PARTICIPATION IN THE 2021 PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, the Minnesota Legislature created the Council on Local Results and Innovation in 2010, setting it in state law; and

WHEREAS, the Council on Local Results and Innovation released a standard set of performance measures for counties that will aid residents, taxpayers, and state and local elected officials to determine the effectiveness of counties in providing services and measure residents’ opinions of those services; and

WHEREAS, the County Board began the county’s participation in the voluntary standard measures program in 2011; and

WHEREAS, a county that chooses to participate in the standard measures program for 2021 may be eligible for a reimbursement of 14 cents per capita in county government aid, not to exceed $25,000; and

WHEREAS, counties must file a report with the Office of the State Auditor by July 1, 2021, with a declaration adopting and implementing performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the county has a longstanding commitment to performance measurement and quality improvement that focuses on outcome goals and performance results; and

WHEREAS, the county has implemented a local performance measurement system, including the use of measurement and reporting to help plan, budget, manage, and evaluate programs and processes; and

WHEREAS, the county is implementing an internal quality improvement plan with a framework for countywide quality improvement work, which includes setting targets, measuring progress, reporting on progress, and making improvements; and

WHEREAS, the county will report the results of the 11 adopted measures from this program to residents by posting the results on the county’s website; and

WHEREAS, the county will continue to communicate the results of its performance measurement and improvement program with residents through the use of public meetings, news releases, website postings, and an annual report to the County Board and residents.

NOW, THEREFORE, BE IT RESOLVED that the Washington County Board of Commissioners adopts 11 Model Performance Measures for Counties and authorizes the County Administrator to file the declaration to participate in the 2021 Performance Measurement Program and to file the Performance Measurement Review with the Office of the State Auditor by July 1, 2021.

ATTEST:

COUNTY ADMINISTRATOR

COUNTY BOARD CHAIR

YES  NO
MIRON  X  
KARWOSKI  X  
KRIESEL  X  
JOHNSON  X  
WEIK  X  

Updated: January 2021
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/performancemeasures

PUBLIC SAFETY

<table>
<thead>
<tr>
<th>Part I and Part II Crimes per 1,000 residents</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part I Crimes</td>
<td>3.7</td>
<td>3.1</td>
<td>4.7</td>
</tr>
<tr>
<td>Part II Crimes</td>
<td>11.8</td>
<td>8.8</td>
<td>18.9</td>
</tr>
</tbody>
</table>

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: 2019 population estimate was used to calculate 2019 and 2020 crimes per 1,000 residents, as the 2020 population was not available at the time of publication.

On October 1, 2020, the Washington County Sheriff’s Office joined law enforcement agencies across the nation in switching from the Uniform Crime Reporting Program’s Summary Reporting System (UCR-SRS) to National Incident-Based Reporting System (NIBRS). Due to the differences in these two reporting standards, it may appear as though Washington County, along with the rest of the nation, is experiencing higher crime levels, when in reality, NIBRS allows for clearer and a more precise reporting mechanism.

The UCR-SRS collected aggregated monthly crime statistics of 10 offense categories, employing what was known as the Hierarchy Rule (when more than one offense occurred within a crime incident, only the most serious offense was the one reported). For example, using the UCR-SRS reporting system, if a homicide occurred during the course of an armed robbery while stealing a motor vehicle, only the homicide would have been reported as it was the most egregious offense in the hierarchy. When reporting the same crime using NIBRS, the agency would count murder, robbery, and motor-vehicle theft. Source: Washington County Sheriff’s Office

<table>
<thead>
<tr>
<th>Percent of adult offenders with new felony conviction within 3 years of discharge</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of adult offenders with a felony conviction within 3 years of discharge</td>
<td>15%</td>
<td>20%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Washington County recidivism rates for 2020 involve probation sentenced offenders with a felony level case discharged in 2016. The 2020 recidivism rate for Washington County probationers was similar to the overall Twin Cities metro-region rate of 19% and to the 17% rate for the state of Minnesota. Source: Washington County Community Corrections
### PUBLIC WORKS

#### Average pavement condition rating

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCI</td>
<td>73</td>
<td>70</td>
<td>68</td>
</tr>
</tbody>
</table>

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. In 2020, 12 miles of county roads were under 40 PCI rating. Source: Washington County Public Works and Minnesota Department of Transportation.

#### Average bridge sufficiency rating

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of bridges below a rating of 60</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Thirty-eight bridges are inspected by Washington County, including culverts, railroad bridges, bridges that carry trails over county roadways, and five owned by townships. The Bridge Replacement and Improvement Management Tool is used to manage the inventory of county-owned bridges and make decisions on maintenance, rehabilitation, and replacement. The tool uses a scale of 0 to 100; a rating of 60 or less are eligible for 80% funding with Federal Bridge funds and up to 100% with State Bridge Funds. Source: Washington County Public Works.

