Pinal County - Managing For Results

Annual Report

FY 2010-2011

CLERK OF THE BOARD

Customer Service Management Program

Board of Equalization Activity

KR % of property valuation milestones completed within statutory time frames

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
100.00%	25.00%	100.00%	100.00%	100.00%	0.00%				81.25%	100.00%

Customer Service Activity

KR % of all customer service requests will be completed within 3 working days of the request

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
50.00%	97.62%	95.00%	95.34%	95.00%	0.00%	95.00%			96.51%	95.00%

Information Activity

KR % of appointed Boards and Commissions will receive initial and ongoing statute and ordinance specific training

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%	0.00%

KR % of lawsuits routed to appropriate departments within 48 hours of receipt

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

Meeting Management Activity

KR % of BOS agenda items with supporting documents/attachments, are received* from departments 12 days prior to the board meeting

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
75.00%	93.54%	97.00%	90.41%	90.38%					92.11%	90.38%

KR % of departments that have employees with updated NOVUS training.

	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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%	0.00%