

Pinal County Performance Management

Annual Report - FY 2013-2014

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)

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
90.00%	100.00%		100.00%		100.00%		100.00%	100.00%

903 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 2013-2014.

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

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
50.00%	100.00%		100.00%		100.00%		100.00%	100.00%

There were 249 collection referrals completed within 90 days of decision in the fiscal year of 2013-2014.

O
SBP # of complaints received from charging agency

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
900	189		234		232		248	903

903 complaints received in the fiscal year of 2013-2014 from charging agencies, Animal Control 820, Building Safety 9, Housing 1 and Zoning 73. We are on track with year-end estimate.

O
SBP # of financial Hearing Officers decisions

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
700	169		200		146		200	715

There were 715 of financial Hearing Officers decisions for the fiscal year of 2013-2014. We are on track for current year end estimate.

O
SBP # of financial Hearing Officers decisions collected

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
200	26		25		22		16	89

There were 89 payments received in the fiscal year of 2013-2014. 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

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
900	189		234		232		248	903

There were 903 notices of violations issued by Animal Control, Building Safety, Housing and Zoning for the fiscal year of 2013-2014.