

# Planning Commission

## FY 2017 Adopted 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	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Commission public sessions held	37	47	47 / 59	73	91
Committee meetings held	31	38	38 / 43	48	54
<b>Efficiency</b>					
Average cost per public session/committee meeting	\$2,608	\$2,500	\$2,527 / \$1,865	\$2,800	\$2,800
<b>Outcome</b>					
Percent of Planning Commission actions approved by BOS	100%	NA	99% / 99%	99%	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	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Notifications verified for Planning Commission (PC)	99	118	100 / 150	118	NA
Notifications verified for Board of Supervisors (BOS)	72	65	50 / 126	65	NA
<b>Efficiency</b>					
Average cost per notification processed for PC/BOS hearings	\$391	\$391	\$391 / \$256	\$256	\$256
<b>Service Quality</b>					
Verifications processed within 17 days prior to hearing dates for PC/BOS public hearings	171	183	150 / 276	358	465
<b>Outcome</b>					
Percent of notifications verified within 17 days of PC/BOS hearing	100%	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	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Verbatim pages completed	447	384	400 / 538	602	674
Minute pages completed	618	672	700 / 883	946	1,088
<b>Efficiency</b>					
Average hours required for complete verbatim pages	5	6	6 / 3	3	3
Average hours required for completion of set of minutes	36	23	23 / 14	14	14
<b>Outcome</b>					
Percent of verbatim pages completed within three working days	100%	100%	100% / 100%	100%	100%
Percent of Commission sets of minutes completed within two months of meeting date	0%	60%	100% / 100%	100%	100%
Percent of committee minutes completed within two months of meeting date	20%	25%	100% / 85%	100%	100%

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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	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Information requests processed	13,742	13,037	12,500 / 6,451	6,000	6,000
<b>Efficiency</b>					
Average time (in minutes) spent per website inquiry	2	2	2 / 2	2	2
Average time (in minutes) spent per telephone or in-person inquiry	6	5	5 / 6	6	6
<b>Service Quality</b>					
Information requests processed within one day or less	13,742	13,037	12,500 / 6,451	6,000	6,000