

Board of Supervisors

FY 2014 Adopted Budget Plan: Performance Measures

Office of Clerk To 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 complete the Clerk's Board Summaries within 3.0 business days of the meeting.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013	FY 2014
Output					
Clerk's Board Summaries	24	21	21 / 20	21	21
Total pages of Clerk's Board Summaries	990	908	944 / 843	900	900
Service Quality					
Percent of Clerk's Board Summaries completed within 3.0 business days	95.8%	95.2%	95.0% / 70.0%	70.0%	70.0%
Outcome					
Average business days between Board Meeting and completion of Board Summary	2.50	2.76	3.00 / 3.00	3.00	3.00

Objective

To maintain the error-free rate of the Clerk's Board Summaries of at least 99.3 percent.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013	FY 2014
Service Quality					
Accurate Board Summary pages	975	900	930 / 837	894	894
Outcome					
Percent of accurate Clerk's Board Summary pages	98.5%	99.1%	98.5% / 99.3%	99.3%	99.3%

Board of Supervisors

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Objective

To initiate at least 84 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 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013	FY 2014
Output					
Letters of land use decisions by the Board	91	79	79 / 82	82	82
Service Quality					
Average business days between Board action on land use applications and initiation of Clerk's letter	6.60	6.96	7.00 / 8.71	8.71	8.71
Outcome					
Percent of land use decision notification letters initiated within 10 business days	80.2%	78.5%	80.0% / 84.0%	84.0%	84.0%

Objective

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

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013	FY 2014
Output					
Research requests	402	360	396 / 256	360	360
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%

Board of Supervisors

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Objective

To produce at least 99.7 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 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013	FY 2014
Output					
Letters of appointment to Boards, Authorities, and Commissioners	461	360	410 / 350	360	360
Service Quality					
Average business days between Board appointment and Clerk's letter to appointee	0.7	0.7	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%	100.0%	99.5% / 99.7%	99.7%	99.7%