

KING COUNTY

1200 King County Courthouse 516 Third Avenue Seattle, WA 98104

Signature Report

July 8, 2008

Ordinance 16202

Proposed No. 2008-0221.3

Sponsors Hague, Gossett, Phillips, Constantine, Patterson, Ferguson

and Lambert

1	AN ORDINANCE creating a countywide performance and
2	accountability system, known as the performance and
3	accountability act; amending Ordinance 11980, Section 3,
4	and K.C.C. 2.10.010, Ordinance 11980, Section 2 and
5	K.C.C. 2.10.020, adding new sections to K.C.C. chapter
6	2.10 and repealing Ordinance 11980, Section 4, and K.C.C.
7	2.10.030, Ordinance 11980, Section 5, and K.C.C. 2.10.040,
8	and Ordinance 11980, Section 6, and K.C.C. 2.10.050.
9	
10	STATEMENT OF FACTS:
11	1. King County citizens demand and deserve accountability from their
12	government.
13	2. County government must continuously improve its management and
14	accountability so citizens receive maximum value for their tax dollars.
15	3. King County citizens should have the opportunity to be engaged in
16	establishing priorities for their government and evaluating how well the
17	county is meeting its goals.

18	4. Performance management and measurement can be an effective tool
19	that should be used by county residents, elected leaders and policy makers
20	to prioritize county goals and align public services and budgets to those
21	goals.
22	5. Performance management and measurement should be used by elected
23	leaders, policy makers and managers for strategic planning, program
24	evaluation and budgeting.
25	6. All county agencies, departments and offices should develop a
26	performance-based culture that can better demonstrate performance
27	achievement and accountability to county citizens.
28	7. The metropolitan King County council has been a leader in promoting
29	performance measurement in county government.
30	8. In 2007, the metropolitan King County council recognized the King
31	County executive for receiving the Association of Government
32	Accountants' certificate of achievement in performance reporting for the
33	executive branch of county government.
34	9. In 2002, the metropolitan King County council adopted Motion 11561,
35	which encouraged the executive to broaden and deepen the use of
36	performance measurement throughout county government as a way of
37	enhancing management of scarce resources and demonstrating
38	accountability.

39	10. In 2003, the metropolitan King County council passed Motion 11739,
40	which created a collaborative performance measurement work group to
41	advise the county auditor and requested the executive to participate.
42	11. In 2004, the metropolitan King County council passed Motion 12005,
43	which expanded the work group to include representatives from the county
44	assessor, the King County sheriff, the King County prosecutor, the
45	presiding judge of district court and the presiding judge of superior court.
46	12. In 2005, the metropolitan King County council passed Motion 12161,
47	which called for the work group to develop a plan with feasible next steps
48	for establishing a countywide system of strategic performance
49	measurement and reporting that is directly linked to resource allocation
50	decisions and is publicly reported.
51	13. In 2006 the metropolitan King County council passed Motion 12163,
52	which adopted the work plan for developing a countywide strategic
53	planning, performance measurement and management system and directed
54	the county auditor to continue developing the system.
55	14. The work plan for developing a countywide strategic planning,
56	performance measurement and management system included a
57	recommendation to prepare revisions to county code to promote
58	compliance with planning and performance measurement requirements.
59	County code revisions contained in this ordinance encourage the
60	development of a performance-based county culture that can better

61	demonstrate performance achievement and accountability and to its
62	citizens.
63	15. In 2008, King County launched the equity and social justice initiative
64	to take aim at long-standing and persistent local inequities and injustices.
65	In April 2008, the board of health passed Resolution 08-04 encouraging
66	the King County council to work collaboratively with executive staff to
67	develop and adopt a policy framework that defines the equity and social
68	justice initiative and provides policy direction regarding the county's roles
69	and responsibilities in promoting equity and social justice in King County.
70	The county council is preparing a policy framework for the equity and
71	social justice initiative which will include how the initiative shall be
72	governed and managed.
73	BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:
74	SECTION 1. Ordinance 11980, Section 3, and K.C.C. 2.10.010 is hereby amended
75	to read as follows:
76	((The purpose of defining and implementing a system of performance measures
77	for King County shall be:
78	A. Establishing clear and understandable outcomes that are accepted by policy
79	makers for departments.
80	B. Seeking input from, and communicating to, the public and to county
81	employees clear outcomes and expectations.
82	C. Establishing a dynamic internal process that will provide information to insure
83	that outcomes are being accomplished.

