

## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 2009

**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.

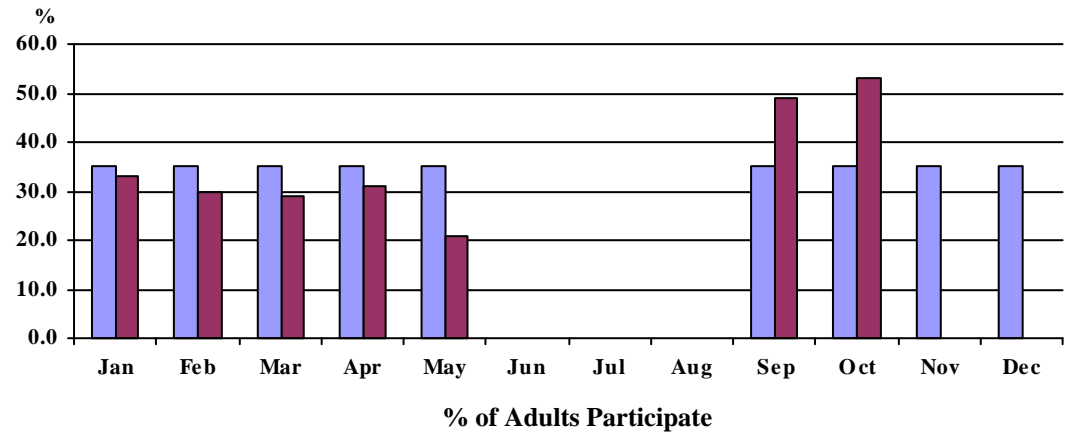
This data measures the portion of adults who attend adult education activities. Research demonstrates that increased parental involvement promotes school readiness for children. Adults who learn the skills they need to support their children are able to provide an environment that enables children to 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.

**Unit of Measure: Percent**

<u>Year 2009</u>	<b>Benchmark</b>	<b>Actuals</b>	<b>Variance</b>
January	35.0	33.0	-5.7%
February	35.0	30.0	-14.3%
March	35.0	29.0	-17.1%
April	35.0	31.0	-11.4%
May	35.0	21.0	-40.0%
June	0.0	0.0	0.0%
July	0.0	0.0	0.0%
August	0.0	0.0	0.0%
September	35.0	49.0	40.0%
October	35.0	53.0	51.4%
November	35.0		
December	35.0		

