
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 2010, an updated estimate for 2011, and a projection trend for 2012.

Examples of direct results from operations in 2010:

- 256,484 registered voters in Sedgwick County
- 292 average monthly medical calls handled by Sedgwick County Fire District 1
- 519,182 annual calls were handled by 9-1-1
- 1,561 average monthly population in custody of the Sheriff
- 4,401 average monthly responses by EMS
- 617 miles of roads were maintained by County Public Works
- 76 miles of road improved by County Public Works
- 12,483 clients in mental health programs
- 548,919 annual attendance at the Sedgwick County Zoo
- 85,539 average monthly attendance at Sedgwick County Park
- 1,350 annual complaints handled by Code Enforcement
- 2,099 nuisance animal calls handled by Animal Control
- 17,274 school children dental screenings by the Health Department

Examples of customer satisfaction scores and external agency ratings in 2010:

- “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
- “82%” – Percent of infestations controlled on County rights of way by the Noxious Weeds Department
- “97%” – Client satisfaction score with Department on Aging providers
- “86%” – Number of those individuals with a serious and persistent mental illness living independently
- “24%” – 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, Health and Welfare, 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 all participating departments.