

# Pinal County - Managing For Results

## Annual Report

### FY 2009-2010

#### CLERK OF THE BOARD

#### Customer Service Management Program

##### Customer Service Activity

KR % of all customer service requests will be completed within 3 working days of the request

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
50.00%	86.49%	50.00%	95.54%	95.00%	94.06%	95.00%	98.79%	100.00%	95.80%	100.00%

The Clerk of the Board's Office customers range from citizens, internal staff, Directors, Assistant County Managers, County Manager, to Elected Officials. Requests in our office consist of but are not limited to retrieving records, routing calls, answering inquiries, research for others, Processing Board of Equalization petitions, and assistance with agenda items. Working closely with each other and communicating requests amongst the entire department has allowed our office to perform timely completion of requests at a very high percentage.

##### Information Activity

KR % of appointed Boards and Commissions will receive initial and ongoing statute and ordinance specific training

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
25.00%	0.00%	25.00%	0.00%	25.00%	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%

Boards and Commissions are a group of citizens who can volunteer to be appointed by the Board of Supervisors to oversee areas of county government as prescribed by statute, county ordinance, or policy. The Clerk of the Board's office is to provide Open Meeting Law training to those members who would like to attend. This educates the members on the proper procedures to ensure the public is notified of upcoming meetings and projects affecting their area. This particular project was not completed this year due to time restraints. The goal of our office is to have a bi-annual training schedule available by 2012.

KR % of lawsuits routed to appropriate departments within 48 hours of receipt

	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%*	96.15%	100.00%	94.64%	100.00%	100.00%	100.00%	100.00%	100.00%	97.20%	100.00%

The Clerk of the Board's Office is responsible for logging and routing lawsuits involving any individual in their capacity as a Pinal County employee or Elected Official. The office policy is to route these lawsuits to the County Attorney's office within 24 hours of receipt as many of the lawsuits have timely deadlines. This allows the County Attorney and parties involved to properly prepare for a case. Because we are aware of the legal impact, we will continue to process and route lawsuits immediately upon receipt.

##### Meeting Management Activity

KR % of departments that have employees with updated NOVUS training.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
50.00%	0.00%	50.00%	4.76%	50.00%	6.98%	25.00%	4.76%	4.76%	3.88%	4.76%

NOVUS is the County's electronic agenda system. All items appearing on a Board of Supervisors agenda must go through the electronic approval process. Our office is responsible for producing a final agenda which involves correcting, approving, and ordering all of the agenda items for every department in the County. It has been our experience over FY09/10, that many errors and missed deadlines occurred due to a lack of knowledge. We recently began sending email reminders of Board meeting dates so that departments are aware of upcoming deadlines. This seems to have improved the percentage of items submitted to our office by the deadline. If departments are trained, this will improve their knowledge and increase the number of properly submitted agenda items, thus avoiding delays in posting the agenda on our website where it is accessible by the public. We have scheduled training to begin in November of 2010.

# CLERK OF THE BOARD

## Customer Service Management Program

### Meeting Management Activity

KR % of the BOS supporting documents/attachments to the agenda (excluding supplemental items) will be electronically available 48 hours prior to the BOS meeting.

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

Supporting Documents are all the documentation the Board of Supervisors see when conducting a Board Meeting. It is important that we provide transparency to Pinal County citizens by making all documents easily accessible. Our NOVUS agenda program is directly connected to our web which enables us to post documents attached to each agenda item. We will continue to perform at 100% although this measure will not be reported on in the next fiscal year. We have standardized a procedure for maintaining this level of service.

## Administrative

### Department Director

KR % of applicable Key Results achieved

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
100.00%	50.00%	100.00%	66.67%	100.00%	50.00%	50.00%	62.50%	62.50%	62.50%	62.50%

Of the 13 key results, 3 were not applicable to our department. Of the 10 that were, we achieved 7. The 3 key results not achieved this fiscal year were Records Management, NOVUS Agenda Training, Boards & Commissions Training. A Plan, as described in the pertinent areas of this report, has been put in place to achieve these goals within time frame specified.

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%	75.00%	0.00%	75.00%	0.00%	75.00%	90.00%	90.00%	7.53%	90.00%

We surveyed all NOVUS Agenda users throughout the county departments. Not all responded, but of the 20 that did, 90% reported that they were satisfied or very satisfied with services provided by the Clerk of the Board's office. Because the numbers were not correctly input into the system, the 7.53% Actual report is not accurate.

## Financial Services

KR % of non-construction payment authorizations (purchase orders) 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						
90.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Our office orders very few goods using a purchase order. However, when we do, it is received in our system at the time of delivery to ensure our department is working within our budget. It also prevents accumulating unpaid charges to vendors.

## Human Resources

KR % of all annual 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%	100.00%	33.33%	100.00%	100.00%	2.00%	0.00%	100.00%	12.50%	100.00%

For FY09/10 only one annual appraisal was required and it was submitted by the deadline. We have since filled a vacant position and will be required to submit 2 in FY10/11. We anticipate the appraisals will be submitted on time once again.

# CLERK OF THE BOARD

## Administrative

### Records Management

KR % of record series 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						
100.00%	0.00%	100.00%	9.09%	100.00%	9.09%	100.00%	9.09%	9.09%	9.09%	9.09%

The Clerk of the Board's office is the keeper off all official records pertaining to items approved by the Board of Supervisors along with various other records from across county departments. Although each and every record is currently housed in our vault, the organization of those records are in need of improvement. Sufficient time was not dedicated to this project in FY09/10. However, as other areas are now standardized, we have the time to make this project a top priority for our department. We anticipate to be at 100% by the end of June, 2011.

### 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						
85.00%	0.00%	85.00%	0.00%	85.00%	0.00%	85.00%	0.00%	100.00%	0.00%	100.00%

Although a minimal amount of budget dollars were allocated to outside training, our department did not spend any outside training dollars this fiscal year

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

This is a non-applicable measure.

KR % of department vehicles with preventative maintenance performed as scheduled

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

This is a non-applicable measure.