**ECEAP Adult Education Participation**



Benchmark
  Actual

## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 2009

**Citizen Priority:** Community Development

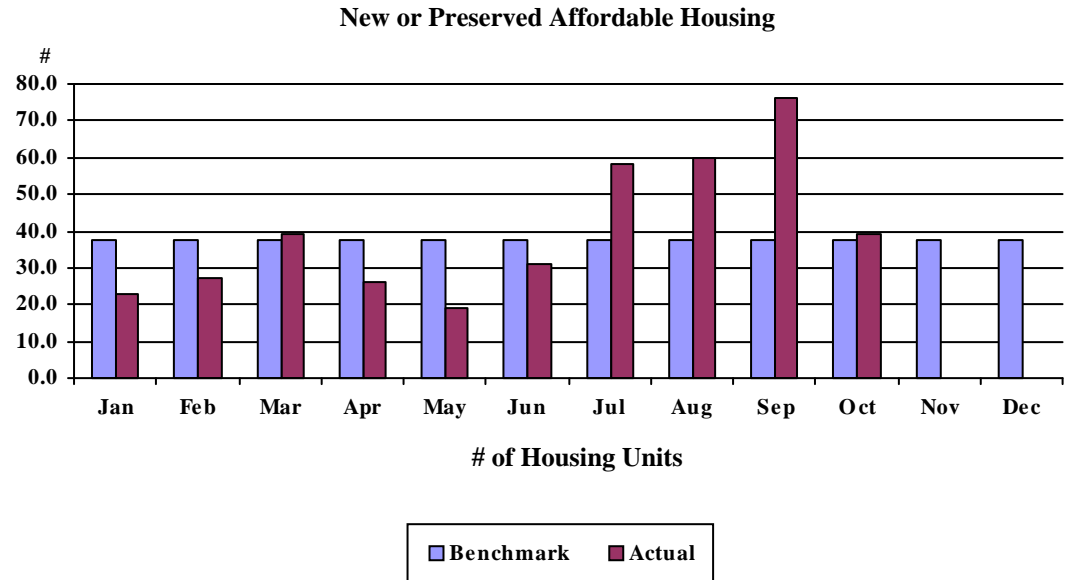
**Department:** (04) Human Services

**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 2009</u>	<u>Unit of Measure: Count</u>		
	Benchmark	Actuals	Variance
January	37.5	23.0	-38.7%
February	37.5	27.0	-28.0%
March	37.5	39.0	4.0%
April	37.5	26.0	-30.7%
May	37.5	19.0	-49.3%
June	37.5	31.0	-17.3%
July	37.5	58.0	54.7%
August	37.5	60.0	60.0%
September	37.5	76.0	102.7%
October	37.5	39.0	4.0%
November	37.5		
December	37.5		



## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 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.

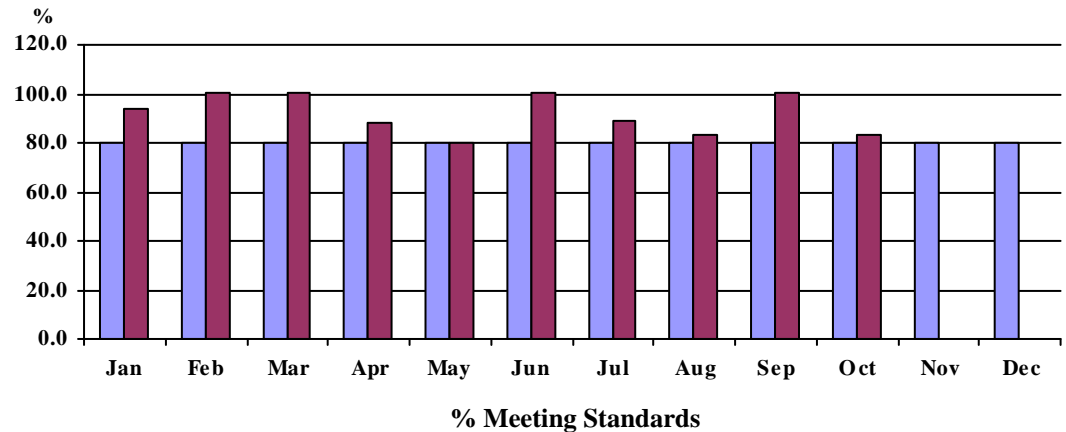
This benchmark is based on nationally-recognized standards for level of service scoring. Scoring takes into consideration each facility's safety, cleanliness, attractiveness and whether the facility is overall effectively maintained.

**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**

Year 2009	Benchmark	Actuals	Variance
January	80.0	93.8	17.2%
February	80.0	100.0	25.0%
March	80.0	100.0	25.0%
April	80.0	88.0	10.0%
May	80.0	80.0	0.0%
June	80.0	100.0	25.0%
July	80.0	88.9	11.1%
August	80.0	83.3	4.2%
September	80.0	100.0	25.0%
October	80.0	83.3	4.2%
November	80.0		
December	80.0		

