



STRATEGIC BUSINESS PLAN FY 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 Office of the Clerk of the Board is to provide official record keeping, statutory compliance and other policy-related services to the general public so they can benefit from a transparent government and to the Board of Supervisors, Elected Officials and County Departments so they can make informed decisions.

SUMMARY OF MAJOR SERVICES PROVIDED:

- Board of Supervisors and Special District Meeting agendas.
- Board of Supervisors and Special District Meeting minutes.
- Board of Supervisors Agenda and Notice to Public postings.
- Board of Equalization Appeal and Hearing Process.
- Lawsuit Processing
- Boards and Commissions
- Liquor Licenses and Special Event/Fireworks permits.
- Internal and External document retrieval
- Board of Supervisors agenda and action inquiry responses.
- Processing and routing of Board approved and/or disapproved agenda items.

ISSUE STATEMENTS

Issue 1: Records Management

The continued back log of archived records will, if not addressed, result in:

- An increase in potential legal liability
- Potential loss of vital county records
- Inefficient use of staff resources

Issue 2: Institutional Knowledge and Training

The continued need for institutional knowledge transfer coupled with the need for statute specific training, will if not addressed, result in:

- Loss of department specific institutional knowledge
- An increase in potential violation of open meeting laws and other statutory requirements
- Inability to effectively plan for the upcoming five member Board

2-5 YEAR STRATEGIC GOALS:

Strategic Goal 1: Records Management

Clerk of the Board customers will benefit from improved records management as evidenced by:

- By 2015, 100% of records managed will be in compliance with legal and policy requirements.

Strategic Goal 2: Institutional Knowledge and Procedures

Clerk of the Board customers will benefit from the preservation of departmental specific procedures and knowledge as evidenced by:

- By 2012, 100% of the Clerk of the Board's internal standard operating procedures will be in written form.
- By 2012, 100% of the Clerk of the Board's external standard operating procedures will be available online (e.g. Boards of Equalization process, Liquor License application process, Tax Exemption process, etc.).

CROSS CUTTING ISSUES

Issue #1 – External procedures need to be available online.

Goal #2- Institutional Knowledge

Cross Cutting Issue with: IT

Need(s): Clerk of the Board's external standard operating procedures need be available online.

ANNUAL PERFORMANCE MEASURES:

- **Record Management**

25% of record series will be in compliance with legal and policy requirements.

- **Institutional Knowledge**

50% of the Clerk of the Board's internal standard operating procedures will be in written form.

50% of the Clerk of the Board's external standard operating procedures will be available online (e.g. Board of Equalization application process, Liquor License application process, Tax Exemption application process, etc.)

EXPENDITURES BY FUND:

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
Executive Management	1		2910170	\$66,457
Meeting Management	2		2910210	\$89,793
General Fund Total	3			\$156,250