

Fund 40300, Cable Communications,  
 Department of Cable and Consumer Services  
 FY 2014 Advertised Budget Plan: Performance Measures

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**Communications Policy and Regulatory Division**

**Goal**

To encourage competition and innovation in countywide deployment of cable communications services; to protect the public by enforcing cable communications construction safety codes and procedures, customer service regulations, consumer protection statutes, franchise agreements, the Fairfax County Communications Ordinance and applicable law; to respond to public and County agency inquiries regarding communications policy, statutes, regulations, and technological developments; to support development of community networks to cost-effectively transport video and data; and to maintain reliable means of mass communication of official information during public safety emergencies.

**Objective**

To inspect 25 percent of cable communications construction work sites within the County and achieve 100 percent correction of all identified instances of non-compliance with applicable federal, state, and County cable construction and public right-of-way codes and standards.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Cable communications construction work sites	68,157	52,138	53,000 / 74,384	60,000
<b>Efficiency</b>				
Inspector hours per cable communications construction work site inspected	0.37	0.50	0.50 / 0.48	0.50
<b>Service Quality</b>				
Percent of cable communications construction work site deficiencies/non-compliance notices corrected	100%	100%	100% / 100%	100%
<b>Outcome</b>				
Percent of cable communications construction work sites inspected	27%	27%	28% / 23%	25%

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**Objective**

To inspect 100 percent of all homeowner cable communications construction complaints requiring investigation by inspectors within 1 business day and to complete 100 percent of such complaint investigations.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Homeowner cable construction complaints inspected	185	210	185 / 243	210
<b>Efficiency</b>				
Inspector hours per inspected homeowner cable construction complaint	3.8	2.6	3.4 / 2.4	2.8
<b>Service Quality</b>				
Percent of homeowner cable construction complaints inspected within one business day	100%	100%	100% / 100%	100%
<b>Outcome</b>				
Percent of homeowner cable construction complaints completed	100%	100%	100% / 100%	100%

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**Objective**

To achieve a 97 percent favorable resolution rate of cable communications service complaint investigations.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Cable service complaints investigated	251	332	280 / 210	190
<b>Efficiency</b>				
Staff hours per cable service complaint	4.6	4.7	5.0 / 5.4	5.0
<b>Service Quality</b>				
Percent of cable service complaints responded to within 2 business days of receipt	100%	100%	100% / 100%	100%
<b>Outcome</b>				
Percent of favorably resolved cable service complaints	100%	97%	95% / 100%	97%

**Objective**

To complete 99 percent of all inquiries while meeting response deadlines for regulatory, legislative, and policy inquiries.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Regulatory, legislative and policy inquiries	239	130	150 / 120	130
<b>Efficiency</b>				
Inquiry responses prepared per staff	99	56	63 / 51	58
<b>Service Quality</b>				
Percent of inquiry responses meeting response deadlines	100%	100%	95% / 100%	97%
<b>Outcome</b>				
Percent of inquiries completed	103%	100%	99% / 100%	99%

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**Objective**

To meet measurement requirements for construction, activation, and repair of the I-Net.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
I-Net locations constructed	19	19	20 / 20	20
I-Net locations activated for video transport	7	3	4 / 4	5
I-Net incidents repaired	164	127	130 / 74	105
<b>Efficiency</b>				
Staff hours per I-Net location constructed	28	30	30 / 30	34
Staff hours per I-Net location for video activation	21	20	20 / 20	20
Staff hours per I-Net incident repaired	6	6	6 / 6	6
<b>Service Quality</b>				
Percent of I-Net locations constructed on time	100%	100%	100% / 100%	100%
Percent of on-time I-Net video activations	100%	100%	100% / 100%	100%
Percent of I-Net incident repairs completed within 8 hours	100%	100%	100% / 100%	100%
<b>Outcome</b>				
Percent of I-Net locations constructed	100%	73%	100% / 100%	100%
Percent of total I-Net locations activated for video	140%	75%	100% / 100%	100%
Percent of I-Net overall uptime	99.9%	99.9%	99.9% / 99.9%	99.9%

**Communications Productions Division**

**Goal**

To provide a centralized video production center and satellite conferencing facility for the Board of Supervisors, County Executive, and all County agencies in order to communicate critical County information to the public and training for employees, and to provide related production services in new technologies to benefit the public and County operations.

**Objective**

To serve the public information needs of the County and the educational needs of the County workforce by completing 98 percent of program hours requested for both Channel 16 and FCTN while maintaining cost, quality, and work hour efficiencies.

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**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Original live program hours	650.1	591.5	NA / NA	NA
Original studio program hours	75.1	54.3	NA / NA	NA
Original field program hours	117.5	127.8	NA / NA	NA
Original program hours	842.7	773.6	864.5 / 783.4	864.5
<b>Efficiency</b>				
Live program work hours per program hour	4.9	4.9	NA / NA	NA
Studio program work hours per program hour	37.2	65.6	NA / NA	NA
Field program work hours per program hour	135.5	101.9	NA / NA	NA
Work hours per program hour	26.0	25.2	33.9 / 30.3	33.9
<b>Service Quality</b>				
Percent of clients satisfied with live programs	100%	100%	NA / NA	NA
Percent of clients satisfied with studio programs	100%	100%	NA / NA	NA
Percent of clients satisfied with field programs	100%	100%	NA / NA	NA
Percent of clients satisfied with programs	100%	100%	97% / 100%	97%
<b>Outcome</b>				
Percent of requested live programs completed	100%	100%	NA / NA	NA
Percent of requested studio programs completed	99%	101%	NA / NA	NA
Percent of requested field programs completed	101%	100%	NA / NA	NA
Percent of requested programs completed	101%	100%	98% / 100%	98%

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**Objective**

To maintain 99.5 percent uptime for Channel 16 program transmission.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Hours of program transmission	NA	8,677	8,716 / 8,604	8,716
<b>Efficiency</b>				
Staff hours per transmission interruption resolution	NA	0.4	6.0 / 0.3	6.0
<b>Service Quality</b>				
Percent of transmission interruptions resolved within 8 hours	NA	92%	88% / 95%	88%
<b>Outcome</b>				
Percent of program transmission uptime	NA	99.0%	99.5% / 98.2%	99.5%

**Objective**

To complete 100 percent of duplication requests within required deadline.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate
	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimate/Actual	FY 2013
<b>Output</b>				
Completed duplication requests	NA	481	443 / 397	400
<b>Efficiency</b>				
Staff hours per duplication request	NA	0.7	0.8 / 0.4	0.8
<b>Service Quality</b>				
Percent of completed duplication requests meeting customer requirements	NA	100%	98% / 100%	98%
<b>Outcome</b>				
Percent of duplication requests completed within required deadline	NA	91%	100% / 99%	100%