

Pinal County - Managing For Results

Annual Report

FY 2009-2010

ELECTIONS

Voting Program

Candidate Nomination Petition and Application Activity

KR % of applicants that meet signature and filing deadline requirements

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
97.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	100.00%	100.00%	100.00%	100.00%

During the fiscal year there were 265 applicants met the signature and filing deadline requirements , the current year end estimate is set to 100.00% because candidates have to meet the requirements to have their name place on the ballot; these filings were for the 2010 August Primary and November General Elections.

Election Worker Activity

KR % of precincts that have a wait time of one hour or less

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%

This is an annual measure to be reported in the month of June, as major elections are not held monthly. The CYEE will be set to 0 for this fiscal year, a wait time at the polls survey will not be conducted until the 2010 General Election in November.

Public Information Activity

KR % of information requests completed in one business day or less.

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%	100.00%	100.00%	99.77%	100.00%	100.00%	100.00%	100.00%	100.00%	99.97%	100.00%

During the fiscal year we've completed 100% of information requests in one business day or less. Because this measure is so broad we have change the wording for this measures for the 10/11 fiscal year to records request completed in one business day or less. By doing this we think we can better gauge this result measure, and it will help us maintain our records and provide records to our customers in a timely manner.

Voter Activity

KR % increase in voter turnout for Presidential elections from 72% to 75%

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
4.00%*	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

This measure will be reported in the year of a Presidential Election. The CYEE can not be adjusted until the same year.

ELECTIONS

Administrative

Department Director

KR % of applicable Key Results achieved

	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%	40.00%	40.00%	50.00%	40.00%	100.00%	80.00%	100.00%	80.00%	67.92%	80.00%

During the fiscal year the number of applicable key results achieved fluctuated. In the beginning of the fiscal year the way to calculate key results achieved was if they were applicable for that month. Throughout the fiscal year we were tied down to some key results that weren't applicable for the entire year. We were also tied down to some key results that occurred on quarterly bases.

With that being said 2 of our applicable key results were consistent from month to month. 100% of public information requests were completed in one business day or less and all payment authorizations were entered into the system within three business days of receipt of goods.

Key results that were applicable on quarterly bases include; 92% of customers surveyed were satisfied or very satisfied with the services we provide and 100% of department vehicles with preventative maintenance performed as scheduled. When these key results were applicable we generally performed above the annual target.

The one-time per year key results we did really well on included; 100% of all annual employee appraisals will be submitted to Human Resources by the end of January due date, 100% of training dollars spent that directly align to County or Department strategic goals, 50% of department vehicles operated more than 10,000 miles per year and 100% of applicants that meet signature and filing deadline requirements. We struggle with % of department vehicles operated more than 10,000 miles per year because 2 of are vehicles are mostly used to carry equipment during election time.

Records series managed in compliance with legal and policy requirements as determined by the Arizona State Library, Archives and Public Records continues to be a challenge, even more now due to the calling of a Statewide Election in May. We are still compiling the data to see how many record series we actually have, but with the candidate filling period and the upcoming Primary Election in August it has become impossible to divert the time and man power to complete this measure. We had anticipated to have all record series in compliance by the end of the fiscal year, but will be pushing this forward into the next fiscal year.

Key results that were not applicable for the entire year included; % of precincts that have a wait time of one hour or less and % increase in voter turnout for Presidential Elections from 72% to 75%. These key results have been taken out of our SBP for fiscal year 10-11, which takes effect in July.

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	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
75.00%	0.00%	75.00%	83.33%	83.00%	100.00%	92.00%	100.00%	92.00%	93.75%	92.00%

During the fiscal year the Elections department sent out a customer service survey to 15 jurisdictions who stated they were satisfied or very satisfied with the departments services. These surveys were sent out after the November, March and May Elections. We will continue to provide our customers with the best service possible. The CYEE will be set to 92%.

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%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

During the fiscal year we entered 33 requisitions into the system within three business days of receipt of goods, we plan to continue entering requisitions into the system within three business days of receipt of goods
The CYEE will continue to remain at 100%.

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%	100.00%	0.00%	100.00%	33.33%	100.00%	0.00%	100.00%	9.09%	100.00%

During this fiscal year, 100% of all employee appraisals were submitted to Human Resources, we will continue to submit employee appraisals by the due date therefore we will keep our CYEE at 100%.

ELECTIONS

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

During the year the Elections Department had zero records series managed in compliance with legal and policy requirements as determined by the Arizona State Library, Archives and Public Records. During the first part of the year we had to wait for the Library of Archives to finalize a retention schedule that all Elections Departments around the state could agree on. Along with the calling of a Statewide Election in May, the candidate filing period and the Primary Election being moved up to August 24th and the sorting through the years of records stored in multiple locations has made this measurement unattainable for this fiscal year. However we have started to sort through some of the old files stored at the Elections Department and various storage locations. We had anticipated to have all record series in compliance by the end of the fiscal year, but unfortunately this will have to get pushed forward into the next fiscal. Our CYEE will remain at 0.

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%

During the fiscal year \$2901.23 was spent to attend Election Officers Recertification in October and November, Election Officials Association meetings in April and June also to attend some MFR training. Training dollars was spent because MFR training, Election officers recertification and EOA meetings directly aligns to County or Department strategic goals. We will continue to spend training dollars on training that directly aligns to county and department 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						
95.00%	0.00%	50.00%	0.00%	50.00%	0.00%	50.00%	50.00%	50.00%	50.00%	50.00%

During the last fiscal year we operated two vehicles more then 10,000 miles per year. These two vehicles are used for day to day operations of the elections department. The other two vehicles that will be driven less then 10,000 miles per year will be used for the delivery of election supplies for up coming elections and storing election equement in between elections this is why our CYEE is at 50%. With only 4 vehicles in the department it will be very difficult to hit the 95% annual target

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%	33.33%	100.00%	33.33%	100.00%	16.67%	100.00%

During the fiscal year 4 out of 4 vehicles were scheduled for preventative maintenance, Our preventative maintenance schedule is setup for us to have preventative maintenance done on the 4 elections vehicles once a quarter. By abiding to this schedule it has allow the Elections Department to acheive its CYEE of 100%. It has also help us to exceed the annual target of 95%