



**PINAL COUNTY RECORDER'S OFFICE
STRATEGIC BUSINESS PLAN
FISCAL YEAR 2014-2015**

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 Pinal County Recorder's Office is to provide recording and election services to residents, county departments and other stakeholders; all with a goal for accuracy and customer service.

DEPARTMENT VISION

The Pinal County Recorder's Office will enhance services through the use of up-to-date technological equipment and highly-trained staff to reinforce public confidence in County Government.

SUMMARY OF MAJOR SERVICES PROVIDED

RECORDING DIVISION

- Record original documents accepted in person, via US mail or electronic courier
- Archive data in compliance with current Arizona Revised Statutes
- Display web document images and associated data of recorded document copies
- Support public imaging requests
- Provide electronic recording services
- Maintain financial accountability reports
- Research historic records upon request

VOTER REGISTRATION DIVISION

- Support voter registration services
- Maintain voter registration records
- Maintain Permanent Early Voting Lists (PEVL)
- Provide voter outreach services
- Support petition verifications
- Verify provisional ballots
- Verify early voted ballots
- Support Military & Overseas Voting
- Maintain voting statistics and reports
- Support Special Assistance Boards for early voting (hospitals and medically limited)
- Comply with 90 day voter information notifications
- Process Intergovernmental Agreements (IGA's) for Municipality or Special Districts

2-5 YEAR STRATEGIC GOALS:

Strategic Goal 1: Recorder's Processes

Pinal County residents will have continued confidence in the accuracy and integrity of the Election's department as supported by;

- An inventory management system to allow for greater control of assets
- An Elections day communications program and issue capture system

Strategic Goal 2: Recorder's Access to Services

Customers of the county recorder's office will experience greater access to the services offered as evidenced by:

- Improved search engines within the online database to allow for faster searches and meaningful data
- New technology such as historical book research
- Informational kiosks.

ANNUAL PERFORMANCE MEASURES:

RECORDER

1. 100% of the recording process* completed within 2 weeks of being recorded. *Recording process: data entry, quality control, scanned images to computer systems and recorded documents returned to submitter (# of recorded documents completed through the process within 2 weeks / total # of recorded documents completed through the process)
Demand / Output - 98,000 recorded documents anticipated to be recorded
2. 98% of current recorded documents data and images will be available online within 3 business days after recording (# of recorded documents data and images available within 3 business days after recording / total # of recorded documents.)
Demand / Output -98,000 recorded documents data and images anticipated to be online.

VOTER REGISTRATION

1. 98% of voter registration forms processed accurately within 3 business days (# of voter registration forms received / Total # voter registration forms received)
Demand / Output – 60,000 voter registration forms expected to be received annually
2. 98% of voter registration change confirmations mailed within 10 days (excludes 20 day pre-major election dates.) (# of voter registration confirmations mailed within 10 days / Total # of voter registration change confirmations mailed)
Demand / Output – 250 confirmations expected every 10 days
3. 100% of Voter Identification cards distributed within 10 days of receipt of registration form or within 45 days of voting district/jurisdictional change. (# reg. forms rec'd or district changes/no. of cards mailed.)
Demand / Output – 159,000 Voter Identification cards anticipated to be distributed
4. 98% of Intergovernmental Agreements (IGA's) processed 90 days prior to election (# of IGA's processed in 90 days prior to election /Total of IGA's processed)
Demand / Output – 7 IGA's expected per election cycle
5. 95% Voter Outreach events will be scheduled and attended throughout the year. (# of events attended/# of events scheduled.)
Demand/Output - 2 projects per month
6. 100% of Voter Services Quarterly CD's provided within 5 business days per ARS §16-168
Demand/Output - 10 CD's mailed each period