



**PINAL COUNTY RECORDER'S OFFICE
STRATEGIC BUSINESS PLAN
FISCAL YEAR 2011-2012**

COUNTY VISION

Pinal County Government provides progressive and proactive leadership in the areas of economic development, state-of-the-art technologies, growth management, and public services to promote healthy and safe communities.

COUNTY MISSION

Pinal County Government protects and enhances its citizens' quality of life by providing public services in an ethical, efficient, and responsible manner delivered by a motivated, skilled, and courteous workforce.

DEPARTMENT MISSION

The mission of the Pinal County Recorder's Office is to provide recording, voter registration and early voting services to residents, county departments and other stakeholders; all with the utmost respect for quality of procedures, policies and customer service.

DEPARTMENT VISION

The Pinal County Recorder's Office will continuously provide respective services through the use of up-to-date technological equipment and highly-trained staff to reinforce public confidence in County Government.

SUMMARY OF MAJOR SERVICES PROVIDED:

RECORDING DIVISION

- Recording Original Documents accepted in person, via US mail or electronic courier
- Permanent Archived Data and Copies of all recordings
- Adherence to Current Arizona Revised Statutes
- Timely return of Original Documents
- Current Web document images and data
- Recorded Document Copies
- Imaging Request Responses Provided
- Document copies on CD's
- Electronic Recording Services through Electronic Providers
- Financial Accountability Reports
- Historic Records Research Available to Requestors
- All recording services available at all offices

VOTER REGISTRATION-EARLY VOTING

- Voter Registration Services
- Maintain Current Voter Registration Records
- Voter Outreach Services
- Petition Verifications
- Provisional Ballot Verifications
- Verified Early Voted Ballots to Elections
- Military & Overseas Voting
- Early Voting Statistics and Reports
- Maintain Permanent Early Voting Lists
- Special Assistance Boards for Early Voting (hospitals and shut ins)
- 120 Day Voter Information Notifications
- Intergovernmental Agreements (IGA's) Requesting Early Voting Service for Municipality or District
- Department of Justice Approved Submission Requests/Records

ISSUE STATEMENTS

Issue 1:- Insufficient Facility Capacity

The increasing population coupled with the increasing trend of early voting is generating a need for additional floor space in the Early Voting Division which will, if not addressed, result in:

- Greater chance of errors occurring.
- Increased potential for employee accidents
- Increased challenges to meet mandated time frames
- Increased vulnerability for lawsuits (Election)
- Probable inability to properly process early ballots timely and accurately for 2012 Presidential Elections.

2-5 YEAR STRATEGIC GOALS:

Strategic Goal 1: Early Voting/Voter Registration

By 2013, Pinal County residents will have continued confidence and quality of early voting/voter registration service as evidenced by:

- 100% of Voter Registration forms processed accurately and timely with respect to election deadlines.
- 100% of Intergovernmental Agreements (IGA's) processed 90 days prior to election
- Expanded Voter Outreach Services available for public program presentations.

Strategic Goal 2: Access to Services

Customers of the county recorder's office will experience greater access to the services offered as evidenced by:

- By 2013 98% of current recorded documents data and images will be available on-line within 2 business days after recording date.
- BY 2013 100% of recordings and voter services will continue to be provided timely and accurately.

CROSS CUTTING ISSUES

None

ANNUAL PERFORMANCE MEASURES:

1. 85% of the recording process* completed within 2 weeks of being recorded. *Recording process: data entry, quality control, scanned images to computer systems and recorded documents returned to submitter (# of recorded documents completed through the process within 2 weeks / total # of recorded documents completed through the process)
Demand / Output - 115,000 recorded documents anticipated to be recorded
2. 98% of current recorded documents data and images will be available online within 2 business days after recording (# of recorded documents data and images available within 2 business days after recording / total # of recorded documents.)
Demand / Output -115,000 recorded documents anticipated to be recorded.
3. 98% of Daily Financial reports completed within 2 business days after each days recording activity is completed (# of daily financial reports completed within 2 business days after each days activity is completed / total # of daily financial reports)
Demand / Output -300 daily financial records expected per recording division employee
4. 98% of voter registration forms received before each pre-election close of registration date processed accurately within 3 business days (# of voter registration forms received before pre-election close of registration date / Total # voter registration forms received)
Demand / Output – 60,000 voter registrations expected to be received annually.
5. 98% of voter registration change confirmations mailed within 10 days (excludes 20 day pre-major election dates.) (# of voter registration confirmations mailed within 10 days / Total # of voter registration change confirmations mailed)
Demand / Output – 250 confirmations expected every 10 days
6. 100% of returned Early ballots are processed prior to election day (#of early ballots returned / Total # of early ballots processed)
Demand / Output– 45, 000 early ballots expected to be issued in the next fiscal year.
7. 99% of ballots for early voting distributed to the voter error free. ((# of ballots for early voting distributed to voters error free / Total # of early ballots distributed)
Demand / Output – 45,000 early ballots expected to be issued.in the next fiscal year
8. 98% of Intergovernmental Agreements (IGA's) processed 90 days prior to election (# of IGA's processed in 90 days prior to election /Total of IGA's processed)
Demand / Output – 5 IGA's expected quarterly/per election
9. Voter Outreach projects will increase to 24 accomplishments throughout the year.
Demand/Output-2 projects per month
10. 100% of Voter Services Quarterly CD's provided within 5 business days of close of business day of current quarter.
Demand/Output- 10 CD's mailed each quarter