84	D. Preparing and distributing to both the public and to policy makers a report on
85	whether outcomes have been accomplished.)) The purpose of creating and implementing
86	a countywide performance and accountability system shall be to:
87	A. Promote a culture of accountability within King County government;
88	B. Demonstrate to the public and its decision makers the county's achievement in
89	meeting its prioritized goals;
90	C. Engage the public in the development of countywide priorities as part of the
91	development of a countywide strategic plan;
92	D. Assist county elected leaders in making policy and budget decisions; and
93	E. Increase the ability of county managers and staff to improve county
94	management and customer service delivery and assess program effectiveness.
95	In order for the performance and accountability system to be successful it is the
96	intent of King County that the system shall use strategic business planning to develop
97	high-level strategic plans for the entire county government and for each individual county
98	agency, executive department and office. Strategic plans and annual business plans shall
99	be directly related to the executive proposed county budget. An executive office will be
100	created to provide leadership in and coordination of countywide performance
101	management and measurement. It is the intent that the countywide performance and
102	accountability system be developed and implemented in a fiscally responsible manner.
103	SECTION 2. Ordinance 11980, Section 2, and K.C.C. 2.10.020 are each hereby
104	amended to read as follows:
105	((All words used herein shall have their common and usual meanings, except as
106	otherwise specified below:

107	A. "King County" or "King County government" shall mean the council's
108	agencies and all departments, divisions, sections, units, programs, offices and agencies of
109	the executive branch including the department of metropolitan services and all of its
110	functional parts.
111	B. "Mission" and "Mission statement" shall mean the written statement of
112	purpose establishing the reason for which an agency of King County government exists,
113	which shall generally be consistent with the council-adopted goals and guiding principles
114	for the new consolidated county government.
115	C. "Goal" shall mean a general statement of purpose which establishes the
116	direction for a component of an agency's mission.
117	D. "Objective" shall mean a statement of measurable outcomes and/or
118	achievements within a timeframe, where applicable, which contribute toward the
119	accomplishment of a goal.
120	E. "Performance measures" shall mean empirical standards which accurately
121	reflect whether an objective has been accomplished.)) The definitions in this section
122	apply throughout this chapter unless the context clearly requires otherwise.
123	A. "Accountability" means a process to set priorities, measure performance, and
124	inspire the workforce to improve the overall performance and customer service of county
125	government. County leadership should relentlessly follow up on commitments made in
126	strategic and business plans and should also regularly monitor results over time to verify
127	that change is real and sustainable.
128	B. "Agency" means the legislative branch, prosecuting attorney's office, superior
129	court, district court, sheriff's office and the assessor's office.

130	C. "Benchmarks" means internal or external points of comparison to help
131	understand performance results and should be used to help set targets and provide context
132	for county results.
133	D. "Business plan" means a plan that reflects how individual agencies,
134	departments, divisions or offices will contribute to achievement of the goals identified in
135	the strategic plan during the next one to two years. The business plan provides an
136	opportunity for continuous monitoring of the strategic plan. In addition to stating the
137	agency's vision, mission and goals, the business plans shall identify internal and external
138	change dynamics and strategies and evaluate how they will affect budget priorities and
139	program direction. Business plans should be aligned with the budget and should provide
140	performance measures that support budget decisions.
141	E. "Executive branch departments and offices" means all county departments and
142	offices directly reporting to the county executive.
143	F. "Goals" means the results that the organization plans to achieve within a defined
144	period of time.
145	G. "King County" or "countywide" means all county agencies and executive
146	branch departments and offices.
147	H. "Mission statement" means the purpose of the organization. The purpose shall
148	be described in terms of the outcomes or results the organization intends to achieve.
149	I. "Objectives" means the identification of some of the specific ways in which goals
150	are to be achieved.
151	J. "Operational master plan" means the comprehensive plan for an agency setting
152	forth how the organization will operate now and in the future. An operational master plan

