

Board of Supervisors

FY 2015 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 4.0 business days of the meeting.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimate/Actual	FY 2014	FY 2015
Output					
Clerk's Board Summaries	21	20	21 / 22	21	21
Total pages of Clerk's Board Summaries	908	843	900 / 919	900	900
Service Quality					
Post to web page within 4.0 business days	95.2%	70.0%	70.0% / 60.0%	100.0%	100.0%
Outcome					
Average business days between Board Meeting and posting of Board Summary to the web page	2.76	3.00	3.00 / 4.10	4.00	4.00

Objective

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

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimate/Actual	FY 2014	FY 2015
Service Quality					
Accurate Board Summary pages	900	837	894 / 908	894	894
Outcome					
Percent of accurate Clerk's Board Summary pages	99.1%	99.3%	99.3% / 98.8%	99.3%	99.3%

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Objective

To initiate at least 95 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 2011 Actual	FY 2012 Actual	FY 2013 Estimate/Actual	FY 2014	FY 2015
Output					
Letters of land use decisions by the Board	79	82	82 / 85	90	90
Service Quality					
Average business days between Board action on land use applications and initiation of Clerk's letter	6.96	8.71	8.71 / 5.22	6.00	6.00
Outcome					
Percent of land use decision notification letters initiated within 10 business days	78.5%	84.0%	84.0% / 94.1%	95.0%	95.0%

Objective

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

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimate/Actual	FY 2014	FY 2015
Output					
Research requests	360	256	360 / 214	250	250
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 99.8 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 2011 Actual	FY 2012 Actual	FY 2013 Estimate/Actual	FY 2014	FY 2015
Output					
Letters of appointment to Boards, Authorities, and Commissioners	360	350	360 / 445	450	450
Service Quality					
Average business days between Board appointment and Clerk's letter to appointee	0.7	1.0	1.0 / 1.0	1.0	1.0
Outcome					
Percent of notification letters produced within 4 business days of the Board's appointment	100.0%	99.7%	99.7% / 99.8%	99.8%	99.8%