

First Quarter Performance Measurement Report

Introduction

This is the first quarterly update on the development and implementation of performance measures for the City of Issaquah. Efforts to date have focused on identifying historical data for the adopted performance measures.

Background

On November 16, 2020, the City Council adopted a Performance Measurement plan to implement tracking of 55 performance measures. The plan lays out steps to create a shared database for tracking measures, an interactive dashboard, and quarterly updates on progress. Staff held workshops at the July 14, 2020 and September 9, 2020 City Council Study Sessions and provided an update at the November 2, 2020 City Council meeting.

Historical Data Collection

Throughout 2020, staff met with department teams to discuss tracking and setting targets for the performance measures. In the most recent discussions, staff identified the availability and feasibility of accessing historical data on a regular basis. Overall, 87%, or 48 of the 55 performance measures, were identified as having historical data. Sharepoint folders were created to allow staff to easily add current and historical data for analysis and visualization. As of April 2, 2021, nearly half or 23 of the 48 performance measures with historical data had data placed in the Sharepoint folders. Data for these 23 performance measures are presented in Exhibit A. In addition, target metrics are presented for measures where targets have been established.

Performance Measure Visualizations

The visualizations in Exhibit A were created using the historical data provided in Sharepoint. These measures are organized by the Strategic Plan Objectives and contain multiple data points to visualize or describe. When defined, the yearly targets are indicated in the visualizations.

Next Steps

City staff will continue to gather data, – both current and historical, where available – for the full gamut of performance measures, build data skills, and tie back measures to current City priorities. When appropriate, targets will be refined and updated based on measurement and policy analysis. Staff will continue developing the City Performance Dashboard with finalized measures, historic trends, and targets. In collaboration with the IT Department, they will identify best fit software for the City's needs to create an interactive dashboard.

As the dashboard is finalized, staff will provide quarterly updates to inform the Council, community members, and city staff.

