

# Pinal County Performance Management

## Annual Report - FY 2014-2015

### COMMUNICATIONS AND PUBLIC AFFAIRS

<sup>O</sup>  
SBP Original Channel Pinal Programs Completed per Year

|             | Q1     |             | Q2     |             | Q3     |             | Q4     | FY15 YTD |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|----------|
| FY15 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual   |
| 48          |        |             | 1      | 2           |        |             | 0      | 1        |

Currently our Channel Pinal System is down and undergoing upgrades.

<sup>O</sup>  
SBP Press Releases Issued and Distributed to Media & Citizens

|             | Q1     |             | Q2     |             | Q3     |             | Q4     | FY15 YTD |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|----------|
| FY15 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual   |
| 130         |        |             |        |             |        |             | 141    | 141      |

<sup>D</sup>  
SBP Unique Web Visits to www.pinalcountyz.gov

|             | Q1     |             | Q2     |             | Q3     |             | Q4     | FY15 YTD |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|----------|
| FY15 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual   |
| 1,000,000   |        |             |        |             |        |             |        |          |

<sup>S</sup>  
SBP 100% of the Report to Citizens for the prior fiscal year completed and posted on the Pinal County Website by October 1

|             | Q1     |             | Q2     |             | Q3     |             | Q4     | FY15 YTD |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|----------|
| FY15 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual   |
|             |        |             | OT     |             |        |             | OT     | OT       |

The Document is an overview of our Strategic Planning Initiatives.

<sup>S</sup>  
SBP 90% or more respondents to the semi-annual Communications & Public Affairs survey answer "Yes" or "Most of the Time" when asked if they are able to find what they need quickly using the website

|             | Q1     |             | Q2     |             | Q3     |             | Q4     | FY15 YTD |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|----------|
| FY15 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual   |
|             |        |             | NOT    |             |        |             |        | NOT      |

<sup>S</sup>  
SBP Objective 5.1: % increase in survey respondents knowing what services Pinal County provides (20% by 2017)

SBP - In SBP  
OT - On Track

R - Result  
NOT - Not On Track

O - Output

D - Demand

S - Statement

E - Efficiency

|             | Q1     |             | Q2     |             | Q3     |             | Q4     | FY15 YTD |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|----------|
| FY15 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual   |
|             |        |             |        |             |        |             | OT     | OT       |

Survey participants were asked if they had recent contact with a Pinal County employee in the last 12 months, and were asked which office(s) or department(s) they interacted with as well as if they had an opinion about the service they received. 68% of participants reported interaction with a Pinal County employee in the last year, compared to 37% for survey respondents in 2010. 32% of participants reported interacting with the Pinal County Sheriff Office in the last year, while other offices and departments had significantly fewer responses. Pinal County services where more than half of respondents did not report an opinion included County Attorney (50%), Services for low-income families (51%), Citizen Contact Center (58%), Housing assistance (60%), and Public Defender (62%). It is interesting to note that, overall 40% of participants reported they were aware Pinal County has a Strategic Plan.

S  
SBP

Objective 5.2: % increase in survey respondents indicating they value the services they receive from the County in return for the taxes they pay (responding good or excellent)(10% by 2017)

|             | Q1     |             | Q2     |             | Q3     |             | Q4     | FY15 YTD |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|----------|
| FY15 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual   |
|             |        |             |        |             |        |             | OT     | OT       |

Overall, nearly half (49%) of respondents rated the overall quality of Pinal County services as "good" or "excellent", which is a 6% increase since 2010. The highest rated services, with "good" or "excellent" ratings, included the Sheriff (70%), voter experience during the last election (76%), and condition of County buildings (68%); while the lowest rated services included code enforcement (36%), road maintenance (30%), and economic development (28%). There were no significant differences noted when compared to 2010 survey results for these services. Ratings were favorable when participants were asked about Pinal County customer service, as 76% of respondents rated their overall impression as "good" or "excellent". A majority of participants also rated employee respectfulness (83%), knowledge (77%), responsiveness (76%), and ability to resolve issue (68%) positively as "good" or "excellent".