

GOALS AND PERFORMANCE MEASURES

Department Goal: Uphold the commitment to serve the community as outlined in the department’s mission statement, which is in alignment with county adopted Communitywide Results.

Communitywide Result Link: Safe Healthy Livable Prosperous Well-Governed Community

1. Performance Measure: Percentage of clients that indicate they are satisfied with departmental services. (Quality measure)

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
94.4% overall satisfaction with services provided to local customers who receive export certification services	100% overall satisfaction with services provided to local grape growers who participated in the detection of European Grapevine Moth	100% overall satisfaction with services provided to the local residents whose properties required pesticide treatments during the Glassy-winged Sharpshooter eradication project	100% overall satisfaction with registration assistance provided to local organic producers	95% overall satisfaction with inspection and certification services provided to local businesses that use commercial weighing and measuring devices	97.8% overall satisfaction with inspection and certification services provided to local businesses that use commercial weighing and measuring devices	95% overall satisfaction with service provided to customers obtaining Restricted Materials Permits and/or Operator Identification Numbers for pesticide use.

What: The department solicits feedback including ideas for improvement from its clients each fiscal year. Each year we choose a different program within our department to survey for customer satisfaction. Survey methods vary depending on clientele, and include direct mailings, person-to-person handouts, and through www.slocounty.gov/agcomm. Surveys are solicited at various times during the year and the format is standardized to maintain comparative results.

Why: The department is committed to providing excellent customer service. Customer feedback and suggestions help us achieve that goal.

How are we doing? California statute requires the county sealer to inspect most commercial weighing and measuring devices on an annual basis such as, grocery store scales, gas pumps, taximeters, livestock and vehicle scales. Periodic inspections ensure that when commodities are sold or purchased on the basis of weight or measure, that the measurements used for these transactions are accurate and reliable. Business compliance with weights and measures standards assures consumer confidence and fair competition in the marketplace.

Feedback was solicited from the approximately 866 county businesses that use commercial weighing and measuring devices to determine their level of satisfaction with the inspection and certification services provided by the department. Survey forms were enclosed with the April 2015 annual device registration invoices. Of the approximate 866 surveys, 93 were returned by mail indicating their level of satisfaction. Ninety-one responders, or 97.8%, indicated an overall satisfaction with services provided.

During FY 2015-16, feedback will be solicited from customers obtaining Restricted Materials Permits and/or Operator Identification Numbers for the agricultural use of pesticides to determine their level of satisfaction with the services provided during issuance. Survey forms will be provided to customers throughout FY 2015-16.

2. Performance Measure: The number of packages denied entry into San Luis Obispo County due to violations of quarantine laws per 1,000 packages inspected at Federal Express. (Outcome measure)

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
7.4	13.7	12.2	16.9	13	9.4	13

What: San Luis Obispo County enjoys a relatively pristine environment, mostly free from quarantine agricultural pests and diseases. The Agricultural Commissioner/Sealer’s staff intercepts and inspects incoming packages containing plant material at freight and package shipping terminals for the presence of detrimental pests. Shipments in violation of quarantine laws are denied delivery to the receiver, and the shipment must be treated, returned to the sender or destroyed, thereby protecting the county from potential pest infestations or disease outbreaks. This measure tracks the number of Notices of Rejection issued per one thousand packages inspected at the San Luis Obispo County Federal Express terminal and reflects our effectiveness in protecting the agricultural and environmental resources of the county. Although we inspect shipments passing through other shipping terminals, such as UPS and OnTrac, we consider Federal Express to be the highest risk pathway due to the volume of shipments originating from areas with high populations of significant agricultural pests. Thorough inspections also serve as a deterrent for shippers to avoid sending infested shipments to San Luis Obispo County.

Why: To protect agriculture and the urban and natural ecosystems in San Luis Obispo County. Each pest found is one new infestation prevented, which eliminates eradication costs and the negative effects on the county.

How are we doing: Staff inspected 1,589 packages at Federal Express and 15 were denied entry into the county for an overall rejection rate of 9.4 packages per 1,000 inspected. Of the 15 packages rejected, 10 were rejected for the presence of live pests and/or quarantine violations thus preventing a potential pest infestation. The remaining 5 were rejected due to problems with package markings and labeling. Although the overall rejection rate was lower than anticipated and down from the previous year, the detection of live pests entering the county increased over the previous year. Due to continuous inspection efforts and regulatory action taken by departmental staff, businesses that frequently ship plant material into San Luis Obispo County are trending toward a higher regulatory compliance rate overall.

The target for FY 2015-16 remains the same.

3. Performance Measure: The overall rate of insect specimen interceptions by pest detection staff. (Quality measure)

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
89.7%	95.7%	92.6%	92.9%	90.0%	92.6%	90.0%

What: San Luis Obispo County is predominantly free from exotic and invasive insect pests. To help ensure that this remains true, the department conducts several state-mandated insect detection programs, each implemented and maintained under specific state protocols. Staff place and monitor insect traps throughout the county in order to detect target insects before any infestation exceeds one square mile. Well trained and efficient Pest Detection Trappers are necessary for an effective program. To measure Pest Detection Trapper performance, staff from the California Department of Food and Agriculture, Pest Detection Emergency Projects program periodically, and unannounced, place target insect specimens in traps. The detection rate measures the ability of individual Pest Detection Trappers to intercept these planted specimens. An effective pest detection program is determined largely by the collective interception rate for all Pest Detection Trappers. The department has determined that successfully trained Pest Detection Trappers should achieve an individual, and collective, score of at least 90%.

Why: Early detection of exotic and invasive pests protects agriculture, urban environments, and natural ecosystems in San Luis Obispo County, and prevents the negative ecological and economic effects caused by an established insect pest infestation.

How are we doing? The Pest Detection program continues to effectively monitor for exotic and invasive insect pests. Pest Detection Trappers intercepted 25 of 27 planted quality control insect specimens for an interception rate of 92.6%. In order to maintain an interception rate of 90.0% or greater, training for all Pest Detection Trappers will continue to focus on target insect identification.

The target for FY 2015-16 remains at 90%.

4. Performance Measure: Percentage of overall compliance by all regulated pesticide users (agricultural, structural and governmental). (Outcome measure)

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
96.9%	97.8%	97.8%	97.5%	98.0%	98.9%	98.0%

What: Laws require pesticide users to comply with mandated requirements such as, but not limited to: following pesticide labels, training workers, operating equipment and applying pesticides in a safe manner, and keeping records of usage. This measure reflects the effectiveness of the Agricultural Commissioner/Sealer's staff in educating pesticide users and, through strict enforcement, insuring that users are in compliance with California's pesticide laws. This measure excludes home use by the public, which currently is not monitored.

Why: To protect workers, the public's health and safety, the health of the environment, and to ensure safe food.

How are we doing? The Pesticide Use Enforcement Program continues to provide a high level of protection for the community. In FY 2014-15, staff inspected 9,193 requirements and found 9,023 to be in compliance for a 98.9% compliance rate, which is slightly above the statewide average of 98.5%. The compliance rate is based on conformance with standardized statewide requirements applicable to each type of inspection, including agricultural pesticide use monitoring, records audits and structural pest control.