Exhibit A

Mobility

Figure 1. Annual lane miles paved, 2014-20

Source: City of Issaquah Pavement Management Program



Figure 2. Number of potholes filled, 2014-20

Source: City of Issaquah Pavement Management Program

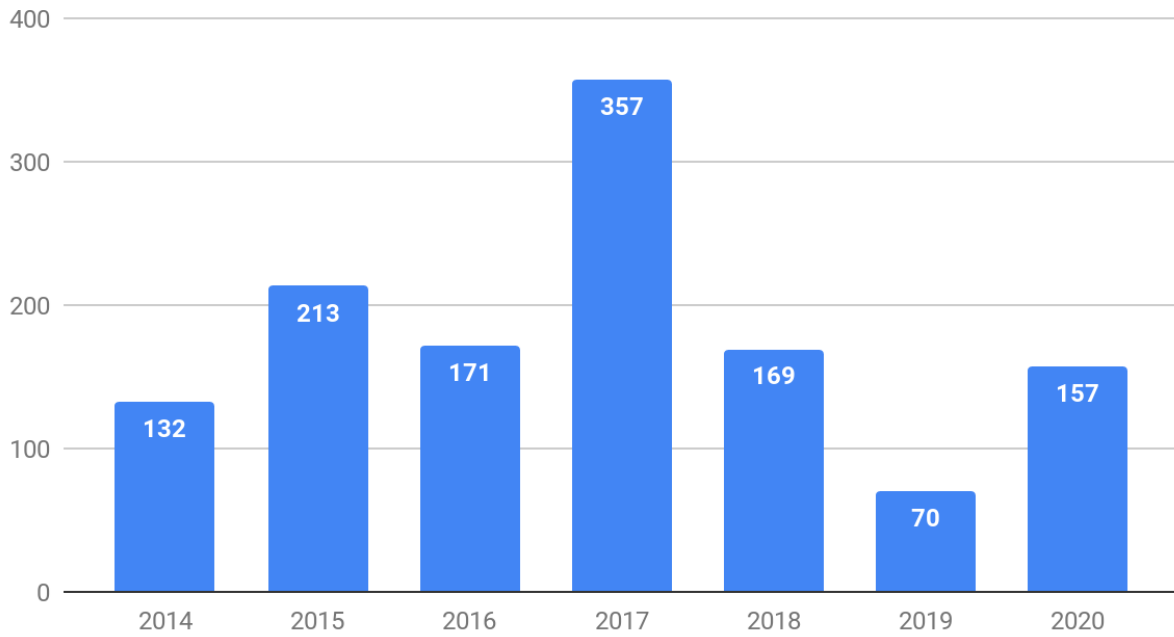


Figure 3. Number of collisions per 1,000 people, 2016-19

Source: IPD Records Management System - SPILLMAN

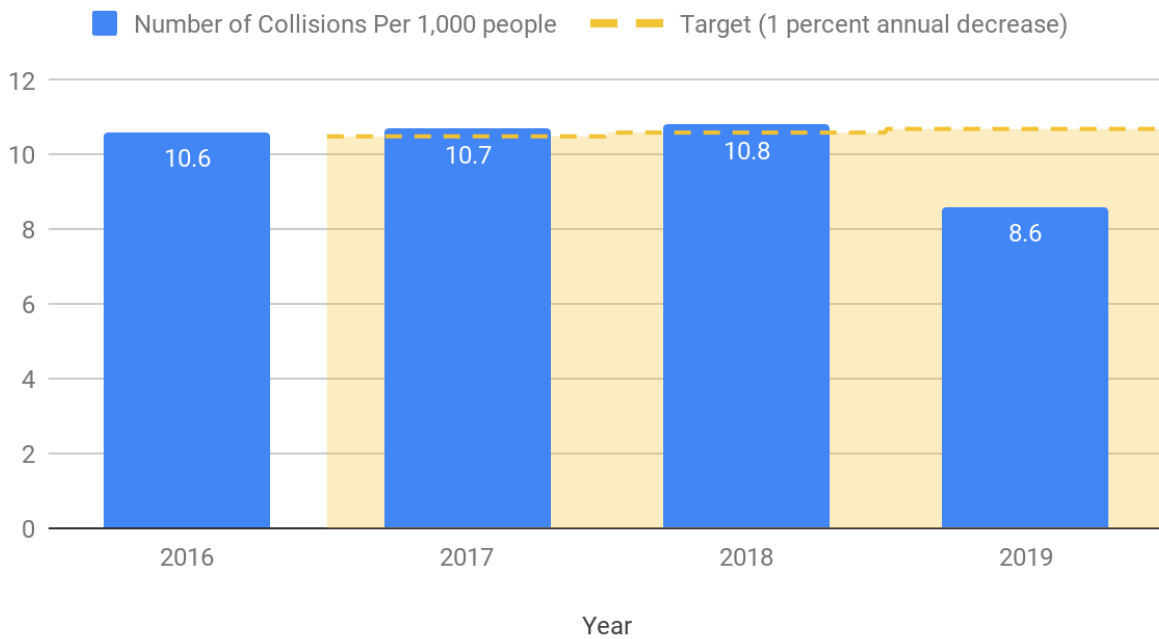
