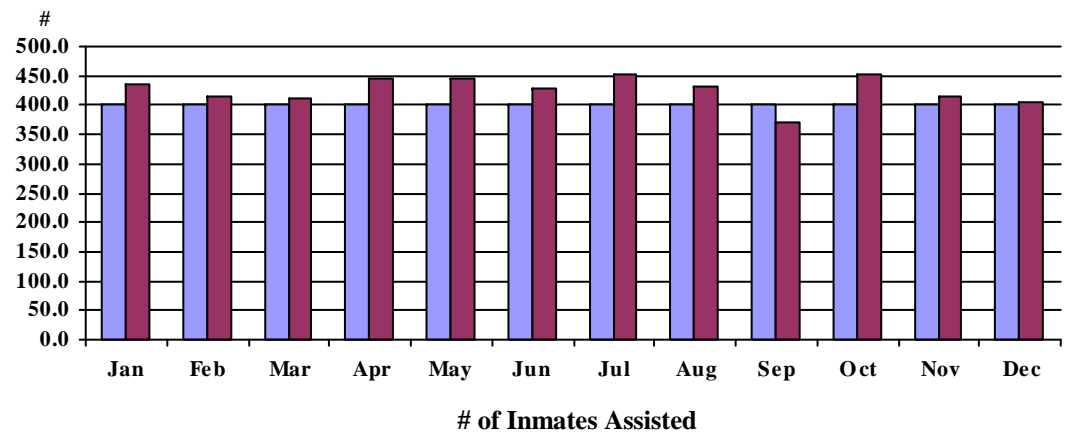
Benchmark / The goal is to assist at least 400 incarcerated individuals per month.

Target: 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. The benchmark for 2001 reflects the new efficiency implemented in November 2008 when the Snohomish County Public Defender began sending a staff attorney to this calendar in order to represent their clients. This reduced the OPD caseload, but the public defender attorney is able to quickly respond to plea offers and probation issues. This results in a reduction of jail time and good communication between public defender clients and their attorneys.

Unit of Measure: Count

Year 2012	Benchmark	Actuals	Variance
January	400.0	437.0	9.3%
February	400.0	416.0	4.0%
March	400.0	411.0	2.8%
April	400.0	447.0	11.8%
May	400.0	446.0	11.5%
June	400.0	430.0	7.5%
July	400.0	453.0	13.3%
August	400.0	431.0	7.8%
September	400.0	370.0	-7.5%
October	400.0	453.0	13.3%
November	400.0	414.0	3.5%
December	400.0	404.0	1.0%

District Court Jail Calendar Assistance



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 16, 2013

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 70 indigency screenings per month at the in-custody Everett District Court calendar held Monday through Friday at the Snohomish County Jail.

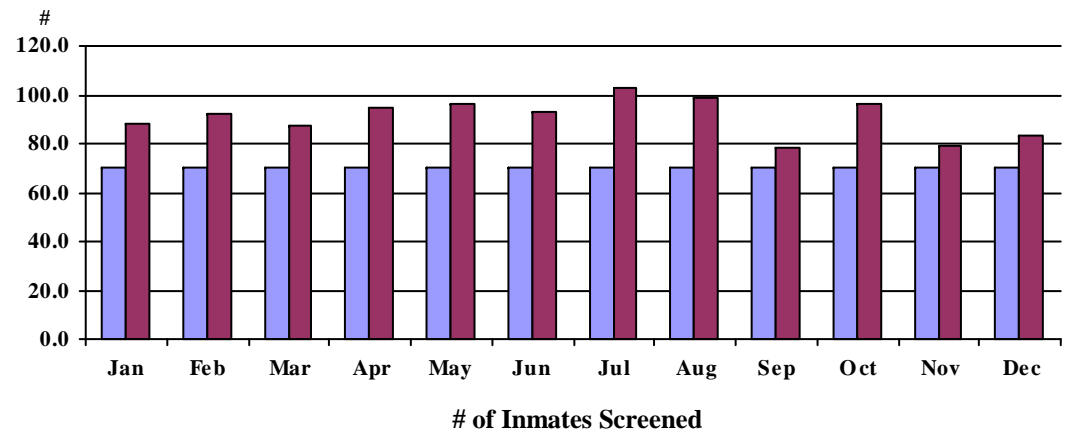
This early screening for eligibility of public defense services reduces the amount of time spent by OPD interviewers on return trips to the jail. Further, the early screening connects in custody defendants with counsel sooner, which can lead to earlier resolution of cases and reduction of jail costs.