**% Park Facilities Meeting Standards**



Benchmark
  Actual

## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 2009

**Citizen Priority:** Community Development

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

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

**Benchmark / Target:** 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.

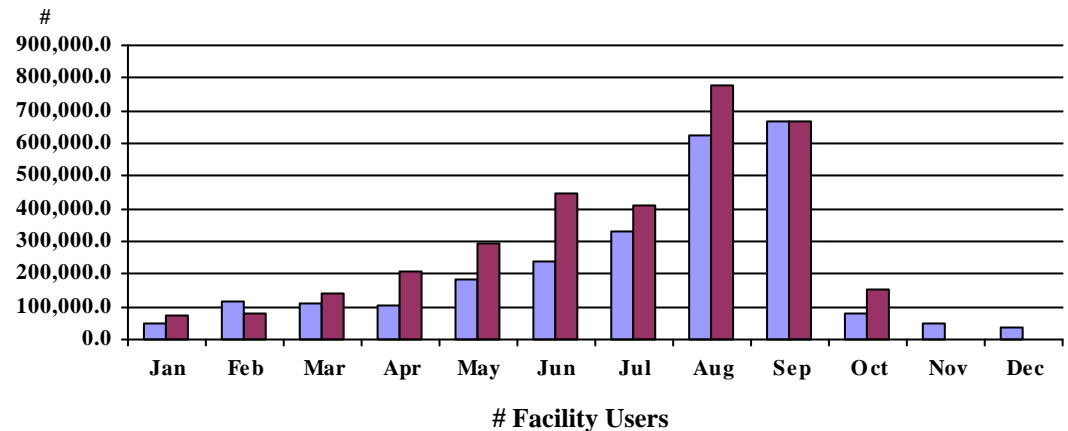
**Explanation of Graph:** The graph shows monthly facility user counts at County Park facilities, including Evergreen Fairgrounds. Historic peaks, such as summer park usage and the annual Evergreen Fair (August 27-September 7), are built into benchmarks. Park and fair attendance is also greatly affected by weather, which can not be accurately projected.

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

Unit of Measure: Count

<u>Year 2009</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	47,529.0	74,303.0	56.3%
February	116,255.0	80,006.0	-31.2%
March	112,585.0	139,224.0	23.7%
April	104,056.0	207,733.0	99.6%
May	181,644.0	291,226.0	60.3%
June	238,350.0	444,150.0	86.3%
July	329,976.0	411,301.0	24.6%
August	622,588.0	778,397.0	25.0%
September	664,417.0	670,360.0	0.9%
October	79,758.0	155,731.0	95.3%
November	48,317.0		
December	35,062.0		

**Citizens Visiting Park/Fair Facilities**



■ Benchmark    ■ Actual

## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 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 73 in 2009.

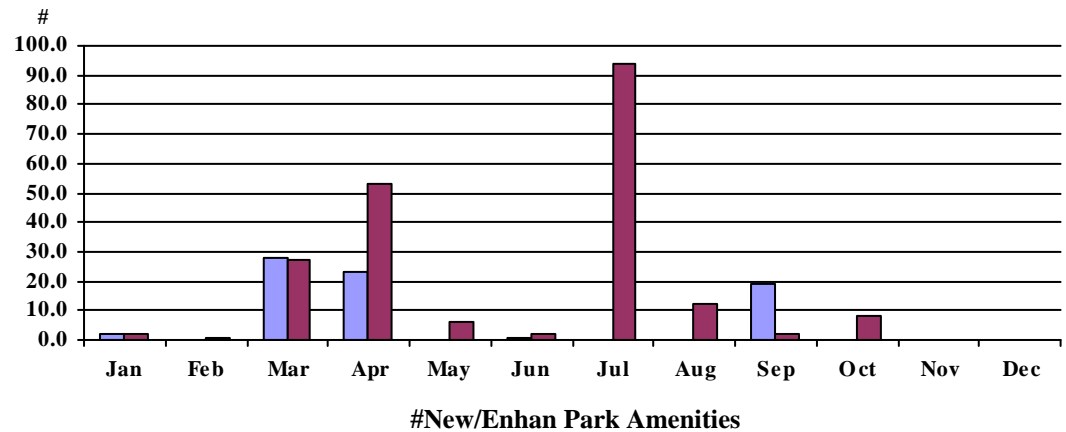
Amenities are increased through capital acquisition (land), capital improvement/development and capital purchase. (\*predominately Reet, Park Mitigation, and Conservation Futures). The benchmark relates to completing the capital improvements in the timeframe outlined in the Capital Facilities Work Plan 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 2009. 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 2009	Benchmark	Actuals	Variance
January	2.0	2.0	0.0%
February	0.0	1.0	100.0%
March	28.0	27.0	-3.6%
April	23.0	53.0	130.4%
May	0.0	6.0	100.0%
June	1.0	2.0	100.0%
July	0.0	94.0	100.0%
August	0.0	12.0	100.0%
September	19.0	2.0	-89.5%
October	0.0	8.0	100.0%
November	0.0		
December	0.0		

