



PINAL • COUNTY
wide open opportunity

BOARD OF SUPERVISOR, DISTRICT ONE

STRATEGIC BUSINESS PLAN

FY 2012/2013

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 Board of Supervisor's Public Support Department, District One is to provide coordination, information, and liaison services to residents, stakeholders, county departments and employees so they can benefit from effective and efficient county services.

SUMMARY OF MAJOR SERVICES PROVIDED:

- *Notary Services*
- *Facility Reservations*
- *Telephone Inquiry Responses*
- *Email Inquiry Responses*
- *Payment Receipts*
- *Service Referrals*
- *Technical Process Assistance Consultations*
- *Appointments*
- *Facility Maintenance*
- *Informational Handouts*
- *Research Findings*
- *Public Notice Postings*
- *Record Archives and Inventory*
- *Leadership*

ISSUE STATEMENTS

Issue 1 – Increased Population

The increasing number of public inquiries for timely and accurate information and/or meetings with Supervisors will, if not addressed, result in:

- Decreased constituent satisfaction
- Decreased understanding of County services
- Decreases in timely responses to deadlines

Issue 2 – Redistricting

The upcoming change from three Supervisor districts to five will cause an increase in the need for timely information regarding the redistricting to address constituent concerns, if not addressed, could result in;

- Decreased constituent satisfactions.
- Decrease in timely constituent's response on other issues. Increase in demand for additional & specialized staff and Resources
- Decreased understanding of district boundaries and services.

Issue 2 – Lack of Clerk of Superior Court Services

The upcoming year without COSC service will continue to possess an inconvenience to residents in District 1.

- Decreased constituent satisfactions.
- Inability to make required payments to Clerk of Superior Court, probation, etc. in a timely manner.
- Inconvenienced by travel to Florence to file papers and/or get required information/papers.

COUNTY PRIORITY ALIGNED TO:

The Board of Supervisor is accountable for the achievement of the FY 2012-2013 Strategic Plan. The Public Support Department will be challenged in all areas based on County priorities and strategic goals. As we move forward during difficult times we will see an increase in inquires from constituents seeking information for safe and healthy communities.

2-5 YEAR STRATEGIC GOALS:

By 2014, Pinal County residents and outside entities doing business with the Board of Supervisor's Public Support Department, District One will benefit from accurate and efficient service delivery as evidenced by:

- 97% of customers inquiring by phone that get the information they request.
- 97% of Supervisor meetings scheduled within 24 hours of initial request.
- 97% of walk in customers indicating they are satisfied with the services they received.

ANNUAL PERFORMANCE MEASURES:

By 2012, customers doing business with the Board of Supervisor's Public Support Department, District One will benefit from prompt accurate responses as evidenced by:

- 95% of customers inquiring by phone will indicate that they are satisfied with the service they receive when requesting information
- 95% of meetings requested with or by the Supervisor are scheduled within 24 hours of the initial request
- 95% of customers inquiring by walking into the office will indicate that they are satisfied with the service they receive when visiting the department
- Output: 2,500 phone inquiry responses are expected to be provided in the fiscal year.

REVENUE BY FUND:

Programs/Activities	Cost Center	Total Budget
General Fund	2010210	\$183,783.00
General Fund Total		
Fund		
Fund Total		
Fund		
Fund Total		

EXPENDITURES BY FUND:

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
General Fund				
BOS Public Support Program District One	2	Vacant	2010210	\$183,783.00
General Fund Total				
Fund				
Fund Total				
Fund				
Fund Total				

SUPPLEMENTAL FUNDING

Supplemental Name/Project	Cost Center	Sub Ledger	Total Budget
ABC New Project			
XYZ New Project			