

Pinal County - Managing For Results

Annual Report

FY 2009-2010

CLERK OF THE SUPERIOR COURT

Case Financial Administration Program

Case Financial Administration Activity

KR % of restitution collected is disbursed within 10 days- with the exception of restitution payments less than \$5.00 and personal checks

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
95.00%	0.00%	0.00%	0.00%	0.00%	92.30%	95.00%	89.17%	89.00%	90.64%	89.00%

For fiscal year 2010, we began reporting MFR numbers beginning in February, 2010. During the subsequent months the reporting process has been streamlined and reviewed on an on-going basis to ensure efficiency.

During the fiscal year we have overcome resource challenges and personnel changes which have hampered our efforts to meet the goal set at 95%.

The hiring of additional staff, commitment of more resources to the processing of undisbursed funds and the exclusion of the funds that cannot be disbursed due to bad address will help ensure that a 95% disbursement rate can be attained by September, 2010.

The current year end estimate for FY 2011 will be 90.1% which is based on 4th quarter FY2010 data. It is believed that this rate will increase as staff is trained and resources are committed to this goal.

Case Information Services Program

Case Filing Activity

KR % of new cases filed (initiated) within established time frames

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
85.00%	0.00%	0.00%	0.00%	0.00%	94.69%	85.00%	87.66%	89.00%	90.61%	89.00%

For the fiscal year 2009-2010 the percentage of cases filed within established timeframes exceeded the target by 3.90% but not without challenges. Staffing the Florence office has been a challenge in both quarters due to a need to maintain sufficient staffing in the satellite offices to meet the demand of those extended areas. Customer service staff works through their breaks and the department manager has stepped in to fill the role of a customer service employee to continue to provide the public with timely daily operations and service at the customer counter making it difficult for her to achieve her own administrative goals. Staff members from outside departments have been enlisted to support the daily demands of the Customer Service desk. We identified a need for all customer service staff to receive specialized training which began in the fourth quarter. Because training is intense and extensive, relief may be approximately 4 to 6 months out. Upon completion of this specialized training (October 2010) additional customer service staff will be qualified to provide assistance in the satellite offices. We anticipate this will greatly impact our ability to achieve or exceed our goal by the end of Fiscal Year 2010-2011.

**Note - The office of the Clerk of Superior Court began reporting statistics to the Managing for Results program in February 2010. No statistics were reported on the first and second quarter (July 2009 - January 2010) of fiscal year 2009 -2010. Annual Targets were based on 12 months reporting. Actual totals will only reflect February - June statistical reporting.

CLERK OF THE SUPERIOR COURT

Case Information Services Program

Case Processing Activity

KR % of case files randomly audited, determined to be complete and accurate, with all properly court filed documents prior to court date

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
90.00%	0.00%	0.00%	0.00%	0.00%	97.14%	90.00%	96.77%	97.00%	96.89%	97.00%

The Active File Center began an audit process in fiscal year 2009-2010 on all files that are requested to be viewed by the public, judges or for scheduled court case hearings to ensure the file was complete and accurate with all court case documents placed in the file prior to viewing.

By the end of fiscal year 2009-2010, 2428 of 2506 files randomly audited were determined to be complete at an accuracy rate of 97%. The Active File Center is increasing their audit to include verifying files are accurate and complete prior to them being placed back into the active file center shelves which will result in an increase of complete and accurate files prior to a court hearing or customer request.

It is projected that a standardized audit process will expand into additional departments within the clerk's office to be able to verify a larger base of files for completeness and accuracy by October 2010.

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KR % of minute entries completed within 3 business days

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
85.00%	0.00%	0.00%	0.00%	0.00%	82.95%	80.00%	93.03%	93.00%	87.82%	93.00%

The Courtroom Clerks exceeded their set target in completing court minute entries within three business days from the court date. The success is due to organizing, monitoring, hard work and perseverance of the Clerks within the department to complete their minute entries within three business days.

Although the department exceeded their target, there were major challenges during this reporting period. The first challenge the Clerks encountered was the implementation of the statewide case management system. Unfortunately the minute entry component within the system does not have the full automated functionality the Clerk's are accustomed to which impacted the Clerk's ability to complete minute entries efficiently. The second major challenge impacting the Clerk's ability to consistently meet the target is the continued increase of court hearings, as well as the complexity and duration of hearings on a given day. A clerk is required to attend all court hearings and produce the minutes of the proceedings within three business days. This proves to be challenging when the Clerks are in court all day and do not have the necessary time away from the courtroom to complete their minute entries. At times, Clerks are not taking their daily breaks and they are working under undue pressure to meet the three day deadline. Working in these conditions could lead to low morale as well as impact the quality of a minute entry. The departmental Manager and Lead clerk have had to assist the Clerks by attending hearings on their behalf or processing the paperwork which then prevents them from completing their own administrative duties.

