

# Board of Supervisors

## FY 2016 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 4.0 business days of the meeting.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015	FY 2016
<b>Output</b>					
Clerk's Board Summaries	20	22	21 / 22	22	22
Total pages of Clerk's Board Summaries	843	919	900 / 846	900	900
<b>Service Quality</b>					
Post to web page within 4.0 business days	70.0%	60.0%	100.0% / 81.8%	100.0%	100.0%
<b>Outcome</b>					
Average business days between Board Meeting and posting of Board Summary to the web page	3.00	4.10	4.00 / 4.60	5.00	5.00

#### Objective

To improve the 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 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015	FY 2016
<b>Service Quality</b>					
Accurate Board Summary pages	837	908	894 / 842	842	842
<b>Outcome</b>					
Percent of accurate Clerk's Board Summary pages	99.3%	98.8%	99.3% / 99.5%	842	842

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**Objective**

To initiate at least 96.3 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 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015	FY 2016
<b>Output</b>					
Letters of land use decisions by the Board	82	85	90 / 81	81	81
<b>Service Quality</b>					
Average business days between Board action on land use applications and initiation of Clerk's letter	8.71	5.22	6.00 / 3.13	4.00	4.00
<b>Outcome</b>					
Percent of land use decision notification letters initiated within 10 business days	84.0%	94.1%	95.0% / 96.3%	96.3%	96.3%

**Objective**

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

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015	FY 2016
<b>Output</b>					
Research requests	256	214	250 / 175	175	175
<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% / 100.0%	100.0%	100.0%
<b>Outcome</b>					
Percent of individuals satisfied with record research requests processed	100.0%	100.0%	100.0% / 100.0%	100.0%	100.0%

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**Objective**

To produce at least 99.8 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 2012 Actual	FY 2013 Actual	FY 2014 Estimate/Actual	FY 2015	FY 2016
<b>Output</b>					
Letters of appointment to Boards, Authorities, and Commissioners	350	445	450 / 443	443	443
<b>Service Quality</b>					
Average business days between Board appointment and Clerk's letter to appointee	1.0	1.0	1.0 / 0.8	1.0	1.0
<b>Outcome</b>					
Percent of notification letters produced within 4 business days of the Board's appointment	99.7%	99.8%	99.8% / 98.2%	99.8%	99.8%