

Pinal County Performance Management

Annual Report

FY 2011-2012

BOARD OF SUPERVISOR PUBLIC SUPPORT DEPARTMENT DIST 2

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SBP % of customers inquiring by phone indicating they are satisfied with the services they receive

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	100.00%

Calls were up in June and all callers were satisfied with the service they received. For the fiscal year, more than 95% of callers received the information requested.

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SBP % of walk-ins who indicate they are satisfied with the services they receive

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	100.00%

Number of walk-ins in June was about average, with all citizens satisfied with the information they received. For the fiscal year, more than 95% of Walk-ins were satisfied with the service they received.

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

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	84.62%	95.00%	108.16%	95.00%	100.00%	95.00%	88.24%	88.24%

Number of meetings scheduled was about average, w meetings took longer than 24 hours, due to the number of attendees involved. For the fiscal year, about 95% of all meetings were set within the 24 hour time frame.

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SBP Number of phone responses provided

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
2,000	467	2,000	437	2,000	547	2,000	459	1,910

Yearly estimate was missed by approximately 4%. This number will fall further short when Districts 4 and 5 are established and need to be revised once a more accurate estimate can be predicted.