153	builds on an organization's strategic plan and shall include analysis of agency strategies,
154	alternatives and their lifecycle costs to accomplish defined goals and objectives,
155	performance measures, projected workload, needed resources, implementation schedules
156	and general cost estimates. The operational master plan shall also address how the
157	organization will respond in the future to changed conditions. K.C.C. 4.04. 200 requires
158	that an operational master plan is done in conjunction with the director of the office of
159	management and budget. The completed operational master plan includes an
160	implementation plan and schedule and feeds into capital planning efforts for an
161	organization.
162	K. "Outcomes" means results that are expected to be achieved and assessed by the
163	use of performance measures that can indicate a rate of change over time. They measure
164	the extent to which goals and objectives have been achieved.
165	L. "Performance management" means the systemic use of performance
166	measurement information to help set performance goals, allocate and prioritize resources,
167	inform decision making about program performance, policy and budget, to evaluate results
168	achieved and to report on the success of meeting goals.
169	M. "Performance measure" means a quantifiable, enduring measurement of the
170	amount, quality, efficiency or effectiveness of products or services produced by an agency,
171	department, office or program.
172	N. "Performance measurement" means the identification and ongoing monitoring
173	and reporting of program or agency results, particularly progress toward preestablished
174	goals.

175	O. "Strategic plan" means a plan that clarifies the strategic direction on where an
176	organization will be in five years and how it intends to get there. A strategic plan should
177	define the current status of the organization, including its vision, mission and goals. It
178	should also identify strengths, weaknesses, opportunities and challenges, both internal and
179	external, that will either advance or impede the execution of the plan. A strategic plan
180	should include prioritized strategies and actions that describe how goals will be achieved
181	given the projected opportunities and challenges. The strategic plan should also include a
182	monitoring plan that describes, tracks and evaluates key outcomes to be achieved and high-
183	level performance measures relevant to the stated goals.
184	P. "Targets" means a quantified statement of what level of performance a program
185	or agency plans to achieve. Targets help to evaluate performance and should be based on
186	baseline data, regulatory or industry standards, policy decisions, program evaluation, or the
187	performance of comparable organizations or benchmarks.
188	Q. "Vision" means the vision statement that describes what the agency,
189	department, office or program would like to achieve by delivering on the stated mission.
190	The vision should be stable and can be very long-term and difficult to achieve. The vision
191	shall be specific to the mission of the organization.
192	NEW SECTION. SECTION 3. There is hereby added to K.C.C. chapter 2.10 a
193	new section to read as follows:
194	A. King County shall develop an effective performance management and
195	accountability system designed to enhance government accountability, transparency,
196	service performance and resource allocation.

197	B. The King County performance management and accountability system should
198	be guided by the following guiding principles:
199	1. There is consensus among county leadership that the performance management
200	and accountability system effectively aligns collaborative efforts towards common county
201	goals while respecting the needs of individual agencies to pursue organizational goals, and
202	separately elected officials' obligation to deliver on their commitments to the public;
203	2. The public and elected leaders are engaged to develop countywide prioritized
204	goals and align services to those goals;
205	3. King County publicly reports on how well it is meeting its performance goals;
206	4. Performance measures are directly linked to policy and resource allocation
207	decisions;
208	5. Performance measurement is used by managers for strategic planning, program
209	evaluation, operational improvements and budgeting; and
210	6. Performance measures are not to be used in a punitive manner but are used to
211	support continuous organizational evaluation and improvement in collaboration with the
212	workforce.
213	SECTION 4. Ordinance 12075, Section 3, as amended, and K.C.C. 2.16.025 are
214	each hereby amended to read as follows:
215	The county executive shall manage and be fiscally accountable for the office of
216	management and budget and the office of business relations and economic development.
217	A. The office of management and budget functions and responsibilities shall
218	include, but not be limited to:

219	1. Planning, preparing and managing, with emphasis on fiscal management and
220	control aspects, the annual operating and capital improvement budgets;
221	2. Preparing forecasts of and monitor revenues;
222	3. Monitoring expenditures and work programs in accordance with Section 475 of
223	the King County Charter;
224	4. Developing and preparing expenditure plans and ordinances to manage the
225	implementation of the operating and capital improvement budgets throughout the fiscal
226	year;
227	5. Developing and using outcome-based performance indicators to monitor and
228	evaluate the effectiveness and efficiency of county agencies;
229	6. Formulating and implementing financial policies regarding revenues and
230	expenditures for the county and other applicable agencies;
231	7. Performing program analysis, and contract and performance evaluation review.
232	8. Collecting and analyzing land development, population, housing, natural
233	resource enhancement, transportation and economic activity data to aid decision making
234	and to support implementation of county plans and programs, including benchmarks; and
235	9. Developing and transmitting to the council, concurrent with the annual
236	proposed budget, supporting materials consistent with K.C.C. 4.04.030.
237	B. The county executive is requested to transmit to council an organizational
238	report, proposed ordinance and fiscal note by August 15, 2008, creating an executive
239	office responsible for performance management functions and responsibilities which
240	shall include, but not be limited to the following functions listed as one through eight.
241	The organizational report shall include an analysis and executive recommendation on

242	whether the equity and social justice initiative should be managed in the executive office
243	responsible for performance management. The report, proposed ordinance and fiscal
244	note must be filed in the form of twelve copies with the clerk of the council, who will
245	retain the original and will forward copies to each councilmember and to the lead staff for
246	the general government and labor relations committee:
247	1. Providing leadership and coordination in performance management and
248	measurement countywide;
249	2. Overseeing the development of strategic plans and business plans for each
250	executive branch department and office;
251	3. Providing technical assistance on the development of strategic plans and
252	business plans for agencies;
253	4. Overseeing the production of an annual performance report for the executive
254	branch;
255	5. Managing an ongoing review of executive branch departments' and offices'
256	performance, known as the KingStat program;
257	6. Conducting public engagement about county performance management and
258	reporting activities;
259	7. Overseeing the production of a countywide strategic plan and annual
260	performance report that includes all branches of county government; and
261	8. Making annual presentations to committee of the whole on the countywide
262	annual performance report and countywide strategic plan.
263	C. The office of business relations and economic development functions and
264	responsibilities shall include, but not be limited to:

286

including the following functions:

265	1. Developing proposed policies to address economic development;
266	2. Providing quarterly economic reports to the executive and the council that
267	characterize trends in employment, unemployment, business operations including layoff
268	warnings required under state law and other factors that are useful in understanding
269	economic trends;
270	3. Establishing, fostering and maintaining healthy relations with business and
271	industry;
272	4. Optimizing the value of county-controlled assets, such as the King County
273	airport, as engines for economic growth, recognizing that it may be in the public interest
274	to foster job creation expansion of the tax base rather than maximizing direct revenue to
275	the county from a particular asset;
276	5. Managing programs and developing projects that promote economic
277	development, assist communities and businesses in creating economic opportunities,
278	promote a diversified regional economy, promote job creation with the emphasis on
279	family-wage jobs and improve county asset management. A report on these activities
280	shall be included in the quarterly report required under subsection B.2 of this section;
281	6. Providing assistance to other county departments to determine if real property
282	or other assets may be managed for economic development purposes to create jobs and
283	expand private investment or administered in a manner that will provide additional
284	revenue to the county;
285	7. Managing the boost, apprenticeship and business development programs

287	a. administering the discrimination and affirmative action in employment by
288	contractors', subcontractors' and vendors' policies under K.C.C. chapter 12.16;
289	b. administering the boost program for the use of small economically
290	disadvantaged businesses on county contracts under K.C.C. chapter 4.19; and
291	c. administering the federal Americans with Disabilities Act of 1990 and
292	federal Rehabilitation Act of 1973, Section 504, policies related to obligations of
293	contractors with the county;
294	8. Serving as the disadvantaged business enterprise liaison officer for federal
295	Department of Transportation and other federal grant program purposes; and
296	9. Managing the county's landmark preservation program including the
297	following functions:
298	a. administering landmark designation and regulation functions under K.C.C.
299	chapter 20.62;
300	b. serving as the county's historic preservation officer under the county's
301	certified local government agreement with the state and for federal grant program
302	purposes;
303	c. administering the landmark rehabilitation and improvement loan program in
304	partnership with local financial institutions, administering the special valuation program
305	under chapter 84.26 RCW and assisting with the current use taxation program for cultural
306	resources;
307	d. providing oversight and assistance to other county departments to ensure
308	compliance with federal, state and local cultural resource laws; and