**New Park Amenities Avail to Public**



Benchmark
  Actual

## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 2009

**Citizen Priority:** Community Development

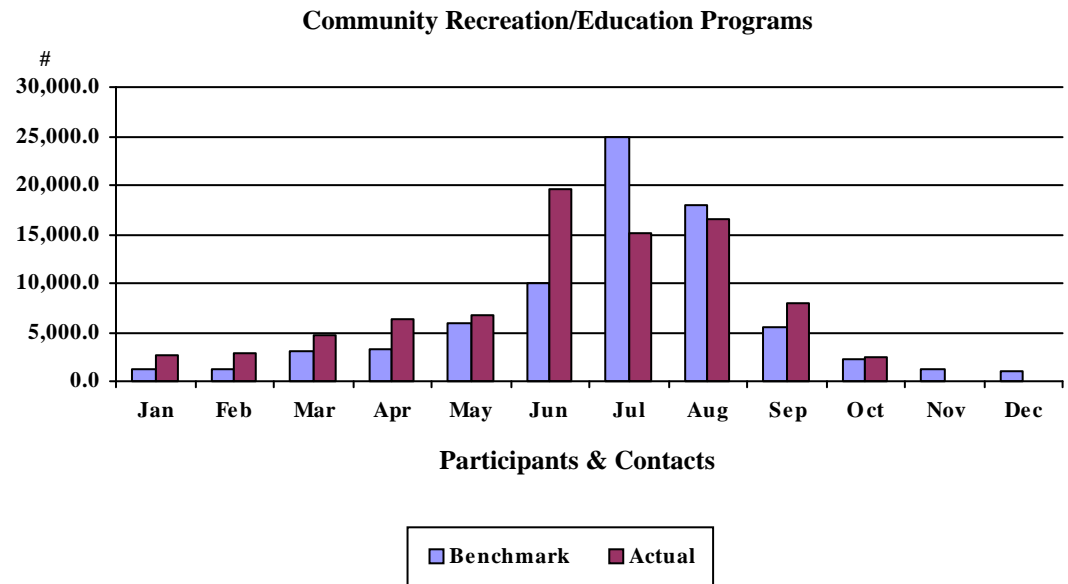
**Department:** (09) Parks And Recreation

**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 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.

Year 2009	Unit of Measure: Count		
	Benchmark	Actuals	Variance
January	1,200.0	2,576.0	114.7%
February	1,200.0	2,867.0	138.9%
March	3,000.0	4,708.0	56.9%
April	3,200.0	6,259.0	95.6%
May	6,000.0	6,834.0	13.9%
June	10,000.0	19,672.0	96.7%
July	25,000.0	15,175.0	-39.3%
August	18,000.0	16,623.0	-7.7%
September	5,500.0	7,882.0	43.3%
October	2,200.0	2,440.0	10.9%
November	1,300.0		
December	1,000.0		



## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 2009

**Citizen Priority:** Community Development

**Department:** (05) Planning

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

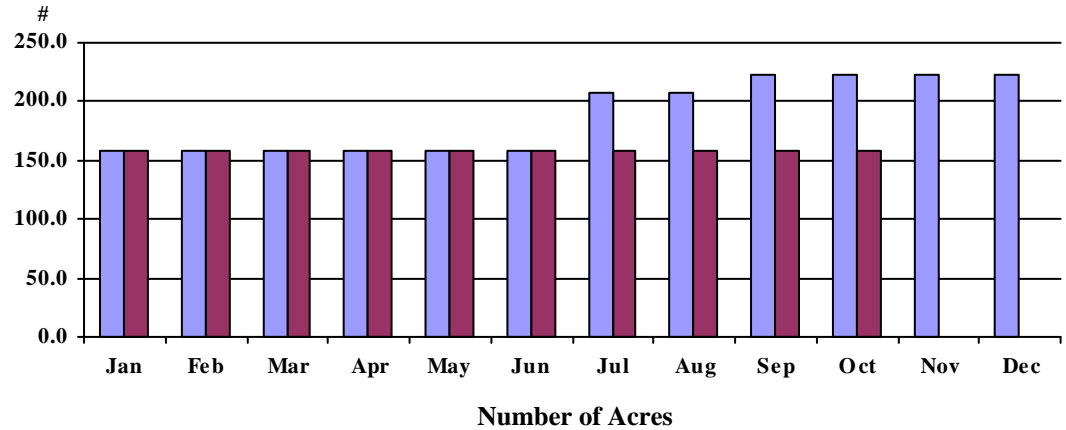
**Benchmark / Target:** The goal is to add at least 65 acres of protected agricultural land in 2009, with major County acquisitions anticipated in July and September, subject to landowner acceptance and Council approval.

