

**CITY OF REDMOND  
2022 PERFORMANCE MEASURES  
HEALTHY AND SUSTAINABLE**

Measures	Actual				Target		Explanatory Notes (if necessary)
	2019	2020	2021	2022	2023	2024	
Recreation expenditures per capita	\$75.25	\$73.10	\$48.46	\$46.92	\$75.00	\$75.00	2022 note: approved recreation budget/population
Number of people served through recreation activities	16,065	7,825	16,312	21,981	16,000	18,000	2022: activity totals report in ActiveNet
Number of hours indoor and outdoor facilities are scheduled for use	67,324	26,114	63,270	85,325	70,000	80,000	2022: activity totals report in ActiveNet
Community-wide greenhouse gas emissions (metric tons)	N/A	631,000	N/A	Available Q3 2023	N/A	700000	Targets are only done for even years only. 2022 and 2024 targets are above the 2020 GHG actuals because we anticipate an increase emissions as the community normalizes after COVID. 2022 data will be available in late summer/early fall.
City of Redmond government operations greenhouse gas emissions (metric tons)	N/A	6,050	N/A	Available Q3 2023	N/A	4000	2022 GHG inventory data will be available at the end of Q3.
Community energy consumption (New)	N/A	N/A	N/A	Available Q3 2023	5,300,000	5,200,000	2022 GHG inventory data will be available at the end of Q3. Newly added in the 23-24 budget but have historical data
Percentage of community-wide solid waste diverted from the landfill	47%	45%	43%	43%	46%	50%	The drop in diversion is partially due to revised calculation methods to better estimate actual diversion.
Number of business and multi-family complexes participating in organics recycling	201	232	217	219	220	230	
Percentage of drinking water quality tests that meet compliance regulations	100%	100%	100%	100%	100%	100%	
Percentage of groundwater monitoring wells that meet quality standards	65%	56%	53%	50%	57%	57%	JP Note: This is Groundwater Quality Standards
Percentage of high-risk sites provided with technical assistance	100%	91%	100%	100%	100%	100%	
Percentage of water system assets that meet the level of service standards	20%	0.02%	20%	20%	20.00%	20%	2020 (*covid)
Maintenance Report Card: Number of water main breaks per 100 miles	1.21	1.50	3.31	0.29	<3	<3	2022 - 1 main break
Percentage of residents in Redmond that have convenient access to outdoor sports and fitness facilities from their residence or place of employment	46%	47%	47%	54%	48%	48%	Measured through the PARCC Plan every 6 years, will be updated as part of PARCC Plan update in 2022; in 2017 Convenient defined as "Convenient access is calculated as 1 mile for sites with high quantity and quality facilities and ½ mile for other sites" - . In 2022 it was adjusted to half mile to a developed city park, with half mile selected to meet the "10 minute community" goal.
Percentage of total Redmond land area covered by tree foliage	38%	38%	N/A	See note	38%	38%	Tree canopy measure updated every 2 years. Was in Urban Forestry offer in 21-22 biennium. 2022 actual data is not currently available but will be in the future.
Average number of maintenance hours per active community park	4,859	2,732	3,598	4,065	4,656	4,656	2020/2021 impact due to pandemic as minimal seasonal supplemental staff hired due to budget reductions; 2022 actual maintenance hours increased as supplemental staff funding was restored. 2022 hours were still below pre-pandemic levels as a result of the tight job market and difficulties with recruitment.

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Measures	Actual				Target		Explanatory Notes (if necessary)
	2019	2020	2021	2022	2023	2024	
Freshwater Water Quality Index	N/A	N/A	N/A	N/A	80	80	Data is not available to calculate WQI. Anticipate 2025 as the first year when adequate data is available to report out on this performance measure.
Percentage of stormwater system assets that meet level of service standards	86%	N/A	97%	60%	0.48	48%	Inspect and maintain as needed 96% of catch basins every two years. Target is 48% per year. Measures changed, not sure where 85% came from, changed to measure we could measure, we have actual data. Change to measure odd years only, 20-21, 22-23, 24-25. Aug 2023 year end reporting to ecology
Percentage of the City with adequate stormwater flow control	25%	22%	23%	23%	25%	25%	
Percentage of wastewater system assets that meet level of service standards	13%	17%	16%	12%	14%	14%	CCTV inspect all sewer main every seven years. Target is CCTV 14% of sewer main per year. 2019 was % to goal completed. 2020 was actual % CCTV'd to entire system
Maintenance Report Card: Number of sanitary sewer overflows	0	1	2	2	0	0	2 SSO's for 2022. Both instances were due to contractor error.

