

# Pinal County - Managing For Results

## Annual Report

### FY 2009-2010

#### RISK MANAGEMENT

##### Loss Control

###### Training and Education

KR % increase in the number of employees who complete a safety course/session

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
50.00%	379.67%	50.00%	317.53%	50.00%	588.79%	50.00%	-47.10%	75.00%	128.20%	75.00%

Demand for safety training has far exceeded expectations. Accordingly, we exceeded our annual estimate of a 50 percent increase in the number of employees who complete a safety course. The focus of training included:

1. Defensive Driving,
2. Respirator Protection,
2. Blood-borne Pathogens, and
3. Hazard Communications.

Our Risk Management Specialist earned certifications from the National Safety Council as an instructor in First-Aid/CPR and Defensive Driving. We think increased safety training has resulted in a heightened awareness of safety and fewer industrial injuries. We intend to continue providing as much safety training as resources will allow.

###### Loss Control and Safety Compliance

KR % reduction in auto accident rate from prior three years to current year

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%	100.00%	5.00%	100.00%	5.00%	100.00%	0.00%	67.11%	0.00%	91.78%	0.00%

Fifty-six auto accidents occurred this fiscal year. The auto accident rate was 2.2617 per 100 employees which represents a reduction of 1.3349 percent of the average accident rate over the preceding three years.

We are monitoring vehicle speed via GPS units placed in vehicles of departments that have experienced extraordinary accident frequency. We are also meeting quarterly with management of such departments in order to analyze the root causes of accidents and reduce frequency.

KR % reduction in employee accident rate from calendar 2009 to 2010

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
2.00%	100.00%	2.00%	100.00%	6.00%	7.52%	7.52%	7.52%	7.52%	53.76%	7.52%

We experienced 86 recordable industrial injuries during calendar 2009. The incident rate for calendar 2008 was 3.8791 per 100 employees. The incident rate for calendar 2009 was 3.5874. This represents a reduction in recordable injuries and illnesses of 7.52 percent. This accomplishment has exceeded our goal of a two-percent reduction during the year ended December 31, 2009. In our opinion, the safety culture at Pinal County is changing as a result of a substantial increase in employee safety training. We intend to increase employee safety training as much as time and budget will allow in order to keep the annual accident rate below 4 per 100 employees.

# RISK MANAGEMENT

## 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%	50.00%	100.00%	70.00%	100.00%	80.00%	100.00%	80.00%	100.00%

Key results achieved:

- 7.2 percent reduction in employee accident rate from end of calendar 2008 to 2009 [(2009 accident rate / 2008 accident rate) -1]. This accomplishment has exceeded our goal of a 2 percent reduction during the year ended December 31, 2009.
- 100 percent of all employee appraisals were submitted to Human Resources by the end of January 2010.
- 100 percent of training directly aligned to strategic goals.
- 100 percent of department vehicles have received appropriate preventative maintenance;
- 100 percent of non-construction payment authorizations were entered into the AS400 system within three business days of receipt of goods or services;
- 100 percent of surveyed customers reported they were satisfied or very satisfied with services provided by Risk Management;
- 100 percent of record series were managed in compliance with federal and state regulations and in accordance with the requirements of the Arizona State Library of Archives.
- 20% increase in the number of safety training courses successfully completed by individual employees

Risk Management Department operates one special purpose vehicle. It was driven approximately 8,000 miles this fiscal year. The vehicle is exempt from the requirement that it be operated over 10,000 miles a year.

Our automobile accident rate was reduced 1.33 percent versus our goal of 5 percent of the average auto accident rate of the preceding three years. We are monitoring vehicle speed via GPS units placed in vehicles of departments that have experienced extraordinary accident frequency. We are also meeting quarterly with management of such departments in order to analyze the root causes and reduce frequency.

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%	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%

666 surveys were distributed; 98 were returned. 82 surveys indicated very satisfied; 16 indicated satisfied.

## 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%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%

Generally, products and services are received on the AS400 system the day such products are physically received or the day services are completed.

## 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%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

All appraisals were submitted in January. This is an annual measurement reported only for January. Interim appraisals were completed in April for all employees.

## 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%

100 percent of record series have been and will continue to be managed in compliance with state and federal regulations and in accordance with requirements of the Arizona State Library of Archives.

# RISK MANAGEMENT

## Administrative

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

Total training cost was approximately \$3349. The Risk Manager attended training meetings of the American Society of Safety Engineers and the Public Risk and Insurance Management Association as well as a free seminar on managing industrial injuries involving long-term disabilities sponsored by Corvel Corporation, which aligned with strategic goals 1) to decrease property and liability loss frequency and 2) reduce workers' compensation expense. The Risk Management Specialist was certified as a DD-4 Defensive Driving Instructor by the National Safety Council.

### 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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

The only vehicle operated by Risk Management is a special purpose vehicle exempt from the objective of being operated more than 10,000 per year. This vehicle was operated about 8,000 miles during the fiscal year.

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

All preventative maintenance performed in accordance with manufacturer recommendations. Tires are checked for air pressure and tread depth weekly.