**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 2009</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	158.0	158.0	0.0%
February	158.0	158.0	0.0%
March	158.0	158.0	0.0%
April	158.0	158.0	0.0%
May	158.0	158.0	0.0%
June	158.0	158.0	0.0%
July	208.0	158.0	-24.0%
August	208.0	158.0	-24.0%
September	223.0	158.0	-29.1%
October	223.0	158.0	-29.1%
November	223.0		
December	223.0		

### Agricultural Land Preservation



Benchmark
  Actual

## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 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)

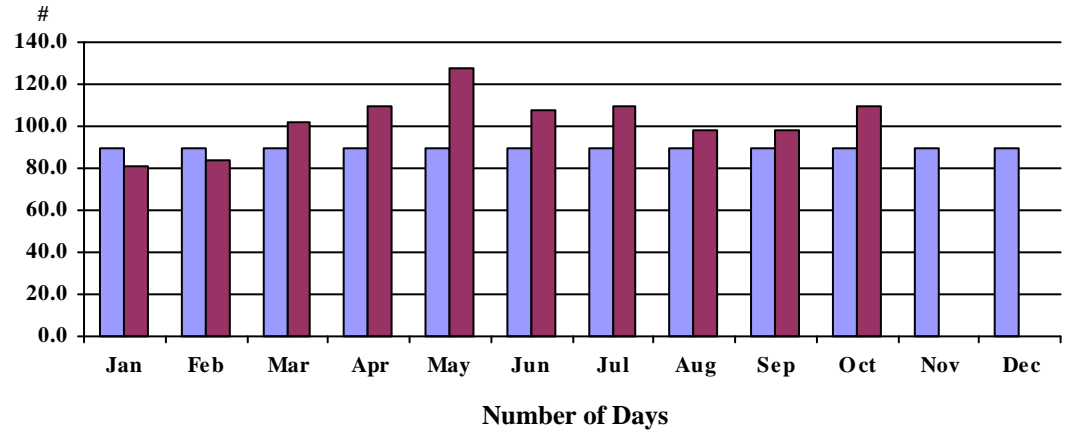
**Benchmark / Target:** The goal is for building permits involving site review to be ready to issue within 90 days of permit application.

**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.

**Unit of Measure: Count**

<u>Year 2009</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	90.0	81.0	-10.0%
February	90.0	83.4	-7.3%
March	90.0	102.0	13.3%
April	90.0	110.0	22.2%
May	90.0	128.0	42.2%
June	90.0	108.0	20.0%
July	90.0	110.0	22.2%
August	90.0	98.0	8.9%
September	90.0	98.0	8.9%
October	90.0	110.0	22.2%
November	90.0		
December	90.0		

**Permit Application to "Ready to Issue"**



Benchmark
  Actual

## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 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.

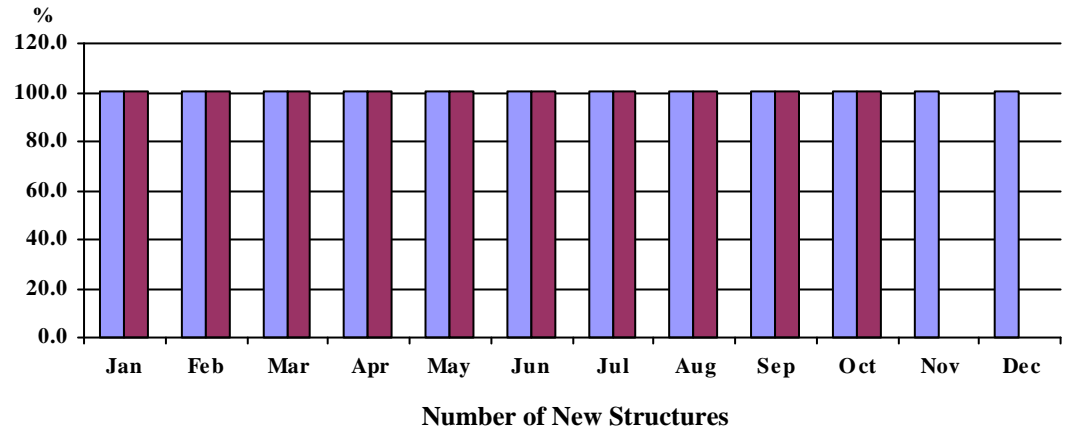
**Benchmark / Target:** The goal is for 100% of all structures that receive final inspection approval to comply with the current flood hazard regulations.