**CITY OF REDMOND  
2022 PERFORMANCE MEASURES  
SAFE AND RESILIENT**

Measures	Actual				Target		Explanatory Notes (if necessary)
	2019	2020	2021	2022	2023	2024	
Building code effectiveness grading schedule	2	2	2	2	2	2	
Percentage of inspections completed within 24 hours	99%	99%	99%	99%	100%	100%	
Percentage of cases resolved through forced compliance	0%	1%	4%	0%	4%	4%	
Police case clearance rates are equal to or more than the Washington State average	RPD: 31.2% WA: 29.3%	RPD: 26.5% WA: 24.4%	RPD: 19.9% WA: 20.8%	RPD: 21.8% WA: 20.1%	0.34	0.34	Case clearance rate for Washington State for 2022 is a preliminary value. It has not been officially validated and released.
Number of criminal cases per prosecutor	418	274	356	337	400	400	
Number of criminal cases assigned to the public defender	N/A	N/A	926	1117	960	960	Changed from % to Number
Number of cases per investigator	42.2	42.5	47.5	60.7	60.0	40.0	
Percentage of cases assigned to legal advocate	N/A	N/A	5.7% (375 cases)	6.6% (467 cases)	0.04	0.05	
Cardiac arrest survival rate	59%	42%	48%	60%	60%	60%	Advanced Life Support to include all of Northeast King County 2022 60% (5 Year Average 58%) out of hospital survival. Redmond Fire Specific 2022 63% (5 Year Average 66%) out of hospital survival. All number reported by KCEMS and reflective of Utstein Criteria.
Percentage of response time from dispatch to arrival on scene for emergency medical services calls in an urban setting	84%	82%	73%	N/A	90%	90%	Unable to report at this time due to change in computer-aided-dispatch system by dispatch provider in 2022.
Percentage of time that daily minimum staffing requirement is met	100%	100%	100%	100%	100%	100%	
Fire Protection Class Rating	3	3	3	3	3	3	
Percentage of scheduled Fire and Life Safety Inspections completed	97%	11%	0%	0%	66%	66%	Added for 23-24, not considered new since re-writing above measure. Per Iodd Short, did not finalize the clear direction on the program yet, but we simply can assume that the approved program and level of inspections that will be scheduled will target completing 90% of the assigned inspections. In other words, we do not yet know how many or what priority of inspections yet, but the amount will correspond to the resources allocated and the completion anticipation target is 90%.
Percentage of fire systems with current test reports	73%	73%	81%	85%	75%	75%	Per Gary Smith, percentage updated to reflect current approved staffing for the 23/24 budget, this only.

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Measures	Actual				Target		Explanatory Notes (if necessary)
	2019	2020	2021	2022	2023	2024	
Percentage of fires confined to object or room of origin	71%	93%	88%	92%	80%	80%	
Percentage of response time from dispatch to arrival on scene for fire suppression calls in an urban setting	85%	82%	87%	N/A	90%	90%	Unable to report at this time due to change in computer-aided-dispatch system by dispatch provider in 2022.
Percentage of time fire stations respond to calls within their service area	84%	80%	82%	N/A	90%	90%	Unable to report at this time due to change in computer-aided-dispatch system by dispatch provider in 2022.
Violent and property crimes per year per 1,000 residents	42.40	42.50	43.60	50.90	45.00	46.00	
Response time from police dispatch to arrival on scene (minutes)	7.07	5.80	5.99	6.36	6.00	6.50	
Average number of seconds to answer 911 calls	4.70	4.84	4.86	4.83	<10	<10	
Percentage of officers that have met training requirements	100%	100%	100%	100%	100%	100%	
Fatal and serious injuries per year on all roads per 1,000 residents	0.11	0.08	N/A	0.11	0	0	2021 crash data not updated for Q4
Accident rate on all roads per 1,000 residents	11.40	5.80	N/A	5.29	<30	<30	2021 crash data not updated for Q4
Number of actionable complaints about street flooding incidents resulting from leaves blocking catch basins	3	4	3	4	0	0	