### PUBLIC HEALTH, SOCIAL SERVICES

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

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Maltreatment</td>
<td>3.2%</td>
<td>3.8%</td>
<td>6.2%</td>
</tr>
</tbody>
</table>

Child maltreatment includes physical abuse, neglect, sexual abuse, mental injury, or maltreatment of a child in a facility. Minnesota’s Department of Human Services (DHS) measures repeat maltreatment as the percentage of children in which there is a recurrence of maltreatment within 12 months following an intervention. The federal performance standard is 9.1%. Note: Data for 2020 is for a portion of the year; data for 2019 will be finalized after a full 12 months have elapsed after the occurrence of maltreatment. Source: Minnesota Department of Human Services.

### PROPERTY RECORDS, VALUATION, ASSESSMENT

#### Turn-around time for recording, indexing, and returning real estate documents

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recording compliance</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Timely recording, paper documents</td>
<td>2.76 days</td>
<td>3.90 days</td>
<td>3.81 days</td>
</tr>
<tr>
<td>Timely recording, electronic documents</td>
<td>&lt;1 day</td>
<td>1.89 days</td>
<td>1.62 days</td>
</tr>
</tbody>
</table>

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: Washington County Property Records and Taxpayer Services.
ELECTIONS

Accuracy of post-election audit

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of ballots counted correctly based on audit</td>
<td>100%</td>
<td>*</td>
<td>100%</td>
</tr>
</tbody>
</table>

To ensure ballot tabulation equipment is accurately counting votes, Minnesota Statute mandates that a Post-Election Review be conducted after each statewide general election. A county with Washington County’s population selects four precincts by lot at the County Canvassing Board meeting to manually recount the statewide races. Election judges from the chosen municipalities sort the ballots by candidate in each office. The results of each sort are documented and reported to the Office of the Secretary of State. If a difference from Election Day is noted and cannot be explained, it must meet the threshold of less than a 0.5% difference or less than 2 votes in a precinct with fewer than 400 registered voters. Washington County had no unexplained errors. This review demonstrated that the ballot tabulators accurately counted the votes cast on November 3, 2020. Source: Washington County Property Records and Taxpayer Services

*Note: State and county elections are not conducted in odd-numbered years.

PARKS, LIBRARIES

Number of annual library visits per 1,000 residents

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of annual library visits per 1,000 residents</td>
<td>3,520</td>
<td>3,398</td>
<td>1,456</td>
</tr>
</tbody>
</table>

Note: 2019 population estimate was used to calculate 2019 and 2020 population in-person library visits per 1,000 residents, as the 2020 population was not available at the time of publication. Numbers in 2018, 2019, and 2020 do not include Bayport and Stillwater. Due to the COVID-19 pandemic, libraries were closed to the public from March 18 to June 28. From June 29 to December 31, libraries were open limited hours and at limited capacity. Source: Washington County Library

BUDGET, FINANCIAL

Bond rating

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard and Poor’s Rating Service</td>
<td>AAA</td>
<td>AAA</td>
<td>AAA</td>
</tr>
<tr>
<td>Moody’s Investors Services</td>
<td>Aaa</td>
<td>Aaa</td>
<td>Aaa</td>
</tr>
</tbody>
</table>

Note: 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
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.

The information that each department gathers is shared with representatives from other departments and the Office of Administration each year, providing an opportunity to review the gathered data, and analyze its meaning. That spurs continuing discussions on how to use the collected data to implement improvements that lead to more efficiency and more effective practices to serve residents of the county.

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 with a five-year Quality Improvement Plan.

With this plan, the departments commit themselves to seeking continued improvement in the work that they do, and commit themselves to a quality improvement culture in the county.

ENVIRONMENT

<table>
<thead>
<tr>
<th>Recycling percentage</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of recycled waste</td>
<td>48.9%</td>
<td>46.7%</td>
<td>50.8%</td>
</tr>
</tbody>
</table>

*Note: The recycling percentage is the total tons of county recyclable materials as a percentage of waste generated and is dependent upon data reported by waste haulers. Washington County continues to make progress towards the state’s 2030 goal of 75% recycling rate for metro counties. Source: Washington County Public Health & Environment SCORE Report*

<table>
<thead>
<tr>
<th>Amount of hazardous household waste and electronics collected</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household hazardous waste</td>
<td>1,718,994 lbs.</td>
<td>1,930,637 lbs.</td>
<td>1,683,416 lbs.</td>
</tr>
<tr>
<td>Electronics waste</td>
<td>1,829,577 lbs.</td>
<td>1,509,028 lbs.</td>
<td>1,208,919 lbs.</td>
</tr>
</tbody>
</table>

*Note: The decrease for electronic waste is likely due to products being manufactured at a lighter weight than in the past. Source: Washington County Public Health & Environment*

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 2020 Performance Measures and Indicators Report is the county’s 22nd annual report and is expected to be published late summer 2021.

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

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