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**Title:** A MOTION outlining the criteria that will be used to define the performance measures and customer service measures gauging the effectiveness of the reorganization.

**Sponsors:** Cynthia Sullivan, Larry Phillips

**Indexes:** Natural Resources, Department of, Reorganization

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**Attachments:** 1. Motion 11558.pdf, 2. 2002-0433 Transmittal Letter.doc, 3. A. Department of Executive Services/Department of Natural Resources and Parks Post-Implementation Evaluation dated August 30, 2002

Date	Ver.	Action By	Action	Result
10/14/2002	2	Metropolitan King County Council	Passed	Pass
10/8/2002	2	Labor, Operations and Technology Committee	Recommended Do Pass Substitute Consent	Pass
10/8/2002	1	Labor, Operations and Technology Committee	Amended	Pass
9/9/2002	1	Metropolitan King County Council	Introduced and Referred	

Clerk 10/09/2002

A MOTION outlining the criteria that will be used to define the performance measures and customer service measures gauging the effectiveness of the reorganization.

WHEREAS, the development, implementation and tracking of agency performance measures is a valid and beneficial evaluation tool in determining operational effectiveness, and

WHEREAS, benchmarking agency performance is frequently a component of such performance and customer service measures, and

WHEREAS, surveying the public and customers on a periodic basis to determine their satisfaction with county services and access to such services is also a frequent component of such performance and customer services measures;

NOW, THEREFORE, BE IT MOVED by the Council of King County:

The criteria to be used to define the performance measures and customer service measures to gauge the effectiveness of the services of the department of executive services and department of natural resources and parks relative to public access to services and public and customer satisfaction with county services, are as follows:

- A. Measures shall align with each department's stated mission, goals and objectives; and
- B. Measures shall be presented in context with a department's strategic plan and business plan, and measures to be aligned with core services for which the county is responsible and over which the county has control;
- C. Measures to be stated predominantly as outcomes and shall also include process and customer satisfaction measures;
- D. Measures to be simply stated and easily understood;
- E. Measures to be limited in number so as to be manageable and supportable within existing resources;
- F. Measures to include establishing targets, benchmarks and surveying;
- G. Measures to include feedback an/or data that can be gathered/identified easily and routinely and cost effectively;
- H. Measures to be useful to and used by decision makers, citizens, staff, directors, managers and supervisors;
- I. Measures to be evaluated and modified to evolution based on experience, feedback and data gathered;
- J. Measures to be unbiased, either in data gathered or feedback induced, and
- K. Measures to be useful/meaningful over time.