
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 KPI's 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 2009, an updated estimate for 2010, and a projection trend for 2011.

Examples of direct results from operations in 2009:

- 248 average monthly medical calls handled by Sedgwick County Fire District # 1
- 38,627 average monthly calls were handled by 9-1-1
- 1,645 average monthly population in custody of the Sheriff
- 617 miles of roads were maintained by County Public Works
- 11,934 clients in mental health programs
- 2,620 vehicles brought 1,144,163 pounds of electronic waste to a one day collection event
- 654,494 annual attendance at the Sedgwick County Zoo
- 1,060,267 annual attendance at Sedgwick County Park
- 1,340 annual complaints handled by Code Enforcement
- 19,022 youth served by the Sedgwick County Extension Program
- 17,763 school children dental screenings by the Health Department

Examples of customer satisfaction scores and external agency ratings in 2009:

- “A” – Manager’s Office responding to community needs index score
- “Strong” – the Standard & Poor’s Financial Management Assessment score for Sedgwick County
- “100 %” – Appraiser’s Office score by the Annual Substantial Compliance Audit by the Kansas Department of Revenue
- “0” – Pertinent management letter and audit findings from the annual external audit of County financials
- “90%” – Percent of infestations controlled on County rights of way by the Noxious Weeds Department
- “96%” – Client satisfaction score with Department on Aging providers
- “85.3%” – 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 KPI's 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.