El Paso County Administrative Services
2017 Performance Measurements

Performance Metric	Target	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Human Services														
Increase treatment opportunities for Detox clients while at Detox and immediately following release	**15%**	6.9%	6%	5.80%	5.19%	2.30%								**N/A**
Expand community partnerships to reduce dependency on DHS services by increasing the number of TANF individuals entering employment	**142**	111	125	128	179	140								**N/A**
Increase the number of children in kinship placements	**339**	379	376	393	412	411								**N/A**
Expand adult protection team outreach activities	**20**	0	2	7	4	3								**16**
Community Services														
Household Hazardous Waste Facility annual customers	**20,000**	2,112	2,434	3,342	2,775	3,654								**14,317**
Household Hazardous Waste facility customer evaluations	**4.0**	4.8	4.7	4.8	4.8	4.8								**4.8**
Noxious weed inspections - Annual	**500**	0	0	0	21	24								**45**

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Veteran Services customer evaluations	**4.0**	4.8	4.9	5.0	5.0	4.9								**4.9**
County Parks facility reservations-Annual	**2,000**	29	26	77	240	396								**768**
County Parks facility use customer evaluations	**4.0**	N/A	N/A	N/A	4.1	4.2								**4.1**
County Parks fundraising goal - Annual	**$200,000**	$5,000	$65,042	$22,037	$29,092	$2,758								**$123,929**
County Parks volunteer hours	**20,000**	648	1,226	1,800	3,290	3,111								**10,075**
County Fair attendance	**25,000**	N/A	N/A	N/A	N/A	N/A								
Public Works														
Number of lane miles of gravel roads rehabilitated annually	**30**	0.5	1	0.5	0.5	0.7								**3.2**
Completed customer service requests for road and bridge within 90 days	**70%**	72%	72%	79%	77%	80%								**76%**

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Achieve good or excellent on customer service surveys for road and bridge service	**80%**	90%	84%	96%	83%	78%								**86%**
Readiness rate for critical fleet	**85%**	88%	87%	89%	88%	87%								**88%**
Complete lane miles of asphalt pavement overlays	**37**	0	0	0	0	19								**19**
Complete lane miles of asphalt pavement chip seals	**50**	0	0	0	0	0								**0**