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

Unit of Measure: Count

<u>Year 2012</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	70.0	88.0	25.7%
February	70.0	92.0	31.4%
March	70.0	87.0	24.3%
April	70.0	95.0	35.7%
May	70.0	96.0	37.1%
June	70.0	93.0	32.9%
July	70.0	103.0	47.1%
August	70.0	99.0	41.4%
September	70.0	78.0	11.4%
October	70.0	96.0	37.1%
November	70.0	79.0	12.9%
December	70.0	83.0	18.6%

District Ct In-Custody Inmate Screening



of Inmates Screened

■ Benchmark ■ Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 16, 2013

Citizen Priority: Public Safety, Law and Justice

Department: (32) Office of Public Defense

Measurement: Amount of money saved on juvenile indigent defense services contract for conflict of interest attorneys

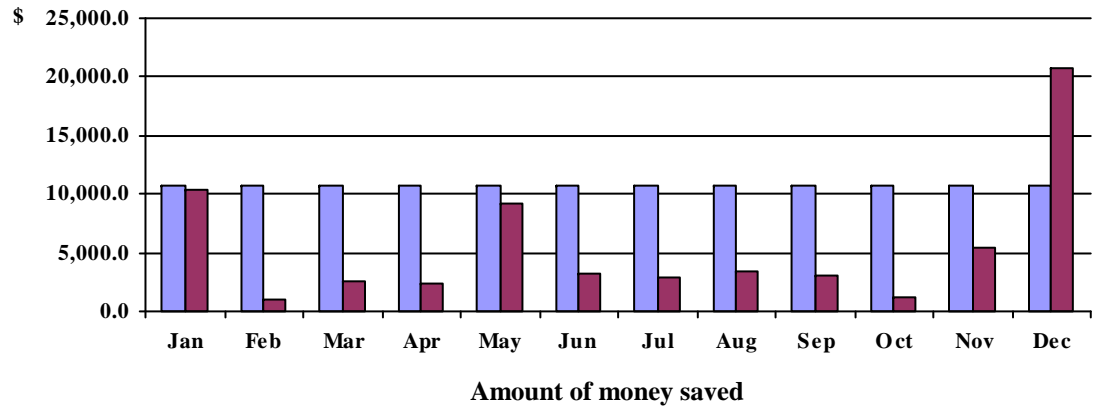
Benchmark / Target: The benchmark is the amount paid in 2008 for indigent defense attorney services for juvenile cases that present a conflict of interest to the two primary public defender contractors. The target is remain below the benchmark. The lower the dollar amount is in the actuals column, the more savings there are.

Explanation of Graph: The \$10,667 benchmark amount is what was paid per month in 2008 for indigent defense services for juvenile cases that presented a conflict of interest to the two primary public defender contractors. The actual amount is what is being paid per month for these services in 2011. When the actual is lower than the benchmark, this represents a savings. This is the third year tracking this information.

Unit of Measure: Dollars

<u>Year 2012</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	10,667.0	10,409.0	-2.4%
February	10,667.0	1,056.0	-90.1%
March	10,667.0	2,551.0	-76.1%
April	10,667.0	2,464.0	-76.9%
May	10,667.0	9,181.0	-13.9%
June	10,667.0	3,185.0	-70.1%
July	10,667.0	2,860.0	-73.2%
August	10,667.0	3,347.5	-68.6%
September	10,667.0	3,103.8	-70.9%
October	10,667.0	1,235.0	-88.4%
November	10,667.0	5,391.8	-49.5%
December	10,667.0	20,683.0	93.9%

Amt Saved on Juvenile Conflict Contract



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

Citizen Priority: Health & Vulnerability

Department: (04) Human Services

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

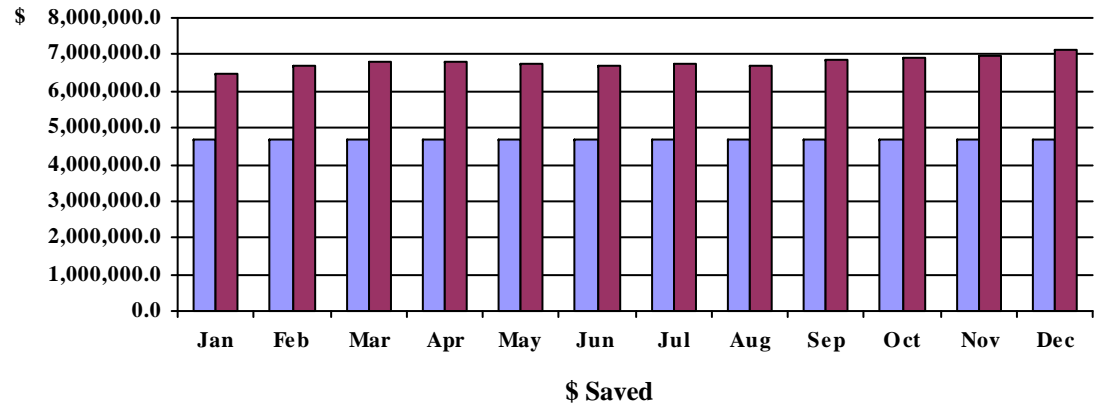
Benchmark / Target: The goal is to generate at least \$4,700,000 per month in savings from providing in-home care for seniors. Each Community Options Program Entry System (COPES) client maintained in-home generates an average monthly savings in public funds expended of about \$3,600, compared to the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

Explanation of Graph: Average per person residential rate is \$184.

