

# Board of Supervisors

## FY 2020 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 5 business days of the meeting.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Clerk's Board Summaries	19	18	18/18	N/A	N/A
Total pages of Clerk's Board Summaries	714	743	750/735	N/A	N/A
<b>Service Quality</b>					
Percent of Clerk's Board Summaries posted to the web page within 5.0 business days	84.2%	100.0%	95.0%/95.0%	N/A	N/A
<b>Outcome</b>					
Average business days between Board Meeting and posting of Board Summary to the web page	4.73	4.94	5.00/5.00	N/A	N/A

**Note:** As a result of the FY 2020 consolidation of the Office of the Clerk of the Board and the Planning Commission to create the new agency, Agency 03, Department of Clerk Services, the performance measures do not include FY 2019 or FY 2020 estimates.

#### Objective

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

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Service Quality</b>					
Accurate Board Summary pages	709	740	746/732	N/A	N/A
<b>Outcome</b>					
Percent of accurate Clerk's Board Summary pages	99.3%	99.5%	99.5%/99.6%	N/A	N/A

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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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Letters of land use decisions by the Board	112	127	127/107	N/A	N/A
<b>Service Quality</b>					
Average business days between Board action on land use applications and initiation of Clerk's letter	4.55	5.78	10.00/5.17	N/A	N/A
<b>Outcome</b>					
Percent of land use decision notification letters initiated within 10 business days	90.2%	92.1%	95.0%/95.3%	N/A	N/A

**Note:** As a result of the FY 2020 consolidation of the Office of the Clerk of the Board and the Planning Commission to create the new agency, Agency 03, Department of Clerk Services, the performance measures do not include FY 2019 or FY 2020 estimates.

**Objective**

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

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Research requests	166	190	190/167	N/A	N/A
<b>Service Quality</b>					
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%	100.0%/100.0%	N/A	N/A
<b>Outcome</b>					
Percent of individuals satisfied with record research requests processed	100.0%	100%	100.0%/100.0%	N/A	N/A

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**Objective**

To produce at least 100 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 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Letters of appointment to Boards, Authorities, and Commissioners	371	372	372/405	N/A	N/A
<b>Service Quality</b>					
Average business days between Board appointment and Clerk's letter to appointee	1.1	1.0	1.0/1.0	N/A	N/A
<b>Outcome</b>					
Percent of notification letters produced within 4 business days of the Board's appointment	98.7%	99.7%	100.0%/99.8%	N/A	N/A

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