

Pinal County - Managing For Results
Annual Report
FY 2010-2011

BOARD OF SUPERVISOR PUBLIC SUPPORT DEPARTMENT DIST 1

Board of Supervisor Public Support Program

Board of Supervisor Public Support Activity

KR % of customers inquiring by phone that get the information they requested

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	96.45%	90.00%	97.79%	90.00%	100.00%	90.00%	99.02%	90.00%	98.47%	90.00%

This year we had a total of 2841 customers receive the information they requested by phone.

KR % of meetings scheduled in 24 hours of request

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
90.00%	87.88%	90.00%	86.67%	90.00%	88.57%	90.00%	82.14%	90.00%	86.51%	90.00%

This year there was a total of 109 mtg request scheduled within the 24 hours.

KR % of walk in customers satisfied with service received

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	95.63%	90.00%	100.00%	90.00%	98.76%	90.00%	98.90%	90.00%	98.58%	90.00%

This year we had a total of 2773 walk in customers receive the information they requested.