Unit of Measure: Dollars

<u>Year 2012</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	4,700,000.0	6,486,336.6	38.0%
February	4,700,000.0	6,719,821.5	43.0%
March	4,700,000.0	6,801,991.9	44.7%
April	4,700,000.0	6,780,628.9	44.3%
May	4,700,000.0	6,740,736.3	43.4%
June	4,700,000.0	6,687,318.0	42.3%
July	4,700,000.0	6,747,542.3	43.6%
August	4,700,000.0	6,711,371.8	42.8%
September	4,700,000.0	6,879,046.7	46.4%
October	4,700,000.0	6,920,109.7	47.2%
November	4,700,000.0	6,949,700.9	47.9%
December	4,700,000.0	7,107,712.7	51.2%

Savings of In-Home Care vs. Nursing Home



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

Citizen Priority: Health & Vulnerability

Department: (04) Human Services

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

Benchmark / Target: The goal is for at least 50% of PSS clients to be employed. This benchmark is based on a review of current actual numbers.

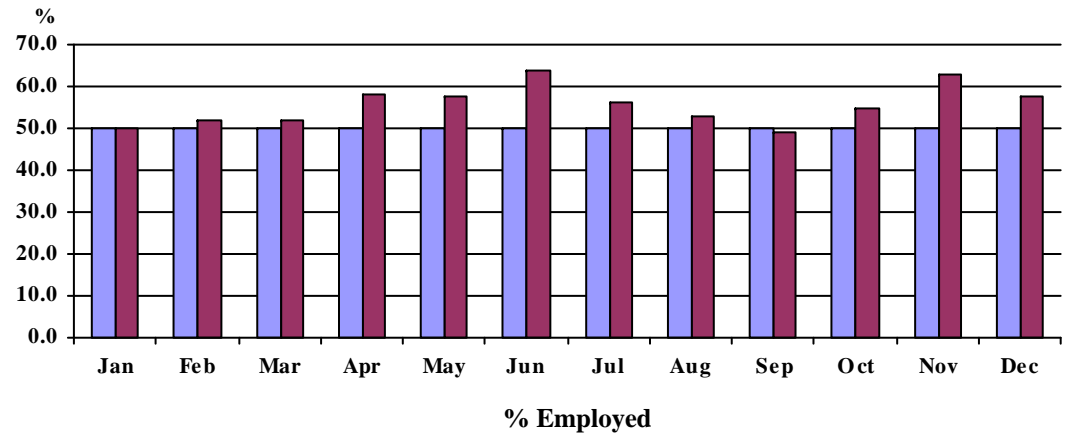
This data measures the number of adult family members who are employed as a result of participating in Project Self-Sufficiency. This program provides a foundation of services that support low-income parents who are in the process of gaining skills to support their families.

Explanation of Graph: Note % of adults enrolled includes overlap with % of adults with living wage jobs.

Unit of Measure: Percent

Year 2012	Benchmark	Actuals	Variance
January	50.0	50.0	0.0%
February	50.0	52.0	4.0%
March	50.0	52.0	4.0%
April	50.0	58.0	16.0%
May	50.0	57.7	15.4%
June	50.0	63.6	27.2%
July	50.0	56.0	12.0%
August	50.0	52.8	5.6%
September	50.0	49.1	-1.8%
October	50.0	54.9	9.8%
November	50.0	62.7	25.4%
December	50.0	57.7	15.4%

PSS Adults Employed



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

Citizen Priority: Community Development

Department: (04) Human Services

Measurement: Percentage of Early Childhood Education and Assistance Program (ECEAP) Adults Who participate in Adult Education Activities.

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

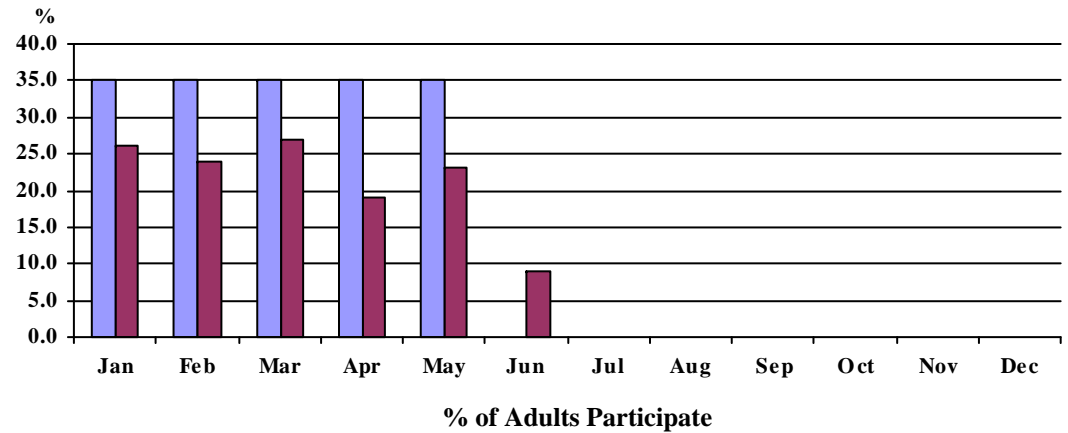
This data measures the portion of adults who attend adult education activities. Research demonstrates that increased parental involvement promotes school readiness for children. Adults who learn the skills they need to support their children are able to provide an environment that enables children to 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: Activities are offered during the academic year. This measurement will not be measured after the 2011-2012 school year

