
Clerk’s Office

<table>
<thead>
<tr>
<th>ID</th>
<th>Measure Statement</th>
<th>Strategic Plan Goal</th>
<th>Business Strategy</th>
<th>FY18 Actuals</th>
<th>FY19 Actuals</th>
<th>FY20 Actuals</th>
<th>FY20 YTD Q2</th>
<th>FY21 Target</th>
<th>FY22 Target</th>
<th>Trend Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>P177</td>
<td>Respond to constituent requests within 1 business day (%) - Recording and Filing</td>
<td></td>
<td></td>
<td>99.8</td>
<td>99.8</td>
<td>99.2</td>
<td>100</td>
<td>100</td>
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<tr>
<td>P6</td>
<td>Increase document purchases done online (%)</td>
<td></td>
<td></td>
<td>68.5</td>
<td>72.25</td>
<td>71</td>
<td>73</td>
<td>70</td>
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<tr>
<td>P7</td>
<td>Respond to constituent requests within one business day (%) - Bureau of Elections (BoE)</td>
<td></td>
<td></td>
<td>99.5</td>
<td>99.5</td>
<td>93.15</td>
<td>100</td>
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<tr>
<td>P9</td>
<td>Conduct voter outreach events that engage citizens in the elections process (#)</td>
<td></td>
<td></td>
<td>81</td>
<td>60</td>
<td>31</td>
<td>70</td>
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</tbody>
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Planning and Development Services

<table>
<thead>
<tr>
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<th>FY22 Target</th>
<th>Trend Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>P30</td>
<td>Issue building permits (#)</td>
<td></td>
<td></td>
<td>25.5</td>
<td>24.5</td>
<td>24.2</td>
<td>30</td>
<td>30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>P31</td>
<td>Issue business licenses (#)</td>
<td></td>
<td></td>
<td>12.4</td>
<td>11.8</td>
<td>12.5</td>
<td>23</td>
<td>23</td>
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<tr>
<td>P32</td>
<td>Issue planning application (#)</td>
<td></td>
<td></td>
<td>122</td>
<td>87</td>
<td>N/A</td>
<td>74</td>
<td>74</td>
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<tr>
<td>P33</td>
<td>Issue zoning permits (#)</td>
<td></td>
<td></td>
<td>10.3</td>
<td>11.3</td>
<td>7</td>
<td>10</td>
<td>10</td>
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</table>

**Graphs show current FY target lines and future targets.**

**P9: Conduct Voter Outreach Events that Engage Citizens in the Elections Process**

**Measure Overview**

<table>
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<th>Performance Measure</th>
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<tr>
<td>P9</td>
<td>Government Accountability</td>
<td>Increased Effectiveness</td>
</tr>
</tbody>
</table>

**Why is this measure important?**

Outreach events ensure the public of the County Clerk’s commitment to service and increased voter participation.

**Where does the data come from?**

Internal Microsoft Excel Spreadsheet; BOE Sharepoint training calendar

**How is the measure calculated?**

Track the number of voter outreach events per year

**Who to contact if you have questions?**

Kathy Korte

**Additional Information**

The BOE has developed a voter outreach program to engage with the citizens of Bernalillo County in the election process and create public participation in various capacities for future elections. Traditionally, the voter outreach program is greatly expanded in the election cycle. The increase is done so in preparation for the upcoming Primary and General elections for that respective election calendar year. The BOE projects to escalate the number of events during the 2020 election cycle from the current two per month to an average of six per month. The events will pertain to events where we can focus heavily on attaining our initial goals of voter engagement and participation.

