

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

BOARD OF SUPERVISOR PUBLIC SUPPORT DEPARTMENT DIST 2

Board of Supervisor Public Support Program

Board of Supervisor Public Support Activity

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

	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%	99.57%	95.00%	99.86%	95.00%	99.54%	95.00%	100.00%	95.00%	99.71%	95.00%

This office handled 2614 calls during this quarter; 2614 callers satisfied with the information they received

KR % of BOS meetings scheduled within 24 hours of initial request

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
90.00%	96.67%	95.00%	93.10%	90.00%	93.59%	90.00%	94.74%	90.00%	94.44%	90.00%

294 meetings were requested, the majority of which were scheduled within 24 hours