

Planning and Development Department Strategic Business Plan

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 Planning and Development Department is to provide planning, comprehensive plan, and subdivision services to the residents and land owners of Pinal County so they can enjoy the benefit of orderly, high quality development, and well-kept neighborhoods that enhance overall image and property values.

ISSUE STATEMENTS

Issue 1: Planned Managed Growth

Continued population growth without a growth of jobs in Pinal County will, if not addressed, result in:

- Longer travel times for commuters
- Loss of quality family time due to extended commute times
- Youth leaving Pinal County for jobs/education
- Higher tax burden on residential property due to a lack of diversified tax base

Issue 2: Growth and Need for Services

Continued growth and increased expectations from residents will lead to increased demand for services, which, when combined with projected short-term decreases in County revenue that may impact funding for staff training, will if not addressed, result in:

- Delay in resolving Code Compliance issues
- Longer turnaround times in approval, permits, and other services
- Delay in appointment times for development reviews
- Reduced satellite office services
- Decreased quality of customer service, due to reduced training opportunities
- Decreased level of resident satisfaction with the Planning Department.

Issue 3: Employee Turnover

Thirty percent (30%) of the Planning and Development staff are projected to retire over the next 2-5 years and this, combined with the potential loss of more employees as the economy recovers will seriously erode the level of staff experience, which, if not addressed, will result in:

- Lower customer service levels
- Less accurate information
- Increase in the number of plan revisions and amendments
- More stressful environment for customers and employees

Issue 4: Attractive Community

The increasing trend of employers who offer living wage jobs that look to locate in attractive communities combined with the lack of maintenance for many properties in the County will, if not addressed, result in:

- Employers not locating in Pinal County
- Failure to reach per capita income goals
- Pinal County remaining a bedroom County.

STRATEGIC GOALS

Strategic Goal 1: Improved Development Review Process (Issue 2)

By 2010, residents of Pinal County will experience an improved development review process as indicated by:

- 80% of Subdivision Tentative Plats reviews will have turnaround times of four months or less (from the time of complete submittal to Planning Commission hearing)
- 50% of Subdivision Plats reviews will have turnaround times of eight months or less of logged time from Final Plat submission to Board of Supervisors approval.
- 80% Site Plan Reviews delivered to applicant within the time frame guideline (1st review in 30 days, 2nd review in 15 days, 3rd review in 15 days, 4th review in 14 days)
- 75% of Plan Reviews fulfilling all Planning and Development requirements by 3rd review.

Strategic Goal 2: Qualified Work Force (Issue 3)

By 2013, maintain customer satisfaction by retaining a qualified work force, as indicated by:

- 50% of employees who are trained to take over critical jobs to keep the department operational.

Strategic Goal 3: Online Services (Issue 2)

By 2012, internal and external customers will experience enhanced opportunity to use online services, as evidenced by:

- 50% of customers seeking information by telephone, e-mail, or online who access planning information online.
- 25 % of customers seeking information by telephone, e-mail or online who access permit status for Mobile Homes, Park Models, Temporary Uses Permits, Special Event Permits and Sign Permits.
- 80% of customers who say they are satisfied or more than satisfied with the availability of planning information online.

Strategic Goal 4: Enhanced Communities (Issue 1)

By 2011 the residents of Pinal County will experience enhanced communities, as evidenced by:

- Average score of 30% for zoning applications on meeting the goals of the Comprehensive Plan.

Strategic Goal 5: Employment Designated Land Uses (Issue 1)

By 2013, the residents of Pinal County will experience greater opportunity for living wage jobs, by maintaining employment designated land uses as evidenced by:

- No more than 5% of land re-designated from employment to other use as stated in the proposed Comprehensive Plan.

Strategic Goal 6: Right of Way Cost Reduction (Issue 1)

By 2013, residents of Pinal County will experience a reduction in costs for Right of Way acquisition as evidenced by:

- 100% of Right of Way reserved through the zoning and platting process, as identified in the Comprehensive Plan.

Strategic Goal 7: Timely, Accurate, Accessible Services (Issues 2, 3, 4)

By 2010, the residents of Pinal County will experience timely, accurate, and accessible services, as evidenced by:

- 75% of residents who stated they are satisfied or very satisfied with the services of the Planning and Development Department.

Strategic Goal 8: Timely Code Compliance (Issue 2, 4)

By 2010, Communities of Pinal County will experience timely compliance with codes governing land use, upkeep and appearance resulting in attractive neighborhoods, as evidenced by:

- 80% of code violations in the 12 identified areas per year come into voluntary compliance within a 6 month time frame
- 75% of non-voluntary code violations in the 12 identified areas per year come into compliance within a 12 month time period.
- 65% of code compliance enforcement actions proactively initiated by the Planning Department

CROSS CUTTING ISSUES

Issue #2: Growth and Need for Services

Strategic Goal #1: Improved Development Review Process

Cross Cutting with: Public Works, Environmental Health, Air Quality, Building Safety

Need(s): The timeframes need to be committed to by all departments involved and staff members need to be available to work on reviews within the determined timeframes.