**FY19 TARGET**

60

**FY20 TARGET**

60

**TREND ANALYSIS**


**P30: Issue Building Permits**

**Measure Overview**

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<td>P30</td>
<td>Economic Vitality</td>
<td>Increased Efficiency</td>
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**Why is this measure important?**

This is an important indicator for a number of conditions. In the broad scope, this is a traditional indicator of the overall condition of market trends and economic development conditions in the unincorporated Bernalillo County. Specifically, this number allows our department to have an accurate assessment of departmental needs related to staffing that includes a number of different skilled positions needed in order to effectively respond to these permits and provide ongoing customer service through the building permit process, which can, and does, occur over many months for each permit.

**Where does the data come from?**

Accele Automation; Run report

**How is the measure calculated?**

Building permit application enter date until building permit issue date; Number of days then averaged by number of building permits by time frame

**Who to contact if you have questions?**

Kathy Korte

**Additional Information**

This is a complex process that touches multiple departments, beyond the PDS, and staff. This piece of the customer service component is merely the beginning of the review process as each permit may trigger 15 to 20 different field inspections and review procedures for each application.

This is a mandated function and proper certification and training is essential. Recommend continuous training and certification for this staff.

**FY19 TARGET**

30

**FY20 TARGET**

30

**TREND ANALYSIS**


The FY19 Q2 - slight increase in days due to weather.

The county has identified a core group of comparable counties and cities based on their geographical location, population, budget, and position counts. Other criteria used to help identify peers includes similarity of services, such as jail operations, and Bernalillo County compares to entities that are ICMA or GFOA performance award winners. OEO gathers this data from publically accessible budget books, performance dashboards, and participates in ICMA Open Access Benchmarking.
Searchability: Go to www.bernco.gov and click on the Search button, then type in Performance in the search bar (1 click). This will take you to a link to the Strategic Plan & Department Performance webpage, where all performance measures can be located.

**BERNALILLO COUNTY**

Strategic Plan & Department Performance


Departments create and track objectives and performance measures that directly link to the County’s five Strategic Plan Goals. Each goal encompasses a wide...
Dashboards Comparing Actuals to Targets: Various graph types are used to compare actual results to targets. Graphs vary based on the reporting frequency of the performance measure, e.g., monthly, quarterly, semi-annual, annual and biennial. In addition, multiple graphs are used per performance measure to enable the discussion and enhance the understanding of each measure. For instance, if performance measure is cumulative a monthly or quarterly graph is provided so that trends within the fiscal year can be analyzed as well as the cumulative total for the year so that the overall status can be easily viewed. Targets are represented by the dashed line to indicate the expected performance and bars or lines are used to represent actual results. Gauges are also used to show actuals and how they are progressing towards targets.

**Color-Coding:** Color-coding is used throughout the performance dashboards and on the webpages to illustrate many things, such as areas of concern or to indicate that trends are going well; strategic plan goal alignment, etc.

Treasurer Department Webpage: [http://www.bernco.gov/finance/treasurer.aspx](http://www.bernco.gov/finance/treasurer.aspx)

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Fuel Usage link: https://stories.opengov.com/bernalillocountynm/published/y0DYWA2u
Lean Project Tracking: https://stories.opengov.com/bernalillocountynm/published/PK_byzXZ1
DCM Dashboard: https://stories.opengov.com/bernalillocountynm/published/18VmIWGBv

**Fuel Usage - Percent Change**

- Animal Care Services
- Fire & Rescue
- Fleet & Facilities Management
- Metropolitan Detention Center
- Operations & Maintenance
- Parks & Recreation
- Planning & Development Services
- Sheriff

**Lean Project Tracking**

- Project Name:
  - Procurement Committee
  - BCPM RFP Request
  - Cell Phone Process
  - Credit Card Reconciliation
  - Fire Communications Process
  - Fleet Auto Repair Project
  - HR Clothing Vouchers
  - Printing and Graphics Proc.
  - Treasurer Tax Payment Ref.

Green, yellow, and red colors are used to illustrate trends towards target.
DCM Dashboards have trend analysis and color coding for the entire department, side by side of trends per departments in the division, and trend analysis, strategic plan goal, and business strategy breakdown for each department in the division.