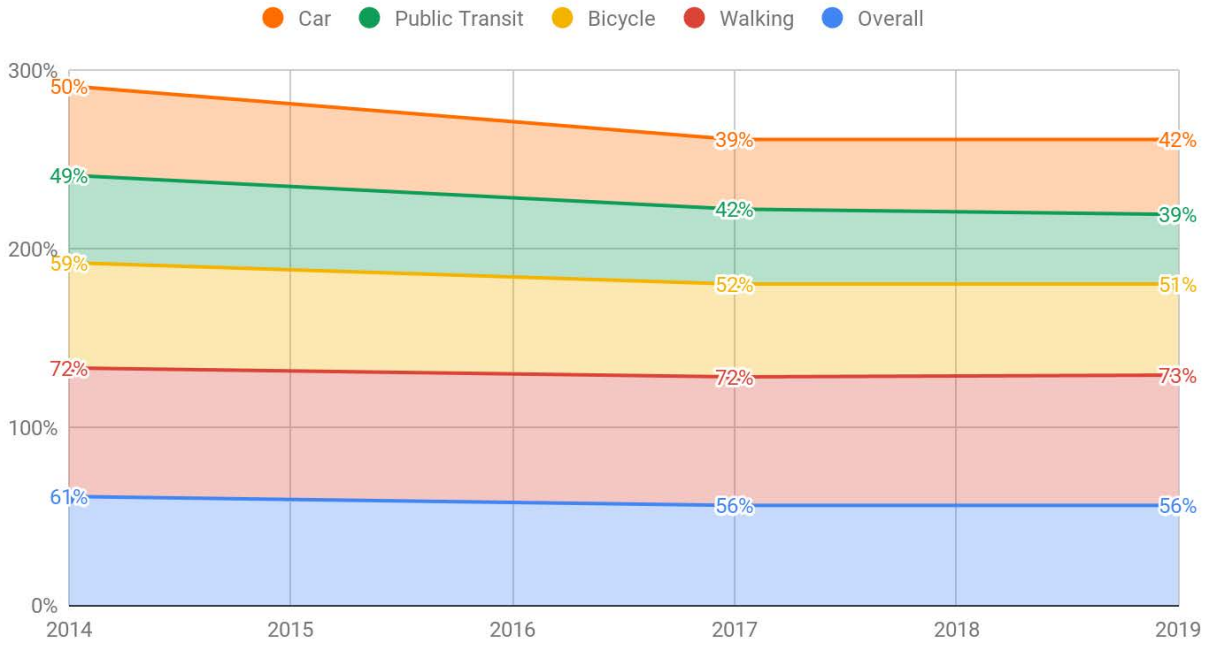


Figure 4. Percentage of residents surveyed that rated mobility type (i.e. travel by walking, bicycle, car, public transit) positively, 2014-19

Source: National Community Survey



Growth and Development

Figure 5. Total housing units by type, 2016-20

Source: Track-It/City of Issaquah Community Planning and Development

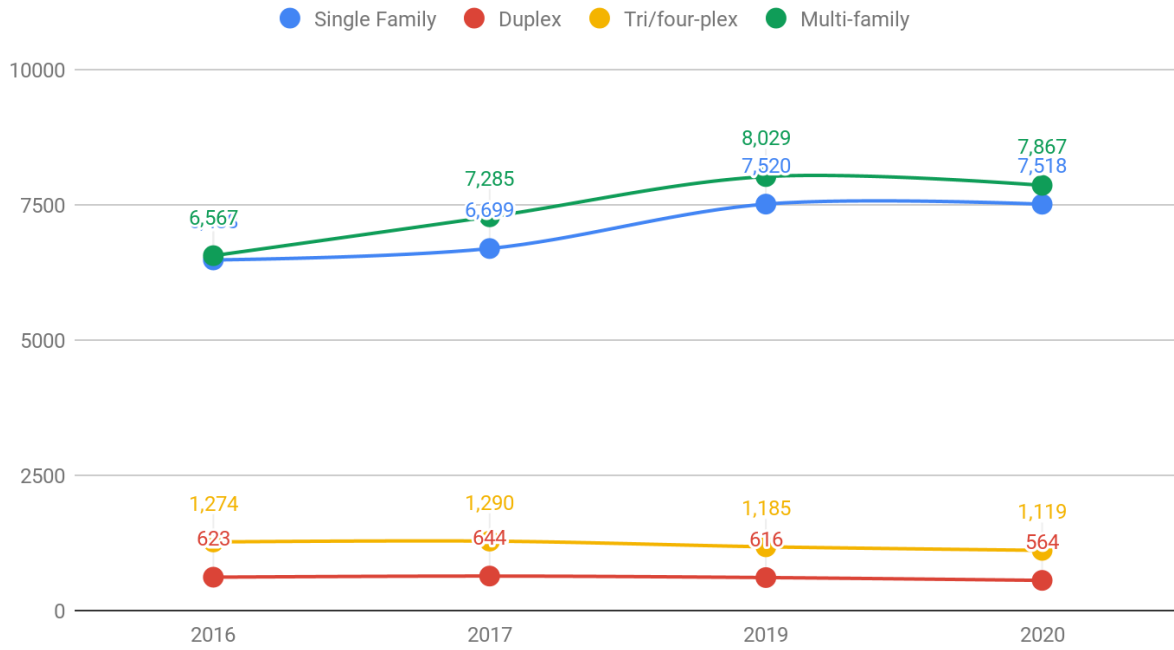
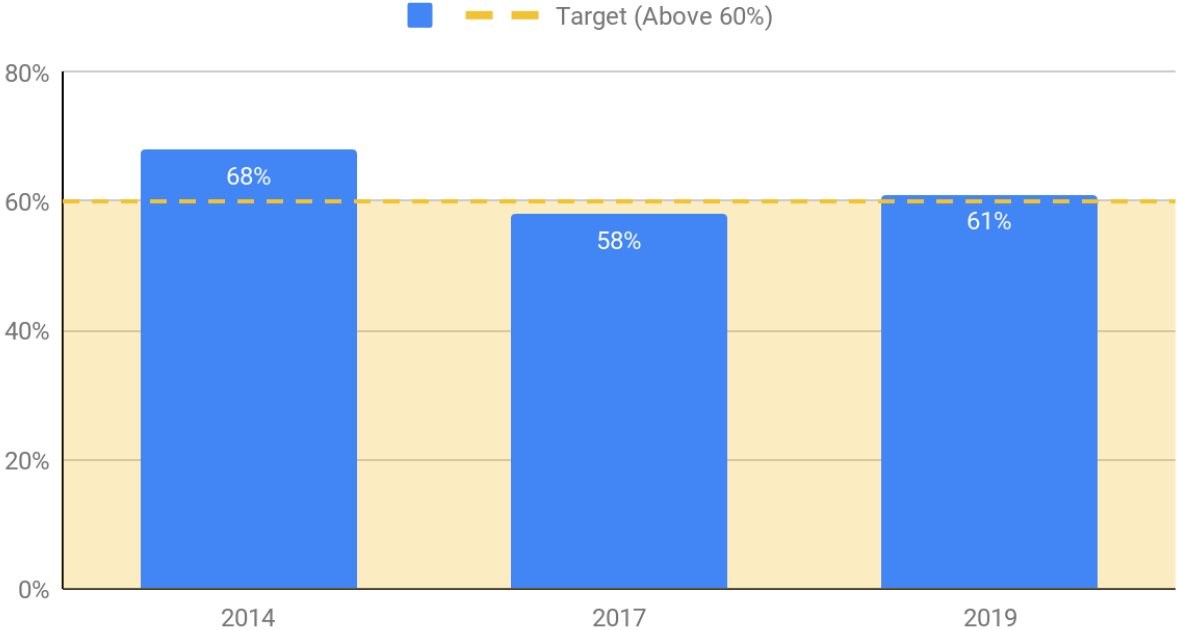


