Pinal County Performance Management

Annual Report

FY 2012-2013

BOS PUBLIC SUPPORT DEPT DIST 1

R
SBP

% of customers inquiring by phone will indicate that they are satisfied with the service they receive when requesting information

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	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%

R
SBP

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

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	100.00%		100.00%	95.00%	100.00%	95.00%	100.00%	100.00%

R
SBP

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

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	83.33%		96.55%	95.00%	87.50%	95.00%	73.68%	86.27%

O
SBP

# of phone inquiry responses expected to be provided

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
2,000	548		603	2,000	400	2,000	535	2,086

SBP - In SBP R - Result O - Output D - Demand S - Statement E - Efficiency
OT - On Track NOT - Not On Track