

Subject: STRATEGIC PLANNING AND PERFORMANCE MEASUREMENT

Date: November 29, 2011

Pages: 1

Replaces Policy Dated: N/A

PURPOSE: The County is committed to being a high performance organization. To this end, the County is committed to strategically planning through identifying long term goals, measuring results, and comparing these results to appropriate benchmarks, while striving to improve its operations by analyzing data to make informed decisions. In an effort to be transparent and promote public trust, it is the County's intent to provide performance information to the public that demonstrates progress towards achievement of long term goals and improvement of operations.

SCOPE: This policy applies to all Pinal County employees who report to the County Manager. Elected Officials and their respective employees are encouraged to use this policy at their discretion.

STATEMENT OF POLICY: Pinal County will use a performance management program, which emphasizes the following best practices:

- Countywide strategic planning that identifies strategic priorities with the goal of allocating resources to those priorities;
- Delivering services in a cost effective way with the long term goal of tying funding to countywide strategic priorities/departement performance measures;
- Using performance data to make informed operational decisions;
- Improving long-range planning, i.e. better identifying infrastructure needs before they become critical;
- Fostering more departmental communication, and the integration of work and service delivery;
- Improving accountability and responsibility in serving the public; and
- Ensuring Pinal County is a competent, ethical and effective organization.

PROCEDURE:

- Pinal County will have a Countywide Strategic Plan which aligns with the mission, vision and values of the County.
- Departments will have strategic business plans which identify long term goals and annual performance measures and will align to the Countywide Strategic Plan where applicable.
- Department Directors shall search for appropriate benchmarks within each field of operations and strive to measure results against these benchmarks.
- Department Directors will track and report data to provide a comprehensive analysis of how the County is performing in various service areas.
- Data shall be accurate to the best of the Department Director's ability.
- Data submitted for various service areas shall be provided to the Board of Supervisors, the County Manager and Assistant County Managers for consideration in policy-making decisions and to the public in an effort to be transparent in our operations.