Figure 6. Percentage of residents rating overall built environment in Issaquah positively, 2014, 2017, and 2019

Source: National Community Survey



Environmental Stewardship

Figure 7. Percentage of materials diverted from the landfill, 2020

Source: Waste Hauler data

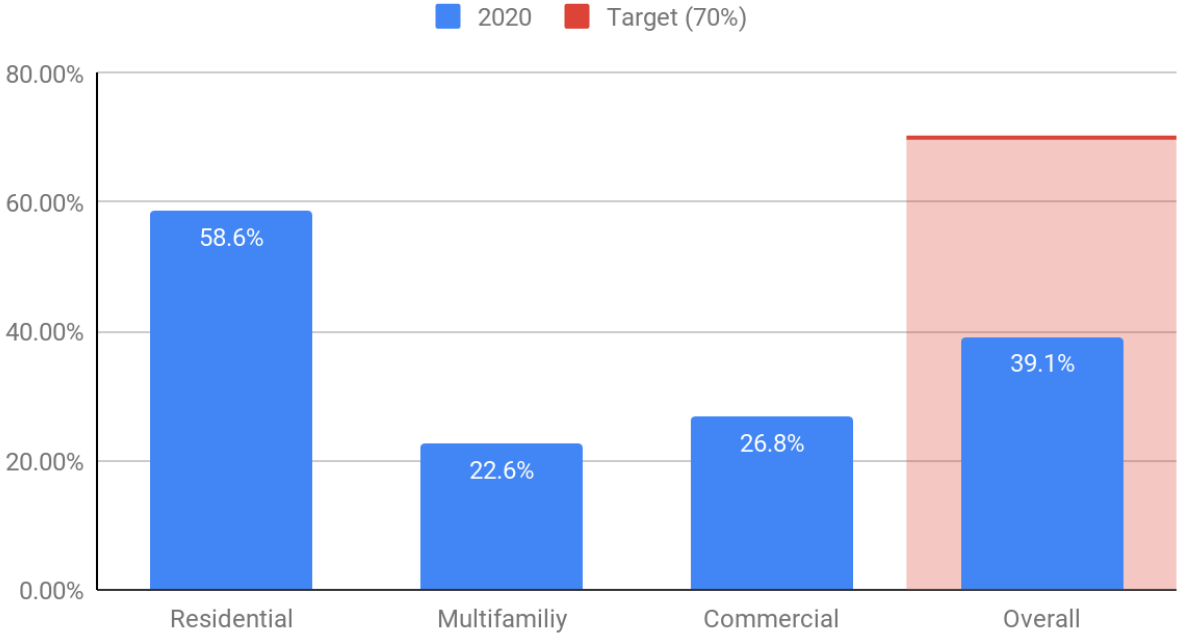


Figure 8. Acres of city-owned open space, 2017 and 2020

Source: City of Issaquah Parks Department Strategic Plan and City parcel map

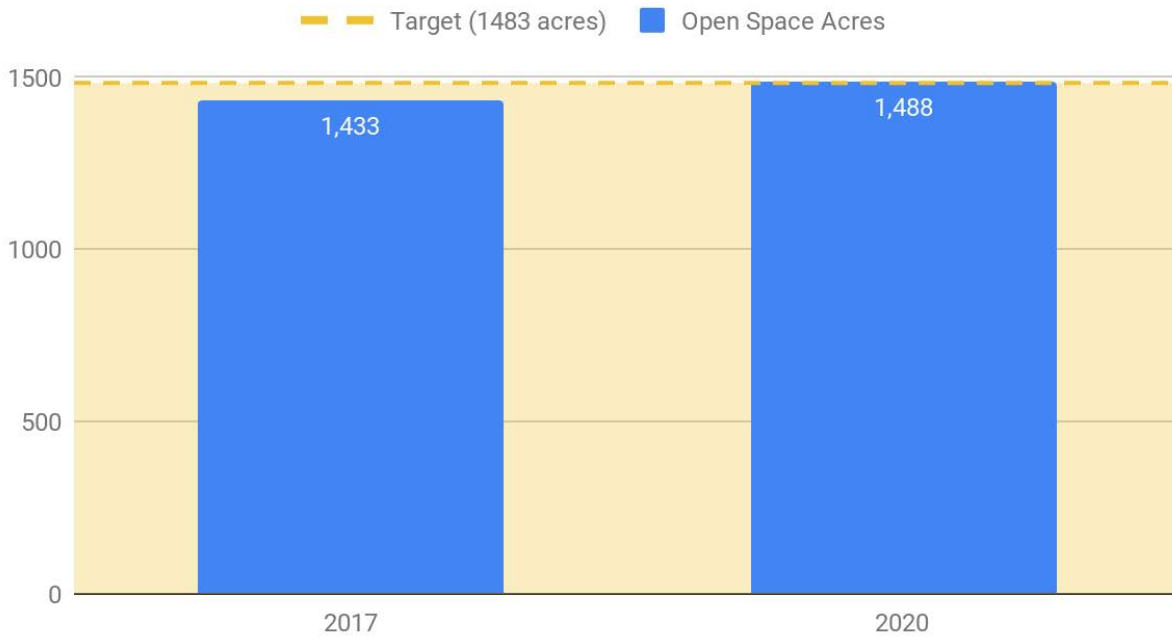


Figure 9. Acres of city-owned parks, 2017 and 2020

Source: City of Issaquah Parks Department Strategic Plan and City parcel map



Figure 10. Number of trees planted on city property, 2012-20

Source: City of Issaquah Parks Department Operations data

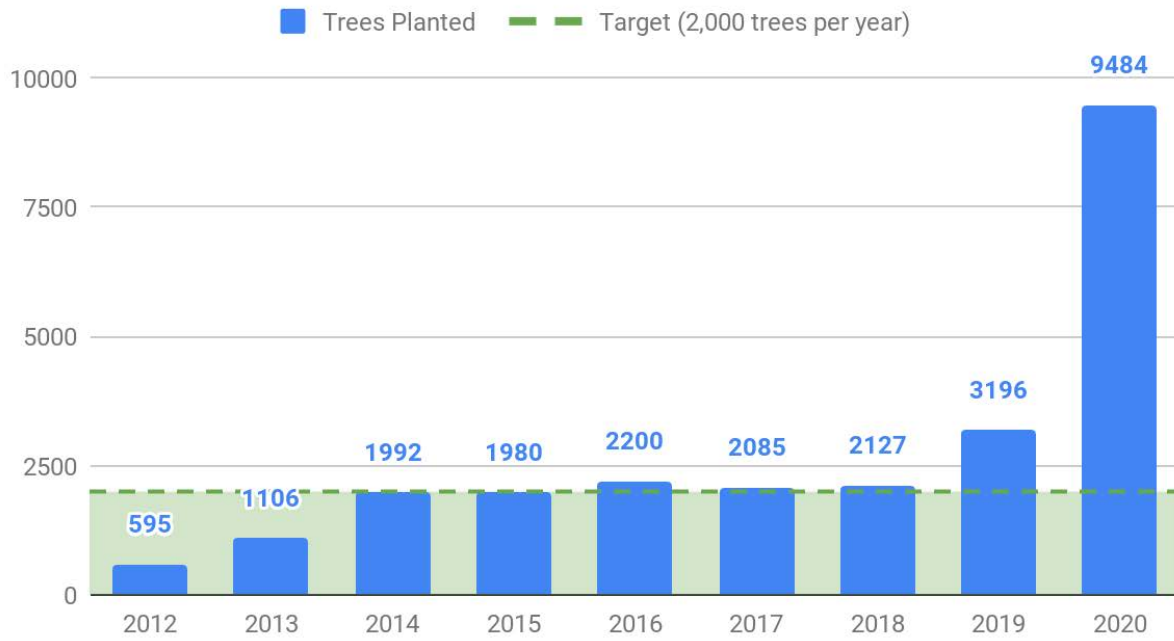


Figure 11. Tree canopy, 2012 and 2019

Source: Tree Canopy Assessment

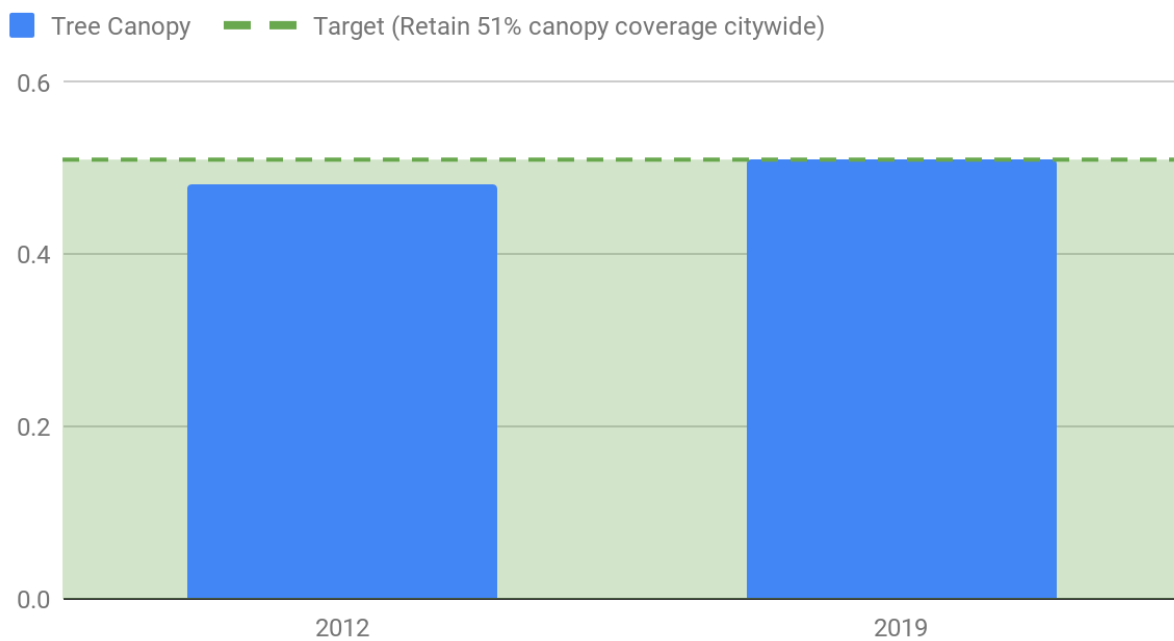