Unit of Measure: Percent

<u>Year 2012</u>	Benchmark	Actuals	Variance
January	35.0	26.0	-25.7%
February	35.0	24.0	-31.4%
March	35.0	27.0	-22.9%
April	35.0	19.0	-45.7%
May	35.0	23.0	-34.3%
June	0.0	9.0	100.0%
July			
August			
September			
October			
November			
December			

ECEAP Adult Education Participation



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

Citizen Priority: Community Development

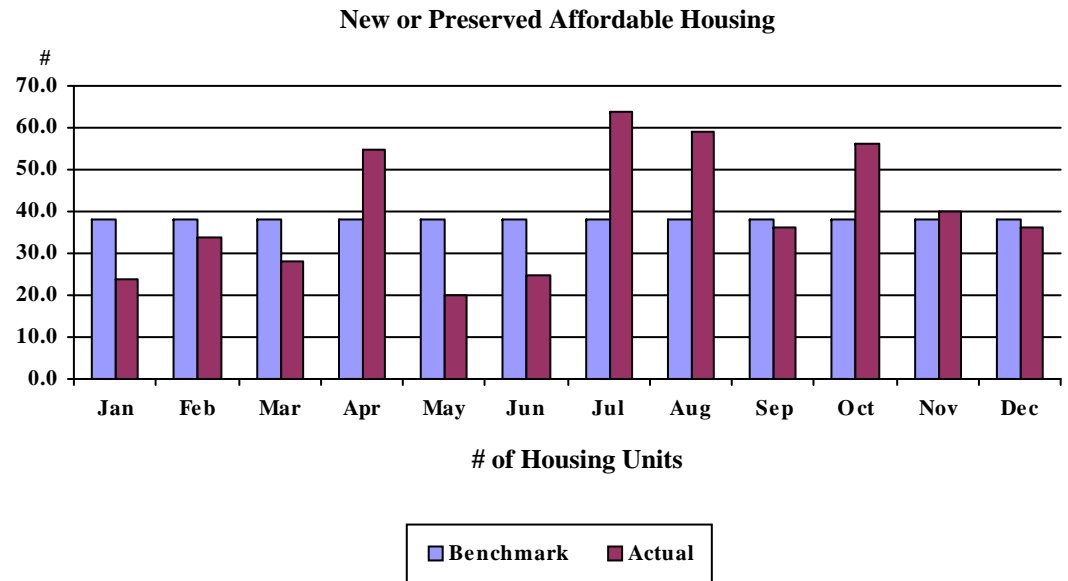
Department: (04) Human Services

Measurement: Number of New or Preserved Units of Affordable Housing Added Annually.

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

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 2012</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	38.0	24.0	-36.8%
February	38.0	34.0	-10.5%
March	38.0	28.0	-26.3%
April	38.0	55.0	44.7%
May	38.0	20.0	-47.4%
June	38.0	25.0	-34.2%
July	38.0	64.0	68.4%
August	38.0	59.0	55.3%
September	38.0	36.0	-5.3%
October	38.0	56.0	47.4%
November	38.0	40.0	5.3%
December	38.0	36.0	-5.3%



2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

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.

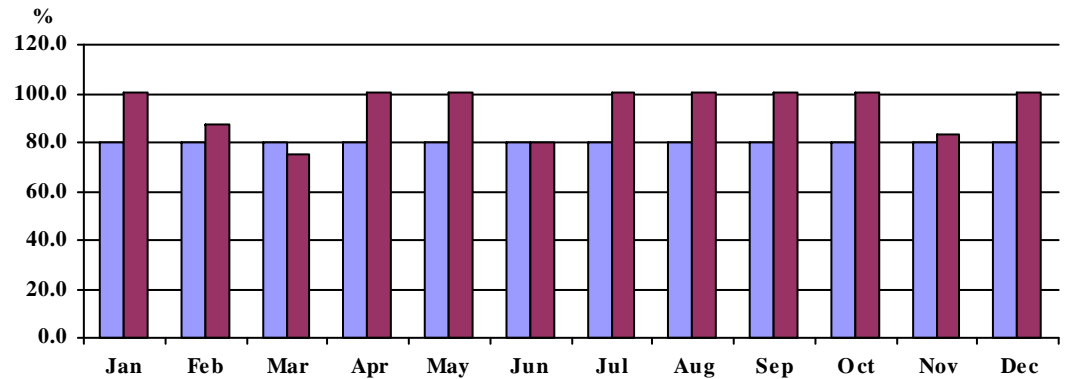
This benchmark is based on nationally-recognized standards for level of service scoring. Scoring takes into consideration each facility's safety, cleanliness, attractiveness and whether the facility is overall effectively maintained.

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.

