



STRATEGIC BUSINESS PLAN
BOS PUBLIC SUPPORT DEPARTMENT
DISTRICT 3
FY 2013/2014

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 3 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:

- Leadership
- Facility Reservations
- Telephone Inquiry Responses
- Email Inquiry Responses
- Special Projects
- Service Referrals
- Budget Preparation & Reports
- Notary Services
- 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 will, if not addressed, result in:

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

Issue 2 – Redistricting

The change from three Supervisor districts to five causes an increase in the need for timely information regarding the districts to address constituent concerns, and if not addressed, could result in:

- Decreased constituent satisfaction
- Decreased understanding of district boundaries and services
- Decreased understanding of County services available to them

COUNTY PRIORITY ALIGNED TO:

As elected officials, the Board of Supervisors is responsible for the achievement of the FY2013-2014 Strategic Plan. The Public Support Department will be challenged in all areas based on County priorities and strategic goals. As we move forward during continuing difficult times, the department will see an increase in inquires from constituents seeking information for safe and healthy communities.

2-5 YEAR STRATEGIC GOALS:

The purpose of the Board of Supervisor's Public Support Department District 3 is to provide coordination, information, and liaison services to the public so they can have the necessary information to continue with their business and make informed decisions. By 2014, customers doing business with the Board of Supervisor's Public Support Department District 3 will benefit from accurate and efficient service delivery as evidenced by:

- 97% of customers inquiring by phone receive the information they request
- 97% of walk in customers indicate they are satisfied with the services they receive

ANNUAL PERFORMANCE MEASURES:

By 2014, customers doing business with the Board of Supervisor's Public Support Department District 3 will benefit from prompt accurate responses as evidenced by:

- 97% of customers inquiring by phone will indicate that they are satisfied with the service they receive when requesting information
- 97% of customers inquiring by walking into the office will indicate that they are satisfied with the service they receive when visiting the department
- Output: 2,200 phone inquiry responses are expected to be provided in the fiscal year

REVENUE BY FUND:

Programs/Activities	Cost Center	Total Budget
General Fund	2030210	177426
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	2		2030210	177426
General Fund Total				
Fund				
Fund Total				
Fund				
Fund Total				

SUPPLEMENTAL FUNDING

Supplemental Name/Project	Cost Center	Sub Ledger	Total Budget
N/A			
N/A			