The target for FY 2015-16 remains at 98.0% and takes into consideration current pesticide use trends and newly introduced regulations. The department will continue to focus surveillance on field fumigant use while maintaining oversight of traditional agricultural and structural pesticide use.

5. Performance Measure: Number of pesticide use report records processed per hour. (Efficiency measure)
(This measure is being deleted in FY 2015-16)

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
79.2	68.2	54.1	71.6	70.0	90.7	Deleted

What: Producers of agricultural commodities and pest control businesses are required to report pesticide use to the County Agricultural Commissioner. This data is reviewed and entered into a statewide pesticide use report database. This measure demonstrates how efficiently we process pesticide use report data.

Why: Interested parties want prompt and efficient processing of pesticide use reports to obtain up-to-date data for identifying pesticide use in the county.

How are we doing? The number of pesticide use report records processed increased to 90.7 records per hour. This improvement is primarily due to progress made after a transitional period of pesticide users learning and utilizing the CalAgPermits system and web based use reporting. The CalAgPermits system will be fully implemented in FY 2015-16. The percentage of customers using web-based use reporting increased from 66% in FY 2012-13 to 86% in FY 2014-15. There is no statewide or comparable county data available for this measure.

This measure has been eliminated in FY 2015-16 due to the full implementation of the CalAgPermits system.

6. Performance Measure: Percentage of all weighing and measuring devices found to be in compliance with California laws. (Outcome measure)

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
SLO County 90.9%	SLO County 91.9%	SLO County 89.4%	SLO County 90.5%	To equal or exceed the statewide compliance average	SLO County 89.4%	To equal or exceed the statewide compliance average
Statewide 93.1%	Statewide 93.7%	Statewide 93.4%	Statewide 93.0%		Statewide data not currently available	

What: California law mandates the County Agricultural Commissioner/Sealer to inspect and test all commercial weighing and measuring devices on an annual basis, with a few exceptions. This measure represents the percentage of San Luis Obispo County weighing and measuring devices found upon initial inspection to be in compliance with laws, and our County's compliance level compared to the statewide results for the year. This measure reflects the effectiveness of the department in educating operators of commercial weighing and measuring devices and, through strict enforcement, insuring that these devices are in compliance with California weights and measures laws.

Why: The use of correct weighing and measuring devices protects consumers and helps insure that merchants compete fairly.

How are we doing? Staff inspected 3,810 weighing and measuring devices and found 3,408 in compliance, for an 89.4% overall compliance rate. Changes to staffing in the Weights & Measures program throughout FY 2014-15 increased the department's ability to complete regularly scheduled annual inspections by 34% or 971 devices. As a result of more devices inspected, a slightly lower rate of compliance was observed as compared to the prior year. The statewide compliance data for FY 2014-15 will be published in Spring 2016 for comparison.

The standard target for FY 2015-16 to equal or exceed the statewide compliance average is retained.

7. Performance Measure: Percentage of price scanners found to be in compliance with California laws. (Outcome measure)						
10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
SLO County 98.7%	SLO County 99.3%	SLO County 98.6%	SLO County 99.1%	To equal or exceed the statewide compliance average	SLO County 98.2%	To equal or exceed the statewide compliance average
Statewide 98.1%	Statewide 97.9%	Statewide 98.3%	Statewide 98.6%		Statewide data not currently available	
<p>What: Price scanner inspections compare the actual prices charged for items at retail store checkout stands with the lowest advertised, posted or quoted prices for those items. All retail stores, such as supermarkets and department stores, utilizing automated price scanners are subject to inspection. This measure represents the percentage of items tested that are charged correctly at the checkout stand and our county's compliance level compared to the statewide results for the year. This measure reflects the effectiveness of the department in educating operators of price scanning systems and, through strict enforcement, insuring that pricing is in compliance with California weights and measures laws.</p> <p>Why: Accurate price scanners protect consumers and help insure that merchants compete fairly.</p> <p>How are we doing? Staff inspected 2,634 items and found 2,587 items in compliance for a 98.2% compliance rate. Statewide compliance data for FY 2014-15 will be published in Spring 2016 for comparison.</p> <p>The standard target for FY 2015-16 to equal or exceed the statewide compliance average is retained.</p>						

GOALS AND PERFORMANCE MEASURES

<p>Department Goal: Conserve natural resources to promote a healthy environment.</p> <p>Communitywide Result Link: <input type="checkbox"/> Safe <input checked="" type="checkbox"/> Healthy <input checked="" type="checkbox"/> Livable <input checked="" type="checkbox"/> Prosperous <input checked="" type="checkbox"/> Well-Governed Community</p>							
<p>1. Performance Measure: Acres of land protected through the agricultural preserve program.</p>							
10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target	
794,248 acres protected	795,328 acres protected	796,907 acres protected	785,609 acres protected	787,320 acres protected	784,882 acres protected	786,288 acres protected	
<p>What: The objective of the Agricultural Preserve Program (Williamson Act) is to protect agricultural lands for continued production of food & fiber. The land is reassessed on the basis of the agricultural income producing capability of the land. Agricultural Preserve contracts are for either 10 or 20 years and are automatically extended annually for another year unless the owner files a notice of non-renewal. This assures the landowners that property valuations and taxes will remain at generally lower levels.</p> <p>Why: To protect agricultural land, strengthen the county's agricultural economy and preserve natural resources, consistent with County policy.</p> <p>How are we doing? There has been a decrease in the acres protected for FY 2014-15 due to an unusually high number of land owner initiated contract non-renewals in 2006 (non-renewals severed in 2006 expired 9 years later in 2015). These non-renewal requests were presumably driven by the real estate market and the desire to subdivide, develop, and sell property restricted by Williamson Act contracts. We anticipate that these unusual acreage decreases will level off next year and we will begin to see increases to the program. Based on these changes, the target for FY 2015-16 has been slightly increased based on earlier upward trends.</p>							
<p>Department Goal: Protect public health and safety by effective and timely administration of development regulations and by fostering clean and safe communities through responsive code enforcement and preparation and implementation of the County General Plan.</p> <p>Communitywide Result Link: <input checked="" type="checkbox"/> Safe <input checked="" type="checkbox"/> Healthy <input checked="" type="checkbox"/> Livable <input checked="" type="checkbox"/> Prosperous <input checked="" type="checkbox"/> Well-Governed Community</p>							
<p>2. Performance Measure: Percentage of project types processed within established time lines for representative project types.</p>							
	10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
<p><u>Building Permit applications</u> Goal: Single-family dwelling permits - 20 days to complete plan check.</p>	94%	94%	98%	45%	95%	55%	95%
<p>Goal: Commercial project permits - 30 days to complete plan check</p>							
<p><u>Building Inspection</u> Goal: All building inspections requested completed by the next day</p>	95%	95%	99%	76%	95%	76%	95%
	100%	99%	99%	98%	99%	99%	99%

Land Use Permit & Subdivision applications

Goal: Exemptions from CEQA - 60 days from acceptance

60%	70%	55%	48%	75%	46%	75%
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Goal: Negative Declaration - 180 days from acceptance

71%	76%	71%	71%	75%	63%	75%
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Code Enforcement

Goal: All complaints reviewed within 10 working days.