Due to the challenges, the Manager and Lead Clerk were able to streamline processes, identify and reformat templates to assist the Clerks in completing their minute entries in a timelier manner. With the assistance from our IT department an automated program was created to distribute minute entries more efficiently. At the end of August 2010 our office will receive an updated version of the case management system which is expected to eliminate some of difficulties the Clerks encounter in producing their minute entries.

With these improvements in place, we forecast that the department will be able to meet or exceed the annual target by completing and distributing accurate minute entries to our customers within three business days.

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CLERK OF THE SUPERIOR COURT

Case Information Services Program

Court Records Management Activity

KR % of records request responses provided within 3 business days

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%	0.00%	0.00%	0.00%	100.00%	98.00%	100.00%	100.00%	100.00%	100.00%

For fiscal year 2009-2010 the Active File Center exceeded their annual target by 5% and decreased requests response time to 24 hours.

The department was able to meet this goal due to knowledgeable, seasoned staff and the support of staff from other departments to ensure standards were being met. No breaks taken by management and alternating staff schedules to work Saturday shifts to accomplish other priority duties while not exceeding 40 hours a week.

Challenges and Solution:

- Two additional commissioners were added to the judge's pool creating an increase of duties to meet the demands involved with reassigning court scheduled hearings and disturbing court case files for these hearings while continuing to ensure accuracy and timeliness.
- Working in a shared workspace was identified in order to increase productivity along with a need to re-organize the department in order to provide permanent work stations and dedicated terminals for each staff member and one terminal dedicated to interdepartmental staff that required the use of a terminal when in the Active File Center. This enabled staff to work more efficiently with fewer interruptions.

However due to the loss of one staff member in the month of June continued support of staff from other departments will be needed. If support is not available we project the set standard of responding to requests within 3 business days will be met. The vacant position is scheduled to be filled in July. At the end of the three month new hire training period, October 2010, we project that we will be able to stabilize productivity and begin to once again exceed our fiscal year 2010-2011 target and decreased requests response time to 24 hours.

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Customer Service and Reporting Activity

KR % of self- represented litigant forms and instructions available on-line

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
70.00%	0.00%	0.00%	0.00%	0.00%	50.76%	55.00%	100.00%	51.00%	50.90%	51.00%

By the end of the fiscal year 2009-2010 168 (56%) of self represented litigant forms and instructions were available on line. Staffing the Florence office has been a challenge in both quarters due to a need to maintain sufficient staffing in the satellite offices to meet the demand of those extended areas. The department manager has stepped in to fill the role of a customer service employee to continue to provide the public with timely daily operations and service at the customer counter. We identified a need for all customer service staff to receive specialized training which began in the fourth quarter. Upon completion of this specialized training (September 2010) additional customer service staff will be qualified to provide assistance in the satellite offices. We anticipate this will greatly impact our ability to achieve or exceed our goal of 70% of all self represented litigant forms and instructions to be made available online by the end of Fiscal Year 2010-2011.

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CLERK OF THE SUPERIOR COURT

Family Support Services Program

Family Support Services Activity

KR % of orders of assignments processed within 2 business days from receipt

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
99.00%	0.00%	0.00%	0.00%	0.00%	100.00%	99.00%	99.64%	99.00%	99.78%	99.00%

For fiscal year 2010, we began reporting MFR numbers beginning in February, 2010. For these months 99.67% of the 925 Order of Assignment processed were within the mandated time frame of two (2) business days of receipt.

This can be attributed to the prioritization of staff, sufficient resources and the established tracking/recording methods of the department. In the upcoming fiscal year the current processes and resources available should ensure sustained success for this goal.

The current year end estimate for the upcoming fiscal year is 100% base on the 4th quarter FY2010 data (Average 99.67% per month).

Based on trend it is projected that we will have an average of 181 Orders of Assignment per month (2168 annually) for FY2011. It is estimated that the current year end estimate will be 100% of the Order of Assignment processed will be within the mandated time frame of two (2) business days of receipt.

Jury Administration Program

Jury Administration Activity

KR % of juror payments provided at completion of jury service

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
75.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

The Jury department was successful in exceeding the set target and reimbursed Jurors for their mileage, to and from the courthouse, on their first day of service 100% of the time. 1,323 Jurors received payment on the same day they completed their first day of service in hopes to offset any inconvenience while performing their jury duty. This success is attributed to adhering to procedures and the staff's determination to ensure the process was completed.

There were challenges of faulty check signing equipment and coordination of necessary staff in the check signing process, however, staff was diligent and ensured this was their number one priority as well as understanding the importance of Jurors receiving their reimbursement on the same date.