309	e. preparing and administering interlocal agreements between the county and
310	cities related to landmark designation and protection services.
311	((C.)) D. The executive may assign or delegate budgeting, business relations and
312	economic development functions to employees in the office of the executive but shall not
313	assign or delegate those functions to any departments.
314	NEW SECTION. SECTION 5. There is hereby added to K.C.C. chapter 2.10 a
315	new section to read as follows:
316	A. The county shall use a variety of means to involve the public in the review of
317	King County priorities, community indicators and the countywide strategic plan. The
318	public may:
319	1. Review King County public priorities based on community performance
320	indicators every five years to guide the development of the countywide strategic plan;
321	2. Review the King county strategic plan proposed by the executive;
322	3. Make recommendations on how to improve reporting to the performance
323	management director on the performance of county government in meeting its goals; and
324	4. Review agency and department strategic plans to determine if the plans are
325	linked to the countywide strategic plan.
326	B. The public may make suggestions on these subjects to the performance
327	management director.
328	NEW SECTION. SECTION 6. There is hereby added to K.C.C. chapter 2.10 a
329	new section to read as follows:
330	A. The performance management workgroup is hereby created. The workgroup
331	shall provide a forum for managers and others responsible for performance management

332	across county government to coordinate implementation of the goals of the countywide
333	performance management and accountability system, including the countywide strategic
334	plan. The workgroup shall advise the county council and shall be chaired by the county
335	auditor. The workgroup shall meet at least quarterly.
336	B. Members of the workgroup shall include personnel from the following agencies
337	department and offices:
338	1. The council;
339	2. The sheriff;
340	3. The prosecuting attorney;
341	4. The assessor;
342	5. The superior court;
343	6. The district court;
344	7. The auditor;
345	8. Each executive branch department;
346	9. The office of information resources management;
347	10. The office of management and budget; and
348	11. The performance management director.
349	C. The performance management workgroup shall:
350	1. Advise on implementation of a countywide performance management and
351	accountability system.
352	2. Provide a collaborative forum among county peers on performance
353	management and measurement and coordinate with potential partners outside of King
354	County government.

355	3. Advise on the county's training curriculum on performance management and
356	measurement.
357	4. Advise on new developments in the filed and potential opportunities to improve
358	the county's performance management and accountability system.
359	NEW SECTION. SECTION 7. There is hereby added to K.C.C. chapter 2.10 a
360	new section to read as follows:
361	Beginning in 2009, the county executive shall report to the public and the
362	metropolitan King County council on countywide performance. The report shall be
363	produced by June 30 every year based on the previous year of data. Eleven copies of the
364	report shall be filed with the clerk of the council, for distribution to all councilmembers.
365	NEW SECTION. SECTION 8. There is hereby added to K.C.C. chapter 2.10 a
366	new section to read as follows:
367	A. Beginning in 2009 and every five years thereafter, the county executive shall
368	develop a countywide strategic plan to guide the ongoing and proposed activities of the
369	county for the next five years. The countywide strategic plan should take into
370	consideration the collective aspirations of the community, as well as the views and
371	recommendations of the public and countywide elected officials.
372	B. In between the five year updates, the countywide strategic plan shall be revised
373	and updated as needed by the county executive in consultation with the public and
374	countywide elected officials.
375	C. The countywide strategic plan and any updates shall be transmitted to the
376	council by motion by December 15 for the council's review and comment after review by
377	countywide elected officials.

