

Pinal County - Managing For Results

Annual Report

FY 2009-2010

ASSISTANT COUNTY MANAGER OF ADMINISTRATIVE SERVICES

Administrative Services Department Support Program

Administrative Services Department Support Activity

KR % of all Administrative Services projects/activities completed on the original time schedule specified and with in budget.

| FY10 Target | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------|----------|-------------|
| | Actual | YE Estimate | Actual | YE Estimate |
| 95.00%* | 100.00% | 95.00% | 100.00% | 95.00% | 100.00% | 95.00% | 100.00% | 95.00% | 100.00% | 95.00% |

The ACM and Admin Manager have taken a pro-active stance on ensuring upcoming projects and activities are achieved within the time and budget parameters that are assigned. Most activities of this department are ongoing on a monthly basis, such as department meetings as well as meetings for the ACM and other management staff. Admin Manager receives monthly financial statements that are cross-checked to ensure accuracy for complete budget tracking.

Special Services Program

Special Services Activity

KR % of special projects completed within requested timeframe

| FY10 Target | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|---------|-------------|----------|-------------|
| | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate |
| 95.00%* | 0.00% | 95.00% | 70.00% | 95.00% | 93.33% | 100.00% | 100.00% | 100.00% | 90.00% | 100.00% |

A substantial number of special projects were completed this fiscal year. In the area of special taxing districts, assistance was provided to ensure that 74 special taxing districts submitted annual budgets with requested tax levy and rates to the Board of Supervisors for adoption. The Board of Supervisors also approved both the Maricopa Rural Road Improvement District and Grande Buttes Fire District dissolutions as these districts no longer served the function for which they were created. Regarding the Desert Vista Sanitary District, the BOS approved the sale of the district's property to the Pinal County Flood Control District. Upon receipt of funds, the District was able to pay off all outstanding debts to the City of Casa Grande for sewer collection services. With the removal of the wastewater tanks and cleanup of the site, this closes a ten year effort of dealing with a variety of problems in managing this district. The BOS also approved colonia status for the Antelope Peak and Maricopa Mountain Domestic Water Improvement Districts. This is important as it allows these districts to seek financial assistance from the federal government for improvements to their domestic water systems. The BOS also rescinded the cable television license for Qwest as they no longer provide cable services in Pinal County. This year the county was also successful in assuming control of the horse arena in the Thunderbird Farms area. The County Parks and Fairgrounds department begin management of the arena in January 2010 in an effort to provide users of the arena with a fair fee schedule and allow everyone equal access to the arena. A series of meetings were held with local residents to explain the changes. This year also saw substantial progress in the area of county leases. The BOS approved the lease agreement for the Sheriff's substation office in San Tan Valley. Lease renewal agreements were also approved by the Board of Supervisors with Thunderbird Farms Fire District for use of the community building, Sandstone Copper Basin for office space in the Copper Basin area for Supervisor Martyn and with ADOT-MVD for office space in Apache Junction and San Manuel. The lease renewals with ADOT were successful in bringing in additional revenues to the county as leases were negotiated at higher rates and ADOT will be paying lease payments that were in arrears. A report of all county leases was also compiled for the first time in many years which will help ensure that the county is collecting lease payments owed to us and that we are renewing leases in a timely manner. The limiting factor for this position continues to be limited time to work on the variety of projects assigned. Some consideration should be given to transfer of knowledge by assigning other staff member(s) to gain knowledge in the variety of duties assigned to this position. This position does require vast knowledge of county operations which only comes from experience. However, taking on new projects certainly enhances my knowledge base and provides me with interesting challenges.

ASSISTANT COUNTY MANAGER OF ADMINISTRATIVE SERVICES

Special Services Program

Special Taxing District Activity

KR % of Special Districts* that submit their annual reports by the statutory deadline

| | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|--------|-------------|--------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY10 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate |
| 98.00% | 0.00% | 98.00% | 0.00% | 80.00% | 100.00% | 100.00% | 100.00% | 98.00% | 100.00% | 98.00% |

ARS 48-251 requires that special taxing districts submit an annual financial report to the Board of Supervisors within 180 days of the end of their fiscal year. In Pinal County, 39 special taxing districts are required to submit this annual report. Domestic Water Improvement Districts and Street Light Improvement Districts are excluded by statute of this requirement. In Pinal County, all 39 special taxing districts submitted their annual reports to the Board of Supervisors within the required timeframes. No district was subject to the \$100/day penalty assessment for failure to file this report. These reports are important for a couple of reasons. For taxpayers residing within these districts, these annual reports give a financial report of the district. The district is required to show beginning and ending balances, revenues and expenditures for the fiscal year, names and contact information of governing board members and schedule and location of board meetings. These annual reports also keep governing board members accountable to the taxpayers in the district. As these are public documents, anyone can review these reports including county staff and residents of the district. Sending annually reminders letters to these districts has shown to be effective in helping districts meet this responsibility. Special taxing districts are also required to have financial reviews or financial audits performed either annually or bi-annually depending on the size of their budgets. In spite of annual reminder letters, some smaller taxing districts struggle to get this done. Lack of funds and/or unknowledgable governing board members are contributing factors. While the residents of the districts, Board of Supervisors and County Treasurer all have the authority to require that the governing board comply with this statute, it does require filing action in court. In the past, there has been a reluctance to pursue this through this means. The annual special district meeting hosted by the County Treasurer and annual reminder letters will continue to be a method of getting special taxing districts to comply with this requirement.