Issue #2: Growth and Need for Services

Strategic Goal #3: Online Services

Cross Cutting with: IT

Need(s): IT needs to buy into the Goal and work with Planning and Development to make it a reality.

Issue #1: Planned Managed Growth

Strategic Goal #6: Right of Way Cost Reduction

Cross Cutting with: Public Works

Need(s): Public Works needs to commit to the Goal and work with Planning and Development to make it a reality.

Issue # 2 : Growth and Need for Services

Strategic Goal #8: Timely Code Compliance

Cross Cutting with: Superior Court, Hearing Office, and County Attorney's Office

Need(s): The above departments need to buy into the Goal/need for services and work with Planning and Development to make it a reality.

Issue : Special Event Permits

Strategic Goal : None

Cross Cutting with: Public Works, Environmental Health, Air Quality, Building Safety, Sheriff, Risk Management, Public Health, Environmental Investigations

Need: The timeframes need to be committed to by all departments involved and staff members need to be available to work on reviews within the determined timeframes.

Issue : Manufactured Homes, Awnings, Park Models, and Modular Home Permits issued in 14 working days or less

Strategic Goal : None

Cross Cutting with: Public Works, Environmental Health, Air Quality, Flood Control

Need: The timeframes need to be committed to by all departments involved and staff members need to be available to work on reviews within the determined timeframes.

DEPARTMENT ORGANIZATION

1. Administrative Program

- 1.1. Human Resources Activity, page 9
- 1.2. Training Activity, page 10
- 1.3. Records Management Activity, page 11
- 1.4. Vehicle Management Activity, page 12
- 1.5. Financial Services Activity, page 13
- 1.6. Department Director Activity, page 14

2. Compliance Team Program

- 2.1. Zoning Compliance Team Activity, pages 15 & 16
- 2.2. Permitting Activity, page 17

3. Land Use Planning/Reporting Program

- 3.1. Land Use Planning Activity, page 18 & 19

4. Subdivision / Minor Land Division / Addressing Program

- 4.1. Subdivision / Minor Land Division / Addressing Activity, page 20

5. Specific Site Plan Program

- 5.1 Specific Site Plan Activity, page 21

PROGRAMS

Program: Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Key Results

- 98% of all employee appraisals will be submitted to Human Resources by the end of January due date
- 85% of training dollars spent that directly align to County or Department strategic goals
- 100% of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library and Archives
- 95% of department vehicles with preventative maintenance performed as scheduled
- 95% of department vehicles operated more than 10,000 miles per year
- 90% of non-construction payment authorizations entered into the system within three business days of receipt of goods.
- 100% of applicable Key Results achieved
- 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Planning and Development Department.

Program: Compliance Team Program

Purpose Statement The purpose of the Compliance Team Activity is to provide Permitting and Code Compliance services to the Public, County Departments, and other Governmental Entities so they can develop and use property within the existing regulations/guidelines.

Key Results

- 60 % of code compliance enforcement actions proactively initiated by the planning department.
- 0% of customers accessing online permit status information

Program: Land Use Planning Program

Purpose Statement The purpose of the Land Use Planning program is to provide zoning, comprehensive plan, and addressing services to residents, property owners, and stakeholders so they can enjoy orderly quality development through a timely land use review process.

Key Results

- 30% Average score of zoning applications on Comprehensive Plan goals

Program: Subdivision / Minor land Division / Addressing Program

Purpose Statement The purpose of the Subdivision/Minor Land Division/Addressing activity is to provide quality Land Division and Addressing Services to Government Agencies, Property Owners Utility Providers, so they can proceed in a timely manner with their project.

Key Results

- 50% of final subdivision plats reviews with a turnaround time of 8 months or less.

Program: Specific Site Plan Program

Purpose Statement The purpose of the Specific Site Plan Program is to provide information, requirements, and guideline services to commercial applicants so they can receive timely plan reviews in order to proceed with their development.

Key Results

- 50% of Plan Reviews fulfilling all Planning and Development requirements by 3rd review.

ACTIVITIES

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.1: Human Resources Activity

Activity Purpose Statement The purpose of the Human Resource Activity is to provide employee selection, evaluation and support services to department management so they can manage, evaluate, and retain a qualified and diverse workforce.

