

### State Standard Measures Program

In 2010, the Legislature created the Council on Local Results and Innovation. In February 2011, the Minnesota Council released a set of performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services, and measuring residents' opinions of those services.

This document provides summary information on 11 of those performance measures. For additional information, including narratives and analysis on many of these measures, refer to the annual Washington County Performance Measurement Report on the county website: [www.co.washington.mn.us/performanceasures](http://www.co.washington.mn.us/performanceasures)

## PUBLIC SAFETY

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

	2015	2016	2017
Part I Crimes	3.5	3.9	3.9
Part II Crimes	11.0	13.9	13.8

Crimes committed by offenders are classified as either Part I or Part II crimes. Part I crimes include homicide, sexual assault, robbery, aggravated assault, burglary, larceny-theft (shoplifting, pick-pockets), motor vehicle theft, and arson. Part II crimes include other assaults, forgery and counterfeiting, fraud, embezzlement, stolen property (buying, receiving, possessing), prostitution, sex offenses, drug abuse violations, gambling, offenses against family and children, driving under the influence, violating liquor laws, drunkenness, disorderly conduct, vagrancy, and all other offenses (any offense that does not fit in any category except for driving offenses).

*Note: 2016 population estimate was used to calculate 2016 and 2017 crimes per 1,000 residents, as the 2017 population estimate was not available at the time of publication. Source: Washington County Sheriff's Office*

### Percent of adult offenders with new felony conviction within 3 years of discharge

	2015	2016	2017
Percent of adult offenders with a felony conviction within 3 years of discharge	16%	12%	15%

*Note: Washington County recidivism rates for 2017 involve probation sentenced offenders with a felony level case discharged in 2013. The percentages are within the norm of the seven-county metro area. Source: Washington County Community Corrections*

## PROPERTY RECORDS, VALUATION, ASSESSMENT

### Turnaround time for recording, indexing, and returning real estate documents

	2015	2016	2017
Recording compliance	100%	100%	100%
Timely recording, paper documents	3.51 days	3.49 days	3.26 days
Timely recording, electronic documents	0.10 days	0.004 days	0.04 days

To aid and improve commerce in Minnesota, state law compels specific processing requirements and compliance standards for recording of real estate documents, no later than 10 business days for documents submitted in paper form and no later than 5 days electronically after receipt by the county. Source: Property Records and Taxpayer Services

## PUBLIC WORKS

### Average pavement condition rating

	2015	2016	2017
Pavement Condition Index (PCI)	76	78	76

*Note: The PCI rating monitors the surface quality of the pavement. Washington County's goal is to maintain the overall pavement condition of its roadway system at an average PCI of 72 or greater, with a minimum PCI of 40. Source: Washington County Public Works and Minnesota Department of Transportation*

## BUDGET, FINANCIAL

### Bond rating

	2015A	2016A	2017A
Standard and Poor's Rating Service	AAA	AAA	AAA
Moody's Investor's Services	Aaa	Aaa	Aaa

*Note: The letter "A" behind each year signifies the name of the bond sale. Washington County holds the highest rating obtainable from both Standard & Poor's Ratings Services and Moody's Investor's Services. Source: Washington County Accounting and Finance*

## PUBLIC HEALTH, SOCIAL SERVICES

### Percentage of children in which there is a recurrence of maltreatment within 12 months following an intervention

	2015	2016	2017
Child Maltreatment	0.9%	2.4%	2.4%

Child maltreatment includes physical abuse, neglect, sexual abuse, mental injury, or maltreatment of a child in a facility. Minnesota's Department of Human Services measures repeat maltreatment as the percentage of children in which there is a recurrence of maltreatment within 12 months following an intervention. Washington County's goal is 9.1% or less.

*Note: Data for 2017 is for a portion of the year, data for 2017 will be finalized after a full 12 months have elapsed after the occurrence of maltreatment. Source: Minnesota Department of Human Services' Social Services Information System*

### Percentage of low birth-weight children

	2014	2015	2016
Low birth-weight	5.0%	4.3%	4.4%

Low birth-weight describes babies who are born weighing less than 2,500 grams or 5.5 pounds. *Note: This data does not include multiple births. 2017 data was not available at the time of publication. Source: Washington County Public Health and Environment*

## PARKS, LIBRARIES

### Citizens' rating of quality of parks - Park Visitor Survey

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
2015	69.7%	24.7%	0.4%	1.1%	1.8%
2016	72.7%	23.4%	2.4%	0.5%	1.0%
2017	72.0%	22.1%	2.4%	0.7%	2.8%