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Goal: Voluntary compliance resolved within 45 days of initial inspection

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Long Range Planning

Goal: Complete annual reports and public review drafts within the timeframes set by their respective work programs

60%	82%	42%	87%	75%	79%	85%
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What: Timely processing of applications/permits and complaints and the timely completion of long range planning initiatives.

Why: To provide timely, quality service that saves applicants time and money, adds value to tax base and local economy, and meets local and state laws. Timely completion of long range plans ensures a plan produced within budget respond to the community's vision, local needs and issues before the document begins the hearing process. Timely annual reports keep the communities and decision makers current on issues affecting the County.

How are we doing?

Building Permits & Permit Center

We monitor our workload weekly to try to achieve our adopted goal of completing 95% of the initial plan review for new dwellings within 20 working days. Our FY 2014-15 year-end review percentage was 55%. This is up from our FY 2013-14 rate of 45%. We experienced a 17% increase in application submittal from FY 2013-14 (which was an increase of over 40% in the number of applications submitted as compared to FY 2012-13) and a 20% increase in the number of issued permits as compared to FY 2013-14. Annual application totals were as follows: FY 2012-13: 2341, FY 2013-14: 1915, and FY 2014-15: 3405. Since 2007 (when this goal was developed), there has been an increase in the number of state codes and local regulations (i.e. new Residential Code, State Green Code, new Energy Code, Regional Water Quality Control Board (RWQCB) storm water regulations and a Local Green Building Ordinance) that must now be incorporated into the plan review process. With these additional code elements and the rebounding economy, we acknowledge that the 95% review goal will be difficult to achieve, but still remains our target for customer service. We are achieving 92% review within 40 days. As implementation of these code changes continues to increase plan review time, the department will evaluate the feasibility of the current goal of 20 working days for initial plan check of a single family dwelling, to a goal that reflects the current complexity of plan review. For now, the department is keeping this goal as our gold standard to achieve.

The percentage of plan check reviews of commercial project permits completed within 30 days remained the same from FY 2013-14 to FY 2014-15 at 76%. We are achieving 92% review within 40 days. Annual commercial plan check application totals as follows: FY 2012-13: 216, FY 2013-14: 327, and FY 2014-15: 319. Although the department's goal remains at 95%, achieving this goal faces the same increasing code challenges are our residential plan review standard. 100% of all the Business Assistance Team (BAT) projects initial plan reviews were completed within 10 working days. In addition, we were able to develop an in-house electronic application and electronic plan submittal system for photovoltaic projects and pre-approved residential and commercial projects. Getting this electronic application and plan review process up and running has consumed a large amount time for two plans examiners. We processed 279 e-applications, 281 e-permits and 1058 photovoltaic permits.

The department is currently evaluating the responses to our Request For Proposal (RFP) for consultant assistance with plan review to facilitate surges in applications.

We will continue to devote time to: (a) in-house code training (b) reviewing the more complex and BAT projects in house, (c) providing consultations to customers for expired/abandoned projects and unpermitted construction due to the improving economy, (d) preparing a waste water management program as required by the RWQCB and (e) administering the National Storm Water Pollution Program.

Building Inspections

Our goal is to complete 99% of construction inspections on the day after they are requested. For FY 2014-15 we completed more than 99% of the inspections within this timeline (13,886 inspections out of 13,891). This was a slight decrease (5%) in the number of requested inspections compared to FY 2013-14. For FY 2015-16 our target is to meet 99% while accommodating the approximately 4,000 inspections necessary for the sewer hook-ups in Los Osos.

Land Use Permits/Subdivisions

The number of land use and subdivision applications processed in FY 2014-15 was 128 (as compared to 127 in FY 2013-14). The percentages of projects processed within the processing time goals decreased by 4% in FY 2014-15 due to the combined effect of staff vacancies, appeals, and significant staff time required for large controversial projects. As positions are filled it is expected that permit processing times will improve. The department foresees that appeals and controversial projects will continue to require significant staff time. In FY 2014-15, 44 out of 96 categorical exempt projects were processed within 60 days with an average processing time of 79 days. 20 of 32 Negative Declarations were processed within 180 days. The average processing time for Negative Declaration projects was 170 days, which is within the goal of 180 days. The FY 2015-16 target for processing projects within the established timeframes is 75%.

Code Enforcement

For FY 2014-15, code enforcement conducted initial inspections on 100% of complaints within 10 days, and achieved 60% voluntary compliance within 45 days. The voluntary compliance target for FY 2014-15 was 75%. All cases are reviewed within 10 working days of initiation with the majority viewed the same week they are brought to our attention. Life/Safety issues and environmental damage cases are a priority and are field inspected within 48 hours. Due to staffing priorities being shifted (e.g.; Stormwater Audit) our voluntary compliance target of 75% within 45 days was not met. In the last two quarters of FY 2014-15 we have caught up fully with the backlog of cases in this program. The FY 2015-16 targets remain unchanged as 100% of initial inspections being completed within 10 days of receipt and achieving 60% of voluntary compliance within 45 days.

Long Range Planning

79% of the reports and public review drafts of long range plans within FY 2014-15, have been completed within the timeframes set by their work programs. Of the 14 plans or studies either completed or in process, 11 are on schedule, or completed, or have had their schedules revised to reflect changes in circumstances, as described below. In addition, as the Board shifts priorities in the department – this can also lead to delays in the items that are tracked here. The descriptions below contain details as to the status of the projects and their schedule. The 14 long-range plans being tracked are the (1) Annual Report on the General Plan, (2-3) Strategic Growth implementation amendments and studies (Complete Communities Survey, Infill Subdivision-Development Standards), (4) "Clean Up" Amendments, (5) Resource Management System (RMS) and Growth Management Ordinance (GMO) revisions, (6) San Miguel Community Plan, (7) Resource Management System Biennial Report (8) Paso Robles Groundwater Basin Urgency Ordinance Implementation, (9) Los Osos Community Plan, (10) Renewable Energy Streamlining Program, (11) Countywide Water Programs, (12) Revisions to Los Osos Plumbing Retrofit Programs and (13) Housing and Economic Element Programs, and (14) Workforce Housing Amendments. The department provides the Board with regular updates regarding department workload and priorities. This will result in better estimates of the time needed for completion of Long Range planning initiatives, as well as allowing the department to track new or different priorities as set by the Board. For FY 2015-16, our target is 85%.

Long Range Programs:

The following is a description of each long range plan, including its current status, whether it is on time and the reason for or circumstance involving any delay.

(1) Annual Report on the General Plan (annually). The Annual Report for FY 2013-14 was presented to the Planning Commission on November 6, 2014 and to the Board on December 2, 2014, which meets expectations. The report contains the necessary information to fulfill state requirements to measure progress in implementing the General Plan.

