



**2010 Annual Performance
Measures and Indicators Report
June 7, 2011**

Performance Measurement and Improvement Team (PerMIT)

- Nancy Brase Administration
- Rita Conlin Public Works
- Robin Howard Human Resources
- Sue Harris County Attorney
- Amanda Hollis Administration
- Kathleen Johnson Information Technology
- Stephanie Lenartz Public Health and Environment
- Joe Manion Library
- Jody Moran Property Records and Taxpayer Services
- Dan Pepper Community Corrections
- Steve Povolny County Attorney
- Perry Preuss Information Technology
- Julia Wallis Community Services
- John Warneke Sheriff
- Tom Westling Accounting and Finance

Overview

- Past and present performance measurement and improvement efforts
- Overview of this year's report
- Performance measurement and improvement plans in the next year

Past Efforts

- Performance Measurement and Improvement Team (PerMIT)
- NCCI Trailblazers Grant
- Residential surveys and other customer satisfaction surveys

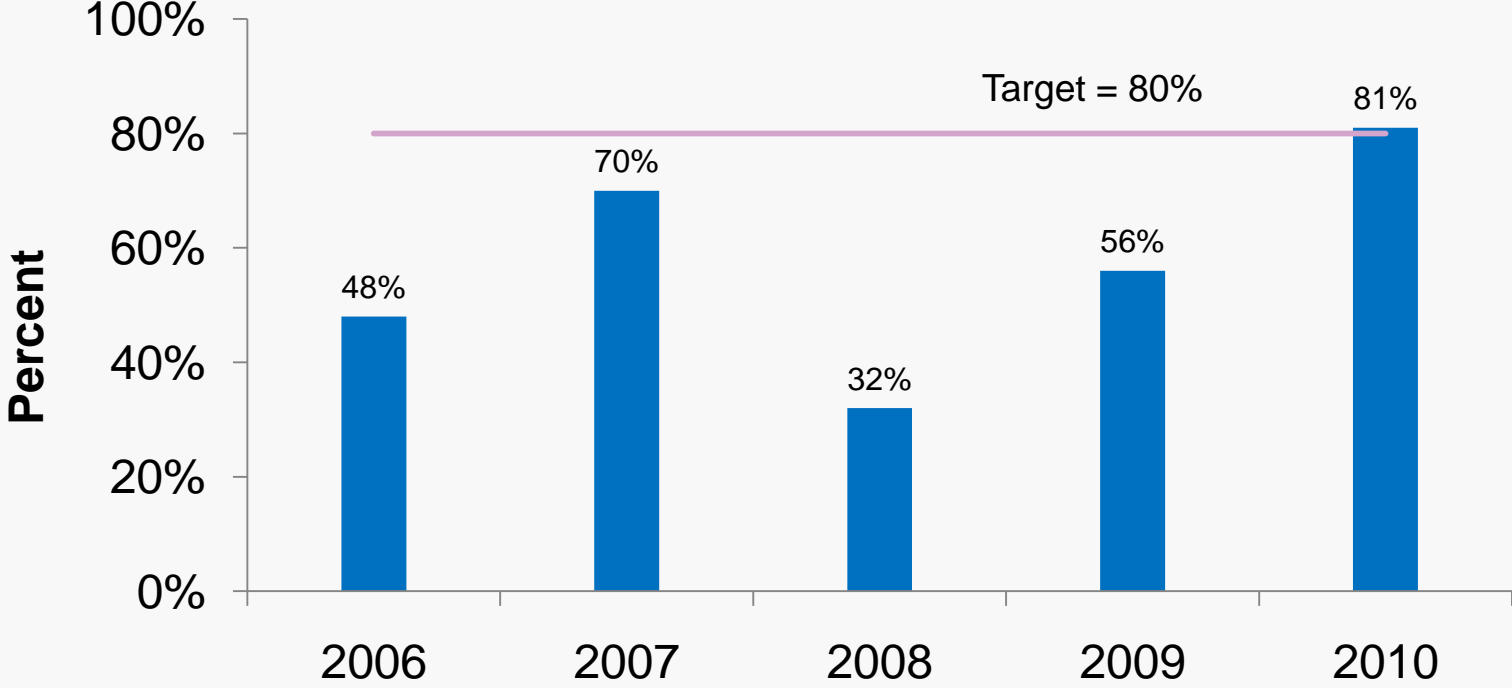
Present Efforts

- Performance Measurement and Improvement Team (PerMIT) training
- County training
- County customer satisfaction surveys
- Progress Meetings

