

Pinal County Performance Management

Annual Report

FY 2011-2012

BOARD OF SUPERVISOR PUBLIC SUPPORT DEPARTMENT DIST 1

R
SBP % of customers inquiring by phone will indicate that they are satisfied with the service they receive when requesting information

| FY12 Target | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|-------------|--------|-------------|--------|-------------|---------|-------------|---------|----------|
| | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 95.00% | 97.84% | 95.00% | 98.76% | 95.00% | 100.00% | 95.00% | 100.00% | 99.17% |

There was a decrease in calls this month, all callers received the information they requested. We had about 95% of all callers for this fiscal year receive the information they requested.

R
SBP % of customers inquiring by walking into the office will indicate that they are satisfied with the service they receive when visiting the dept.

| FY12 Target | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|-------------|--------|-------------|--------|-------------|---------|-------------|---------|----------|
| | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 95.00% | 98.05% | 95.00% | 99.51% | 95.00% | 100.00% | 95.00% | 100.00% | 99.57% |

There was a decrease in walk in customers this month, all customers received the information they requested. 95% of all walk in customers received the information they requested this fiscal year.

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

| FY12 Target | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|----------|
| | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 95.00% | 68.42% | 95.00% | 82.35% | 95.00% | 94.12% | 95.00% | 93.75% | 84.06% |

We had 10 mtg request this month and all where scheduled within the 24 hour request.

O
SBP # of phone inquiry responses expected to be provided

| FY12 Target | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|----------|
| | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 2,000 | 642 | 2,000 | 600 | 2,000 | 637 | 2,000 | 582 | 2,461 |

We have exceed the current year end estimate for this fiscal year. Changes will be made to 2012-2013 SBP.