

Board of Supervisors

FY 2017 Adopted Budget Plan: Performance Measures

Office of Clerk of the Board

Goal

To provide timely and accurate legislative and administrative support services to the Board of Supervisors to meet administrative requirements in accordance with state law, the Fairfax County Code, Board policy and County policies and procedures.

Objective

To post the Clerk's Board Summaries to the web page within 4.4 business days of the meeting.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
Output					
Clerk's Board Summaries	22	22	22 / 22	19	21
Total pages of Clerk's Board Summaries	919	846	900 / 843	850	850
Service Quality					
Post to web page within 4.0 business days	60.0%	81.8%	100.0% / 72.7%	80.0%	80.0%
Outcome					
Average business days between Board Meeting and posting of Board Summary to the web page	4.10	4.60	5.00 / 4.40	4.40	4.40

Objective

To improve the error-free rate of the Clerk's Board Summaries to at least 99.5 percent.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
Service Quality					
Accurate Board Summary pages	908	842	842 / 835	846	846
Outcome					
Percent of accurate Clerk's Board Summary pages	98.8%	99.5%	99.5% / 99.1%	99.5%	99.5%

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Objective

To initiate at least 85.0 percent of land use decision letters to applicants within 10 working days from the date of Board action.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
Output					
Letters of land use decisions by the Board	85	81	81 / 129	100	100
Service Quality					
Average business days between Board action on land use applications and initiation of Clerk's letter	5.22	3.13	4.00 / 12.95	10.00	10.00
Outcome					
Percent of land use decision notification letters initiated within 10 business days	94.1%	96.3%	96.3% / 72.1%	85.0%	85.0%

Objective

To maintain a 100 percent satisfaction level for all research requests processed.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
Output					
Research requests	214	175	175 / 173	175	175
Service Quality					
Percent of record searches initiated the same day as requested ("Same day" is defined as within 24 hours because some requests are sent by e-mail after regular business hours.)	100.0%	100.0%	100.0% / 100.0%	100.0%	100.0%
Outcome					
Percent of individuals satisfied with record research requests processed	100.0%	100.0%	100.0% / 100.0%	100.0%	100.0%

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Objective

To produce at least 100.0 percent of the appointment letters for appointees to Boards, Authorities and Commissioners within four working days from appointment by the Board of Supervisors.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
Output					
Letters of appointment to Boards, Authorities, and Commissioners	445	443	443 / 351	400	400
Service Quality					
Average business days between Board appointment and Clerk's letter to appointee	1.0	0.8	1.0 / 1.0	1.0	1.0
Outcome					
Percent of notification letters produced within 4 business days of the Board's appointment	99.8%	98.2%	99.8% / 100.0%	100.0%	100.0%