



**STRATEGIC BUSINESS PLAN
FY 2016/2017**

COUNTY VISION

Pinal County Government leads through innovation and collaboration which results in vibrant, safe, sustainable communities.

COUNTY MISSION

Pinal County Government protects and enhances its citizens' quality of life by driving economic development and providing efficient, effective, needed services through talented, motivated employees.

DEPARTMENT MISSION

The Pinal County Recorder's Office is dedicated to promoting public confidence in our records management and voter registration services. We strive to provide excellent customer service through courtesy, accuracy, and cost efficiency in our operations and practices. The Recorder's office adheres to stringent Election guidelines to ensure the integrity of the County's election processes.

SUMMARY OF MAJOR SERVICES PROVIDED:

RECORDING DIVISION

- Record original documents accepted in person, via US mail or electronic submission
- Archive data in compliance with current Arizona Revised Statutes
- Display web document images and associated data of recorded documents
- 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 verification
- Verify provisional ballots
- Verify early voted ballots
- Support Military & Overseas voting
- Maintain voting statistics and reports
- Support Special Assistance Boards for early voting (hospitalized and medically limited)
- Comply with 90 day voter registration notifications

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 FY 16/17

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.

Demand/Output – 81,600 anticipated recorded documents

2. 98% of current recorded documents data and images will be available online within 3 business days after recording.

Demand/Output – 81,575 anticipated recorded document data and images to be available on-line.

VOTER REGISTRATION

1. 100 % of voter identification cards distributed within 10 business days of receipt of registration form or 45 days of voting district change.

Demand/Output – 30,000 voter identification cards expected to be distributed.

2. 100% of Voter Outreach projects will be scheduled and attended throughout the fiscal year.

Demand/Output – 12 Events expected to be attended throughout the fiscal year.

3. 98% of voter registration change confirmations mailed within 10 days of receipt of notification of change in voter information.

Demand/Output – 13,500 voter registration confirmation expected to be processed throughout the fiscal year.

4. 98% of voter registration forms processed accurately within 3 business days.

Demand/Output – 40,000 voter registration forms expected to be processed throughout the fiscal year.

5. 90% of voter services quarterly CDs provided within 5 business days per ARS §16-168.

Demand/Output – 36 CDs provided throughout the fiscal year.