

Pinal County Performance Management

Annual Report

FY 2011-2012

BOARD OF SUPERVISOR PUBLIC SUPPORT DEPARTMENT DIST 3

R
SBP % of customers inquiring by phone indicate 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%	100.00%	95.00%	99.81%	95.00%	100.00%	95.00%	100.00%	99.95%

The number of callers in June was slightly up compared to other months. All callers were satisfied with the service they received from this office. Overall, more than 95% of all callers during the fiscal year were satisfied with the service they received.

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

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%

The number of walk in customers in June was about average. All customers were satisfied with the service they received from this office. Overall, more than 95% of all visitors during the fiscal year were satisfied with the service they received.

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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%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	100.00%

The number of meetings scheduled in June was average. All meetings requested were set up within the 24 hour time frame. Overall, more than 95% of all meetings were set up timely.

O
SBP # of phone inquiry responses provided

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
2,000	635	2,000	536	2,000	482	2,000	543	2,196

The current year estimate was exceeded during the fiscal year. The year end estimate for the next fiscal year has been adjusted upwards in the Strategic Business Plan to better reflect the actual number of callers to this office.