Activity Services	<ul style="list-style-type: none"> • Candidate Selection Recommendations • Job Postings • Policy Interpretations • Employee Relations Management • Employee Interviews • Grievance hearings • Employee Inquiry Responses • Inmate Briefings 	<ul style="list-style-type: none"> • Performance Appraisals/ Evaluations • Employee Assistance Referrals • Employee Orientation Sessions • Exit Interviews • Personnel Reports • Police and Procedure Updates • Employee Awards • “Silent Whistle” Investigations
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Family of Measures

Results

1. 98% of all employee appraisals will be submitted to Human Resources by the end of January due date
(# of employee appraisals submitted by due date/total # of appraisals)

Outputs

1. 38 employee appraisals submitted on/by due date

Demands

1. 40 employee appraisals anticipated to be submitted

Efficiencies

N/A

Activity Manager(s)	<ul style="list-style-type: none"> • Debora Huerta • Jerry Stabley
Activity Budget	\$x,xxx,xxx

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.3: Training Activity

Activity Purpose Statement The purpose of the Training Activity is to provide department specific training services to employees so they can more effectively meet the County and/or department strategic goal.

Activity Services

- Training Sessions
- Safety Training Sessions
- Employee Handbooks
- Inmate/Staff Task Training Certifications
- ADOC Inmate Management Training Sessions
- Training Assessments
- Training Records
- Training Schedules/Arrangements

Family of Measures

Results

1. 85% of training dollars spent that directly align to County or Department strategic goals.
(# of training dollars spent that directly align to County or Department strategic goals / total number of training dollars spent)

Outputs

1. Training Activity \$ spent that directly align to County or Department strategic goals

Demands

1. Training Activity \$ spent that directly align to County or Department strategic goals anticipated to be spent

Efficiencies

1. Training Activity \$ spent that directly align to County or Department strategic goals

Activity Manager(s)

- **Debora Huerta**
- **Wes Lacrosse**

Activity Budget \$X,XXX,XXX

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.4: Records Management Activity

Activity Purpose Statement The purpose of the Records Management Activity is to provide record retention, disposal and retrieval services to departments so they can access, provide, retain and dispose of records in a timely manner and as legally required.

Activity Services

- Record Archives
- Record Disposals
- Record Disposition Authorizations
- Records Destruction List
- Records Inventory
- Records Requests Responses

Family of Measures

Results

1. 100% of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library and Archives.
(# of record series managed in compliance with legal and policy requirements / total # of records series managed)

Outputs

1. * # of record series in compliance with legal and policy requirements
* indicates that a number is not currently available; department will begin measuring this in order to obtain relevant data

Demands

1. * # of record series anticipated to be in compliance

Efficiencies

1. \$ Records Management Activity expenditure per record series in compliance

Activity Manager(s)

- **Debora Huerta**
- **Arline Studley**

Activity Budget \$x,xxx,xxx

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.5: Vehicle Management Activity

Activity Purpose Statement The purpose of the Vehicle Management Activity is to provide maintenance scheduling, reporting and vehicle requirement definition services to the department so they can have cost effective and safe vehicles.

Activity Services

- Vehicle Maintenance and Repair Service Schedules
- Vehicle Utilization Reports
- Maintenance Records
- Fleet Credit Card Usage Reports
- Vehicle Usage Assessment

Family of Measures

Results

1. 95% of department vehicles with preventative maintenance performed as scheduled
(# of department vehicles with preventative maintenance performed as scheduled/ total department vehicles)
2. 95% of department vehicles operated more than 10,000 miles per year
(# of department vehicles operated more than 10,000 miles per year/ total department vehicles)

Outputs

1. 11 department vehicles operated

Demands

1. 11 department vehicles anticipated to be operated
2. 11 department vehicles operated more than 10000 miles a year

Efficiencies

1. \$ Vehicle Management Activity expenditure per vehicle operated

Activity Manager(s)

- Wes Lacrosse
- Don Anello
- Sherry Ortega

Activity Budget \$x,xxx,xxx

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.6: Financial Services Activity

Activity Purpose Statement The purpose of the Financial Services Activity is to provide financial, budget information and purchasing services to department managers so they can ensure appropriate allocation, acquisition, utilization and control of County resources and stay within their budget at the activity level.

Activity Services	<ul style="list-style-type: none">• Grant Reports• Grant Applications• Grant Programmatic Progress Reports• Payment Authorizations• Employee Reimbursement Authorizations• Request for Proposal submittals• Request for Proposal Reviews• Grant Application Submittals	<ul style="list-style-type: none">• Year-end Accounting Records• Cash Receipts• Budget Proposal• Spending Requests• Appropriation Adjustments• Expenditure Projections• Performance Reports• Customer Inquiry Responses• Grant Compliance Reports• Purchase Order Approvals
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Family of Measures Results
1. 90% of non-construction payment authorizations (purchase orders) entered into the system within three business days of receipt of goods.
(# of payment authorizations entered on the date of receipt of goods/total payment authorizations)

Outputs

1. 640 payment authorizations received within three business days of physical receipt of item(s)

Demands

1. 400 payment authorizations anticipated to be entered into the system

Efficiencies

1. \$ Financial Services Activity per payment authorization entered within three business days

Activity Manager(s)

- Debora Huerta
- Sherry Ortega

Activity Budget \$x,xxx,xxx

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.7: Department Director Activity

Activity Purpose Statement The purpose of the Department Director Activity is to provide results oriented leadership and management services to Pinal County residents and businesses so they can benefit from effective and efficient County services.