Figure 12. Volunteer hours in Environmental Stewardship Program, 2012-20

Source: City of Issaquah Parks Department Operations and Sustainability data



Figure 13. Number of volunteers in Environmental Stewardship Program, 2012-20

Source: City of Issaquah Parks Department Operations and Sustainability data

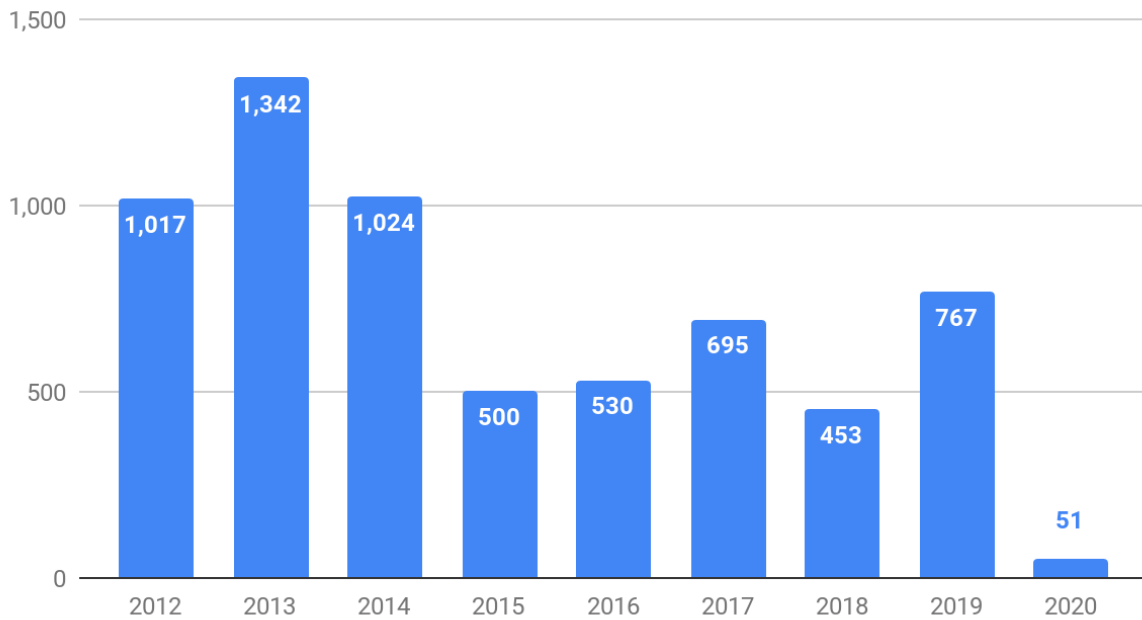
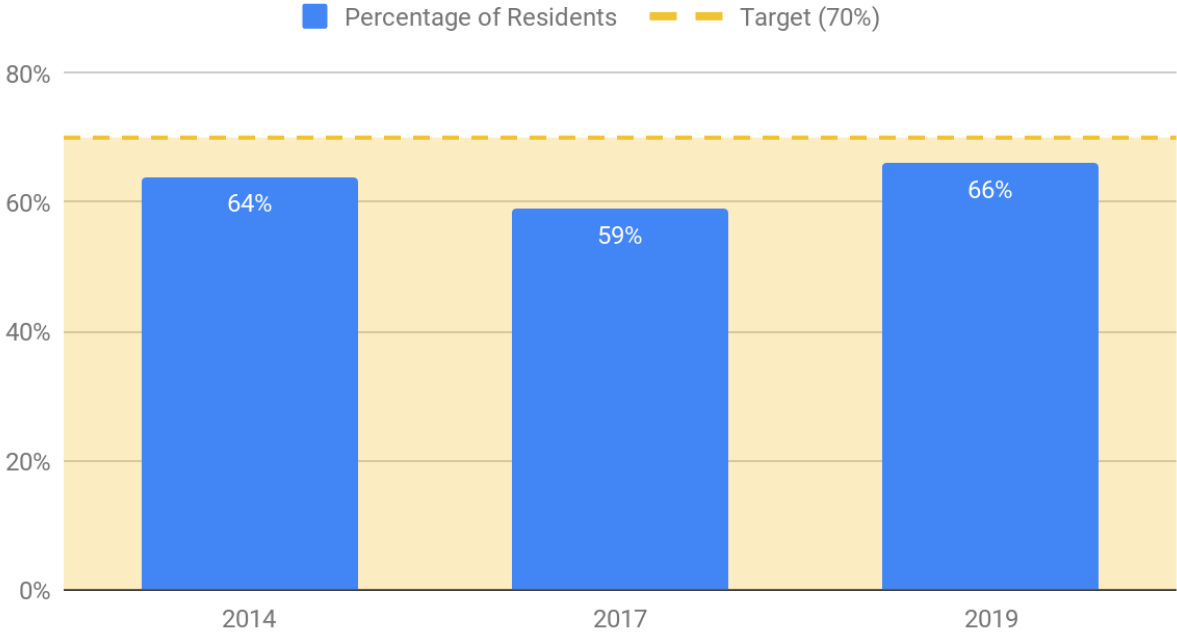


Figure 14. Percentage of residents surveyed that rate natural area preservation positively, 2014, 2017, and 2019

Source: National Community Survey



Social and Economic Vitality

Figure 15. Number of Human Services program beneficiaries supported through city funding, 2020

Source: City of Issaquah Human Services data

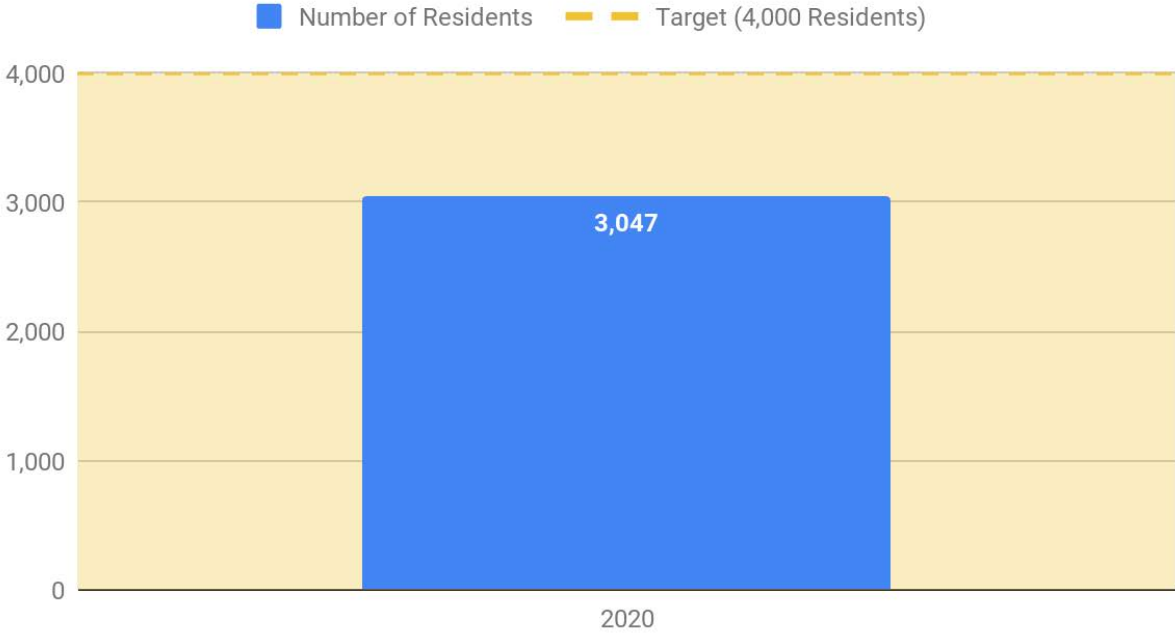


Figure 16. Percentage of Human Services partners achieving one or more contracted goal, 2018 and 2020

