

# Pinal County Performance Management

## Annual Report

### FY 2011-2012

#### ELECTIONS

R  
SBP % of all paychecks being mailed to poll workers no later than the day after an election

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
85.00%	0.00%	85.00%	96.11%	90.00%	0.00%	90.00%	100.00%	43.13%

During fiscal year 2011-2012 932 poll worker paychecks were mailed out. 426 poll worker paychecks were mailed no later than the day after the election. During the PPE in February there were some communication problems between the Elections Department and Finance Department about how the checks would be stuff and mailed out due to new payroll policy. Since that election all poll worker pay checks have been mailed out the day after the election. During the 4th quarter 155 of 155 poll worker paychecks were mailed no later than the day after the election. Moving forward hitting the annual target for the upcoming fiscal year shouldn't be a problem now that Elections and Finance has a plan in place. The yearend estimate is set at 45.71%

R  
SBP % of precinct ballot reports are correctly filled out and balanced for every election

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%	0.00%	75.00%	68.42%	75.00%	68.83%	75.00%	68.75%	68.70%

During fiscal year 2011-2012 there were 131 ballot reports filled out 90 ballot reports were correctly filled out and balanced, which came out to 68.70% far below the annual target of 75%. We will continue to train and provide feedback to the poll workers. During the 4th quarter 11 out of 16 ballot reports were correctly filled out and balanced which came out to 68.75%. Moving forward to the upcoming fiscal year we should maybe lower the annual target to 70%

R  
SBP % of surveyed customers (jurisdictions) will say they are satisfied or very satisfied with the services provided

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%	0.00%	75.00%	100.00%	90.00%	0.00%	90.00%	100.00%	100.00%

During fiscal year 2011-2012 the Elections Department sent out a customer service survey to the 13 Jurisdictions that held Elections during the 2011-2012 Election Cycle. 4 out of the 4 responded back stated that they were satisfied or very satisfied with the department's services. The other 9 didn't respond back at all. During the 4th quarter, 2 out of 2 Jurisdiction responded back stated that they were satisfied or very satisfied with the department's services. The other 4 didn't respond back. This result will no longer be measured when we move to new fiscal year. The Current Year End Estimate will be set at 90% because we don't exactly know how the jurisdictions that didn't respond would of surveyed if they would of participated.

R  
SBP % of Touch Screen Voting Machines are properly set up and ready to be used at the opening of the polls on election day

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
90.00%	0.00%	90.00%	92.11%	90.00%	96.10%	90.00%	100.00%	95.42%

During fiscal year 2011-2012 we sent out a total of 131 touch screen voting machines, one for each polling site that was used for an election. 125 out of 131 touch screen voting machines were properly set-up and working prior to the opening of the polls on Election Day. During the 4th quarter 16 out of 16 touch screen voting machines were properly set-up and working prior to the opening of the polls. We will continue to train and explain to the election workers the importance of having these machines properly set-up and working prior to the opening of the polls for every election. The CYEE will be set at 95%.