

Pinal County - Managing For Results

Annual Report

FY 2009-2010

TREASURER

Treasurer's Office Program

Banking and Accounting Activity

KR % increase in the number of deposits made electronically

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
5.00%	0.00%	5.00%	0.00%	5.00%	0.00%	4.00%	0.00%	0.00%	0.00%	0.00%

373 electronic deposits made this fiscal year with good positive interest from other departments and districts. We had implementation issues at the start but have worked through installation and startup problems. We anticipate increase in numbers with implementation of the new web-based Treasurer's system still in development stage.

Several districts began participating and currently scan deposits daily. One department with three separate offices will be completely functional by July 2010.

Tax Collection Activity

KR % of tax dollars will be collected on or before the statutory due date

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
95.00%	0.00%	95.00%	52.73%	95.00%	60.59%	95.00%	94.61%	94.61%	94.61%	94.61%

We had fully expected to meet the target of 95% of taxes collected by the end of the fiscal year, however the department experienced layoffs of full-time and seasonal employees who assist in processing taxes. Although staff worked tirelessly each day it was not enough to get the mail processed by the statutory due dates. There were anywhere from 12 – 15 trays of unprocessed payments that resulted in a delay of availability of funds. This measurement has been removed from the Treasurer SBP and replaced with a measurement that aligns more with the Treasurer overall strategic goals.

Tax Lien Sale Activity

KR % of tax liens sold on the sale date

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
57.00%	0.00%	57.00%	0.00%	57.00%	31.03%	57.00%	0.00%	31.03%	31.03%	31.03%

The 2010 Tax Lien Sale reflects twice the number of parcels advertised than in 2009. Of 12,227 available tax liens on the date of the sale, 3,794 liens were sold bring in \$7.9 million in tax revenue. We anticipated 57% of the tax liens to be sold on the date of sale. Due to the economy, only 31% of the tax liens were sold, leaving a deficit of 69% of tax liens on the delinquent tax roll.

Treasurer's Software Support Activity

KR % of the new system* will be designed by the end of 2009 * New Treasurer's application will be a web-based platform with enhanced capabilities including easier access to data for Treasurer's Office customers

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
30.00%	0.00%	30.00%	35.00%	35.00%	35.00%		35.00%	35.00%	35.00%	35.00%

TREASURER

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%	100.00%	100.00%	66.67%	100.00%	100.00%	100.00%	85.69%	85.69%	85.69%	85.69%

The economy in Pinal County is no different than any other county/state, in that we have seen an increase in foreclosures in the last year. This coupled with a loss of jobs for many residents has effected the property tax collections. Although tax collections are at nearly 95% - the number of parcels added to the tax roll increased significantly. The 2010 Tax Lien Sale reflects twice the number of parcels advertised than in 2009. Of 12,227 tax liens available on the date of the sale, 3,794 liens were sold bringing in \$7.9 million in tax revenue. We anticipate this trend to continue through the end of 2010 which will affect the tax collections for another year.

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%	0.00%	75.00%	71.79%	75.00%	88.24%	90.00%	72.73%	76.12%	76.12%	76.12%

Customer satisfaction results from a better understanding of the process and statutes that guide property tax assessment/collection. The Treasurer will continue to offer training to employees for responding to frequently asked questions to provide a higher level of satisfaction for our customers.

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%	90.00%	100.00%	100.00%	100.00%	100.00%

The Treasurer has entered a total of 17 qualifying requisitions during the 09-10 FY. We originally anticipated 25 for the year, however there were two major factors surrounding the decrease in requisitions that we entered during year. First, Finance changed the rules for qualifying requisitions. Blanket po's and vendors supplying a service would not qualify. Second, we acquired a purchase card. This information is kept on a monthly spreadsheet maintained on the shared drive and verified by a report provided by the Finance Department.

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

This is annual measurement that was reported in January. We have 12 employee in our payroll, however only 11 employees qualify for this program as one employee is the elected official. The CEE will remain at 100% and do not anticipate any difficulties in doing so.

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%

The Treasurer's office routinely complies with the Arizona Department of Library & Archives retention schedule. We maintain 9 record series, and do not anticipate any difficulties in continuing to meet the 100% CYEE in the 10-11 FY.

TREASURER

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

During the 09 -10 FY a total of \$5,084.46 was spent on training however this was not at the expense of the Treasurer's operating budget, all cost was arived by using aTreasurerer employee salary average. All training received directly aligns with the County and department strategic goals and has been documented within the shared drive.

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%

This vehicle is defined as a "campus vehicle" and not required to be measured.

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%

When the FY began, the Treasurers office was in possession of two vehicles. We turned in the Canyon pick-up to Fleet and kept the Chevy Tahoe however we discovered that we could not afford new tires and the maintenance of the Tahoe and therefore turned it in and requested the Canyon pick-up back in order to stay within budget. During the time the Canyon pick-up was in Fleet's possession, they had completly serviced the the truck. In the month of February the Treasurers' vehicle had an oil change and filter change, lubrication, multi point inspection and low beam light replacement recommendation. During the month of March the recommended low beam replacement was performed. The total cost over the year was \$48.55 .