

# Pinal County - Managing For Results

## Annual Report

### FY 2009-2010

#### ASSESSOR

##### Customer Outreach Program

###### Public Relations

KR % of survey respondents who state "they understand the information provided by Assessor staff"

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
45.00%	85.71%	45.00%	46.67%	45.00%	100.00%	100.00%	81.82%	81.82%	81.82%	81.82%

For fiscal year 2009/2010 we exceeded our annual target of 45%. This target was exceeded due to our trained staff and their daily interaction they have with the public and other county departments. We will continue to improve our services to the public so they can be better educated of the functions of the Assessor's Office.

###### Customer Service Activity

KR % of Assessor forms available on line

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
40.00%*	24.24%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	24.24%	0.00%

Through a review of the Strategic Business Plan by County Assessor, it was determined that this measure will not be measured as part of our FY 2010-11.

KR % of survey respondents that indicated the information provided was accurate and complete

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
50.00%*	93.33%	50.00%	85.71%	100.00%	88.89%	95.24%	83.87%	95.24%	88.05%	95.24%

For fiscal year 2009/2010 we exceeded our annual target of 45%. This target was exceeded due to our trained staff and their daily interaction they have with the public and other county departments. We will continue to improve our services to the public so they can be better educated of the functions of the Assessor's Office.

###### Exemption and Senior Freeze Activity

KR % of Pinal County property owners who qualify receive a partial exemption on the property tax

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
2.00%*	0.00%	2.00%	0.63%	1.25%	1.25%	1.25%	1.25%	1.25%	0.80%	1.25%

Total numbers won't be available until the month of December. Senior Freeze & Exemption Programs have not completed their deadlines.

##### Property Identification Program

###### Property Identification and Location Activity

KR % of ownership mailing address record updates completed within 1 business day from the date received from drafting division

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
85.00%*	99.90%	95.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.90%	0.00%

Through a review of the Strategic Business Plan by County Assessor, it was determined that this measure will not be measured as part of our FY 2010-11.

# ASSESSOR

## Property Identification Program

### Property Identification and Location Activity

KR % of Parcel Number Assignments to New Subdivisions issued within 45 business days of recorded date of subdivision plat

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
95.00%	33.33%	95.00%	0.00%		0.00%		0.00%	0.00%	18.18%	0.00%

We have processed Parcel Number Assignments for subdivisions slower than we anticipated for the year. The change of processing subdivisions from AutoCAD to GIS is still in progress. We've had to balance learning new parcel management systems (such as ArcMap, & Civil 3D) with accuracy and data integrity. Once we have additional drafters working subdivisions our processing time will decrease.

## Support Services Program

### Quality Assurance Activity

KR % Reduction in Notices of Claim (NOC's) Due to Internal Error

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
5.00%*	99.99%	5.00%	99.98%	5.00%	100.00%	5.00%	100.00%	5.00%	99.99%	5.00%

A 2008-09 comparative report was not available for this measure. In order to prepare for comparative reporting in future years, we began measuring the number of NOC's due to internal errors in July 2009. The 2009-10 data will be considered when the department prepares its FY2010-11 strategic business plan.

KR % Reduction in Petitions for Review Due to Internal Error

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
*	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Through a review of the Strategic Business Plan by County Assessor, it was determined that this measure will not be measured as part of our FY 2010-11.

### Technology Management Activity

KR % of 2012 Valuation Notices Issued Through the New Valuation (CAMA) System

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

This measure is dependent on the successful implementation of Computer Assisted Mass Appraisal System (CAMA) purchased by Pinal County. The system will not be implemented until September 2010. Data for this measure will not be available until March 2011. Until the CAMA system is available our CYEE will remain at 0%.

## Valuation Program

### Personal Property Activity

KR % of return of Business Personal Property submission forms mailed

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
85.00%*	88.63%	89.00%	29.77%	89.00%	17.20%	85.00%	11.01%	86.00%	37.21%	86.00%

YTD we have mailed out 3090 forms to Pinal County Agricultural Operations and Business owner. We have currently received 84.4% of the forms from taxpayers which puts us in line to meet or surpass our annual target of 85 %. To achieve this percentage it takes the department employees making phone contact with non filing business and requesting their compliance. The effort put into the non filing taxpayers takes away from time needed to be spent on other projects.