**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 2009</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		
December	100.0		

**Compliance with Flood Hazard Regulations**



Benchmark
  Actual

## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 2009

**Citizen Priority:** Community Development

**Department:** (05) Planning

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

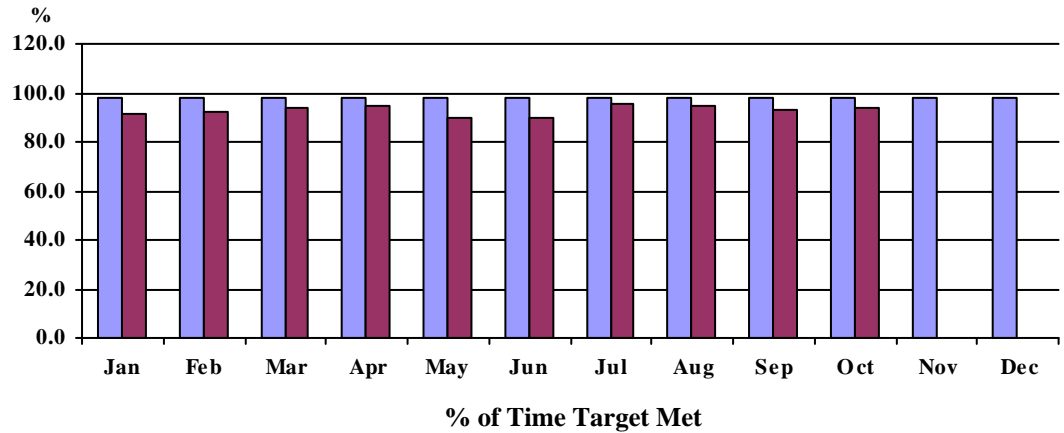
**Benchmark / Target:** The goal is to respond to at least 98% of all requests for inspections within 24 hours.

**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 2009</u>	<b>Benchmark</b>	<b>Actuals</b>	<b>Variance</b>
January	98.0	91.1	-7.0%
February	98.0	92.6	-5.5%
March	98.0	93.7	-4.4%
April	98.0	94.5	-3.6%
May	98.0	89.6	-8.6%
June	98.0	90.2	-8.0%
July	98.0	95.3	-2.8%
August	98.0	94.4	-3.7%
September	98.0	93.1	-5.0%
October	98.0	94.0	-4.1%
November	98.0		
December	98.0		

