

# Pinal County Performance Management

## Annual Report - FY 2014-2015

### 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	FY15 YTD
FY15 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
90.00%	100.00%		100.00%		100.00%		100.00%	100.00%

825 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 2014-2015.

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

	Q1		Q2		Q3		Q4	FY15 YTD
FY15 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 292 collection referrals completed within 90 days of decision in the fiscal year of 2014-2015.

O  
SBP # of complaints received from charging agency

	Q1		Q2		Q3		Q4	FY15 YTD
FY15 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
900	212		94		221		213	740

825 complaints received in the fiscal year of 2014-2015 from charging agencies, Animal Control 728, Building Safety 15, Housing 2 and Zoning 80. We are on track with year-end estimate.

O  
SBP # of financial Hearing Officers decisions

	Q1		Q2		Q3		Q4	FY15 YTD
FY15 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
700	160		117		159		160	596

There were 675 of financial Hearing Officers decisions for the fiscal year of 2014-2015. We are on track for current year end estimate.

O  
SBP # of financial Hearing Officers decisions collected

	Q1		Q2		Q3		Q4	FY15 YTD
FY15 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
200	20		14		39		44	117

There were 123 payments received in the fiscal year of 2014-2015. 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	FY15 YTD
FY15 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
900	212		94		221		213	740

There were 825 notices of violations issued by Animal Control, Building Safety, Housing and Zoning for the fiscal year of 2014-2015.