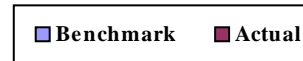
Unit of Measure: Percent

Year 2012	Benchmark	Actuals	Variance
January	80.0	100.0	25.0%
February	80.0	87.5	9.4%
March	80.0	75.0	-6.3%
April	80.0	100.0	25.0%
May	80.0	100.0	25.0%
June	80.0	80.0	0.0%
July	80.0	100.0	25.0%
August	80.0	100.0	25.0%
September	80.0	100.0	25.0%
October	80.0	100.0	25.0%
November	80.0	83.3	4.2%
December	80.0	100.0	25.0%

% Park Facilities Meeting Standards



% Meeting Standards



2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

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 51 in 2012.

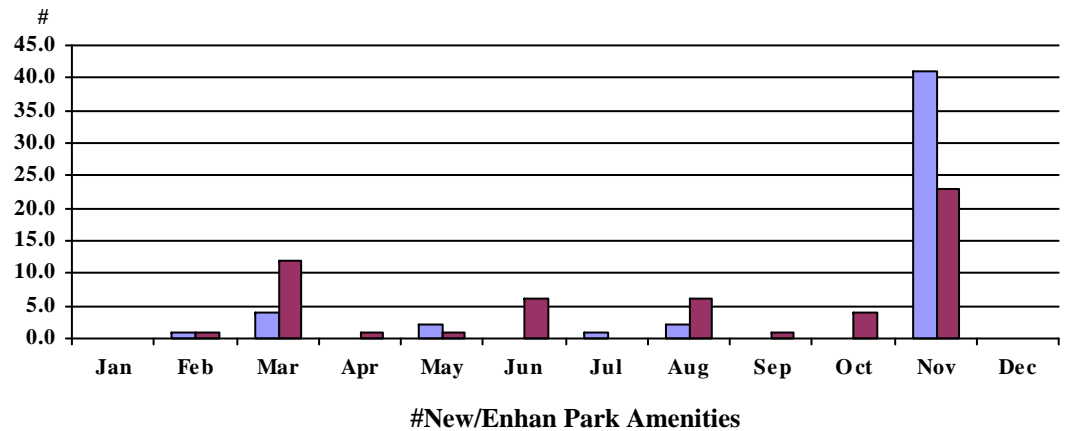
Amenities are increased through capital acquisition (land), capital improvement/development and capital purchase. (*predominately Reet, Park Mitigation, and Conservation Futures). The benchmark relates to completing the capital improvements in the timeframe outlined in the Capital Facilities Work Plan 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 2012. 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 developed trail = 1, 1 Yurt = 1.

Unit of Measure: Count

Year 2012	Benchmark	Actuals	Variance
January	0.0	0.0	0.0%
February	1.0	1.0	0.0%
March	4.0	12.0	200.0%
April	0.0	1.0	100.0%
May	2.0	1.0	-50.0%
June	0.0	6.0	100.0%
July	1.0	0.0	-100.0%
August	2.0	6.0	200.0%
September	0.0	1.0	100.0%
October	0.0	4.0	100.0%
November	41.0	23.0	-43.9%
December	0.0	0.0	0.0%

New Park Amenities Avail to Public



#New/Enhan Park Amenities

■ Benchmark ■ Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

Citizen Priority: Community Development

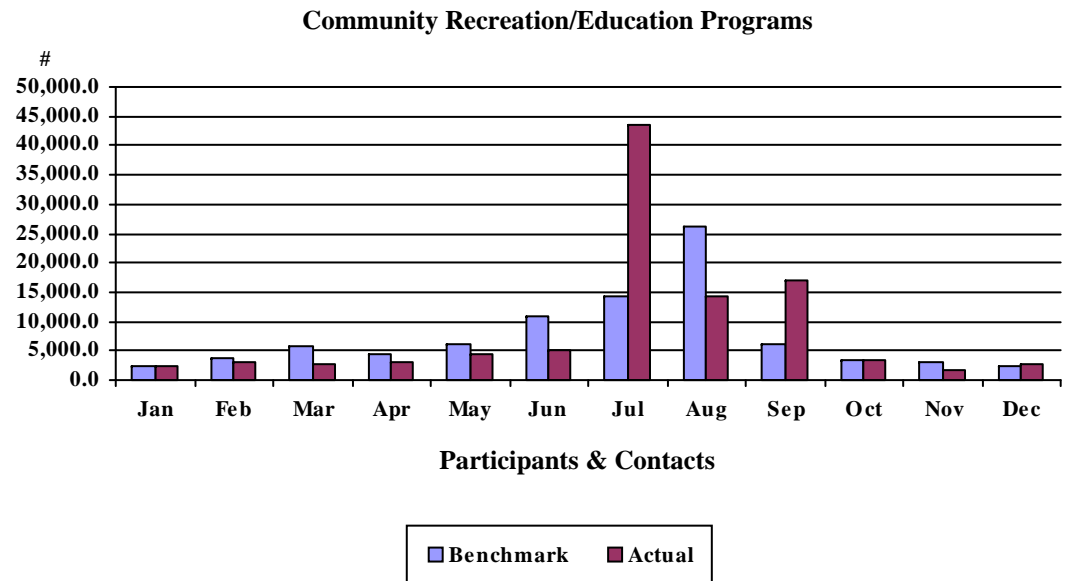
Department: (09) Parks And Recreation

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

Benchmark / Target: 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 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.