Source: Human Services provider data

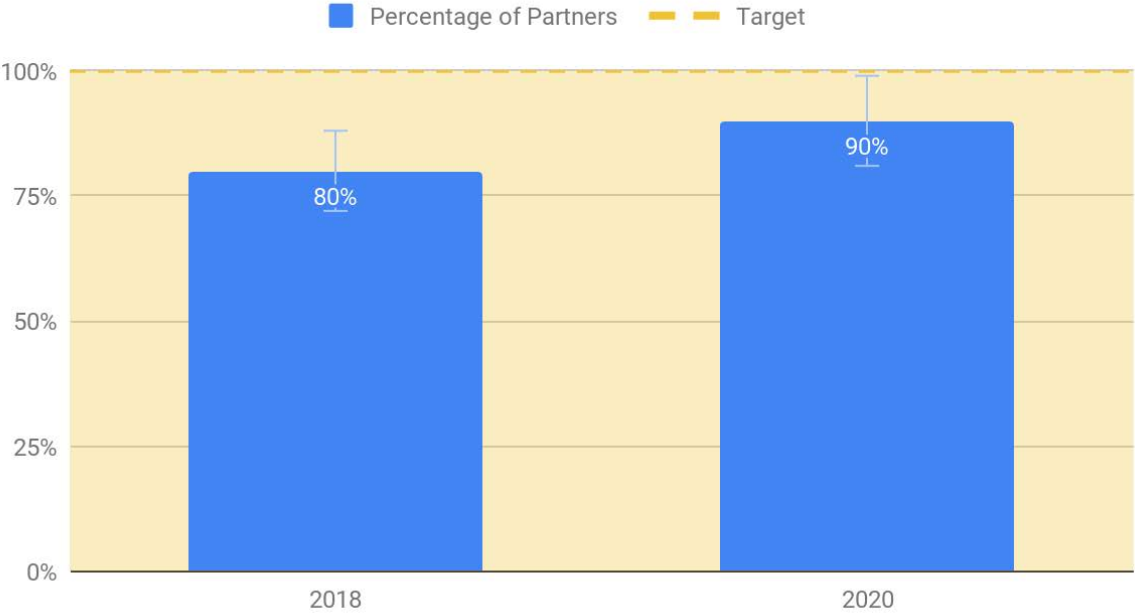


Figure 17. Participants attending Municipal Art Fund supported programs and events, 2018-20

Source: Municipal Arts provider data

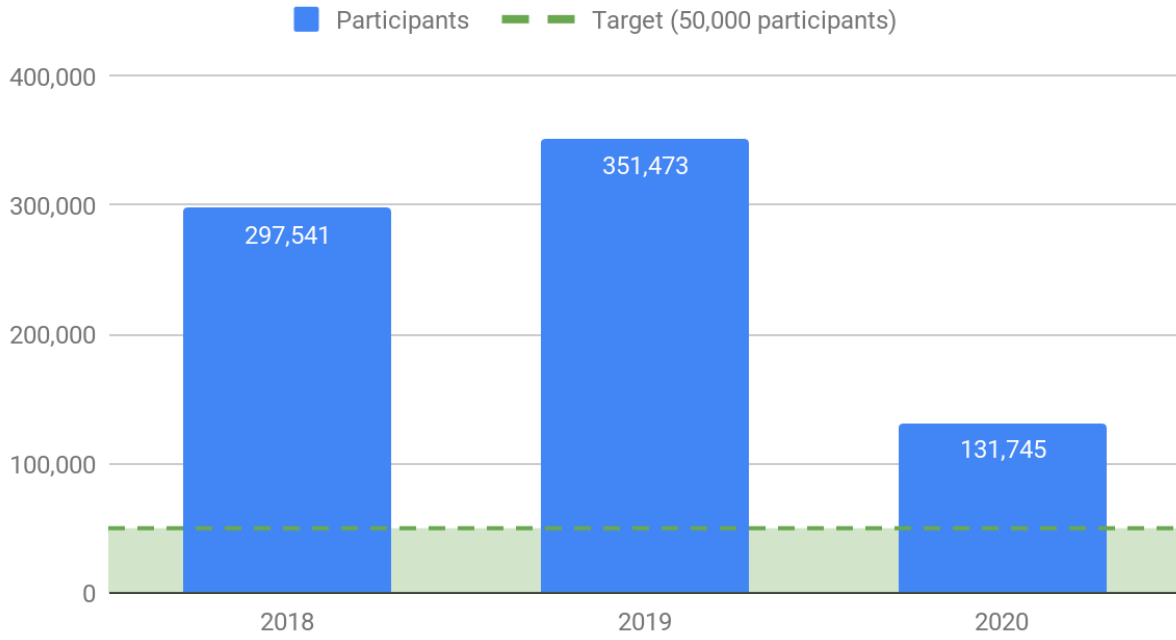


Figure 18. Number of Issaquah residents receiving support from the Issaquah Food Bank, 2016-20

