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Title: AN ORDINANCE relating to the reorganization of the executive branch; amending Ordinance 14199, Section 5, and repealing Ordinance 14199, Section 6.

Sponsors: Dow Constantine

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Clerk 07/17/2003

AN ORDINANCE relating to the reorganization of the executive branch;
amending Ordinance 14199, Section 5, and repealing Ordinance 14199, Section
6.

PREAMBLE:

The metropolitan King County council passed Ordinance 14199 on September 4, 2001, which reorganized the executive branch.

Proposed Ordinance 2001-0288, which became Ordinance 14199, was amended on September 4, 2001, by the metropolitan King County council to add Section 5 that requires the executive to submit an evaluation of the reorganization on August 1, 2003, and to transmit preliminary results of the evaluation and the criteria for performance measures on August 31, 2002.

Proposed Ordinance 2001-0288, which became Ordinance 14199, was amended on September 4, 2001, by the metropolitan King County council to add Section 6 that requires the county auditor to conduct a postimplementation audit as part of its 2004 work program.

Motion 11558 was passed on October 14, 2002, by the metropolitan King County council, which outlined the criteria that will be used to define the performance measures and customer service measures gauging the effectiveness of the reorganization.

The executive submitted to council the “Department of Executive Services/Department of Natural Resources and Parks Post-Implementation Evaluation dated August 30, 2002.”

The metropolitan King County council passed Motion 11739 on June 30, 2003, which approved the work plan and schedule for the King County executive’s performance measurement program and requested the executive to participate in an advisory performance measurement work group and submit a report on performance measures for the elections office.

The department of executive services is commended for attempting to develop performance measures, though it is uncertain if the draft performance measures for the department of executive services will enable a meaningful comparison of performance and customer service before and after the executive reorganization and if the department of executive services has adequate baseline performance information to compare current measurable objectives.

The department of natural resources and parks is commended for developing and implementing a measuring for results effort that uses performance measures to strategically manage for results.

The department of natural resources and parks was reorganized in a way that makes meaningful comparison of performance and customer service before and after the executive reorganization difficult.

It is the intent of this ordinance that the department of executive services and the department of natural resources and parks continue to develop performance measures as part of the executive’s

performance measurement program in collaboration with the King County auditor's performance measurement workgroup.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. Ordinance 14199, Section 5, is hereby amended to read as follows:

Post(~~(-I))~~implementation (~~(E))~~evaluation.

A. The county administrative officer shall conduct an evaluation and prepare a report on the reorganization. For these purposes "reorganization" means those changes in organizational structure or management and administrative FTE reductions, or both, resulting from the adoption of (~~(this-~~o~~))~~Ordinance 14199. At a minimum, the evaluation process shall include:

1. The development, implementation and tracking of agency performance measures and customer service measures, including any benchmarks, to gauge the effectiveness of this reorganization;
2. The conduct of periodic, valid customer service surveys to determine impacts to public access and to public and customer satisfaction with county services;
3. Cost savings, cost avoidances, operating efficiencies and service improvements achieved and anticipated through reorganization, including an analysis of centralizing internal administrative functions;
4. Quantified progress made in achieving the performance measures identified in subsection 1 of this section; and
5. A crosswalk reconciling FTE staffing changes, including the impact on the use of overtime, temporary positions and term limited temporary positions.

B. A preliminary report outlining the information required in subsections A.3 and A.5 of this section shall be filed with the chair of the council and the clerk of the council by August 31, 2002₂, for consideration with the 2003 annual budget. A motion outlining the criteria that will be used to define the performance measures and customer service measures described in subsections A.1, A.2 and A.4 of this section shall be transmitted to the council by August 31, 2002₂ for council review and approval.

~~((C. A final report of the results of the evaluation, including updates on the information provided in the preliminary report, shall be filed with the chair of the council,~~

~~the clerk of the council and the county auditor by August 1, 2003)).~~

SECTION 2. Ordinance 14199, Section 6, is hereby repealed.