

# Board of Supervisors

## FY 2019 Adopted Budget Plan: Performance Measures

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### 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 2015 Actual     | FY 2016 Actual | FY 2017 Estimate/Actual | FY 2018          | FY 2019         |
| <b>Output</b>  |                    |                |                         |                  |                 |
| Clerk's Board Summaries  | 22                 | 19             | 21 / 18                 | 18               | 18              |
| Total pages of Clerk's Board Summaries   | 843                | 714            | 850/743                 | 750              | 750             |
| <b>Service Quality</b>   |                    |                |                         |                  |                 |
| Percent of Clerk's Board Summaries posted to the web page within 5.0 business days       | 72.7%              | 84.2%          | 85.0% / 100.0%          | 95.0%            | 95.0%           |
| <b>Outcome</b>   |                    |                |                         |                  |                 |
| Average business days between Board Meeting and posting of Board Summary to the web page | 4.40               | 4.73           | 4.40 / 4.94             | 5.00             | 5.00            |

#### 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 2015 Actual     | FY 2016 Actual | FY 2017 Estimate/Actual | FY 2018          | FY 2019         |
| <b>Service Quality</b>                          |                    |                |                         |                  |                 |
| Accurate Board Summary pages                    | 835                | 709            | 846 / 740               | 746              | 746             |
| <b>Outcome</b>                                  |                    |                |                         |                  |                 |
| Percent of accurate Clerk's Board Summary pages | 99.1%              | 99.3%          | 99.5% / 99.5%           | 99.5%            | 99.5%           |

# Board of Supervisors

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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 2015 Actual     | FY 2016 Actual | FY 2017 Estimate/Actual | FY 2018          | FY 2019         |
| <b>Output</b>  |                    |                |                         |                  |                 |
| Letters of land use decisions by the Board   | 129                | 112            | 100 / 127               | 127              | 127             |
| <b>Service Quality</b>   |                    |                |                         |                  |                 |
| Average business days between Board action on land use applications and initiation of Clerk's letter | 12.95              | 4.55           | 10.00 / 5.78            | 10.00            | 10.00           |
| <b>Outcome</b>   |                    |                |                         |                  |                 |
| Percent of land use decision notification letters initiated within 10 business days                  | 72.1%              | 90.2%          | 85.0% / 92.1%           | 95.0%            | 95.0%           |

**Objective**

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

**Performance Indicators**

| Indicator  | Prior Year Actuals |                |                         | Current Estimate | Future Estimate |
|--|--------------------|----------------|-------------------------|------------------|-----------------|
|  | FY 2015 Actual     | FY 2016 Actual | FY 2017 Estimate/Actual | FY 2018          | FY 2019         |
| <b>Output</b>  |                    |                |                         |                  |                 |
| Research requests  | 173                | 166            | 175 / 190               | 190              | 190             |
| <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%             | 100.0%         | 100.0% / 100%           | 100.0%           | 100.0%          |
| <b>Outcome</b>   |                    |                |                         |                  |                 |
| Percent of individuals satisfied with record research requests processed   | 100.0%             | 100.0%         | 100.0% / 100%           | 100.0%           | 100.0%          |

# Board of Supervisors

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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 2015 Actual     | FY 2016 Actual | FY 2017 Estimate/Actual | FY 2018          | FY 2019         |
| <b>Output</b>  |                    |                |                         |                  |                 |
| Letters of appointment to Boards, Authorities, and Commissioners                           | 351                | 371            | 400 / 372               | 372              | 372             |
| <b>Service Quality</b>   |                    |                |                         |                  |                 |
| Average business days between Board appointment and Clerk's letter to appointee            | 1.0                | 1.1            | 1.0 / 1.0               | 1.0              | 1.0             |
| <b>Outcome</b>   |                    |                |                         |                  |                 |
| Percent of notification letters produced within 4 business days of the Board's appointment | 100.0%             | 98.7%          | 100.0% / 99.7%          | 100.0%           | 100.0%          |