

Department of Planning and Development

FY 2024 Adopted Budget Plan: Performance Measures

Zoning

Goal

To administer, maintain and enforce the Zoning Ordinance and related regulations, and to process development proposals and applications to ensure that property is developed and used in accordance with the Zoning Ordinance and the Comprehensive Plan to promote the health, safety and welfare of the residents of Fairfax County.

Objective

To achieve a 30 percent rate of written zoning interpretation responses to inquiries within 30 working days.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Written responses to inquiries	98	109	100	88	100	100
Efficiency						
Staff hours per written response	20	20	20	20	20	20
Outcome						
Percent of written responses within 30 working days ZED	38%	28%	30%	27%	30%	30%

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Objective

To schedule 80 percent of accepted rezoning (RZ) applications for public hearing before the Planning Commission within nine months, except when the applicant and Fairfax County agree to a longer time frame.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
RZ applications to be scheduled	75	70	100	86	100	100
Outcome						
Percent of RZ applications scheduled within 9 months ZED	100%	95%	80%	90%	80%	80%

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Objective

To schedule 75 percent of accepted special exception (SE) applications for public hearing before the Planning Commission within six months, except when the applicant and Fairfax County agree to a longer time frame.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
SE applications to be scheduled	26	28	60	25	30	40
Outcome						
Percent of SE applications scheduled within 8 months ZED	100%	100%	75%	88%	75%	75%

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Objective

To process at least 95 percent of zoning compliance letters within 30 calendar days.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Zoning compliance letter requests processed	322	286	295	357	300	300
Efficiency						
Staff hours per zoning compliance letter	10	10	10	10	10	10
Outcome						
Percent of zoning compliance letters processed within 30 calendar days ZAD	89%	98%	95%	89%	95%	95%

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Objective

To conduct 80 percent of all initial inspections within 15 calendar days of request *.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Zoning/noise/inspection requests received	1,230	NA	1,300	NA	NA	NA
Efficiency						
Staff hours per inspection request	3.50	NA	3.50	NA	NA	NA
Outcome						
Percent of inspections completed within 15 calendar days of request ZAD	77%	NA	80%	NA	NA	NA

* During FY 2021 and FY 2022, no inspections were conducted due to COVID and staffing shortages. Therefore, no values were reported for FY 2021 or FY 2022. Going forward, inspections will only be conducted on an as needed basis and this performance metric will no longer be reported.

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Objective

To review 80 percent of all zoning applications received for submission compliance within ten working days.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Applications reviewed for submission compliance (all types)	296	324	375	300	325	350
Efficiency						
Staff hours per zoning application processed	18	18	18	18	18	18
Outcome						
Percent of zoning applications received for submission compliance reviewed within 10 working days ZED	91%	46%	80%	73%	80%	80%

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Objective

To review 75 percent of all zoning applications located within Commercial Revitalization Districts (CRDs) for submission compliance within 10 working days.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
CRD applications to be scheduled	6	10	15	11	15	15
Outcome						
Percent of CRD applications reviewed within 10 days ZED	100%	100%	75%	82%	75%	75%

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Objective

To process 50 percent of the Zoning Ordinance amendments on the adopted Priority One Work Program (12 to 18 month program).*

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Zoning Ordinance Amendments processed	24	40	24	18	18	18
Efficiency						
Total staff hours spent on Zoning Ordinance Amendments	12,000	12,000	12,000	12,000	12,000	12,000
Outcome						
Percent of Zoning Ordinance Amendments processed within established time frame ZAD	51%	74%	50%	53%	50%	50%

* Processing a Zoning Ordinance amendment includes the authorization of public hearings by the Board of Supervisors, discussing the amendment with the Board at their Development Process Committee, or determining that an amendment is no longer necessary.

