

Pinal County - Managing For Results

Annual Report

FY 2010-2011

BOARD OF SUPERVISOR PUBLIC SUPPORT DEPARTMENT DIST 3

Board of Supervisor Public Support Program

Board of Supervisor Public Support Activity

KR # of customers inquiring by walking into office indicate they are satisfied with the service they receive when requesting information

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
90.00%	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%

Although this office has been involved in MFR for more than 2 years, this is the first year of individually reporting our data and setting our own goals. We have revised our Strategic Business Plan and our CYEE for the next fiscal year in order to better align with the goals for the District 3 BOS office. There were approximately 1200 walk-ins during this fiscal year.

KR % of meetings requested with or by the Supervisor are scheduled within 24 hours of initial request

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	100.00%	90.00%	100.00%	90.00%	98.00%	90.00%	98.21%	90.00%	99.10%	90.00%

Approximately 228 meetings were set with the Supervisor during the fiscal year. The majority of all meeting were set within a 24 hour time period.

KR % of customers inquiring by email indicate they are satisfied with the service they receive when requesting information

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
90.00%	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%	100.00%	90.00%

Over 1400 email requests for service were responded to during the fiscal year. The majority of all requests were handled in a timely manner. This activity will not be measured next year.

KR % of customers inquiring by phone indicate they are satisfied with the service they receive when requesting information

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	99.21%	90.00%	99.80%	90.00%	99.78%	90.00%	100.00%	90.00%	99.67%	90.00%

Almost 2900 requests for service were received via the telephone during the year. The majority of all requests were handled promptly and the citizens received the service they were requesting.