# ASSESSOR

## Valuation Program

### Petition for Review Activity

KR Maintain at or below 1% of Petitions for Review per total parcels

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
1.00%*	6.35%	1.00%	6.35%	1.00%	6.83%	6.83%	6.83%	6.83%	6.59%	6.83%

The number of petitions we receive can be considered as an indication of the equity of values set, inconsistencies in the collection/reporting of cost/market data or parcel legal classification, current economic conditions or a combination of all four factors. Based on the total number of Petitions for Review of Property Value processed for the 2009 tax year, relative to the total of parcels on the 2009 tax roll, 6.83% of parcel valuations were appealed (5.83% more than the 1% targeted). This unsuccessful result is due to the fact that we did not consider petitions that contained multiple parcels. Therefore, the target was not a realistic goal. If we consider only the number of petitions processed (1379), rather than the total number parcels included in the petitions received, .63% of property owners appealed and we surpassed our annual target by .47%. However, since setting the target, we realized that if we consider petitions with multiple parcels as single transactions, we will be overlooking possible inequities, inconsistencies or errors. This is an annual measurement, for future years it will be necessary to reconsider our target. While considering a more realistic target, we plan to provide Pinal County property owners with more accurate and equitable values by implementing a Computer Assisted Mass Appraisal (CAMA) system and training Assessor employees to use the CAMA system to set accurate and equitable property valuations.

### Valuation Activity

KR Average median residential sales ratio will be at %

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

This measure is intended to work in conjunction with the Computer Assisted Mass Appraisal System (CAMA) purchased by Pinal County. The system will not be implemented until July 2010. Therefore, data for this measure will not be available until September 2010. Until the CAMA system is available we will report our sales ratio based on reports received from the AZ Dept of Revenue. Monitoring sale ratio's will ensure that the Assessor provides Pinal County property owners with fair and equitable values. We will be reporting 0's every month unless we the project completion date changes. The CYEE has been changed to reflect this. . .

KR Average median vacant land sales ratio value will be at %

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
67.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

This measure is intended to work in conjunction with the Computer Assisted Mass Appraisal System (CAMA) purchased by Pinal County. The system will not be implemented until July 2010. Therefore, data for this measure will not be available until September 2010. Until the CAMA system is available we will report our sales ratio based on reports received from the AZ Dept of Revenue. Monitoring sale ratio's will ensure that the Assessor provides Pinal County property owners with fair and equitable values. We will be reporting 0's every month unless we the project completion date changes. The CYEE has been changed to reflect this. . .

## Administrative

### Department Director

KR % of applicable Key Results achieved

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
100.00%	50.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%

Non Applicable

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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Non Applicable

# ASSESSOR

## Administrative

### 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	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	100.00%	90.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Non Applicable										

### 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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Non Applicable										

### 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						
100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%
We maintain our records as required by the State of Arizona Legislation sets forth. We will not be reporting monthly but can produce all necessary documentation as required....										

### 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						
85.00%	0.00%	85.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Non Applicable										

### 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%	0.00%	95.00%	0.00%	95.00%	0.00%	95.00%	38.10%	38.10%	38.10%	38.10%

Although our usage rate is listed at 29% attainment of the annual target, we have identified that all vehicles in our department fleet, some below the 100,000 miles/year rate, as all of our fleet is effectively being used to accomplish the strategic goals outlined in our department plan. All 21 vehicles are used on a daily basis by appraisal staff to complete assessments mandated by state law, to provide county administration information to project and prepare for budgetary needs and to continue in our commitment to customer service excellence. It would be an inefficient delivery of our services to have to patron the County Fleet Services department on a daily basis for use of all 21 vehicles to suffice a motorpool program. Instead, we stand committed to regular preventative maintenance of these vehicles and will revisit a possible consideration of a motorpool patronage dependent upon a reduction in demand of our services. Note: In order to save on fuel and maintenance cost of vehicles, the Assessor's office will utilize two appraisers per vehicle when possible.

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%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	100.00%	100.00%	100.00%

Assessor's office achieved our annual target of department vehicles with preventative maintenance performed as scheduled this fiscal year. We will continue to improve the vehicle maintenance activity and to ensure vehicles are maintained regularly.