PINAL • COUNTY
wide open opportunity

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 Supervisors Public Support Program is to provide coordination, information and liaison services to residents, stakeholders, county departments and employees so they can benefit from effective and efficient services.

SUMMARY OF MAJOR SERVICES PROVIDED:

- Notary Services
- Facility Reservations
- Telephone Inquiry Responses
- Email inquiry Responses
- Special Projects
- Service Referrals
- Budget Preparation & Reports
- Leadership
- Appointments
- Facility Management
- Information Handouts
- Research Findings
- Public Notice Postings
- Risk Management Reports
- Record Archives and Inventory
- Record Request Responses

ISSUE STATEMENTS

Issue 1 – Increased Population

The increasing number of public inquiries for timely and accurate information and/or meetings with Supervisors which, if not addressed, will result in:
Decreased constituent satisfaction
Decreased understanding of County services
Decreases in timely responses to deadlines

Issue 2 – Redistricting

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

Decreased constituent satisfaction
Decreased understanding of new district boundaries and services

COUNTY PRIORITY ALIGNED TO:

As elected officials the Board of Supervisors is responsible for the achievement of the FY2011-2012 Strategic Plan. The Public Support Department will be challenged in all areas based on County priorities and goals. The Department will realize an increase in inquiries from constituents seeking information related to safe and healthy communities.

2-5 YEAR STRATEGIC GOALS:

The purpose of the Board of Supervisors Public Support Department is to provide coordination, information, and liaison services to the public, giving them the necessary information to continue with their business and make informed decisions. By 2016, customers doing business with the Board of Supervisors Public Support Department will benefit from accurate and efficient service delivery as evidenced by:

97% of customers inquiring by phone will receive the information they request
97% of meetings requested with or by the Supervisor are scheduled within 24 hours of initial request
97% of walk-in customers indicate they are satisfied with the services they receive

ANNUAL PERFORMANCE MEASURES:

By 2012, customers doing business with the Board of Supervisors Public Support Department will benefit from prompt, accurate responses as evidenced by:

95% of customers inquiring by phone will receive the information they request
95% of meetings requested with or by the Supervisor are scheduled within 24 hours of initial request
95% of walk-in customers indicate they are satisfied with the services they receive
Output : 2,100 phone inquiry responses are expected to be provided in the fiscal year
REVENUE BY FUND