<u>Unit of Measure: Count</u>			
<u>Year 2012</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	2,430.0	2,233.0	-8.1%
February	3,781.0	3,174.0	-16.1%
March	5,857.0	2,804.0	-52.1%
April	4,253.0	3,220.0	-24.3%
May	6,249.0	4,302.0	-31.2%
June	10,856.0	4,985.0	-54.1%
July	14,419.0	43,679.0	202.9%
August	26,267.0	14,455.0	-45.0%
September	6,206.0	17,123.0	175.9%
October	3,294.0	3,446.0	4.6%
November	3,049.0	1,826.0	-40.1%
December	2,260.0	2,655.0	17.5%



2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

Citizen Priority: Community Development

Department: (05) Planning

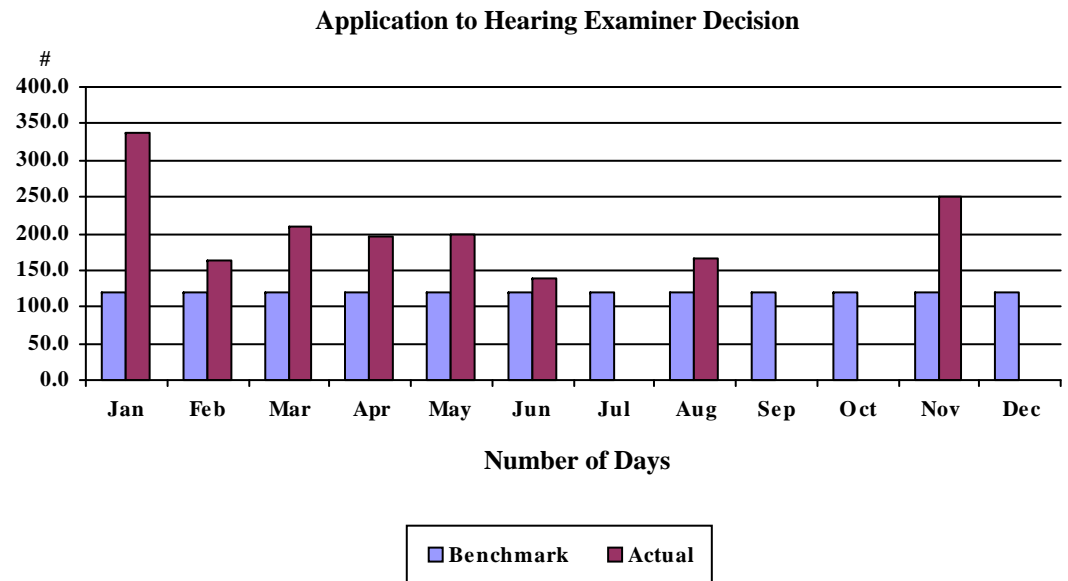
Measurement: Average days from application submittal of a complete Type 2 permit application (Subdivisions and Conditional Use) to decision issued by Hearing Examiner (excluding projects with applicant waivers of the 120-day clock)

Benchmark / Target: The goal is that all decisions issued for Type 2 applications be completed within 120 days of the determination of completeness of the application

Explanation of Graph: Tracking this measure helps provide better customer service by ensuring timely review of all Type 2 permit applications. It also tracks our responsibilities for meeting the 120-day review time frames required under state and local codes. The measurement tracks the sum of days expended by both PDS and the Hearing Examiner in noticing, completing review cycles, issuing a threshold determination, conducting the required public hearing and issuance of the decision. Those projects where the applicant has waived the 120-day clock are not included.

Current Variance Explanation: For January, there was only 1 permit for a major revision to a conditional use permit for expansion and 30-year master plan. No applications went to hearing in July or September. Two applications went to hearing in October; however, no decision was issued. No decisions were issued in December.

Year 2012	Unit of Measure: Count		
	Benchmark	Actuals	Variance
January	120.0	338.0	181.7%
February	120.0	162.0	35.0%
March	120.0	210.0	75.0%
April	120.0	195.0	62.5%
May	120.0	200.0	66.7%
June	120.0	138.0	15.0%
July	120.0	0.0	-100.0%
August	120.0	166.0	38.3%
September	120.0	0.0	-100.0%
October	120.0	0.0	-100.0%
November	120.0	250.0	108.3%
December	120.0	0.0	-100.0%



2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

Citizen Priority: Community Development

Department: (05) Planning

Measurement: Average days from application submittal to "Ready to Issue" for new single family residence permits from basic plans

Benchmark / Target: The goal is for building plans for single family residences from basic plans to be ready to issue within 7 calendar days.