**CITY OF REDMOND  
2022 PERFORMANCE MEASURES  
STRATEGIC AND RESPONSIVE**

Measures	Actual				Target		Explanatory Notes (if necessary)
	2019	2020	2021	2022	2023	2024	
Trend in Price of Government	5.26%	4.98%	5.01%	5.40%	5-5.5%	5-5.5%	
Percentage of Ombuds issues that are formally acknowledged, closed and reported within established timeframes	100%	100%	100%	100%	100%	100%	In regards to replying to council emails, usually within 30 days, tough to measure in prior years
Percentage of agendas that are published three days in advance of Committee of the Whole meetings	100%	100%	100%	100%	100%	100%	legal requirement, will almost always be 100%
Annual Community Quality of Life Rating (New)	N/A	N/A	N/A	N/A	0.8	81%	New performance measure - annual survey didn't take place in 2022
Number of barriers to access city services equitably; e.g., translation, mobility, age, etc. (New)	N/A	N/A	N/A	N/A	TBD	TBD	Exec will be establishing a baseline for that with the DEI assessment that is ongoing and the DEI strategic plan.
Community Satisfaction Rating	78%	N/A	78%	N/A	80%	82%	In 2017, 2018, 2019, Survey question was "Is the City of the right track or wrong track?" Survey didn't take place in 2020 due to Covid pandemic. In 2021 question is updated to: "How would you rate the quality of life in Redmond" Remove this from Communications and Community and Outreach and place it in Executive Leadership.
Number of responses to the annual community survey and online questionnaires	480	N/A	3,369	N/A	3750	4,000	
Percentage of community members responding that they feel informed regarding City programs, initiatives, projects, and issues	61%	N/A	47%	N/A	50%	50%	NO SURVEY IN 2022 - Rated as excellent or good in the community survey
Percentage of community members who feel the City is utilizing community feedback on priority project decision making	N/A	N/A	33%	N/A	0.35	35%	NO SURVEY IN 2022 - Satisfied/Very satisfied in community survey
Number of staff and members of boards, commissions and committees receiving training on equity or cultural competency	274	25	515	N/A	750	750	Currently working on a mechanism to report.
Percentage of members of boards, commissions and committees who identify as part of an under-represented community	N/A	N/A	N/A	N/A	0.5	0.5	Currently working on a mechanism to report.
Percentage of time vehicles and equipment are available as compared to out of service	95%	95%	97%	95%	94%	96%	Actuals and targets are slightly impacted by industry-wide parts supply shortages and delays.
Percentage of light-duty alternative fuel vehicles within the City fleet	29%	40%	36%	37%	45%	48%	Extremely low availability of electric and other alternative fuel vehicles industry-wide due to low production by manufacturers. Retaining existing vehicles until alternative options are available.
Percentage of City Staff who have completed the yearly Security Awareness Training (New)	N/A	N/A	N/A	0.9	90%	90%	
Percentage of Service Desk requests resolved within published service level agreement parameters	71%	75%	80%	80%	90%	90%	

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STRATEGIC AND RESPONSIVE

Measures	Actual				Target		Explanatory Notes (if necessary)
	2019	2020	2021	2022	2023	2024	
Bond Rating	AAA	AAA	AAA	AAA	AAA	AAA	
Number of material misstatements from audits performed	1	0	1	0	0	0	
Percentage of month-end closures completed by the 10th working day	100%	100%	100%	100%	100%	100%	
Percentage of reserves maintained at policy levels	100%	100%	100%	100%	100%	100%	
Percentage of equipment replaced within the appropriate timeframe	100%	100%	100%	100%	100%	100%	
Turnover Rate	13.20%	8.40%	14.50%	12.60%	12.00%	10.00%	
Percentage of new employees retained following their probationary period	94%	88%	84%	89%	90%	90%	
Average numbers of days to fill a vacancy	66	56	82	83	55	55	