Since an effective procedure is in place, and it is consistently followed by the staff, we will have minimal barriers in continuing to reimburse Jurors their mileage on their first day of service.

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CLERK OF THE SUPERIOR COURT

Operating Support Program

Information Technology Activity

KR % of hardware resolutions solved within established timeframes

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
75.00%	0.00%	0.00%	0.00%	0.00%	100.00%	85.00%	97.83%	85.00%	98.72%	85.00%

The Information Technology department exceeded the set standard and ensured hardware resolutions were resolved within the established time frame 98% of the time. Staff was successful because of their skills, knowledge of hardware utilized within the office and most significantly, the development of an internal computer program used to input, monitor and track computer hardware issues and resolution.

When dealing with hardware and technology there will be obstacles and challenges to maintain hardware operations 100% of the time. The Supreme Court has possession of the servers and controls the access to the network where our case management system is located. There may be instances when the operations of specific hardware are out of internal staff's control and we rely solely on assistance from Supreme Court. When faced with these challenges, internal staff works closely with the Supreme Court to resolve any hardware issues.

With the continued use of the internal computer program to track hardware issues, along with staff's knowledge of the hardware located within the office, staff will continue to meet the target, to ensure optimum hardware functionality within the office so Clerk staff can perform and provide services to court users.

** Note. No statistics were reported in the first and second quarter (July 2009 – January 2010) of fiscal year 2009-2010. Annual Targets were based on 12 months reporting. Actual totals will only reflect February – June 2010 statistical reporting.

KR % of software application resolutions provided within established timeframes

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
80.00%	0.00%	0.00%	0.00%	0.00%	97.14%	90.00%	100.00%	90.00%	98.70%	90.00%

The Information Technology department exceeded the set standard and ensured software resolutions were resolved within the established time frame 98.7% of the time. Staff was successful because of their skills, knowledge of software utilized within the office and most significantly, the development of an internal computer program used to input, monitor and track computer hardware issues and resolution.

When dealing with computer software and technology there will be obstacles and challenges to maintain software operations 100% of the time. The main challenge internal staff encountered is dealing with the new case management system software implemented statewide by the Supreme Court. Unfortunately the software does not have full functionality and advanced technical training, including the detailed explanation of the tables within the software, was not provided at the time of implementation. There are instances when components of the case management system software do not operate correctly and internal staff has no control until issue is corrected by the vendor and a new release is installed. When faced with these challenges, internal staff works closely with staff from the Supreme Court to resolve any software issues.

With the continued use of the internal computer program to track software issues, along with staff's knowledge of the hardware located within the office, staff will continue to meet the target and ensure optimum software functionality within the office so Clerk staff can perform and provide services to court users.

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KR % uptime of local network

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
99.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	99.50%	100.00%	99.70%	100.00%

The Information Technology department met their target and had the local network operating 99% of the time. A major contributing factor in maintaining such a high target was the completion of the new server room this fiscal year. The new server room ensured all equipment and servers were stored at the appropriate temperature and in a sustainable environment.

There were a few hardware failures during the last two months of the fiscal year and were a direct result of aging, out dated equipment. During this equipment failure, staff was able to resolve the issue quickly by recovering the necessary data from the backups the department maintains. Appropriate planning and budgetary allocations will occur during the next fiscal year to replace the outdated equipment to prevent any network issues.

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CLERK OF THE SUPERIOR COURT

Administrative

Department Director

KR % of Key Results achieved

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%	72.62%	73.00%	72.62%	73.00%

The Clerk of Superior Court began reporting their key results in February 2010. During this short time the office successfully exceeded the set targets in each of the following areas:

- 25% increase over target in the Jury department for juror payments provided when repairs to a machine improved time to processing.
- 19 % -24% increases over target in the Information Technology department increasing time to resolve computer issues ensuring the network was functional so court case information would continue to be processed timely.
- 6% increase over target in the Customer Service department for total new court cases filed timely.
- 7% increase over target in the Active file Center for auditing court case files to make sure they are complete and accurate prior to scheduled hearings.
- 3% increase over target in the Court Room Clerk's department for timely processing and distribution of court case minutes.
- 5% increase over target in the Active File Center on timely responses to court case file and information response and distribution.
- Target met in the Child Support department for the timely processing of Orders of Assignments.

Just as all County Departments encountered, we also experienced various challenges during the fiscal year. Not only economically (staff shortages, budget constraints and increased workload) but technology wise as well.

