

# Pinal County Performance Management

## Annual Report

### FY 2012-2013

#### CIVIL HEARING OFFICE

**R SBP** % of all Civil Hearing Office Notice of Violation (NOV) processed within 2 working days of receipt from charging agency (ticket/non-ticket)

FY13 Target	Q1		Q2		Q3		Q4	FY13 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
90.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%

933 Civil Hearing Office Notice of Violation (NOV) processed within 2 working days of receipt from charging agencies, Animal Control, Building Safety, Housing, and Zoning for the fiscal year of 2012-2013.

**R SBP** % of all collection referrals completed within 90 days of decision

FY13 Target	Q1		Q2		Q3		Q4	FY13 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
50.00%	100.00%	50.00%	100.00%		100.00%	50.00%	100.00%	100.00%

There were 239 collection referrals completed within 90 days of decision in the fiscal year of 2012-2013.

**O SBP** # of complaints received from charging agency

FY13 Target	Q1		Q2		Q3		Q4	FY13 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
900	221	900	256	900	284	900	172	933

933 complaints received in the fiscal year of 2012-2013 from charging agencies, Animal Control 856, Building Safety 27, Housing 7 and Zoning 43. We are on track with year end estimate.

**O SBP** # of financial Hearing Officers decisions

FY13 Target	Q1		Q2		Q3		Q4	FY13 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
700	159	700	238	700	156	700	214	767

There were 767 of financial Hearing Officers decisions for the fiscal year of 2012-2013. We are on track for current year end estimate.

**O SBP** # of financial Hearing Officers decisions collected

FY13 Target	Q1		Q2		Q3		Q4	FY13 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
200	30	200	34	200	22	200	33	119

There were 116 payments received in the fiscal year of 2012-2013. Annual target number is incorrect. Therefore I have adjusted the CYEE and we are on target. The totals have decreased due to an increase in compliance

**O SBP** # of notices of violation issued

FY13 Target	Q1		Q2		Q3		Q4	FY13 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
900	221	900	436	900	284	900	172	1,113

There were 933 notices of violations issued by Animal Control, Building Safety, Housing and Zoning for the fiscal year of 2012-2013.