This measure provides information on the percentage of surveyed park visitors who were satisfied with their experience in the park they visited that day. Source: Washington County Public Works - Park Visitor Survey

### Number of annual library visits per 1,000 residents

	2015	2016	2017
Number of annual library visits per 1,000 residents	3,624	3,611	3,553

*Note: 2016 population estimate was used to calculate the 2016 and 2017 in-person library visits per 1,000 residents, as the 2017 population estimate was not available at the time of publication. Numbers do not include libraries in Stillwater, Lake Elmo, and Bayport. Source: Washington County Library*

## ENVIRONMENT

### Recycling percentage

	2015	2016	2017
Percentage of recycled waste	37.7%	42.8%	49.3%

*Note: The recycling percentage is the total tons of county recyclable materials as a percentage of the waste generated. Source: Washington County Public Health and Environment SCORE Report*

### Amount of hazardous household waste and electronics collected

	2015	2016	2017
Household hazardous waste	1,482,990 lbs.	1,679,815 lbs.	1,657,938 lbs.
Electronics waste	1,382,832 lbs.	1,945,913 lbs.	1,906,955 lbs.

*Note: The slight decreases for household hazardous waste and electronics are likely due to products being manufactured at a lighter weight than in the past. Source: Washington County Public Health and Environment*

**Washington County  
Performance  
Measurement  
Program**

Since the mid-1990s, Washington County departments have tracked, reported, and monitored performance measures to support decision-making, and to drive continued improvement in the services provided.

Progress Meetings, scheduled with each department once a year, are an example of continuously improving and advancing use of data and analysis in the organization. The purpose of these meetings is to facilitate an ongoing dialogue about performance results and quality improvement efforts between the Office of Administration and the county's departments.

Washington County's multi-departmental Performance Measurement and Improvement Team (PerMIT) continues to further institutionalize the use of performance measurement, lean, and quality improvement throughout the organization.

Washington County remains committed to making data-driven decisions, ensuring accountability, and providing quality services.

**WASHINGTON COUNTY VISION, MISSION, GOALS & VALUES**

**VISION**

A great place to live, work and play...today and tomorrow

**MISSION**

Providing quality services through responsible leadership, innovation, and the cooperation of dedicated people

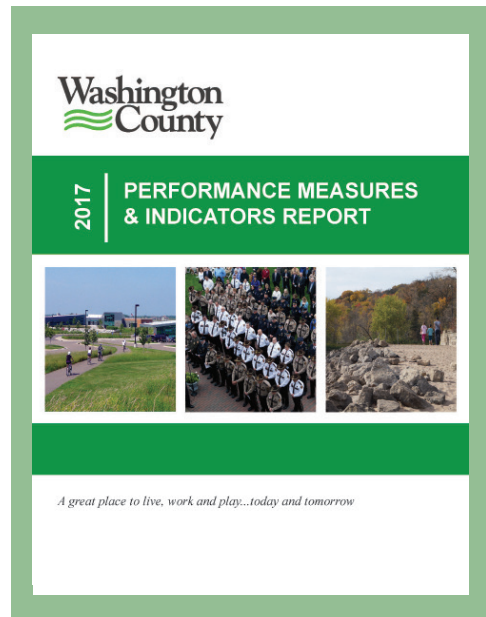
**GOALS**

- To promote the health, safety, and quality of life of citizens
- To provide accessible, high-quality services in a timely and respectful manner
- To address today's needs while proactively planning for the future
- To maintain public trust through responsible use of public resources, accountability, and openness of government

**VALUES**

- Ethical: to ensure public trust through fairness, consistency, and transparency
- Stewardship: to demonstrate tangible, cost-effective results and protect public resources
- Quality: to ensure that services delivered to the public are up to the organization's highest standards
- Responsive: to deliver services that are accessible, timely, respectful, and efficient
- Respectful: to believe in and support the dignity and value of all members of this community
- Leadership: to actively advocate for and guide the county toward a higher quality of life

**MORE INFORMATION AVAILABLE**



**Performance Measurement and Indicators Report**

The annual Performance Measures and Indicators Report reflects Washington County's continued commitment to high-quality service that meets and exceeds the needs and expectations of Washington County residents. The 2017 Performance Measures and Indicators Report is the county's 19th annual report.

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

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