Source: Issaquah Food Bank data



Figure 19. Percentage of people who both work and live in Issaquah, 2017-19

Source: American Community Survey

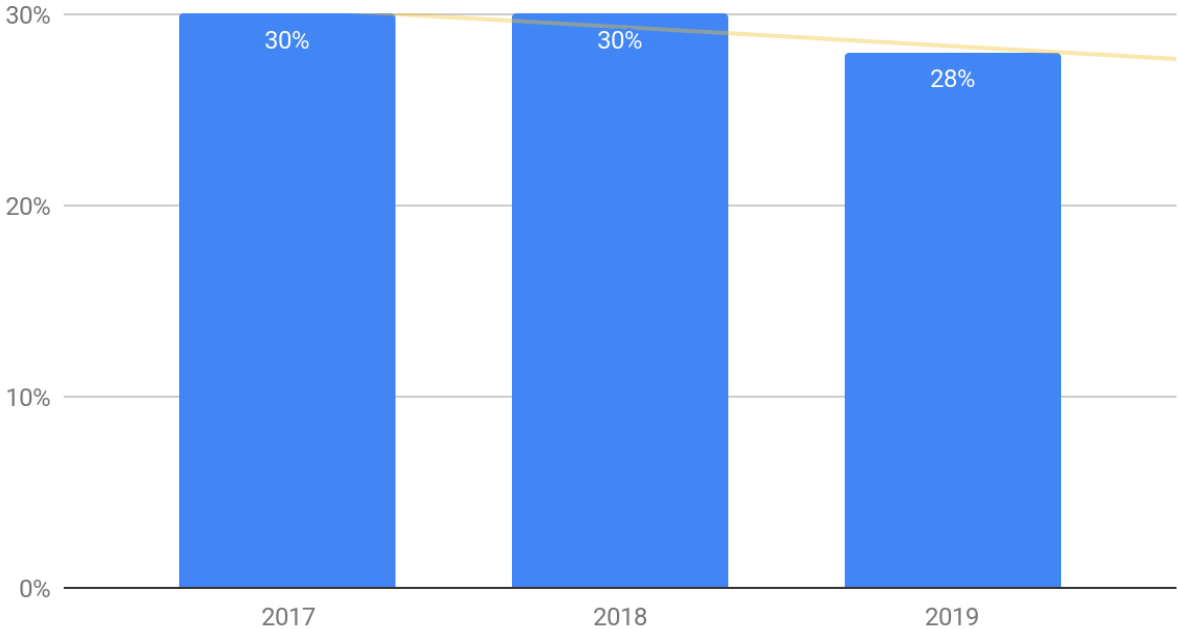
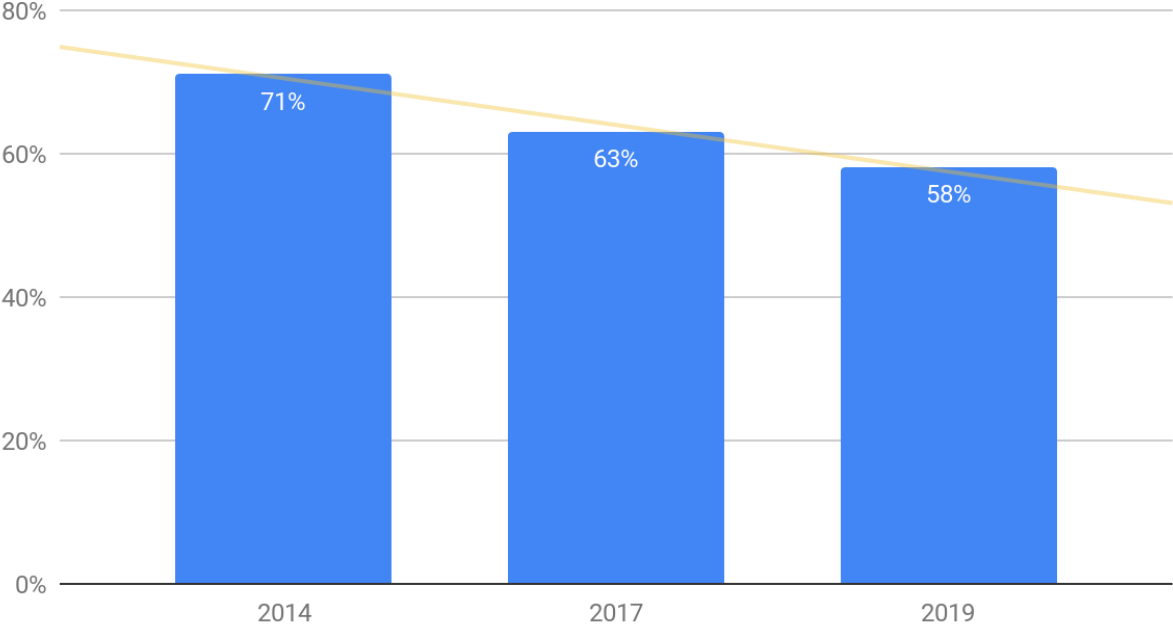


Figure 20. Percentage of residents surveyed that rate the city's economic development positively, 2014, 2017, and 2019

