

Appendix 1											
Water and Land Resources Division											
Products, Services & Strategic Plan Alignment											
Strategic Plan Alignment											
Performance Measure											
Section	Product Family	Products	Attributes	Customer	"What"	"How"	Objective No.	Quantity	Quality	Timeliness	Cost/Unit
Pilot Products from Table 2 of Business Plan Text											
F&A/SWS	Control Stormwater Discharge	SWM Billings	Billing statements Impervious area measures, SWM Fee Discount Reviews	property owners		Fin Stewardship	FS 1	Single Family SWM rate compared to inflation and other agencies			
SWS	Control Stormwater Discharge	SW Facilities Maintained	Facility inspections, Maintenance tasks completed, Impaired facilities retrofitted	General public, property owners, permitting agencies	Env Sustainability	Serv Excellence	ES 1, JS 1,4	SW facilities compliant with standards			
SWS	Control Stormwater Discharge	Complaint Response - SW	o Complaint Investigations o Claim/Lawsuit Investigations	General public	Justice & Safety	Serv Excellence	JS1, JS4	WLRD Drainage Customer Satisfaction			
Sci/Env Lab	Water Quality Protection	Data Set - Science	Data for NDPEs stormwater monitoring report	WLRD Stormwater Section, Ecology	Env Sustainability		ES 1,4	TBD			
Reg	Land Protected & Restored	New Acres (habitat) Protected	Acres of land protected for ecological habitat preservation, shoreline protection, flood safety, parks and recreation, sustainable agriculture and capital projects through an all encompassing real estate program.	General public, KC depts	Env Sustainability			New Acres protected through acquisition (fee or easements)			
Reg	Land Protected & Restored	Tech Assistance - NW	Noxious Weed Control	Private / Public landowners	Env Sustainability	Serv Excellence	ES 1,2 SE 2,4	% all sites controlled; % new sites controlled / year			
Reg	Land Protected & Restored	Tech Assistance - Forestry	Completed Forest Plans	King County forest landowners	Env Sustainability	Serv Excellence	ES 2, SE 1	Forest Plans Approved			

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Flood	Flood Safety	Two: Flood CIP's & Maintained Flood Facilities	Constructed and maintained flood protection facilities and pump stations	General public, cities, KCFCFD	Justice & Safety	Serv Excellence	JS 1,4	Flood Projects implemented on budget and on schedule			
Flood	Emergency Response	Emergency Response - FCD	Flood Warning Information Brochures, Internet Site; Flood Warning Center and Monitoring & Flood Patrol Staffing; Flood Warning Notifications	Public; First Responders; Cities; King County Flood Control District	Justice & Safety	Serv Excellence	J&S 1,4, ES 1	TBD			
Other Products Within WLRD											
Reg	Control Stormwater Discharge	Tech Assistance - Ag	Technical assistance to Farmers	King County farmers	Econ Gwth & Bld Env	Serv Excellence	EGBE 4, SE 1,3	ADAP site visits and projects			
SWS	Control Stormwater Discharge	Complaint Response - SW	o Complaint Investigations o Facility Inspections o Businesses Inspections	Contract cities	Env Sustainability	Serv Excellence	ES1, JS1, JS4		WLRD Drainage Customer Satisfaction		
SWS	Control Stormwater Discharge	Regulatory Compliance	o NPDES Annual SWMP o NPDES Annual Report o NPDES Milestones Met	KC Depts/Divs, State DOE, Other Gov'ts, General public	Env Sustainability	Serv Excellence	ES 1	NPDES Permit Compliance			
SWS	Control Stormwater Discharge	Regulatory Compliance	o Hazard Violations Corrected	General public	Justice & Safety	Serv Excellence	JS 1,4	NPDES Permit Compliance			
SWS	Control Stormwater Discharge	Stormwater CIP	Capital projects constructed, project milestones met	General public, KC depts, State DOE	Justice & Safety	Serv Excellence	JS 1,4	SW Projects implemented on budget and on schedule			
SWS	Control Stormwater Discharge	Stormwater CIP	Farm ditch projects completed	General public, KC depts, State DOE	Env Sustainability	Serv Excellence	ES 2	SW Projects implemented on budget and on schedule			

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SWS	Control Stormwater Discharge	Regulatory Compliance	o Milestones Met o Users Supported/Trained	General public, KC depts, State DOE	Env Sustainability	Serv Excellence	ES 1	NPDES Permit Compliance			
Env Lab	Emergency Response	Emergency Response - Lab tests	Responses	KC depts	Env Sustainability	Serv Excellence	ES 1	TBD			
Flood	Flood Safety	Homes Removed From Risk	Community Rating System Certification by FEMA	Floodplain Property Owners with Flood Insurance Policy; King County Flood Control District	Justice & Safety	Serv Excellence	JS1, 4, ES 1	TBD			
Flood	Flood Safety	Homes Removed From Risk	Flood Insurance Rate Maps; Channel Migration Zone Studies; Gravel/Sediment Studies	Public/Floodplain and Channel Migration Zone Property Owners; King County Flood Control District	Justice & Safety	Serv Excellence	JS1, 4, ES 1	FEMA Rating of 2			
Flood	Flood Safety	Homes Removed From Risk	Acquired or elevated structures to reduce flood damages and loss	Public/Floodplain and Channel Migration Zone Property Owners; King County Flood Control District	Justice & Safety	Serv Excellence	JS1, 4, ES 1	TBD			
Flood	Flood Safety	Homes Removed From Risk	Elevated farm pads and barns to reduce flood damage and loss animals, equipment and other agricultural supplies	Public-Agricultural Land Owners; King County Flood Control District	Env Sustainability	Serv Excellence	JS1, 4, ES 1, 2	TBD			
Reg	Land Protected & Restored	Tech Assistance - Gov Agencies	Intergovernmental and community coordination related to Cedar River projects and programs	Cedar River watershed govts, non-profits and residents.	Env Sustainability	Public Engagement	ES 1, 3		Service Provider Survey		
Reg	Land Protected & Restored	Acres Restored	Revegetation areas/plantings	General public	Env Sustainability	Serv Excellence	ES 1 EGBE 3 HHP 2	Multiple measures of trees/shrubs planted and revegetation			

