

Office of the County Executive

FY 2017 Adopted Budget Plan: Performance Measures

Administration of County Policy

Goal

To clearly and completely articulate recommendations on policy and operations of the County to the Board of Supervisors. To effectively and economically implement County government policy as mandated by the Board of Supervisors, by ensuring that employees are aware of Board priorities and how the organization is addressing these priorities. To implement and/or adapt County policies in response to state budget and legislative action. To increase and protect existing County authority and resources in order to better meet the changing needs and expectations of residents. To emphasize the Leadership Philosophy to employees and the expectation that leadership happens at all levels. To build capacity throughout the organization, ensuring the continuity of service, by assuring all employees have access to development opportunities to perform their work effectively and to grow.

Objective

To provide clear direction, leadership and strategic management necessary to accomplish Board policies, and to deliver services efficiently and effectively by achieving at least 65 percent of performance targets.

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					
Performance targets managed countywide	1,394	1,444	1,400 / 1,394	1,370	1,370
Service Quality					
Progress toward outcome orientation (outputs as a percentage of total indicators as efficiency, service quality and outcome are emphasized more)	30.91%	31.53%	31.00% / 31.20%	31.00%	31.00%
Outcome					
Percent of performance targets achieved by County agencies	67%	65%	65% / 66%	65%	65%

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Objective

To respond to at least 95 percent of Board Matters and correspondence items within 14 days.

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					
Board Matters requiring action (monthly average)	26	26	26 / 27	26	26
Service Quality					
Average days to respond to Board matters and correspondence	14	14	14 / 14	14	14
Percent of BOS satisfied with handling of Board matters and correspondence items	95%	95%	95% / 95%	95%	95%
Outcome					
Percent of Board items responded to within 14 days	95%	95%	95% / 95%	95%	95%

Objective

To ensure that 98 percent of Board Package (BP) items are complete, accurate and on time.

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					
Board Package (BP) items prepared (monthly average)	55	65	65 / 55	65	65
Service Quality					
Percent of BP items submitted to County Executive's Office requiring revision or correction before being sent to BOS	7%	7%	7% / 7%	7%	7%
Outcome					
Percent of BP items sent out completely, accurately, and on time	98%	98%	98% / 98%	98%	98%

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Office of Internal Audit

Goal

To assist senior management to efficiently and effectively implement County programs in compliance with financial, operational and information technology related policies and procedures as articulated and/or legislated by the Board of Supervisors by conducting objective, useful, relevant, accurate and timely internal audits and management advisory projects.

Objective

To audit 35 percent or more of the departments each year.

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					
Audits conducted	22	30	30 / 22	30	25
Agencies reviewed through Business Process Audits	13	20	18 / 11	18	18
Efficiency					
Audits per auditor	2.2	3.0	2.6 / 2.2	3.0	3.0
Service Quality					
Percent of audits completed on time	91%	100%	90% / 94%	90%	90%
Outcome					
Percent agencies audited	35%	46%	35% / 42%	35%	35%

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Objective

To achieve an 80 percent implementation rate for audit recommendations.

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					
Recommendations made	90	96	90 / 79	90	90
Recommendations accepted	90	95	89 / 79	89	89
Efficiency					
Recommendations per auditor	9.0	10.0	9.0 / 7.9	9.0	9.0
Service Quality					
Percent of survey customers' opinion on audit recommendations for "increased efficiency/effectiveness"	88%	96%	95% / 100%	95%	95%
Percent of survey customers' opinion on audit recommendations for "strengthened management controls"	89%	92%	90% / 100%	90%	90%
Outcome					
Percent of recommendations implemented	84%	75%	80% / 70%	80%	80%

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Office of Public Private Partnerships

Goal

To provide information and assistance to County agencies, businesses and nonprofits to catalyze sustainable partnerships that result in new resources, improved efficiencies, and cost savings that address County priorities and community needs.

Objective

To maintain the number of hours contributed by County employees through Volunteer Leave (V-16) at the same level.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
Outcome					
Number of hours contributed by County employees through Volunteer Leave (V-16)	22,163	23,872	18,000 / 26,805	26,805	26,805

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Objective

To provide quality information and timely assistance to key stakeholders, while achieving a 95 percent satisfaction rating.

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					
Number of contacts with potential partners	506	545	425 / 592	425	425
Number of requests for assistance from OP3 *	82	89	101 / 92	95	97
Number of new partnerships created that support County/community needs	6	6	6 / 6	6	6
Efficiency					
Number of contacts actively engaged to leverage new resources per OP3 staff	54	68	60 / 68	65	65
Number of volunteers registered in the County Volunteer Management System *	4,186	4,728	9,250 / 10,883	15,500	18,000
Service Quality					
Percent of key stakeholders report that OP3 provides quality information and timely assistance from survey	91%	96%	95% / 95%	95%	95%

* New measure initiated in FY 2014

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Office of Community Revitalization

Goal

To encourage and facilitate the revitalization of older commercial areas of the County and in Tysons through public and private reinvestment and the redevelopment of such areas through involvement in planning, zoning and urban design initiatives, through close collaboration with community groups and through involvement in public/private partnerships.

Objective

To hold one session for each of the seven revitalization district/area committees to educate stakeholders on revitalization efforts, initiatives and other related issues.

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					
Number public/private partnership proposals which OCRR participated in	8	9	9 / 10	10	10
Number of monthly revitalization group/ Community Revitalization and Reinvestment Advisory Group/ Group of Seven meetings attended/staffed	183	202	190 / 197	150	150
Efficiency					
Staff hours spent preparing, presenting and attending sessions	1,690	1,550	1,550 / 1,230	1,000	1,000
Service Quality					
Percent of stakeholders that find web site informative and easy to use	92%	89%	90% / 100%	95%	95%
Outcome					
Percent of the seven revitalization districts/areas where sessions are conducted on revitalization efforts, initiatives and other related issues	100%	100%	100% / 100%	100%	100%

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Objective

To provide review and direction on 100 percent of the zoning applications, comprehensive planning studies, plan amendments, and urban design programs and plans in the seven commercial revitalization districts/areas and in other areas of the County deemed to be of strategic importance for achieving the County's revitalization goals.

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					
Number of plan amendments, zoning applications, special studies and other planning/urban design studies worked on in revitalization districts/areas	92	132	120 / 116	140	120
Efficiency					
Staff hours spent providing reviews and/or direction for zoning applications, comprehensive planning studies, plan amendments and urban design programs	10,550	12,000	12,000 / 14,100	17,000	15,000
Service Quality					
Percent of stakeholders expressing satisfaction with OCR services	88%	95%	95% / 84%	90%	90%
Outcome					
Percent of zoning, applications, plan amendments, special studies, and other planning/urban design studies worked on in revitalization efforts, initiatives and other related issues	100%	100%	100% / 100%	100%	100%