378	D. The countywide strategic plan shall serve as the framework for countywide
379	priority setting, business planning, budget development, resource allocation and leadership
380	and managerial accountability.
381	E. The countywide strategic plan shall include, but shall not be limited, to the
382	following:
383	1. A vision and mission statement for King County government;
384	2. Prioritized medium- to long-range goals;
385	3. Priority outcomes relative to each goal with a primary agency, department or
386	office accountable to achieve each goal; and
387	4. Performance measures for each goal with a primary agency, department or
388	office accountable for improvement of each performance measure.
389	NEW SECTION. SECTION 9. There is hereby added to K.C.C. chapter 2.10 a
390	new section to read as follows:
391	A. Beginning in 2010, each county agency, department and office shall develop a
392	strategic plan to guide its ongoing and proposed activities for a five year period. Each
393	county agency, department and office strategic plan shall be revised and updated at least
394	every five years.
395	B. Each county agency, department and office strategic plan and updates shall be
396	linked to the countywide strategic plan and updates.
397	C. Each county agency, department and office strategic plan and updates shall be
398	transmitted to Council by motion for its review and approval. The performance
399	management work group may review any county agency, department and office strategic
400	plan and updates before transmittal to the King County council.

401	D. The agency, department and office strategic plans shall serve as the framework
402	for priority setting, business planning, budget development, resource allocation and
403	leadership and managerial accountability.
404	E. The agency, department and office strategic plans shall include, but shall not be
405	limited, to the following components:
406	1. A vision and mission statement for the agency, department or office;
407	2. Prioritized medium- to long-range goals;
408	3. Priority outcomes relative to each goal with a primary manager accountable to
409	achieve each goal;
410	4. Performance measures for each goal with a primary agency, department or
411	office accountable for improvement of each performance measure; and
412	5. Operational master plans may also be included.
413	F. For the purpose of this ordinance, existing operational master plans or strategic
414	plans that include the elements described in Part E above are deemed to meet the intent of
415	this requirement. These existing plans shall be updated five years from their date of original
416	completion.
417	NEW SECTION. SECTION 10. There is hereby added to K.C.C. chapter 2.10 a
418	new section to read as follows:
419	A. Each county agency, department and office shall develop a business plan to
420	guide its ongoing and proposed activities for a one- to two-year period. Each county
421	agency, department and office business plan shall be revised and updated annually.

422	B. Each county agency, department and office business plan shall be transmitted to
423	King County council along with the county executive proposed King County budget after
424	review by the performance management director and the office of management and budget.
425	C. The agency, department and office annual business plans shall be directly
426	related to their strategic plans, strategic plan updates and to the county executive-proposed
427	King County budget.
428	D. The agency, department and office business plans shall include, but shall not be
429	limited, to the following components:
430	1. A vision, mission and goals for the agency, department or office;
431	2. Objectives and strategies to accomplish goals;
432	3. Internal and external change dynamics and strategies and an evaluation of how
433	they will affect budget priorities and program direction;
434	4. A prioritized list of recommended budget changes to reflect change dynamics,
435	funding, and goal achievement; and
436	5. Performance measures for each goal or program to help determine the impact
437	of the proposed budget change with a primary manager listed as accountable for
438	improvement of each performance measure.
439	NEW SECTION. SECTION 11. There is hereby added to K.C.C. chapter 2.10 a
440	new section to read as follows:
441	It is the intent that there be an ongoing dialogue between the county council and
442	agency, department and office directors on the countywide performance reports and
443	strategic plans and individual agency, department and office strategic plans and business
444	plans.

Ordinance 16202

445	To assist in this review, the performance management director shall present to the
446	county council the annual countywide performance report and countywide strategic plan. It
447	is the intent that the county council will review department, office and agency strategic
448	plans and business plans on a periodic basis.
449	SECTION 12. Ordinance 11980, Section 4, and K.C.C. 2.10.030, Ordinance
450	

Ordinance 16202 11980, Section 5, and K.C.C. 2.10.040, and Ordinance 11980, Section 6, and K.C.C. 451 452 2.10.050 are each hereby repealed. 453 Ordinance 16202 was introduced on 4/14/2008 and passed as amended by the Metropolitan King County Council on 7/7/2008, by the following vote: Yes: 9 - Ms. Patterson, Mr. Dunn, Mr. Constantine, Ms. Lambert, Mr. von Reichbauer, Mr. Ferguson, Mr. Gossett, Mr. Phillips and Ms. Hague No: 0 Excused: 0 KING COUNTY COUNCIL KING COUNTY, WASHINGTON Khay Patterson, Chair ATTEST:

Anne Noris, Clerk of the Council

APPROVED this 18th day of July , 2008.

Ron Sims, County Executive

Attachments None