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Reg	Land Protected & Restored	Habitat Restoration Projects	Habitat restoration projects	General public	Env Sustainability	Serv Excellence	ES 1, 2 EGBE 3 HHP 2	Restoration Projects implemented on budget and on schedule			
Reg	Land Protected & Restored	New Acres (habitat) Protected	PBRs/timberland enrollments	King County farmers and rural landowners	Env Sustainability	Serv Excellence	ES 2, Serv 1	New Acres protected through incentives			
Reg	Land Protected & Restored	New Acres (habitat) Protected	Natural Area acreage protected	General public	Env Sustainability	Serv Excellence	ES 1 EGBE 3 SE 3 HHP 2	New Acres protected through TDR (may be changed)			
Reg	Land Protected & Restored	Tech Assistance - Gov Agencies	TA to Jurisdictions on habitat projects	WRIA 7, 8, 9 member jurisdictions.	Env Sustainability	Public Engagement	ES 1, 3	TBD			
Reg	Land Protected & Restored	Tech Assistance - Gov Agencies	Increases in chinook habitat and productivity	Fishing industry. Puget Sound residents. Tribes.	Env Sustainability	Serv Excellence	ES 1, 3 SE 3	Chinook Escapement WRIA 7, 8, 9; BIBI index			
Reg	Water Quality Protection	Tech Assistance - Groundwater	sustainable groundwater supply on VMI	Vashon-Maury Island residents	Env Sustainability	Public Engagement	ES 1, 3	TBD			
Reg	Water Quality Protection	Tech Assistance - LHW	Site visits/Other business contacts (workshops/trade assoc. outreach)	Small businesses	Env Sustainability			Multiple measures of target audience contacts			
Reg	Water Quality Protection	Tech Assistance - LHW	Parents contacted directly with information on hazardous products and safer alternatives	General public - parents throughout K.C.	Env Sustainability			Healthy Schools measure			
SWS	Water Quality Protection	Tech Assistance - SWS	Businesses Inspections, Outfall Inspections, WQ Violations Corrected	General public, State DOE, KC depts, Puget Sound Partnership	Env Sustainability	Serv Excellence	ES 1	Business sites compliant with WQ standards			

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SWS	Water Quality Protection	Tech Assistance - SWS	Outreach Milestones Met, Natural Yard Care Wrkshops	General public, State DOE, KC depts, Puget Sound Partnership	Env Sustainability	Public Engagement	ES 1	TBD			
Reg	Water Quality Protection	Tech Assistance - Ag	livestock management cost share agreements	King County farmers and rural landowners	Env Sustainability	Serv Excellence	ES 2 SE 1	Livestock cost shares completed			
Env Lab	Water Quality Protection	Tech Assistance - Env Lab	Projects served	KC depts	Env Sustainability	Serv Excellence	ES 1,4	TBD			
Env Lab	Water Quality Protection	Data Set - Env Lab	LIMS data, samples, analytical tests, reports	KC depts, State DOE, cities, sewer districts	Env Sustainability	Serv Excellence	HHP 2, ES 1, ES 4	Number of Samples taken and processed (annual target)			
Sci	Water Quality Protection	Data Set - Science	Data, analysis, reports for interested parties	KC depts, WRIA's, state agencies	Env Sustainability		ES 1	TBD			
Sci	Water Quality Protection	Data Set - Science	WQ data posted to website, Data requests filled to citizens, expert advice	General public, State DOE, KC depts	Env Sustainability		ES 1	TBD			
Sci	Water Quality Protection	Data Set - Science	Beach fc data to Sea/KC Health	General public, Sea/KC Health	Health & Human Pot		HHP 2	TBD			
Sci	Water Quality Protection	Data Set - Science	Data, analysis, reports for interested parties, expert advice	General public, State DOE, KC depts	Env Sustainability		ES 1	TBD			
Sci	Water Quality Protection	Data Set - Science	Data, analysis, reports for WTD	Capital project managers	Env Sustainability	Serv Excellence	ES 1	TBD			
Sci	Water Quality Protection	Data Set - Science	Data, analysis, reports for outside agencies	Capital project managers	Env Sustainability	Fin Stewardship	ES 4	TBD			

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Sci	Water Quality Protection	Data Set - Science	Data, analysis, reports for interested agencies	KC agencies	Env Sustainability		ES 1,4	TBD			
Sci	Water Quality Protection	Data Set - Science	Data, analysis, reports for granting agencies	US EPA, State Dept of Ecology, KCD	Env Sustainability	Serv Excellence	ES 1	TBD			