(2-3) Strategic Growth implementation amendments and studies. A package of amendments to encourage infill development and implement other aspects of Strategic Growth was authorized by the Board in 2009. Since then, Strategic Growth implementation efforts have been focused on several studies funded by a grant from the California Strategic Growth Council. The studies are intended to enhance unincorporated communities by encouraging infill development, planning for infrastructure, calculating the effects of strategic growth and other land use scenarios, and illustrating compatible infill development and community expansion. In November 2011, the Board approved consultant contracts, together with work programs and schedules for several strategic growth-related projects, including amendments to encourage infill development. Work began on these amendments in winter 2011. As of April 2015, the grant project has been completed. A series of proposed amendments that focus on permit streamlining are pending public outreach, Board authorization, and public hearings.

- a) *Infill Subdivision – Development Standards study to revise standards and remove barriers in order to encourage in-town development.* The project started in December 2011 and was largely completed in July 2014, about 12 months behind schedule. The major work products include ordinance revisions and a “Great Communities Design Toolkit.” Adjustments were made to the original scope of work by phasing the work products to result in more useful and immediately usable work products, but this added some time to the work schedule. The ordinance revisions recommended by this study are expected to be presented to decision makers in the future in a phased manner. The first such amendment processed included an exclusion of mini-storage warehouses in the Residential Multi-Family land use category. The Toolkit is scheduled to be considered by the Planning Commission in Winter 2015.

(4) Clean up Amendments. On December 16, 2014, the Board approved the first set of “clean up” amendments to Titles 21 and 22. The department will continue to bring amendments forward in small packages from time to time in order to keep the department’s ordinances up to date and current, as well as reflect any changes in state law. The initial package was completed within the time frames established in the work program.

(5) RMS and GMO revisions. The Planning Commission recommended approval of the RMS amendments in September 2014. The Board approved these revisions on December 16, 2014. On May 19, 2015 the Board of Supervisors adopted amendments to the GMO to update the fiscal year references for the maximum number of new dwelling units allowed for the Nipomo Mesa area for Fiscal Year 2015-2016 and maintain the 0% Cambria growth rate per fiscal year for the period from July 1, 2015 through June 30, 2018. The Board also approved to maintain the 2.3% County wide and 1.8% Nipomo Mesa growth rates for FY 2015-16.

(6) San Miguel Community Plan Update. In November 2011, the Board authorized processing a Community Plan Update, together with a work program and schedule. The work schedule was revised to reflect a new approach to public outreach that engaged the public up-front, rather than after release of the public draft. This responds to community sentiment and formation of a sub-committee to review the community plan and could save time in the long run. As a result, the Public Review Draft plan was released in June 2013, in line with the revised work program. The staff-prepared Public Hearing Draft Plan and Draft EIR were expected to be released in mid-2014. However, due to staff workload, consultant assistance was sought to complete the EIR using the draft chapters that had been prepared in-house. This has resulted in a delay in releasing the Draft EIR and the Public Hearing Draft Plan. Rincon Consultants, Inc. has been selected to prepare the Administrative Draft EIR, which will feature programmatic mitigation measures in order to streamline the environmental review process for future projects. The Draft EIR and Public Hearing Draft Plan are now expected to be released in Winter 2015.

(7) Resource Management System Biennial Report. On May 5, 2015, the Board approved the 2012-2014 Biennial Resource Summary Report of the RMS. A public draft of the 2014-2016 report is anticipated to be completed by the end of FY 2015-16 so that it can be considered by the Water Resources Advisory Committee in Fall 2016 and by the Board in winter of FY 2016-17. This is expected to be completed within the established time frames.

(8) Paso Robles Groundwater Basin (PRGWB) Urgency Ordinance Implementation. The Board of Supervisors adopted an urgency ordinance on August 27, 2013, and on October 8, 2013 extended the ordinance through August 2015. The Board directed staff to conduct outreach to stakeholders and gather input on procedures for vesting rights exemption. This issue was considered by the Board of Supervisors on November 26, 2013. This is in line with the established work plan. In February 2014, in order to implement the Urgency Ordinance, the Board of Supervisors approved a water conservation program for new development that began in April 2014, consistent with established time frames. In March 2014, the Board approved a contract with the Upper Salinas-Las Tablas RCD to develop and manage an agricultural water conservation program to implement the Urgency Ordinance. The draft water conservation program was prepared on schedule and was considered by the Board in October 2014 per the expected time line. On February 24, 2015, the Board directed staff to begin drafting a revised agricultural water conservation program for the PRGWB, which would take effect after the expiration of the Urgency Ordinance. The new program will require that all new plantings in the PRGWB to be water neutral, no new vested rights will be granted, and it will expire when a sustainable groundwater management plan for the basin has been adopted. On March 31, 2015, staff released drafts of the proposed ordinance amendments that would be necessary to implement the revised program. On July 30, 2015, the Planning Commission considered the proposed ordinance amendments and is scheduled to consider the items again on August 13th and August 27th. After consideration, the Planning Commission will make a recommendation to the Board regarding their adoption.

(9) Los Osos Community Plan Update. The Board authorized preparation of this update on December 11, 2012. The update is being closely coordinated with the Basin Management Plan (draft released on August 1, 2013) and the Habitat Conservation Plan (administrative draft submitted to the U.S. Fish and Wildlife Service in June, 2014). Biweekly meetings with a subcommittee of the Los Osos Community Advisory Council began in June 2013 and continued through July 2015. The Public Review Draft Community Plan was released on January 20, 2015. Due to extensive comments received by the resource agencies on the Habitat Conservation Plan, the time frame for the Community Plan update has been delayed. The Draft EIR is anticipated to be released in Spring 2016. The project is expected to be completed within the revised timeframes.

(10) Renewable Energy Streamlining Program. The Board approved the grant agreement with the California Energy Commission (CEC) on July 9, 2013 and the contract was approved by the Board on August 13, 2013 for this project, which includes amendments to revise policies, combining designations and ordinances to streamline development of renewable energy projects in areas of the county that meet selected criteria. The Planning Commission approved the program in February 2015 and the Board of Supervisors approved the program in March 2015. This project was completed within the revised time frames.

(12) Revisions to Los Osos Plumbing Retrofit Programs--Titles 8 and 19. On January 14, 2014, the Board of Supervisors authorized processing of amendments to the Title 19 retrofit-to-build ordinance and directed staff to provide options for continuation of the Title 8 retrofit-on-sale ordinance. Public review draft amendments were released ahead of schedule in October 2014. The amendments were then introduced at the Board on November 4, 2014, heard by the Board on November 25, 2014, and continued to February 10, 2015 for final action. On February 10, 2015, the Board approved changes to Title 8 and Title 19. The Title 8 Retrofit on Sale program was amended with only minor changes to plumbing fixture requirements. The Title 19 Retrofit to Build Program was amended for various changes, including no longer allowing retrofit work in the Prohibition Zone to count as credits for new development and allowing for a one time transfer of water conservation certificates when certain conditions are met.

