The following section highlights Key Performance Indicators for the General Government Functional Area for Sedgwick County. The General Government group accounts for the majority of policy making decisions, revenue collections, and administrative support to the organization. These functions include the following departments: Board of County Commissioners, County Manager, County Counselor, County Clerk, Register of Deeds, County Treasurer, County Appraiser, Election Commissioner, Metropolitan Area Planning Department, Finance, Human Resources, Fleet, Facilities and Technology.

**Department Measure and Goal**

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<tr>
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<tbody>
<tr>
<td><strong>County Manager’s Goal:</strong> Engage citizens, employees, government entities, and community leaders in a collaborative environment to assist the Board of County Commissioners in implementing policy and program initiatives</td>
<td></td>
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<tr>
<td>Responding to Community Needs (KPI)</td>
<td>A</td>
<td>A</td>
<td>A</td>
</tr>
<tr>
<td>Community engagement and regional collaboration meetings</td>
<td>1,033</td>
<td>1,000</td>
<td>1,000</td>
</tr>
<tr>
<td>Number of internal employee engagement opportunities</td>
<td>135</td>
<td>130</td>
<td>130</td>
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<tr>
<td>Number of news articles, broadcast news stories, and press releases produced and released</td>
<td>2,080</td>
<td>2,000</td>
<td>2,000</td>
</tr>
<tr>
<td>Number of trainings and educational videos produced</td>
<td>28</td>
<td>35</td>
<td>35</td>
</tr>
<tr>
<td><strong>Sedgwick County Clerk’s Goal:</strong> Update real property conveyances within ten days of receipt</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Percent of BoCC minutes submitted within 10 days</td>
<td>60%</td>
<td>60%</td>
<td>85%</td>
</tr>
<tr>
<td>Number of real estate records and tax roll changes processed</td>
<td>46,893</td>
<td>50,000</td>
<td>50,000</td>
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<tr>
<td>Homestead tax applications and letter of eligibility prepared</td>
<td>2,298</td>
<td>2,500</td>
<td>2,500</td>
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<tr>
<td>Number of state mandated abstracts and tax district reports</td>
<td>99</td>
<td>99</td>
<td>99</td>
</tr>
<tr>
<td>Number of local government budgets reviewed</td>
<td>78</td>
<td>78</td>
<td>78</td>
</tr>
<tr>
<td><strong>Sedgwick County Treasurer’s Goal:</strong> Accurately account for funds collected and distributed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax dollars collected and distributed (calendar year) by the Tax Office (KPI)</td>
<td>$574m</td>
<td>$565m</td>
<td>$565m</td>
</tr>
<tr>
<td>Total vehicle tax revenue collected by the Tag Office</td>
<td>$53m</td>
<td>$53m</td>
<td>$52m</td>
</tr>
<tr>
<td>Number of vehicle transactions</td>
<td>628,753</td>
<td>630,000</td>
<td>630,000</td>
</tr>
<tr>
<td>Number of current tax statements mailed per calendar year</td>
<td>454,998</td>
<td>455,000</td>
<td>455,000</td>
</tr>
</tbody>
</table>
### Key Performance Indicator Overview

#### Human Resources Goal: To establish and nurture partnerships to ensure effective and efficient delivery of services

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<tr>
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<tbody>
<tr>
<td>Percent of Voluntary Turnover</td>
<td>12.86%</td>
<td>13.00%</td>
<td>13.20%</td>
</tr>
<tr>
<td>Average Percent Increase for Promotions</td>
<td>9.8</td>
<td>8.0</td>
<td>8.0</td>
</tr>
<tr>
<td>Percent of Internal Investigations Completed On Time</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Number of Training Hours Provided</td>
<td>503</td>
<td>581</td>
<td>600</td>
</tr>
</tbody>
</table>

#### Division of Finance - Chief Financial Officer Goal: Develop and implement fiscal strategies to provide adequate resources for County priorities while maintaining a constant price of government

- **Total County assets (KPI)**
  - 2012 Actual: $972.2m
  - 2013 Estimate: $960.0m
  - 2014 Projected: $950.0m
- **Price of Government (cents per dollar of personal income)**
  - 2012 Actual: 1.1
  - 2013 Estimate: 1.1
  - 2014 Projected: 1.1
- **County debt per citizen**
  - 2012 Actual: $323
  - 2013 Estimate: $301
  - 2014 Projected: $280
- **Standard & Poor’s bond rating**
  - 2012 Actual: AAA
  - 2013 Estimate: AAA
  - 2014 Projected: AAA

#### County Appraiser’s Goal: To be a model of appraisal excellence with a reputation for delivering equitable, accurate and understandable appraisals that meet statutory requirements

- **Audit Points Received**
  - 2012 Actual: 100.0%
  - 2013 Estimate: 100.0%
  - 2014 Projected: 100.0%
- **Successfully achieve the points required by the Annual Substantial Compliance Audit by the Kansas Department of Revenue (KPI)**
  - 2012 Actual: 100.0%
  - 2013 Estimate: 100.0%
  - 2014 Projected: 100.0%
- **Cost per $1,000 of assessed value**
  - 2012 Actual: $0.93
  - 2013 Estimate: $1.01
  - 2014 Projected: $1.01
- **Maintain a ratio of the number of informal appeals to the number of parcels within 5 percent or less**
  - 2012 Actual: 2.0%
  - 2013 Estimate: 1.0%
  - 2014 Projected: 2.0%

#### Facilities’ Goal: Operate and manage facilities and the resources under our control efficiently and effectively

- **Total cost of operations (monthly average)(KPI)**
  - 2012 Actual: $0.31
  - 2013 Estimate: $0.32
  - 2014 Projected: $0.33
- **Average lease-cost per square foot**
  - 2012 Actual: $9.79
  - 2013 Estimate: $9.85
  - 2014 Projected: $9.90
- **Weapons seized/prevented from entering courthouse**
  - 2012 Actual: 6,457
  - 2013 Estimate: 6,400
  - 2014 Projected: 6,400
- **Preventive vs. corrective maintenance tasks (% indicated is preventative)**
  - 2012 Actual: 47%
  - 2013 Estimate: 47%
  - 2014 Projected: 47%
- **Area maintained per staff (square foot)**
  - 2012 Actual: 1,654,164
  - 2013 Estimate: 1,654,164
  - 2014 Projected: 1,654,164

#### Information Services’ Goal: Provide a stable, reliable, secure and persuasive technology infrastructure for clients, customers and visitors

- **Uptime composite average for all systems**
  - 2012 Actual: 99.75%
  - 2013 Estimate: 99.70%
  - 2014 Projected: 99.70%
- **Number of calls answered by call center (per month)**
  - 2012 Actual: 14,056
  - 2013 Estimate: 14,000
  - 2014 Projected: 14,000
- **Number of workstations**
  - 2012 Actual: 2,649
  - 2013 Estimate: 2,650
  - 2014 Projected: 2,650
- **Percent of Help Desk calls resolved at time of first call**
  - 2012 Actual: 85.83%
  - 2013 Estimate: 85.00%
  - 2014 Projected: 85.00%
- **Percent of network repairs within four hours**
  - 2012 Actual: 51.98%
  - 2013 Estimate: 50.00%
  - 2014 Projected: 50.00%
- **Average time to respond to a call (elapsed minutes)**
  - 2012 Actual: 30.85
  - 2013 Estimate: 30.00
  - 2014 Projected: 30.00