

# Planning Commission

## FY 2014 Advertised Budget Plan: Performance Measures

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### Planning Commission

#### Goal

To provide recommendations to the Board of Supervisors and/or the Board of Zoning Appeals on land use policies and plans that will result in orderly, balanced and equitable County growth, and to provide administrative support to the Planning Commission.

#### Objective

To ensure that citizens' reactions and input are obtained on all land use-related applications by conducting weekly public sessions, 11 months per year; holding committee sessions as deemed necessary by the Planning Commission membership; and maintaining Planning Commission recommendations approved by the Board of Supervisors at 99 percent.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Commission public sessions held	47	47	50 / 33	40
Committee meetings held	35	29	35 / 46	35
<b>Efficiency</b>				
Average cost per public session/committee meeting	\$2,273	\$2,244	\$2,231 / \$2,354	\$2,527
<b>Outcome</b>				
Percent of Planning Commission actions approved by BOS	99%	99%	99% / 100%	99%

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### Objective

To continue legal notification processing on pending land use cases by maintaining the percent of notifications verified at 100 percent within 17 days prior to the scheduled hearing date for hearings scheduled before the Planning Commission and Board of Supervisors.

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Notifications verified for Planning Commission (PC)	121	98	120 / 85	100
Notifications verified for Board of Supervisors (BOS)	47	29	50 / 52	50
<b>Efficiency</b>				
Average cost per notification processed for PC/BOS hearings	\$332	\$440	\$328 / \$414	\$391
<b>Service Quality</b>				
Verifications processed within 17 days prior to hearing dates for PC/BOS public hearings	245	127	170 / 137	150
<b>Outcome</b>				
Percent of notifications verified within 17 days of PC/BOS hearing	100%	100%	100% / 100%	100%

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### Objective

To continue to produce Planning Commission actions for the public record by preparing 100 percent of summaries and verbatim transcripts within three working days, and 75 percent of Commission minutes and 70 percent of committee minutes within one month of meeting date.

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Verbatim pages completed	614	500	450 / 399	450
Minute pages completed	557	490	600 / 504	500
Summary pages completed	204	158	200 / 134	160
Summaries completed	47	46	50 / 33	50
<b>Efficiency</b>				
Average hours required for complete meeting summary and verbatim pages	4	5	4 / 5	5
Average hours required for completion of set of minutes	11	11	11 / 15	11
<b>Outcome</b>				
Percent of summaries and verbatim pages completed within three working days	100%	66%	100% / 99%	100%
Percent of Commission sets of minutes completed within one month of meeting date	77%	60%	85% / 40%	75%
Percent of committee minutes completed within one month of meeting date	65%	68%	80% / 44%	70%

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**Objective**

To maintain customer satisfaction with service provided over the telephone at 100 percent.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Information requests processed	14,500	15,153	15,000 / 12,332	12,500
<b>Efficiency</b>				
Average time (in minutes) spent per website inquiry	2	2	2 / 2	2
Average time (in minutes) spent per telephone or in-person inquiry	2	2	2 / 2	2
<b>Service Quality</b>				
Information requests processed within one day or less	14,500	15,152	15,000 / 12,332	12,500
Percent of customers satisfied with service provided via phone or direct contact	100%	100%	100% / 100%	100%

**Objective**

To retain customer satisfaction with website service at a level of 100 percent.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Service Quality</b>				
Percent of customers satisfied with service response provided by website	100%	100%	100% / 100%	100%