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Planning

Objective

To provide environmental and land use review on all assigned zoning applications, plan amendments and studies, interjurisdictional review requests, interdepartmental review requests, and state and federal reviews. Provide review within established deadlines for 80 percent of applications.*

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Number of environmental and land use reviews and subsequent comment letters provided for interjurisdictional review requests, interdepartmental review requests, and state and federal reviews	NA	32	40	55	50	50
Number of environmental and land use reviews for zoning applications	NA	83	80	70	75	75
Number of environmental and land use reviews completed by established deadline	NA	76	114	102	103	105
Outcome						
Percentage of environmental and land use reviews completed by established deadlines (deadlines vary)	NA	66%	81%	81%	82%	84%

* Beginning with FY 2021, the Planning Division began tracking data related to environmental, land use and historic preservation reviews on all assigned zoning applications, plan amendments and studies, interjurisdictional review requests, interdepartmental review requests, and state and federal reviews. The goal was to complete reviews for 95 percent of applications within established timelines (deadlines vary). The FY 2023 and FY 2024 estimates are adjusted to 82 percent and 84 percent and will be monitored as the division continues to fill vacant positions.

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Objective

To provide historic preservation reviews on all assigned zoning applications, plan amendments and studies, interjurisdictional review requests, interdepartmental review requests, and state and federal reviews. Provide review within established deadlines for 95 percent of applications.*

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Number of historic preservation reviews and subsequent comment letters provided for interjurisdictional review requests, interdepartmental review requests, state and federal reviews and zoning reviews	NA	83	66	66	90	90
Number of historic preservation reviews completed by established timelines	NA	82	63	63	86	86
Outcome						
Percentage of historic preservation reviews completed by established deadlines (deadlines vary)	NA	99%	95%	95%	95%	95%

* Beginning with FY 2021, the Planning Division began tracking data related to environmental, land use and historic preservation reviews on all assigned zoning applications, plan amendments and studies, interjurisdictional review requests, interdepartmental review requests, and state and federal reviews. The goal is to complete reviews for 95 percent of applications within established timelines (deadlines vary).

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Community Revitalization/Urban Centers

Goal

To encourage and facilitate the revitalization of older commercial areas of the County and in Tysons through public and private reinvestment and the redevelopment of such areas through involvement in planning, zoning and urban design initiatives, through close collaboration with community groups and through involvement in public/private partnerships.

Objective

To hold one session for each of the seven revitalization districts/area committees to educate stakeholders on revitalization efforts, initiatives and other related issues.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Number public/private partnership proposals which OCRR participated in	5	3	4	4	5	5
Number of monthly revitalization group/ Community Revitalization and Reinvestment Advisory Group/ Group of Seven meetings attended/staffed	93	163	150	150	160	160
Efficiency						
Staff hours spent preparing, presenting and attending sessions	970	2,900	1,000	3,800	3,500	3,500
Service Quality						
Percent of stakeholders that find web site informative and easy to use*	88%	100%	85%	NA	NA	NA
Outcome						
Percent of the seven revitalization districts/areas where sessions are conducted on revitalization efforts, initiatives and other related issues	100%	100%	100%	100%	100%	100%

* Due to low survey response, the agency no longer track “percent of stakeholders that find web site informative and easy to use”.

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Objective

To provide review and direction on 100 percent of the zoning applications, comprehensive planning studies, plan amendments, and urban design programs and plans in the seven commercial revitalization districts/areas and in other areas of the County deemed to be of strategic importance for achieving the County’s revitalization goals.

Performance Indicators

Indicator	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Output						
Number of plan amendments, zoning applications, special studies and other planning/ urban design studies worked on in revitalization districts/areas	135	76	90	123	125	125
Efficiency						
Staff hours spent providing reviews and/or direction for zoning applications, comprehensive planning studies, plan amendments and urban design programs	14,000	13,500	14,000	14,700	15,000	15,000
Service Quality						
Percent of stakeholders expressing satisfaction with OCR services *	67%	83%	80%	NA	NA	NA
Outcome						
Percent of zoning, applications, plan amendments, special studies, and other planning/urban design studies worked on in revitalization efforts, initiatives and other related issues	100%	100%	100%	100%	100%	100%

* Due to low survey response, the agency no longer track “percent of stakeholders expressing satisfaction with OCR services”.