

Pinal County - Managing For Results

Annual Report

FY 2009-2010

RECORDER

Recording Program

Recorded Document Activity

KR % of requested information will be provided within 8 hours

	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%	98.58%	90.00%	94.46%	99.00%	95.69%	95.00%	105.76%	95.19%	98.46%	95.19%

For the past fiscal year we have been tracking the quantity of information requests received in our offices. We have had 1,324 requests. Only 52 of those were not responded to within the 8 hours, 50 coming in via e-mail, voicemail and fax after business hours and two were large copy requests for maps that came in while the map machine was down for repairs. Of those 50 copy or information requests they were sent out the following business day and the large map order requests were sent out within three days of the request

Recording Administration Activity

KR Recording Accounts below the required account balance invoiced within 16 hours

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

We have been able to meet our goal this fiscal year of invoicing accounts with 16 hours of them falling below their minimum required balance. Accounts needing to be invoiced continue to decrease due to the availability to submit recordings thru a Third Party (Simplifile and Ingeo), elevating the need to bill these customers.

Voter Services Program

Early Voting Activity

KR Early ballots returned are processed by deadline

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

This measure will always be met since by statute all early ballot returns must be processed. Overall, there were 43575 ballots returned and processed by deadline .

Voter Registration Activity

KR % of Voter Identification cards distributed within 10 days of receipt of registration forms

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

Registration cards will always be distributed within 10 days as mandated by statute, thereby meeting our annual target. This year voter registration distributed 32679 voter identification cards.

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
95.00%	97.22%	100.00%	100.00%	100.00%	96.88%	100.00%	100.00%	100.00%	98.57%	100.00%

The Recorder's Office staff remains dedicated to the philosophy of "working for the customer" as they tend to their duties. The key results reflect that as all categories are in the highest percentile of accomplishments. If the "team" is getting bogged down in their work, others step in to assist with a goal to ensure staff is not over-worked causing contagious attitude issues that can be given to the customers.

RECORDER

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	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
85.00%	98.43%	95.00%	99.15%	95.00%	102.06%	100.00%	99.14%	98.85%	99.39%	98.85%

99.1% of 2556 ratings received during the fiscal year of 2009-2010 were satisfied or very satisfied with the level of customer service they received in the Pinal Co. Recorder's Office

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%	95.00%	100.00%	95.00%	100.00%	95.00%

Recorder's Office processed 131 purchase orders for fiscal year 2009-2010. 100% of these orders were received online within 3 days per Finance procedures.

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	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
98.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%

We have a total of 26 staff on payroll. One staff works in IT Dept, so IT will prepare her review. We will be doing new eval process with 25 staff during the month of July for the beginning of the 2010-2011 fiscal year.

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

All three Recorder's offices are in 100% compliance with Co Policies and AZ State Library Archives & Retention schedule. We shredded an annual total of 125 cubic feet of paper for fiscal year 2009-2010.

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%	85.00%	100.00%	85.00%	105.88%	85.00%	111.11%	85.00%	105.77%	85.00%

100% of the training given to Recorder staff between July 2009 and June 2010 aligns with County or Department goals. Some training was required by statute such as Election Certification Training for Voter Registration and Recorder management staff. Other training was for improving personal confidence and skill levels for the employee regarding their discharge of job duties.

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	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
95.00%	50.00%	95.00%	50.00%	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Recorder's office has one vehicle driven 10,000 miles or more each year. Our other vehicle is primarily used for small in-town trips

RECORDER

Administrative

Vehicle Management

^{KR} % of department vehicles with preventative maintenance performed as scheduled

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
95.00%	100.00%	95.00%	100.00%	95.00%	33.33%	100.00%	66.67%	100.00%	75.00%	100.00%

Both vehicles for the Recorder's Office have had routine maintenance up-to-date all year.