

Board of Supervisors

FY 2016 Advertised 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
	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015
Output				
Clerk's Board Summaries	20	22	21 / 22	22
Total pages of Clerk's Board Summaries	843	919	900 / 846	900
Service Quality				
Post to web page within 4.0 business days	70.0%	60.0%	100.0% / 81.8%	100.0%
Outcome				
Average business days between Board Meeting and posting of Board Summary to the web page	3.00	4.10	4.00 / 4.60	5.00

Objective

To improve the error-free rate of the Clerk's Board Summaries to at least 99.5 percent.

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate
	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015
Service Quality				
Accurate Board Summary pages	837	908	894 / 842	842
Outcome				
Percent of accurate Clerk's Board Summary pages	99.3%	98.8%	99.3% / 99.5%	99.5%

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Objective

To initiate at least 96.3 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
	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015
Output				
Letters of land use decisions by the Board	82	85	90 / 81	81
Service Quality				
Average business days between Board action on land use applications and initiation of Clerk's letter	8.71	5.22	6.00 / 3.13	4.00
Outcome				
Percent of land use decision notification letters initiated within 10 business days	84.0%	94.1%	95.0% / 96.3%	96.3%

Objective

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

Performance Indicators

Indicator	Prior Year Actuals			Current Estimate
	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015
Output				
Research requests	256	214	250 / 175	175
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%
Outcome				
Percent of individuals satisfied with record research requests processed	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
	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015
Output				
Letters of appointment to Boards, Authorities, and Commissioners	350	445	450 / 443	443
Service Quality				
Average business days between Board appointment and Clerk's letter to appointee	1.0	1.0	1.0 / 0.8	1.0
Outcome				
Percent of notification letters produced within 4 business days of the Board's appointment	99.7%	99.8%	99.8% / 98.2%	99.8%