A major impact to the Clerk's offices processes and ability to provide services to court users in an efficient and timely manner was interrupted due to the implementation of the Supreme Court's mandated state wide case management system. As one of the largest, technological advanced, rural counties we had automated programs and processes in place to streamline, integrate and automate necessary court data. Unfortunately the implementation of the new case management system, (learning curve, conversion of data and they system not having 100% functionality) hindered our ability to operate and provide services as we normally did. Management and staff worked long hours to complete, and provide mandated services without the assistance of the technology we were accustomed to.

Two additional commissioners were added to the judge's pool creating an increase of duties to meet the demands involved with reassigning court scheduled hearings and disturbing court case files for these hearings while continuing to ensure accuracy and timeliness.

The office has identified and implemented new processes and procedures to achieve all key results in the next fiscal year. We have begun to fill vacant positions and perform the necessary training to provide employees with the skills and information to perform their job. We are working closely with the Supreme Court, other Counties and the software vendor to develop, improve and correct functionality within the case management system. Staff has developed systems to automate processes and we have also indentified processes in departments needing improvement to complete the workload and provide the necessary services to the court users with the limited resources we have available.

We forecast that we will begin to see an increase in program results by the second quarter of fiscal year 2010-2011 resulting in providing our customers with timely and accurate court case information and case processing services.

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CLERK OF THE SUPERIOR COURT

Administrative

Department Director

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

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	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%

No formal surveys were distributed from the Clerk's office during the time period of February 2010 through June 2010. Short surveys are issued to prospective jurors at the end of the orientation process and customer comment cards are available in all offices, e-mails and phone calls are received on a daily basis recognizing the services provided by Clerk staff.

- The average annual ratings from 1 through 10, 10 being the best, for comment cards collected in the Clerk's office in fiscal year 2009-2010 are 88% for ratings 9 and above.
- The average annual ratings based on excellent, good, fair, poor and blank selections are 95% for combined ratings of good(32%) and excellent (62%).

The Clerk of Superior Court is currently in the process of mailing out a bi-annual survey and the first mailing will occur in October 2010. All findings will be posted on the Clerk of Superior Court's website

The Pinal County, Arizona 2010 Resident Survey posted June 16, 2010 is the most current survey available and lists the Courts as an entire department which includes all municipalities, the Superior Court judge's offices as well as the Clerk of Superior Court's office.

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Financial Services

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

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	0.00%	0.00%	0.00%	0.00%	100.00%	90.00%	100.00%	100.00%	100.00%	100.00%

For fiscal year 2010, we began reporting MFR numbers beginning in March, 2010. For these months 100% of the 139 payment authorizations (requisitions) were received into the computer system within two (2) business days. This can be attributed to the change in internal processes ensuring that received goods are entered in the computer system as soon as they are received.

In the upcoming fiscal year the current processes and resources available should ensure sustained success for this goal. It is estimated that we will have an average of 40 requisitions per month (483 annually) for FY2011. It is estimated that the current year end estimate will be 100% of the payment authorizations (requisitions) will be received into the computer system within three (3) business days.

Human Resources

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

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

The total number of performance appraisals submitted to Human Resources by January 31, 2010 was 82. We originally had a target of 90 performance appraisals but due to employee turnover, eight employees were on probation (probationary status does not require an annual performance appraisal).

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CLERK OF THE SUPERIOR COURT

Administrative

Records Management

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

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	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%	100.00%	100.00%	100.00%

Of the two Pinal County record series on file, both are within the legal & policy requirements determined by the Arizona State Library of Archives in terms of retention schedule. It has come to our attention that we also need to be reporting the Arizona Supreme Court retention requirements. Beginning FY 10-11 we will determine the accurate figure and begin reporting this information monthly.
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Training

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

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	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%

FY 2009-2010

This fiscal year 100% of training dollars spent directly aligned to our department's strategic goals.

Vehicle Management

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

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%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%

The Clerk's Office has two assigned vehicles:

Vehicle #1 is a campus vehicle (mileage usage under 10,000 miles)

Vehicle #2 is on target and is currently being operated more than 10,000 miles per year.

In a regular business day the use of our two vehicles are as follows;

A.M. – Mail Run, offsite trainings, securing computer backup tapes at our offsite storage in Casa Grande, routine audits at all three satellite locations.

PM - Treasures Office for daily business, Grand Jury Hearings, mail run, business related meetings and or trainings, securing computer backup tapes at our offsite storage in Casa Grande, routine audits at all three satellite locations.

The availability of both vehicles is necessary to fulfill the demands of our mandated processes.

KR % of department vehicles with preventative maintenance performed as scheduled

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%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Both of our vehicles have received the required routine maintenance, repairs and safety recall service as needed.

Keeping on schedule has been a challenge as our local Florence repair shop is no longer in business; we are now required to drive the vehicles to Coolidge or Casa Grande for the required maintenance schedule. The extra mileage and wait time has proven to be costly to our department.