

Fund 40030, Cable Communications

FY 2022 Adopted Budget Plan: Performance Measures

Communications Policy and Regulation Division

Goal

To encourage competition and innovation in countywide deployment of cable communications services; 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 99 percent of all homeowner cable communications construction complaints requiring investigation by inspectors within 1 business day and to complete 90 percent of such complaint investigations.

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
Homeowner cable construction complaints inspected	221	273	210	210	250	205
Efficiency						
Inspector hours per inspected homeowner cable construction complaint	1.0	0.8	1.1	0.7	1.1	1.0
Service Quality						
Percent of homeowner cable construction complaints inspected within one business day	100%	100%	99%	100%	99%	99%
Outcome						
Percent of homeowner cable construction complaints completed	91%	100%	90%	103%	90%	95%

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Objective

To complete 98 percent of all inquiries while meeting response deadlines for regulatory, legislative, and policy inquiries.

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
Regulatory, legislative and policy inquiries	172	183	155	260	170	250
Efficiency						
Inquiry responses prepared per staff	130	132	116	173	129	167
Service Quality						
Percent of inquiry responses meeting response deadlines	99%	100%	98%	100%	98%	98%
Outcome						
Percent of inquiries completed	113%	97%	97%	98%	98%	97%

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Objective

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

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
I-Net locations constructed	29	24	20	17	30	17
I-Net locations activated for video transport	12	13	8	7	12	5
I-Net incidents repaired	190	132	200	118	150	100
Efficiency						
Staff hours per I-Net location constructed	32	32	32	32	32	32
Staff hours per I-Net location for video activation	20	20	20	20	20	20
Staff hours per I-Net incident repaired	4	4	4	4	4	4
Service Quality						
Percent of I-Net locations constructed on time	100%	100%	100%	100%	100%	100%
Percent of on-time I-Net video activations	100%	100%	100%	100%	100%	100%
Percent of I-Net incident repairs completed within 8 hours	100%	100%	100%	100%	100%	100%
Outcome						
Percent of I-Net locations constructed	107%	75%	90%	85%	80%	80%
Percent of total I-Net locations activated for video	100%	100%	90%	88%	100%	90%
Percent of I-Net overall uptime	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%

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Objective

To inspect and monitor cable communications construction work sites in order to maintain a 92 percent compliance rate with applicable federal, state, and County cable construction and public right-of-way codes and standards.

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
Cable communications construction work sites inspected	15,247	11,708	14,000	11,132	9,000	11,000
Efficiency						
Inspector hours per cable communications construction work site inspected	0.09	0.08	0.12	0.09	0.10	0.11
Service Quality						
Percentage of noncompliance notices (other than homeowner complaints) issued within one business day	100%	100%	99%	100%	99%	99%
Outcome						
Percent of inspected work sites in compliance with applicable codes	89%	98%	92%	99%	92%	94%

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Communications Productions Division

Goal

To provide a centralized video production center 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.

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
Original program hours	942.7	984.9	850.0	935.9	875.0	875.0
Efficiency						
Work hours per program hour	23.9	21.3	33.9	19.0	33.9	30.0
Service Quality						
Percent of clients satisfied with programs	100%	100%	97%	100%	97%	97%
Outcome						
Percent of requested programs completed	100%	99%	98%	98%	98%	98%

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Objective

To maintain 99.5 percent uptime for Channel 16 program transmission.

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
Hours of program transmission	8,726	8,758	8,716	8,756	8,716	8,736
Efficiency						
Staff hours per transmission interruption resolution	0.5	0.4	1.0	0.1	1.0	1.0
Service Quality						
Percent of transmission interruptions resolved within 8 hours	97%	100%	90%	100%	90%	95%
Outcome						
Percent of program transmission uptime	99.60%	99.90%	99.50%	99.96%	99.50%	99.50%

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Objective

To meet 100 percent of consumer educational seminar objectives.

Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
Output						
Number of reservation requests received	10,182	10,649	10,000	8,897	10,000	8,000
Efficiency						
Number of reservation requests scheduled	10,181	10,649	9,975	8,895	9,995	8,000
Service Quality						
Percentage of reservation requests scheduled that met client needs	82%	86%	95%	NA	95%	95%
Outcome						
Percent of reservation requests scheduled	99.99%	100.00%	99.80%	99.98%	100.00%	100.00%