Overview of the 2010 Performance Measures and Indicators Report

- Addition of mission, values, and goals
- Each chapter focuses on a county goal
- Indicator versus a measure
- Examples from the report
 - Public Health and Environment (PHE)'s Health Alert Network
 - Library Annual Visits

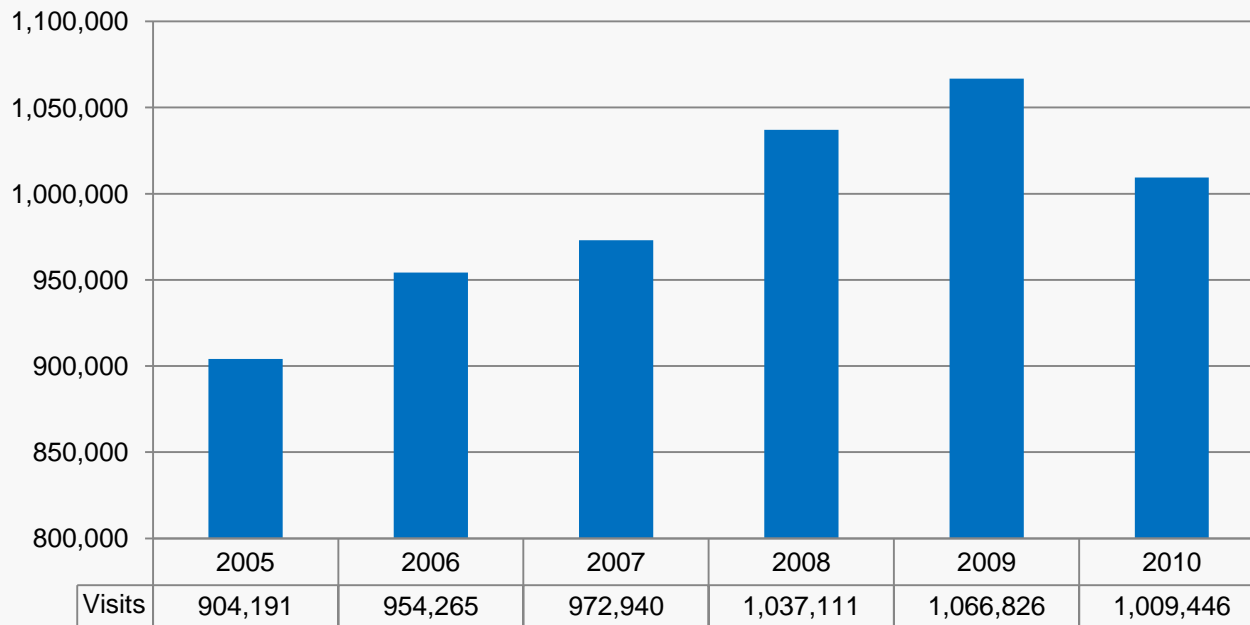
Health Care Provider Timely Response Rate to PHE's Health Alert Network Messages



Source: Washington County Public Health and Environment Department



Annual Library Visits, 2005-2010



Source: Washington County Library Gate count reports, 2005-2010
 Numbers do not include Associate Libraries in Stillwater and Bayport.

What's Next for Performance Measurement and Improvement?

- Focus on continuous quality improvement and updating measures
- Periodic updates to the Board about performance measurement
- Continue to update and improve the performance measurement and indicator report

Questions or Comments?

The report can be found online:

<http://www.co.washington.mn.us/performanceasures>