
KEY PERFORMANCE INDICATOR OVERVIEW

The following section illustrates the Key Performance Indicators (KPI) of the departments reporting directly to the County Manager and for several elected and appointed positions. Department KPIs are used to benchmark performance during the year, while secondary and tertiary measures are used to pinpoint specific areas contributing to the overall KPI for a department. The process of measuring performance creates a focal point for strategic planning, while providing a communication device for the purpose of motivating staff around service delivery and priorities.

The following section outlines a portion of the 800-plus measures used by County departments to gauge performance.

The measures selected in this section contain a mix of direct results of operations, customer satisfaction scores and measures from external agencies. Information is provided for actual results obtained for 2012, an updated estimate for 2013, and a projection trend for 2014.

Examples of direct results from operations in 2012:

- 274,369 registered voters in Sedgwick County
- 48,893 real estate records and tax roll changes processed
- 473,590 annual number of incidents dispatched by 9-1-1
- 1,060 average daily population in custody of the Sheriff
- 615 miles of roads were maintained by County Public Works
- 119,509 people contacted through environmental education programs
- 503 Children's Dental Clinic clients per year
- 14,566 warrants cleared by the Sheriff
- 87,234 average monthly attendance at Sedgwick County Park
- 536 annual land use complaints handled by MABCD
- 580 bridges inspected
- 595 uninsured residents receiving flu vaccines

Examples of customer satisfaction scores and external agency ratings in 2012:

- "A" – Manager's Office responding to community needs index score
- "AAA" – the Standard & Poor's bond rating score for Sedgwick County
- "100%" – Appraiser's Office score by the Annual Substantial Compliance Audit by the Kansas Department of Revenue
- "76%" – Percent of total treated acreage eliminating noxious weeds
- "90%" – Client satisfaction score with Department on Aging providers
- "87%" – Number of those individuals with a serious and persistent mental illness living independently
- "20%" – increase in appraised value of rehabilitated homes through the Housing Department

More highlighted examples of KPIs for departments in the areas of General Government, Public Safety, Public Works, Human Services, Culture and Recreation, and Community Development are included in the following sections. A more detailed KPI list for the departments can be found in the detailed budget summary for each participating department.