**CITY OF REDMOND  
2022 PERFORMANCE MEASURES  
VIBRANT AND CONNECTED**

Measures	Actual				Target		Explanatory Notes (if necessary)
	2019	2020	2021	2022	2023	2024	
Number of attendees at City-produced events	50,800	19,500	12,000	42,850	40,000	45,000	2020 & 2021 includes virtual events online & in-person events; impacts/decrease due to pandemic restrictions/modifications to events
Number of special event permits issued to external organizations	37	10	15	27	20	25	2020 & 2021 impacts/decrease due to pandemic restrictions/modifications to events
Total value of cash and in-kind contributions for City-produced events	\$157,318	\$23,350	\$91,867	\$173,500	\$120,000	\$132,000	2020 & 2021 impacts/decrease due to pandemic restrictions/modifications to events (though 2021 far exceeded target); 2023-24 targets slightly under 2022 target due to some last minute sponsorships in 2022 that may not be recurring, also considering the forecasted turn in economy thus not increasing from 22 to 23
<b>Maintenance Report Card</b>							
1) Pavement Condition Index	73	72	70	69	>70	>70	Pavement condition index (PCI) target remains 70 . PCI currently under target.
2) Facility condition	N/A	N/A	N/A	See note	TBD	TBD	Facility Condition/Operation Standard assessments have only been conducted by hiring outside consultant to perform a full building inspection (done in 2013 by Ming, updated in 2016 by McKinstry); Baseline report will be established after future Facilities Condition Assessment. Facilities Condition Assessment will be completed first quarter of 2024.
3) Water main breaks (per 100 miles)	1.21	1.5	3.31	0.29	<3	<3	
4) Sewer overflows	0	1	2	2	0	0	2 SSO's for 2022. Both instances were due to contractor error
Percentage of work orders addressed within 24 hours	N/A	88%	86%	See note	85%	85%	Steady staff turnover and vacancies in multiple review departments have lead to increased review timelines in 2021/2022. Additionally, data verification needs to take place to ensure proper calculation of review start/stop time needs to be conducted. Facilities team is working to modify fields in QALert to provide this data.
Percentage of ADA improvements to City buildings and grounds per the Facilities ADA Access Plan (New)	N/A	N/A	N/A	See note	0.8	0.85	NEW - with deletion of PM above this is the new recommended measure that provides increased value and aligned with Facilities Strategic Plan and ADA Improvement Plan (recommended changes reflected on offer narrative as well). Contract renewal with ADA consultant is currently being negotiated. Once signed, access to software will be granted and updates can be made.
Percentage capital projects bid on schedule	63%	77%	50%	78%	80%	80%	
Percentage of capital projects completed at or under budget	78%	83%	88%	89%	80%	80%	
Business Longevity: The number of active businesses in Redmond that have held a Redmond business license for seven years or more	1,339	1,276	1,233	N/A	Increase	Increase	Due to updated business license system additional time is necessary for staff to structure data in the most comparable way possible. Contact is customer service for this item.
Job density compared to growth targets	95,501	97,941	96,444	See note	Increase	Increase	Totals are note yet available from PSRC. Will monitor and provide once published. <a href="https://www.psrc.org/covered-employment-estimates">https://www.psrc.org/covered-employment-estimates</a>
Population density compared to growth targets	68,001	73,256	73,910	75,270	Increase	Increase	

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VIBRANT AND CONNECTED**

Measures	Actual				Target		Explanatory Notes (if necessary)
	2019	2020	2021	2022	2023	2024	
Dwelling units in urban centers as a percentage of the current comprehensive plan goal	63%	N/A	54%	76%	76%	79%	Per Jeff Churchill, land use database is not set-up to look backwards. It only can tell us what is present today, so 2020 = N/A
Percentage of Building and Fire plan reviews completed within established timeframes	86%	85%	74%	73%	83%	84%	Permit applications have increased, however we experienced staff turnover and vacancies, which extended review timelines for 2021 and 2022. (Building 85% and Fire 46%)
Number of Site Plan Entitlement's multi-family/mixed-use issued by average calendar days	197	352	459	430	300	300	Steady staff turnover and vacancies in multiple review departments lead to increased review timelines in 2021/2022. Additionally, data verification needs to take place to ensure proper calculation of review start/stop time needs to be conducted as many projects resubmitted multiple times due to changing project owners, pm's, and contractors. (2022) While we did see some improvement this year. We still expect to be much closer to target as we work on Energov.
Ratio of supply of affordable homes to demand for affordable homes	57%	53%	31%	31%	42%	45%	Would like to change this at some point, because it does not account for state needs assessment of housing. And hard to calculate and difficult to explain.
Percentage of homeless outreach participants who are housed or maintain housing	19%	22%	50%	68%	20%	20%	In 2025-206 budget, would like to change the PM to "Percentage of homeless outreach participants who are and for whom housing is a goal"
Percentage of human services agency partners achieving one or more contracted outcome goals (New)	N/A	N/A	N/A	0.91	0.9	0.9	Used a prior Measure
Mobility Report Card: Ratio of Redmond's transportation supply to transportation system demands (i.e., concurrency)	1.5	1.23	1.12	1.38	1.05	1.05	
Percentage of transportation network completed for all travel modes	66%	69%	69%	69%	65%	66%	Some high frequency transit service stops were cut in 2020 and the transit network has declined. Continued ped-bike projects have had growth to maintain this measure. Auto and Freight networks have had slow growth as the current TFP is nearing buildout. This Performance Measure will have updated with the TMP Update
Percentage of Redmond commute trips using alternatives to single occupancy vehicle (SOV)	37.4%	37.4%	57.3%	57.3%	37.0%	37.0%	WSDOT surveys are every other year, cycles 2019/2020, 2021/2022. 2019/2020 has been updated to reflect updated numbers from WSDOT. Next survey will be in 2024 using a new survey tool and will have a new baseline and new targets. <a href="https://www.bts.gov/browse-statistical-products-and-data/state-transportation-statistics/commute-mode">https://www.bts.gov/browse-statistical-products-and-data/state-transportation-statistics/commute-mode</a>