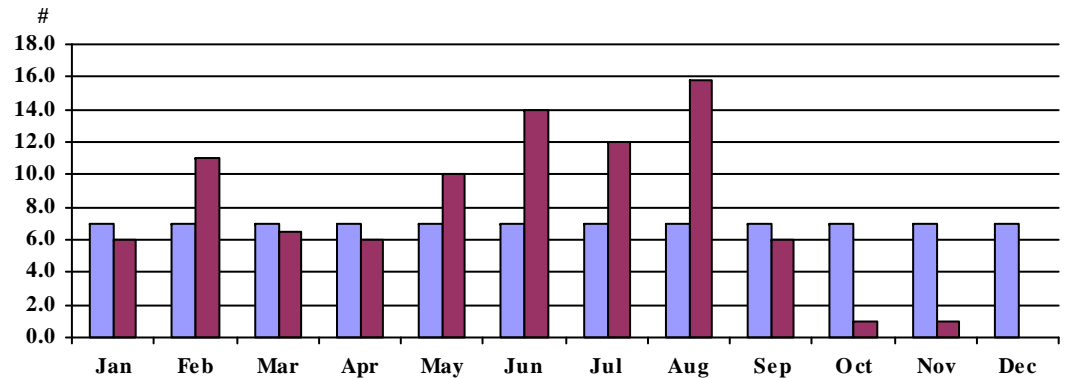
Explanation of Graph: Tracking this measure helps us to provide better customer service to citizens of Snohomish County by ensuring that we are providing timely review of basic plans. The measure includes review time by PDS permitting staff, applicant response time, and coordination with other departments and agencies of jurisdiction.

Current Variance Explanation: In December, applications went to ready-to issue on the same day.

Unit of Measure: Count

<u>Year 2012</u>	Benchmark	Actuals	Variance
January	7.0	6.0	-14.3%
February	7.0	11.0	57.1%
March	7.0	6.5	-7.1%
April	7.0	6.0	-14.3%
May	7.0	10.0	42.9%
June	7.0	14.0	100.0%
July	7.0	12.0	71.4%
August	7.0	15.8	125.7%
September	7.0	6.0	-14.3%
October	7.0	1.0	-85.7%
November	7.0	1.0	-85.7%
December	7.0	0.0	-100.0%

Application to Ready to Issue for Basics



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

Citizen Priority: Community Development

Department: (05) Planning

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

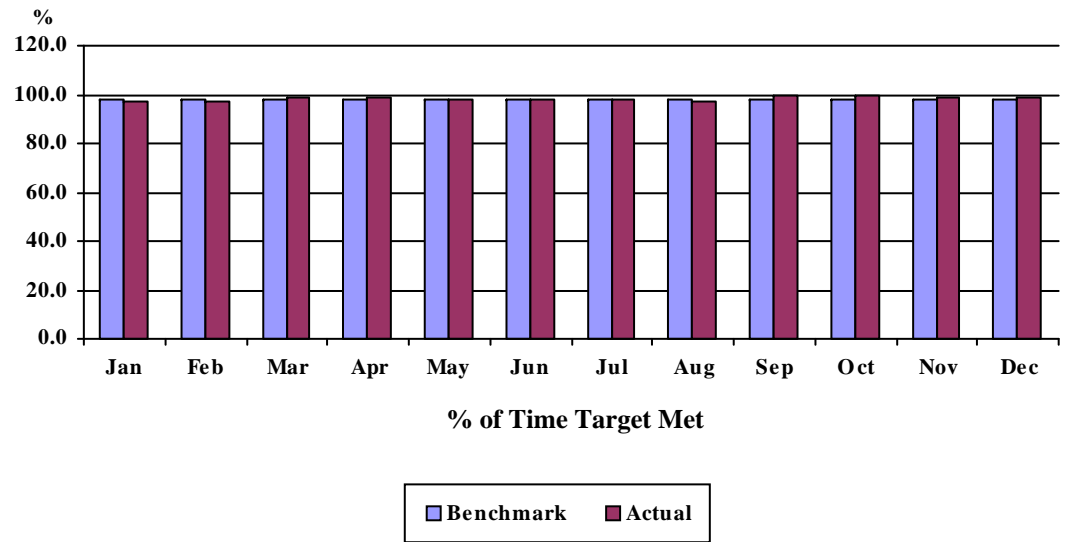
Benchmark / Target: The goal is to respond to at least 98% of all requests for inspections within 24 hours.

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 2012</u>	Benchmark	Actuals	Variance
January	98.0	97.0	-1.0%
February	98.0	97.0	-1.0%
March	98.0	99.0	1.0%
April	98.0	99.0	1.0%
May	98.0	98.0	0.0%
June	98.0	98.0	0.0%
July	98.0	98.0	0.0%
August	98.0	97.5	-0.5%
September	98.0	99.8	1.8%
October	98.0	99.5	1.5%
November	98.0	99.0	1.0%
December	98.0	99.0	1.0%

