

# Pinal County - Managing For Results

## Annual Report

### FY 2010-2011

#### ASSISTANT COUNTY MANAGER OF DEVELOPMENT SERVICES

#### Development Services Administrative Management

##### County Strategic Priority Reporting Activity

KR % codification of Development Services policies available on the County website and Development Services counters.

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

The codification of the Development Services policies was completed on February 10, 2010. We are working on creating a tracking mechanism to ensure timely updates to the Development Services Code when new policies and ordinances are adopted.

KR % of commercial site plan reviews will be approved within 90 cumulative working days of staff review time

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	0.00%	90.00%	100.00%	90.00%	100.00%	90.00%	50.00%	90.00%	83.33%	90.00%

There were sixteen out of seventeen Specific Site Plan Reviews approved this year that met the 90 day turnaround time. We are currently working on a parallel review process to streamline reviews.

KR % of new Zoning Code available on the County website

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
100.00%	0.00%	100.00%	98.85%	100.00%	0.00%	100.00%	100.00%	0.00%	99.11%	0.00%

This is an annual measure reported in the 4th Quarter of each fiscal year. Currently there are a total of 51 articles being amended through the overall zoning ordinance update process. The entire draft ordinance is currently available on the county website for public comment and review. The ordinance amendment and subsequent drafts will continue to be made available on the county website until its adoption.

KR % of responding customers requesting plan reviews and permits will report that the County services are timely and responsive

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	98.19%	90.00%	100.00%	90.00%	96.93%	90.00%	100.00%	90.00%	98.36%	90.00%

The One Stop Survey has changed and now random customers are being surveyed. This number is no longer based on every customer who picks up a permit at the One Stop Shop.

KR % of responding One Stop customers that have an overall wait time of 1 hour or less

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%

Due to the change in the survey this measure can no longer be measured.

KR % of Site Plan Reviews will be approved within 90 cumulative working days of staff review time

FY11 Target	Q1		Q2		Q3		Q4		FY11 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	100.00%	90.00%	0.00%	90.00%	100.00%	90.00%	0.00%	90.00%	100.00%	90.00%

There was a total of 7/7 site plan reviews that met the 90 cumulative working days of staff review time.

# ASSISTANT COUNTY MANAGER OF DEVELOPMENT SERVICES

## Development Services Administrative Management

### County Strategic Priority Reporting Activity

KR % reduction in the number of unresolved crosscutting issues (from 28 to 21)

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
25.00%	0.00%	25.00%	0.00%	25.00%	0.00%	25.00%	0.00%	25.00%	0.00%	25.00%

This measure is no longer being tracked.

KR \_\_\_% of permits issued in a timeframe consistent with contiguous counties

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
90.00%	0.00%	90.00%	0.00%	90.00%	0.00%	90.00%	0.00%	90.00%	0.00%	90.00%

It is difficult to compare Pinal County's approval time to Maricopa and Pima counties due to the fact that theirs start at the zoning level, including technical reviews for the Drainage Reports and Traffic Impact Analysis. Pinal County has the zoning in place and does the technical reviews at the Site Plan Review level.

Overall Site Plan review and permit issuance:  
 Maricopa County - 12+ months  
 Pima County - 13+ months  
 Pinal County - 9+ months

KR Achieve a "B+" average or better in the Valley Forward scorecard

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

At this point this measure does not apply. The Valley Forward scorecard is done every 4 years and is not due again until 2012

KR Achieve a score of 95(63%) on Governors Smart Growth Scorecard\*

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
63.00%	79.33%	79.00%	0.00%	79.00%	0.00%	79.00%	79.33%	79.00%	79.33%	79.00%

This is an annual measure reported in the 4th quarter of each fiscal year. With the adoption of the 2009 Comprehensive Plan the score has increased to 119 (79.3%). The county is also in the process of updating the zoning ordinance, and it is anticipated that this update will also increase the county's score.

### Development Services Administrative Management Activity,

KR % Internal monthly reports expected to be transmitted to the County Managers Office within 7 working days of months end.

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
85.00%	100.00%	100.00%	100.00%	90.00%	22.22%	90.00%	100.00%	90.00%	81.08%	90.00%

One report was written and transmitted to the County Manager by the 7th working day of each month with the exception of one month due to Admin Manager being out of state for a funeral.

KR % of surveyed customers who say they are satisfied or very satisfied with the services provided by the Department

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
95.00%	100.00%	95.00%	100.00%	95.00%	100.00%	95.00%	97.81%	100.00%	99.81%	100.00%

OSS did not meet their goal, as the number of customers have declined so has the number of random surveys they received. In addition, they seen more one-time owner builders and less experienced builders. This questions is to confusing for an online survey and have removed in our update for next year.