Housing & Economic Development Programs:

Most programs of this section are ongoing, such as grants administration and Mobilehome Park Rent Review Board support. They are "on schedule" in that deadlines set by funding sources and by the Mobilehome Park Rent Stabilization Ordinance were met, so no sanctions from the funding sources were imposed and no complaints from Mobilehome Park owners, residents or the Rent Review Board were filed.

(13) Workforce Housing Amendments. In July 2014, the Board authorized amendments to the Land Use Ordinance and General Plan to facilitate workforce housing. County staff has since been working with the Building Design and Construction cluster of the Economic Vitality Corporation to scope proposed amendments. A public review draft of the amendments is on track for release in Fall 2015, and will likely include two components: (1) revisions to various ordinance standards for new subdivisions providing workforce housing; and (2) increased flexibility for allowing residential development in commercial mixed use projects. Additionally, a companion guidance document will be developed, providing guidelines for the design of new workforce housing subdivisions. Staff will conduct outreach to advisory groups in Summer 2015. The timing of this project has been delayed due to staff workload matters. The amendments are expected to be considered by the Planning Commission in December 2015, with Board action following shortly thereafter. The project is expected to meet revised time frames.

3. Performance Measure: Percentage of customers who rate the overall services provided by the Planning and Building Department as "above satisfactory" or higher through continuous client surveys.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
95%	97%	95%	82%	95%	82%	90%

What: The Planning and Building Department's customers who submit building and land use permits will be continuously surveyed to determine how well their needs were served.

Why: To ensure effective customer service is provided and track changing customer expectations.

How are we doing? The department's feedback from our customers continues to be positive. Through June of FY 2014-15, 82% of the individuals who completed surveys, sent e-mails or letters rated the department as above satisfactory or higher for our overall services (320 of 388). In addition, over the past fiscal year, the department's performance has been affected by workflow issues related to increases in activity, as well as in training and in staff turnover. This has resulted in some increases in processing time that has led to less positive survey responses. Included in these survey responses are community group outreach and engagements such as the Los Osos Community Plan, public information outreach workshops on water-related amendments, and our attendance to all the Community Advisory Councils. The Department dialogued with citizens and collected responses to concerns and needs regarding their community's future. These meetings were well-attended and were for the most part positive and exhibited hope for the community in creating "community driven plans".

The department continuously seeks to improve service through direct outreach to our customers and stakeholders using the Planning User Group and the Building User Group meetings. We have tracked customer "wait times" at our Permit Center and these continue to remain low (average of ten minutes) even as our workload has increased. We have improved the accessibility of our Permit Center and reduced Vehicle Miles Traveled by the opening of our North County Service Center in early FY 2014-15 and with our e-Permit process. We track customer service phone calls through our "Call Guru" software - a program developed by our staff that allows us to keep track of and return phone calls in a timely manner - usually by the end of the next day. Through June 2015, the Permit Center has assisted 16,001 walk-ins for general questions, 504 code enforcement and pre-application appointments, and returned 7,608 general information phone calls, issued 281 e-Permits and accepted 279 e-Applications for Building permits.

Department Goal: Promote economic development and affordable housing opportunities countywide pursuant to the Economic and Housing Elements of the County General Plan.

Communitywide Result Link: Safe Healthy Livable Prosperous Well-Governed Community

4. Performance Measure: Number of newly constructed/purchased affordable housing units for low - and moderate - income families.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
80 housing units	39 housing units	44 housing units	13 housing units	135 housing units	151 housing units	135 housing units

What: Affordable housing units resulting from permit requirements and incentives (including state, federal and local funds) to maximize the number of newly constructed /purchased affordable housing units provided for low and moderate-income families.

Why: Affordable housing enhances the health of families and improves the stability of communities and the local workforce.

How are we doing? The department uses federal funds (from the United States Department of Housing and Urban Development) and the County's Title 29 funds (in-lieu fees) to help nonprofit developers construct affordable housing units. In addition, a small number of affordable units are constructed privately (farm support quarters and secondary dwellings). The actual number of housing units produced in FY 2014-15 was 151. Federal HUD funds were used to construct the following: 35 units in Arroyo Grande (Courtland Street Apartments), and 80 units in Paso Robles (Oak Park 1). Title 29 funds were used to assist with construction of 18 units in Atascadero (El Camino Oaks) and 6 units in Oceano (PSHHC-Oceano townhomes). Three units were acquired through the First Time Home Buyer program funded with state CalHome program. In addition, 7 affordable secondary dwelling units (4 for moderate income households and 3 for very low and low income households), and 2 farm support quarters were built in the unincorporated county.

The projected number of affordable housing units to be constructed or rehabilitated in FY 2015-16 is 100 units. Federal HUD funds will be used to construct the following: 42 units in San Luis Obispo (South Street Apartments), and 20 units in Morro Bay (Morro del Mar). Title 29 funds were used to assist with construction of 18 units in Atascadero (El Camino Oaks). At least three units will be acquired through the First Time Home Buyer program funded by state CalHome program. In addition, it is anticipated that 2 affordable secondary dwelling units (1 for moderate income households and 1 for very low and low income households), and 2 farm support quarters will be built in the unincorporated county. A total of 13 mobile homes will be repaired through the County's minor home repair program.

Although the department coordinates funding, the number of housing units constructed is difficult to estimate because the department does not construct the housing. However, each year, we poll our nonprofit partners to determine the projected completion date of the projects they are building and use this information to develop the target for the upcoming fiscal year.

Department Goal: Promote the values of good planning and building through education and outreach.

Communitywide Result Link: Safe Healthy Livable Prosperous Well-Governed Community

5. Performance Measure: Percentage of planned public outreach and education efforts completed during the year.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
465*	93%	93%	100%	93%	100%	100%

*Note: this measure was revised in FY 2011-12 to report the percentage of planned outreach and education efforts rather than the actual number of outreach and education events.

What: To provide public information/training and gather public input through outreach on specific topics of interest that impact the land owners of the unincorporated areas of the County.

Why: To improve, strengthen and foster maximum participation in the process through listening to concerns and educating stakeholders about department processes and the benefits of good planning and building programs.

How are we doing? The success of our work depends on our ability to gather information from stakeholders, inform residents and property owners of our efforts, and educate the general public about planning and building. Our public outreach and education is designed to promote public awareness for a wide variety of audience and stakeholders within and outside government.

Our on-going measures include: live broadcasting and web-streaming of Planning Commission meetings, live web-streaming of Airport Land Use Commission, Subdivision Review Board and Planning Department meetings, staff reports and agendas available on the webpage, e-comment for hearing items available on the webpage, "how to" and other informational handouts available on the webpage, interactive Geographic Information System (GIS) mapping and data on the webpage, annual GIS day, Community Advisory Councils (CAC) liaison duties, yearly CAC training, quarterly CAC chair meetings, yearly California Environmental Quality Act training, resource report training as needed (i.e. geology, biology), on-going erosion control training, Agriculture Liaison Advisory Board and Water Resource Advisory Board presentations, guest lecturing at Cal Poly and Cuesta College, a quarterly newsletter, and information provided on Facebook, Twitter and YouTube.