Inspection Response Time



2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 14, 2013

Citizen Priority: Community Development

Department: (05) Planning

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

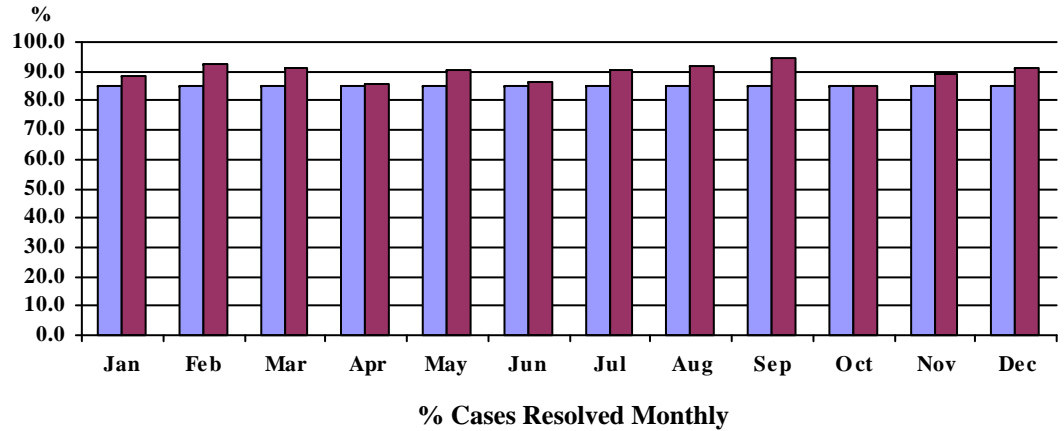
Benchmark / Target: The goal is for at least 85% of cases per month to be resolved through voluntary compliance

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 2012</u>	Benchmark	Actuals	Variance
January	85.0	88.7	4.3%
February	85.0	92.3	8.6%
March	85.0	91.1	7.2%
April	85.0	85.5	0.6%
May	85.0	90.3	6.2%
June	85.0	86.1	1.3%
July	85.0	90.3	6.3%
August	85.0	92.0	8.2%
September	85.0	94.6	11.3%
October	85.0	85.1	0.1%
November	85.0	88.8	4.5%
December	85.0	91.0	7.1%

Enforcement-Voluntary Compliance



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 16, 2013

Citizen Priority: Public Utilities and Infrastructure

Department: (21) Airport

Measurement: Airport Commercial Bldg. Occupancy

Benchmark / Target: The goal is to maintain an 85% or higher commercial building occupancy in 2012. The monthly benchmark of 85% is in the range between CBRE's Snohomish County Occupancy rate of 80% commercial occupancy and industrial occupancy 87% . The Airport's commercial occupancy rate averaged 98% in 2011.

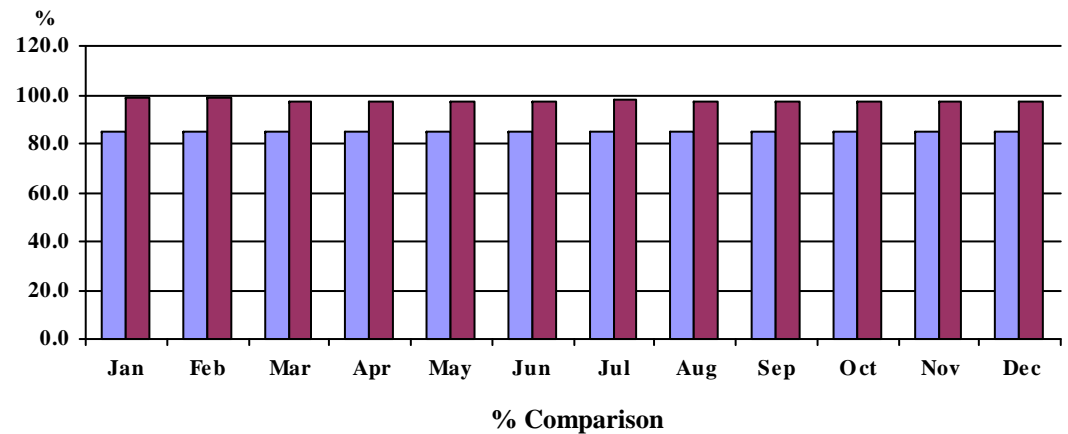
Explanation of Graph: The Airport's Commercial Building Occupancy rate takes the un-rented square footage available for rent divided by the total commercial square footage. These are buildings owned by the Airport and leased to tenants.

Current Variance Explanation: The Airport has had 3 separate spaces available for rent for most of the year.

Unit of Measure: Percent

Year 2012	Benchmark	Actuals	Variance
January	85.0	98.6	16.0%
February	85.0	98.6	16.0%
March	85.0	97.3	14.5%
April	85.0	97.3	14.5%
May	85.0	97.3	14.5%
June	85.0	97.3	14.5%
July	85.0	98.0	15.3%
August	85.0	97.3	14.5%
September	85.0	97.3	14.5%
October	85.0	97.3	14.5%
November	85.0	97.3	14.5%
December	85.0	97.3	14.5%

Airport Commercial Building Occupancy



Benchmark
 Actual

2012 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of January 16, 2013

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 20 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 2012</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	20.0	18.0	-10.0%
February	20.0	19.0	-5.0%
March	20.0	34.0	70.0%
April	20.0	30.0	50.0%
May	20.0	30.0	50.0%
June	20.0	22.0	10.0%
July	20.0	19.0	-5.0%
August	20.0	27.0	35.0%
September	20.0	26.0	30.0%
October	20.0	42.0	110.0%
November	20.0	22.0	10.0%
December	20.0	20.0	0.0%

Solid Waste - Illegal Dumping Cleanup