Source: National Community Survey



City Leadership and Services

Figure 21. City of Issaquah Bond Rating, 2014-20



Figure 22. General obligation debt, 2016-20

Source: City of Issaquah Finance Department data

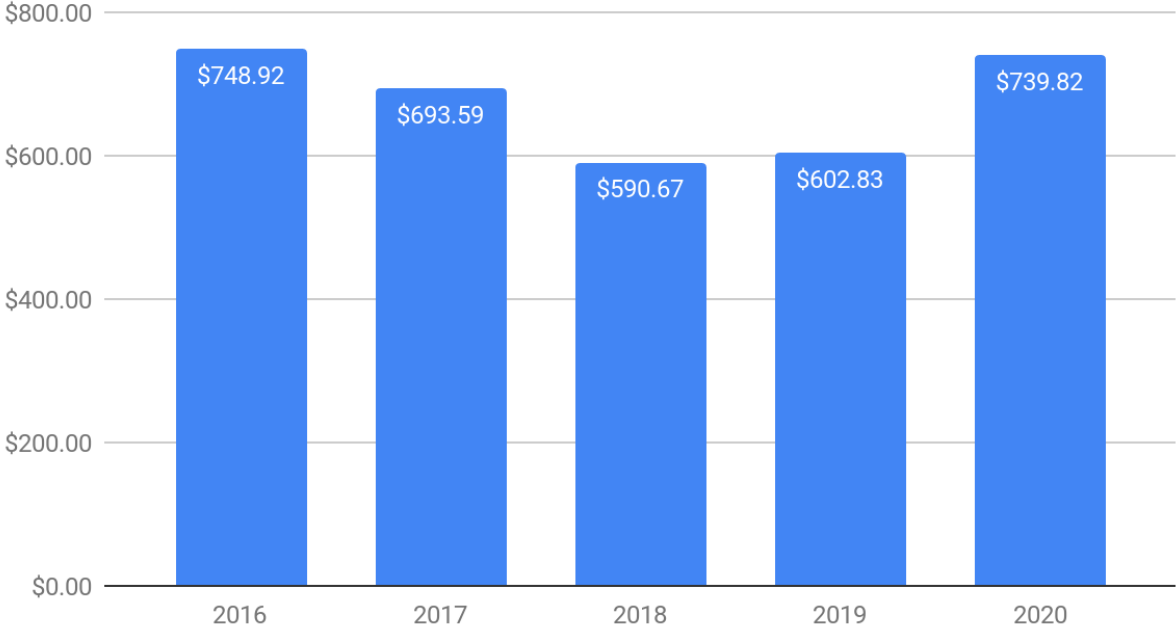


Figure 23. Revenue bond debt, 2016-20

Source: City of Issaquah Finance Department data

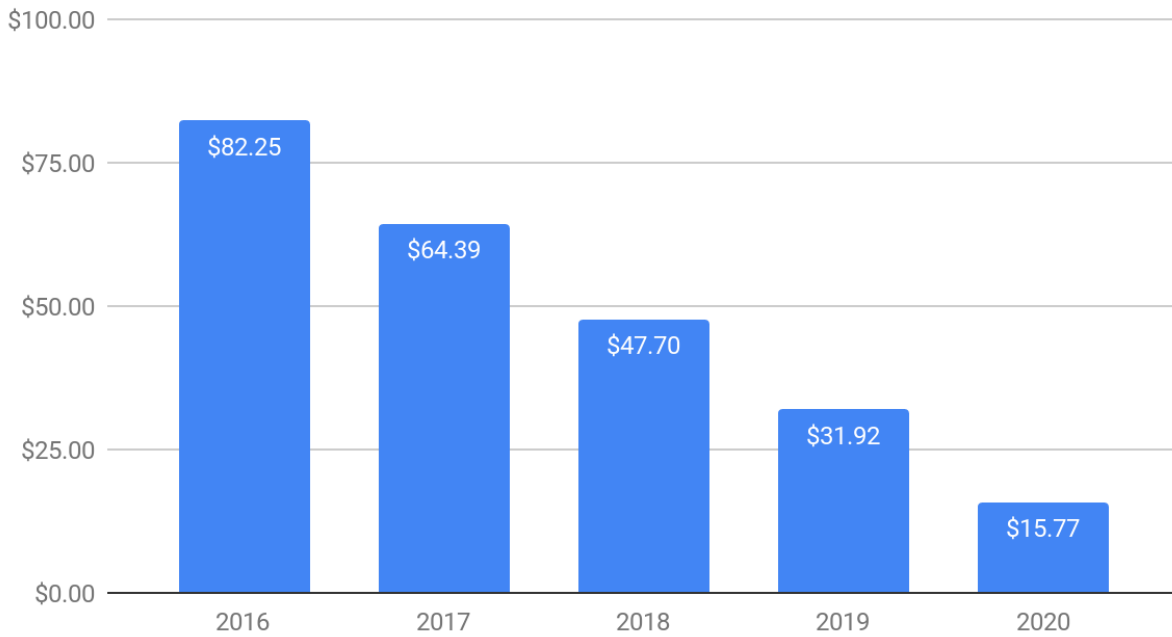


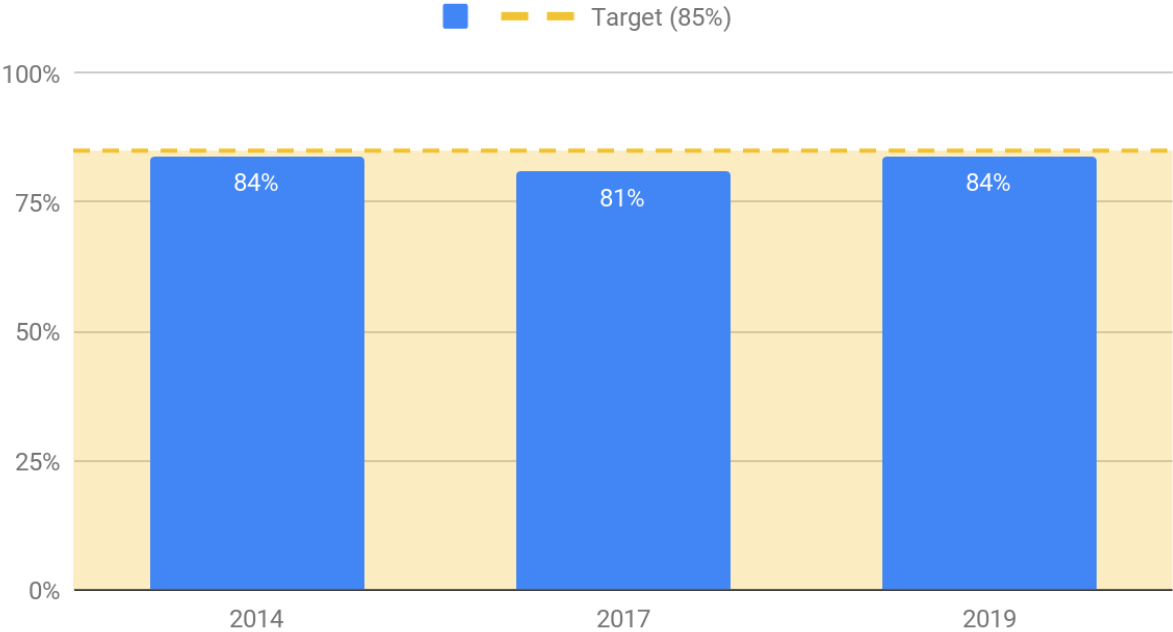
Figure 24. Percentage of residents surveyed that rate the City's public safety positively, 2014, 2017, and 2019

Source: National Community Survey



Figure 25. Percentage of residents who rated overall quality of city services positively, 2014, 2017, and 2019

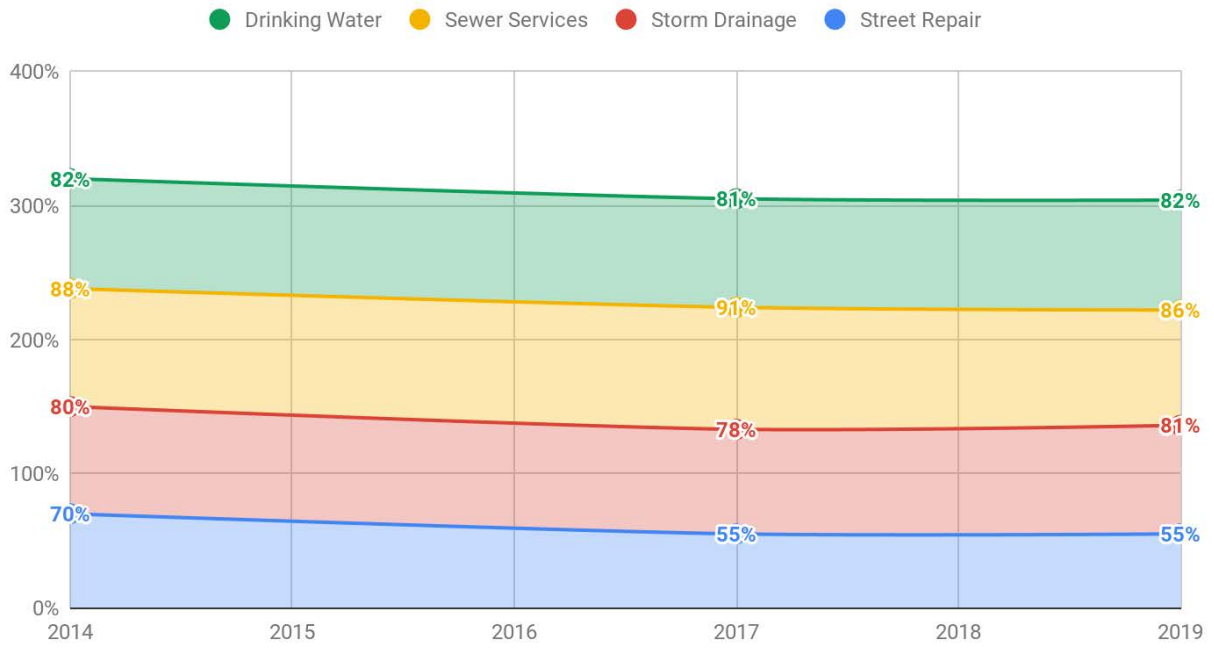
Source: National Community Survey



Infrastructure

Figure 26. Percentage of residents surveyed that rate public infrastructure by type positively, 2014-19

Source: National Community Survey



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