To continue our successful collaboration with agencies, organizations and residents, our goal for FY 2014-15 was to complete certain

outreach and public education efforts. The department is proposing to continue many of the outreach and education initiatives from FY 2014-15 to FY 2015-16. The number shown in parentheses below represents the number of meetings from FY 2014-15 within the respective effort. Where a program's specific outreach was completed in FY 2014-15, it will be removed from the list for FY 2015-16. Where a measurement is noted, the department will provide a report on that measure. In FY 2013-14 the department completed 100% of planned public outreach and for FY 2014-15 the department has completed 100% as well. For FY 2015-16, the department projects a similar number of efforts for public outreach.

Completed in FY 2014-15 and continuing to FY 2015-16

- CDBG / HOME (and other housing grant) Outreach & Public Workshops (10 meetings in FY 2014-15 reduced from 20 meetings in FY 2013-14 per the decrease noted in the revised Community Participation Plan for CDBG)
- Homeless Services Oversight Council Meetings (20 meetings)
- Energy Retrofit Training (4-events and 1 (one) 5 -week Home Performance Building Course for Contractors,
- National Pollutant Discharge Elimination System (NPDES) Training & Outreach (3 meetings) (number of grading regulation violations as compared to permits issued – 3 out of 14, many of the violations are allowed alternate review and wouldn't require a permit)
- San Miguel Community Plan Outreach (18 meetings)
- Resource Education (Water, Oak Woodlands, Mining, GIS, etc.) (2 meetings)
- Mobilehome Park Rent Stabilization Ordinance Education (10 meetings)
- Stakeholder Outreach (Building Industry, Environmental Interests, Professional Organizations, Service Organizations, etc.) (10 meetings)
- Workforce Housing Coalition (15 meetings)
- Economic Vitality Corporation Board of Directors meetings (10 meetings)
- SLO County Housing Trust Fund Commission (10 meetings)
- User Group Outreach (2 meetings)
- Energy Efficiency Financing Outreach (47 events held throughout the county)
- Paso Robles Groundwater Basin Urgency Ordinance Implementation Outreach (2 meetings)

Identified to begin in FY 2015-16

- Proposed Countywide Water Conservation Program (25 meetings)
- Supportive Housing Consortium (11 meetings)
- HMIS User Group Outreach (2 Meetings)

For FY 2015-16 the department is anticipating meeting all of the outreach and public education efforts as identified as continuing or new above.

GOALS AND PERFORMANCE MEASURES

Additional goals and performance measures for Public Works can be found in the following Fund Centers: Roads (Fund Center 245), Public Works Special Services (Fund Center 201), and Waste Management (Fund Center 130).

Department Goal: Deliver Capital Projects on time and on budget.						
Communitywide Result Link: <input checked="" type="checkbox"/> Safe <input type="checkbox"/> Healthy <input type="checkbox"/> Livable <input type="checkbox"/> Prosperous <input checked="" type="checkbox"/> Well-Governed Community						
1. Performance Measure: Percentage of capital projects that are completed on time.						
10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
78%	78%	84%	80%	90%	71%	85%
<p>What: This measures the percentage of Public Works Capital Project phases actually completed compared to the phase estimated to be complete as stated in each year's budget.</p> <p>Why: To determine the timeliness of capital project completion which enhances public health and safety by providing infrastructure defined in the need for each project.</p> <p>How are we doing? The department ended 2014-15 with a result of 71% for this performance measure. During this fiscal year, Public Works delivered approximately \$52 million in infrastructure improvements. Delivery rate decline is due to a combination of redirecting staff to respond to Water Resources issues and in additional resource agency requirements for permits on projects. In order to improve milestone delivery, staff have been working with a refined project milestone list that was implemented this year. Overall, 41 of 58 approved milestones were completed on schedule. There were seventeen projects that were delayed for the following reasons:</p> <ul style="list-style-type: none"> • Five projects required additional design time • Five projects had a change in scope • Three projects were delayed by regulatory agencies • Two project were reassigned a lower priority • One project was delayed due to actual construction phase being rescheduled • One project had bid irregularities that led to rebidding <p>Due to regulatory requirements for the department's current set of projects, the 15-16 target has been revised from 90% as it was included in the proposed budget to 85%. There is no standardized comparable data available.</p>						
2. Performance Measure: Percentage of capital projects that are completed at or under budget.						
10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
89%	87%	91%	93%	90%	90%	90%
<p>What: This measures the percentage of Public Works Capital Projects where actual costs are at or under the budget for the particular project phase approved by the Board of Supervisors in a given fiscal year.</p> <p>Why: To determine how accurately project costs are estimated so that funds are allocated and projects are prioritized properly.</p> <p>How are we doing? The department ended the year on target with 90%. Of the 41 project milestones that were completed on schedule, 37 were completed within the allocated budget. Four projects exceeded their allocated budget for the following reasons:</p> <ul style="list-style-type: none"> • One project had a design cost error • One project did not have funding allocated for mitigation • One project had a regulatory agency delay which resulted in additional staff and consultant costs • One project had a funding delay which required in a mid-year budget adjustment <p>There is no standardized comparable data available.</p>						

GOALS AND PERFORMANCE MEASURES

Department Goal: Administer, operate and maintain the water distribution and wastewater collection systems at the County Operations Center efficiently and effectively to deliver a reliable supply of safe and regulatory compliant drinking water, maintain and provide a reliable reserve for irrigation and firefighting, and provide for collection, conveyance and monitoring of the wastewater system to protect the public, ensure safety and environmental health, and maintain regulatory compliance. Customers of the County Operations Center are other County departments, Woods Humane Society, and one private property.

Communitywide Result Link: Safe Healthy Livable Prosperous Well-Governed Community

1. Performance Measure: Percentage of days per year that the water system meets mandated water quality standards.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
100%	100%	100%	100%	100%	100%	100%

What: This measures the percentage of time during the year that the water distribution system meets State and Federal water quality standards.

Why: Provision of regulatory compliant safe and quality drinking water is mandatory to ensure constituent’s health and safety

How are we doing? Public Works continues to meet this performance measure. Our State certified water quality laboratory located at the Operations Center performs water quality testing of the system’s water. Our State Certified Water Systems Workers (Operators) perform scheduled maintenance and periodically operate system components to assure they are in working order. We coordinate with the California Mens Colony as they provide water through their system to the Operations center. This facilitates ongoing system observation before water quality or reliability is impacted. Public Works Utility Division staff engineers evaluate and model segments of the system as requested by the funding agency to assure adequate capacity and flows are met for all Federal, State and local safe drinking water requirements and State fire flow requirements.

Public Works continues to refine drought condition impact in conjunction with the General Services Department to establish contingency plans for provision of adequate potable water plans. Public Works is planning for a possible future reduction of State Water deliveries to the Operations Center. This includes State funds for drought projects for intertie pipelines in the Chorro Valley. We continue to communicate and partner with the California Men’s Colony and City of San Luis Obispo’s water treatment plant to supply Chorro Valley Agencies which rely solely on State Water.