Visitors Center Program

Visitors Center Activity

KR % increase in the number of website visits

| | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY10 Target | Actual | YE Estimate | Actual | YE Estimate |
| 10.00% | 0.00% | 10.00% | 0.00% | 10.00% | 7.10% | 100.00% | 9.63% | 100.00% | 164.92% | 100.00% |

FY 09/10 was a very different year for the Pinal County Visitor Center. This year the Manager was out on medical leave since February 2010. Last fiscal year saw budget as well as position cuts, eliminating the administrative assistant position, leaving only the Manager and volunteers to run the center. Thus in the Manager's absence, no additional tracking of website visits took place. However, most website traffic did increase consistently during the winter months. The year end estimate for website visits was down slightly compared to last year because of the sagging economy and reduction in travel which contributes to lower numbers of visitors. There has been a trend of exploring travel options over the internet and on our site prior to visitors actually walking through our doors, as seen by a large amount of emails and phone requests for information mailed that was "seen on the internet". At the end of this Fiscal Year, because of the reduction in resources the Visitor Center was closed down. Also added this fiscal year was an Economic Development position, which will assist with marketing and bringing new entities and businesses to the County as well.

Administrative

Department Director

KR % of surveyed customers who say they are satisfied or very satisfied with the services provided by the department

| | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY10 Target | Actual | YE Estimate | Actual | YE Estimate |
| 75.00% | 0.00% | 75.00% | | | | | 0.00% | 75.00% | 0.00% | 75.00% |

During this fiscal year, the three Assistant County Managers met to discuss the creation of a customer survey instrument that would evaluate customer satisfaction. To date, we have not been able to create a survey that accomplishes this. We will continue to work in creating a customer service survey that will capture the satisfaction of customers within each respective area.

Financial Services

KR % of non-construction payment authorizations (purchase orders) entered into the system within three business days of receipt of goods

| | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY10 Target | Actual | YE Estimate | Actual | YE Estimate |
| 90.00% | 100.00% | 90.00% | 100.00% | 90.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

Throughout the year, the Administrative Manager received on not only it's own department's PO's, but the Visitor Center, Risk Management, and occasionally additional departments' PO's. Assistance in this process is often needed due to various reasons and is minimal, and does not impact or affect the daily operations of the department.

ASSISTANT COUNTY MANAGER OF ADMINISTRATIVE SERVICES

Administrative

Human Resources

KR % of all annual employee appraisals will be submitted to Human Resources by the end of January due date.

| | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY10 Target | Actual | YE Estimate | Actual | YE Estimate |
| 98.00% | 0.00% | 98.00% | 0.00% | 98.00% | 91.67% | 92.00% | 91.67% | 92.00% | 91.67% | 92.00% |

This fiscal year, it was anticipated that all employee appraisals would be turned in on or before the due date of January 31. All employee appraisals were completed prior to the due date except for one employee being out as result of a surgical procedure. The employee's appraisal was held until they returned and submitted to HR one day after the due date, February 01, 2010.

Records Management

KR % of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.

| | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|---------|-------------|----------|-------------|
| FY10 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate |
| 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% | 0.00% | 100.00% | 0.00% |

During the course of this fiscal year, the Administrative Manager has continuously attended trainings and met with other departments that have implemented Records Management and identified series that are necessary to be managed. This meant cleaning out a multitude of files and filing cabinets that had copies of things dating back several years that were not necessary to continue storing. A destruction record will also be implemented as to what files are being cleaned out and destroyed, as well as a storage record as to what is being scanned and shipped up to the State Archives. Unfortunately, we have come to the end of this fiscal year with this task just beginning, and will therefore continue learning and managing the records over the next fiscal year. The CYEE shall be adjusted to reflect the new series at the end of the first quarter of FY10-11.

Training

KR % of training dollars spent that directly align to County or Department strategic goals.

| | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|---------|-------------|----------|-------------|
| FY10 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate |
| 85.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 100.00% |

This fiscal year, included in the Admin Services training are the ACM, Admin Manager, Special Services and the Admin Manager of the Visitor Center. Throughout the year, the ACM received the most training, attending seminars and conferences representing both the County and this department. The Admin Manager received training on MFR issues as well as attended monthly Strategic Coordinator meetings, as well as policy and procedure training. Special Services Administrator attended one class, and the Admin Manager for the Visitor Center attended two MFR Online trainings. Next fiscal year's training is expected to remain the same, with the exception of the elimination of the Visitor Center program.

Vehicle Management

KR % of department vehicles operated more than 10,000 miles per year

| | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------|----------|-------------|
| FY10 Target | Actual | YE Estimate | Actual | YE Estimate |
| 95.00% | 100.00% | 95.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

The Administrative Services department currently has 2 vehicles, one driven by the ACM full time and the other being utilized by Administrative Manager, HR, Elections, and other staff members as needed. At the end of this quarter and the fiscal year, the ACM vehicle has been driven a total of 25,483 miles. The other vehicle was driven a total of

KR % of department vehicles with preventative maintenance performed as scheduled

| | Q1 | | Q2 | | Q3 | | Q4 | | FY10 YTD | |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|----------|-------------|
| FY10 Target | Actual | YE Estimate | Actual | YE Estimate |
| 95.00% | 50.00% | 95.00% | 50.00% | 95.00% | 50.00% | 95.00% | 50.00% | 95.00% | 50.00% | 95.00% |

Due to the mileage the ACM puts on his vehicle per month, this particular vehicle receives preventative maintenance almost every month which accounts to about 3,000 miles +/- monthly. Service has been scheduled with a vendor located outside of Florence for the past few months due to the local approved vendor closing up shop, but for the new fiscal year there will be another local vendor approved for servicing County vehicles and that will assist in having services available without having to schedule drive time and pick-up time to and from the appointments. The Admin Manager's vehicle has routine service every 3,000 miles and this is monitored by the Admin Manager. Also, this fiscal year the ACM vehicle received 4 new tires, and the Admin Manager's vehicle received 2 new tires.