### Inspection Response Time



Benchmark
  Actual

## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 2009

**Citizen Priority:** Community Development

**Department:** (05) Planning

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

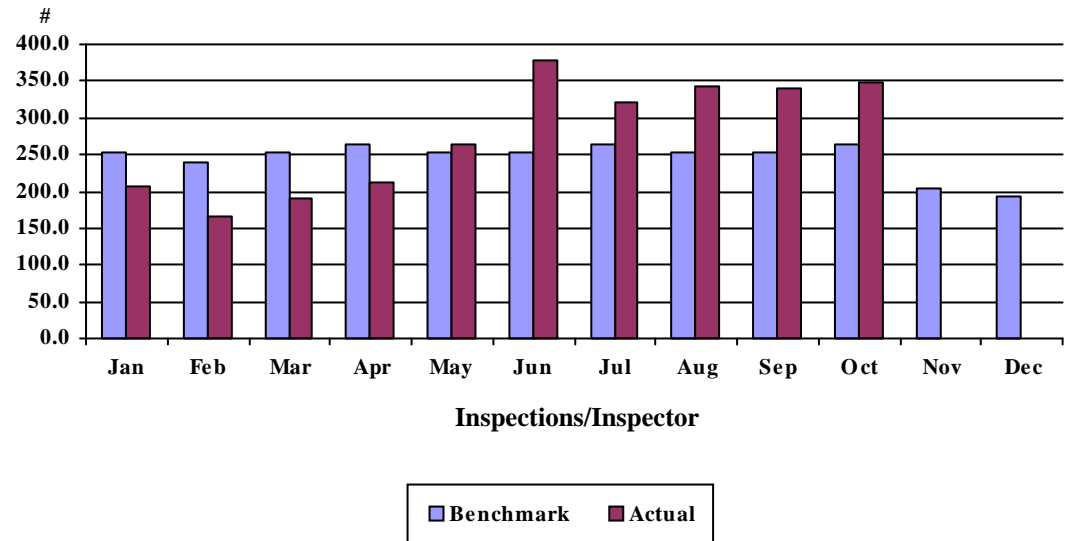
**Benchmark / Target:** Target is no more than 12 inspections per work day per inspector as recommended by Washington Rating and Surveying Bureau. Target is calculated as number of work days per month times 12 inspections per work day, and considers the seasonality of building industry.

**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.

**Unit of Measure: Count**

<u>Year 2009</u>	<u>Benchmark</u>	<u>Actuals</u>	<u>Variance</u>
January	252.0	207.0	-17.9%
February	240.0	165.0	-31.3%
March	252.0	190.0	-24.6%
April	264.0	212.0	-19.7%
May	252.0	265.0	5.2%
June	252.0	378.0	50.0%
July	264.0	320.0	21.2%
August	252.0	342.0	35.7%
September	252.0	340.0	34.9%
October	264.0	348.0	31.8%
November	204.0		
December	192.0		

**Inspections Performed per Inspector**



## 2009 Snohomish County SnoStat Performance Measures by Citizen Priority Type

As of November 17, 2009

**Citizen Priority:** Community Development

**Department:** (05) Planning

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

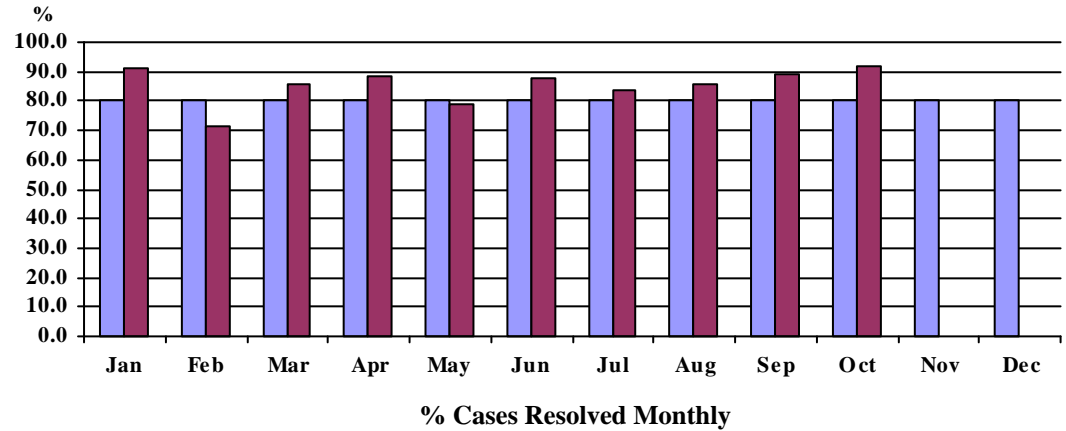
**Benchmark / Target:** The goal is for at least 80% of cases per month to be resolved through voluntary compliance

**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 2009</u>	<b>Benchmark</b>	<b>Actuals</b>	<b>Variance</b>
January	80.0	91.1	13.8%
February	80.0	71.2	-11.0%
March	80.0	85.9	7.3%
April	80.0	88.3	10.4%
May	80.0	79.1	-1.1%
June	80.0	87.8	9.8%
July	80.0	83.7	4.6%
August	80.0	85.6	7.0%
September	80.0	89.0	11.3%
October	80.0	91.8	14.8%
November	80.0		
December	80.0		

### Enforcement-Voluntary Compliance



Benchmark
  Actual