2. Performance Measure: Number of wastewater collection system and water system failures per year.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
0	0	0	0	0	1	0

What: Occurrences of all unscheduled wastewater service failures, i.e. blockages, spills and water system failure/interruptions during the year.

Why: The number of failures per year is a reflection of a water or wastewater system’s integrity, maintenance and/or operational condition. Closely monitoring the location and frequency of failures can help to identify areas where additional resources may need to be provided for in order to assure continued system integrity and to protect the environment.

How are we doing? We had one unplanned water system shutdown for about 2 hours during FY 14-15, due to a closed CMC water valve that we were not aware of when we closed a valve to perform water line service. No other water line or sewer line failures, blockages, spills or interruptions were experienced. We are increasing and enhancing our frequency of communications with the CMC operators to ensure that no repeat interruptions occur. Sewer line upgrades at the Operation Center system have improved the system’s reliability and reduced maintenance efforts. Routinely scheduled pipeline jetting plays a significant role in avoiding and preventing sewer system blockages and spills.

3. Performance Measure: Annual number of improvement plan reviews per Full Time Equivalent (FTE) employee.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
90	84	88	78	95	87	95

What: Total number of Improvement Plan reviews by the Plan Check Unit divided by the number of Full Time Equivalent (FTE) employees.

Why: Measures the efficiency of the Plan Check Unit in reviewing improvement plans.

How are we doing? The current amount of activity and staff assigned is expected to remain fairly constant for FY 15-16. Because one of the two plan check staff is in training we did not meet our 14-15 goal.

4. Performance Measure: Number of weeks to review improvement plans.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
1.1 weeks 1st submittals	1.3 weeks 1st submittals	3.7 weeks 1st submittals	5.4 weeks 1st submittals	3.0 weeks 1st submittals	2.3 weeks	3.0 weeks
1.0 weeks re-submittals	1.1 weeks re-submittals	2.1 weeks re-submittals	3.2 weeks re-submittals	2.0 weeks re-submittals		

What: Average time it takes to review public improvement construction plans associated with development after receipt from engineers.

Why: State law requires that improvement plans be acted upon within sixty working days (approximately 12 weeks) of submittal. This measures accomplishment of our goal of timely service.

How are we doing? As the new staff assigned to the division in the third quarter of 14-15 becomes more comfortable with their assignments we are seeing a continued decrease in the number of weeks to review improvement plans. (Note: The procedures used for the 14-15 actual results and 15-16 target have been changed to treat new submittals and resubmittals in the same manner.)

5. Performance Measure: Annual number of survey map reviews per Full Time Equivalent (FTE) employee.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
1,178	1,212	1,086	1,298	1,200	1,780	1,200

What: Total number of survey maps (i.e. any land surveying map that falls under the Professional Land Surveyor's Act such as Records of Survey, Subdivision Maps and Corner Records) reviews performed by the Surveying Unit divided by the number of Full Time Equivalent (FTE) employees.

Why: Measures the efficiency of the Surveying Unit in reviewing survey maps.

How are we doing? The county surveyor's office processed over 334 records of surveys and 339 corner records during 14-15, compared to the more difficult 48 subdivision map checks processed. The large number of easier map check applications contributed to the excellent efficiency results in 14-15 (1,780).

6. Performance Measure: Number of weeks to review survey maps.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
1.3 weeks	1.3 weeks	1.1 weeks	1.4 weeks	1.5 weeks	1.2 weeks	1.4 weeks

What: Average time from receipt of maps (i.e. any land surveying map that falls under the Professional Land Surveyor's Act such as Records of Survey, subdivision maps and Corner Records) from surveyors and engineers until examination (map-check) by County Surveyor staff is completed and returned.

Why: State law requires that survey maps be acted upon within 20 working days (approximately 4 weeks) of submittal. This measures accomplishment of our goal of timely service.

How are we doing? The quantity of map submittals continues to gradually increase. Our experienced survey staff performed well within State requirements and better than our 14-15 adopted goal.

7. Performance Measure: Percentage of local engineering and design firms that rate the services provided by Public Works as satisfactory or better.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
85%	89%	100%	100%	90%	81%	95%

What: Measures customer satisfaction with Development Services.

Why: Information derived from this survey has historically been used to improve customer service.

How are we doing? To increase feedback we used a web-based survey during the last quarter of 14-15 surveys to poll local engineering, surveying, planning and architectural firms. The polling questions include Surveying Services, Plan Check Services, Inspection Services, Permit Services and response to Public Inquiries. The web survey resulted in 18 responses, or more than double the number received in past years. Of those respondents, we achieved an 81% satisfaction rate with favorable comments on our staff's excellent customer service, map checking and permit checking services. We received average comments on our plan check and inspection services, possibly due to our less experienced staff. Over the next year we will be providing additional training of our plan check staff to improve future results.

GOALS AND PERFORMANCE MEASURES

Department Goal: Maintain a good quality county-road system.

Communitywide Result Link: Safe Healthy Livable Prosperous Well-Governed Community

1. Performance Measure: Pavement Condition Index (PCI) for ALL county roads.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
60	58	60	61	62	61	63

What: Pavement Condition Index, (PCI, also called Pavement Condition Rating) is a numerical index between 0 and 100 which is used to indicate the general condition of a pavement system. A PCI of 80-100 represents a Best road; 61-80 a Good road; 41-60 a Fair road; 21-40 a Poor road and below 21 a Bad road.

Why: To better budget the maintenance requirements of the County's road system. The Board of Supervisors has established the goal of maintaining an overall PCI of 65 or better, with no one road category (arterial, collector, local) falling below a PCI of 60.

How are we doing? In 2012 the Public Works Department implemented a new pavement maintenance strategy focused on a variety of surface treatments. In past years emphasis was on more expensive major pavement rehabilitation on primary roads resulting in fewer maintained miles. The new strategy utilizes a variety of surface treatments that target roads for different treatment depending on the current condition resulting in a more effective use of available funds. This strategy includes micro surfacing; chip sealing; and thin pavement overlay treatments which may cost one-tenth of a typical pavement overlay. Although these treatments will not repair the most deteriorated roads they will arrest deterioration and help prolong the life of roads in Good to Best conditions.

For FY 2014-15 completed pavement management work includes two overlay projects, at various locations in Los Osos, totaling 6.75 miles and chip or micro surface treatments to numerous local and collector roads in Los Osos and other countywide locations, totaling 67 miles. At fiscal year end, the average PCI for 2014-15 per road category shows our Arterials at 72, Collectors at 61, and Locals at 58. The result is a system wide PCI average of 61.

Based on the expected level of annual pavement management funding budget of about \$4.7 million, we can expect to complete surface treatment on about 60 miles and overlay about five miles of road each year using the strategy described in our Pavement Management Report. This level of effort would yield an overall system at a PCI level of 59. For FY 2015-16 pavement management efforts will be directed to the communities of Nipomo, Oceano, San Miguel and several rural collector roads in the North County, with work scheduled at various times throughout the year. This effort reflects a one-time investment of over \$11 million which is expected to result in a PCI of 63. Because of funding limits a PCI level of 63 will remain our target for future fiscal years although it remains short of the Board adopted goal of having at least a PCI level of 65.

There has been no significant change in the paved County maintained road mileage of 1,092 miles. The paved roads consist of 84 miles of arterial roads, 414 miles of major and minor collector roads, and 594 miles of local roads. There are 244 miles of unpaved County maintained roads.

2. Performance Measure: Collisions per 100 million entering vehicles at non-signalized intersection.

10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
26	27	22	22	24	20	24

What: Five year average of the number of collisions per 100 million vehicles entering a non-signalized intersection.

Why: To determine if this component of the road system is maintaining its expected safety level. To review possible safety problem areas if the measure exceeds expectations and determine which improvements are warranted.

How are we doing? The collision rate at non-signalized intersections decreased in FY 14-15 over previous years and continues to be below the statewide average of 29 per 100 million vehicles entering the intersection. Public Works monitors over a 100 intersections and continues to improve intersection geometrics, capacity, signage and markings at locations identified. The non-signalized intersection collision rate is expected to continue to decrease or remain constant.

Near term funded non-signalized intersection improvement projects include the El Camino Real Left Turn Lane at Santa Clara Road near the community of Santa Margarita and the Nacimiento Lake Drive Left Turn Lane at Adelaida Road west of the City of Paso Robles. Public Works is also working through Caltrans on the Avila Beach Drive Interchange near the community of Avila and the Main Street Interchange in Templeton to address operational improvements at the ramp intersections. These projects await funding.

3. Performance Measure: Collisions per 100 million entering vehicles at signalized intersections.						
10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
25	27	28	31	27	34	27

What: Five year average of the number of collisions per 100 million vehicles entering a signalized intersection.

Why: To determine if this component of the road system is maintaining its expected safety level. To review possible safety problem areas if the measure exceeds expectations.

How are we doing? The collision rate at signalized intersections increased in FY 2014-15 over previous years. During FY 2015-16, Public Works will be updating the signal timing at signalized intersections for compliance with current standards. In addition, time of day plans will be implemented where beneficial. With timing changes, the collision rate is expected to decrease to previous levels. Although the rate has been increasing, the rate continues to remain well below the statewide average of 53 per 100 million vehicles entering the intersection. Staff projects that we will return to previous year's collision rates in FY 2015-16 by implementing the aforementioned timing revisions and with implementation of work identified in the Road Improvement Fee programs. Statistically intersections and roadways experience higher collision rates as they reach their design capacity limits.

Near term funded signalized intersection improvement projects include Willow Road at Pomeroy Road; and Thompson Road at Titan Way (Nipomo High School). Both projects are located in the community of Nipomo. The Public Works Department also continues to work in conjunction with Caltrans to collaboratively optimize traffic signal progression through the Tefft Street corridor in the community of Nipomo.

4. Performance Measure: Collisions per 100 million miles on rural roads.						
10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
172	164	148	145	145	104	140

What: Five year average of the number of rural road collisions per 100 million miles traveled within the unincorporated area of the county.

Why: To determine if this component of the road system is maintaining its expected safety level. To identify possible safety problem areas if the measure exceeds expectations. These are arterial, collector, or local roadways that are located outside the urban reserve lines of the communities.

How are we doing? The county's rural road collision rate methodology was updated during FY 2014-15 to use a weighted average versus normal average of the various road segments. The revised methodology had been previously applied to suburban roads starting in FY 2012-13; however, rural roads are more complex and the methodology will continue to evolve. The collision rate continues to be below the statewide average of 200 per 100 million vehicle miles traveled. Nonetheless, we have seen an upswing in the number of fatalities on County roadways after several years of a decline in fatal collisions.

As rural roads are identified as areas of concern, the Public Works Department develops interim low cost solutions to address locations immediately while looking for means to program funding for future capital improvement projects at targeted locations. With improvements to the department's collision database coupled with our continually improving Geographic Information System (GIS) abilities, it is now possible to more rapidly identify collision patterns throughout the rural areas of the County.

Near term funded rural road improvement projects include constructing centerline rumble strips on various inter-regional rural roadways to minimize crossover collisions involving head on or run off road accidents; widening of River Road to install shoulders near the community of San Miguel; widening of Buckley Road to install a continuous center left turn lane south of the City of San Luis Obispo; and widening of Price Canyon Road northeast of the community of Pismo Beach.

5. Performance Measure: Collisions per 100 million miles on suburban roads.						
10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
289	263	172	159	200	156	170

What: Five year average of the number of suburban road collisions per 100 million miles traveled. Roads that fall within the urban designation line are considered urban roads and all others are rural.

Why: To determine if this component of the road system is maintaining its expected safety level. To identify possible safety problems in urbanized areas if the measure exceeds expectations.

How are we doing? The collision rate on suburban roads decreased in FY 2014-15 over previous years and continues to be below the statewide average of 272 per 100 million vehicle miles traveled. The Public Works Department will continue to focus attention on those individual roadways with a higher collision concentration and evaluate design and funding opportunities for improvements. Low cost solutions such as signage and striping are continuously implemented; specifically along Safe Routes to School. Many of the County's suburban roads are included in Road Improvement Fee program and operational and safety improvements are incorporated into those individual projects. Keeping level of service in acceptable ranges limits conflicts between motorists and decreases aggressive driving behavior.

6. Performance Measure: Bridge sufficiency rating.						
10-11 Actual Results	11-12 Actual Results	12-13 Actual Results	13-14 Actual Results	14-15 Adopted	14-15 Actual Results	15-16 Target
90%	92%	93%	93%	93%	95%	93%

What: Percentage of bridges with State assigned sufficiency rating (SR) over 50.0 (bridges below 50 are eligible for Federal grant replacement funding)

Why: To review maintenance and funding needs in order to keep the structures in a good state of repair.

How are we doing? San Luis Obispo County is one of the top counties in the State for maintaining bridge conditions at a high level. This has been the result of an on-going program for maintenance, bridge rehabilitation, and replacement. Construction on the Main Street Bridge at Santa Rosa Creek in Cambria and a project to paint seven bridges were both completed in FY 2014-15. Construction of the Branch Mill Road at Tar Springs Creek Bridge, near Arroyo Grande, will be to be completed in 2015. New bridge project construction is scheduled to begin in 2016 on Cypress Mountain Road at Klau Creek near Adelaida along with improvements on several existing weight restricted bridges on low volume rural roads.

Future bridge construction projects include: Air Park Drive at Ocean Beach Lagoon (2017); Geneseo Road low water crossing (2017); El Camino Real at Santa Margarita Creek (2018); River Grove Drive at Estrella River (2018); ; South Bay Boulevard over Los Osos Creek (2020). In addition, seismic retrofit design is underway on two bridges, Lopez Drive over Lopez Lake and Avila Beach Drive over San Luis Obispo Creek. Funding is primarily through the Federal Highway Bridge Program and Regional State Highway Funds directed to the County.