Activity Services	<ul style="list-style-type: none"> • Reports • Direction • Employee Supervision Meeting • Inquiry Responses • Strategic Business Plans • Issue Resolutions • Special Projects • Staff Consultations 	<ul style="list-style-type: none"> • Budgets • Department Structures • Policies/Procedures • Employee Evaluations • Program Evaluations • Recommendations • Leadership • Facility Planning Sessions
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Family of Measures

Results

1. 100% of applicable Key Results achieved
(# of applicable key results achieved/total # of applicable key results)
2. 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Planning and Development Department.
(# of respondents who state they are satisfied or very satisfied with the departments services/total # of respondents)

Outputs

1. * customers responding to the department survey

Demands

1. * customers expected to respond to the survey

Efficiencies

1. \$ Department expenditures per customer served

Activity Manager(s)	<ul style="list-style-type: none"> • Jerry Stabley • Debora Huerta
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Activity Budget	\$x,xxx,xxx
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2. Compliance Team Activity

Purpose Statement

The purpose of the Compliance Team Activity is to provide Permitting and Code Compliance services to Public, County Departments, and other Governmental Entities so they can develop and use property within the existing regulations/guidelines.

Section 2.1: Zoning Compliance Team Activity

Activity Purpose Statement

The purpose of the zoning compliance team activity is to provide information, education, compliance, and enforcement services to the public, county departments and other government entities so they can live in a community where zoning laws are adhered.

Activity Services

- Neighborhood Code Compliance Presentations
- Environmental Health Legal Representations
- Furnish Zoning Assessments
- Counter Customer Information Responses
- Code Compliance Reports
- Code Violations Letters
- Compliance Meeting Reports
- Code Compliance Hearings
- Board of Supervisors Compliance Hearings
- Liquor License Recommendations
- Educational Sessions
- Code Compliance Information Responses
- Public Works Co-Legal Representations
- Code Compliance Informative Brochures
- Environmental Investigation Representations
- Phone Calls/Email Responses
- Code Compliance Notice/Letters
- Compliance Litigation Representations
- Ordinance Drafts
- Air Quality Litigation Representations

Family of Measures

Results

1. 80% of voluntary compliance case resolutions within a 6 month time frame in the twelve annually identified county target areas in the county per year
[# of voluntary compliance case resolutions resolved within six months of occurrence in the twelve county target areas / total # of compliance cases resolved]
2. 75% of non- of voluntary compliance case resolutions within a 12 month time period in the twelve identified target areas.
[# of non-voluntary cases resolved within 12 months / total # of non-voluntary compliance cases started]
3. 60*% of code compliance enforcement actions proactively initiated by the planning department.
[# of code compliance cases initiated by staff / total # of code compliance cases initiated.]

Outputs

- | | |
|--|----------------|
| 1. 587 proactive compliance case reports completed | Data from 2007 |
| 2. 490 reactive compliance cases reports completed | Data from 2007 |
| 3. 4 educational sessions provided | Data from 2007 |

Demands

- | | |
|--|---------------|
| 1. 1,087 proactive compliance case reports anticipated | Data for 2008 |
| 2. 654 reactive compliance case reports anticipated | Data for 2008 |
| 3. 8 educational session requests anticipated | Data for 2008 |

Efficiencies

1. \$ Zoning Compliance Team Activity expenditures per voluntary compliance resolution within a 6 month time frame in the twelve annually indentified county target areas.
2. \$ Zoning Compliance Team Activity expenditures per number of compliance cases

Activity	• Wes LaCrosse
Manager(s)	• Jennie Bruninga
Activity Budget	\$x,xxx,xxx

2. Compliance Team Program

Purpose Statement The purpose of the Compliance Team Program is to provide Permitting and Code Compliance services to Public, County Departments, and other Governmental Entities so they can develop and use property within the existing regulations/guidelines.

Section 2.2: Permitting Activity

Activity Purpose Statement The purpose of the Permitting activity is to provide land use permits and information services in a timely manner to the public and county departments so they can develop or use property within the existing regulations.

Activity Services	<ul style="list-style-type: none"> • Special Event Permits • Counter Customer Information Responses • Phone Call/Email Responses • Online Customer Permit Status Information Responses • Courtesy Utility Inspection Reports 	<ul style="list-style-type: none"> • Permits (Mobile Home, Business Use, Park Model, Temporary Use, Special Density, Awnings, Sign Permits, Modular Buildings, Compliance Review Sign off for Building Safety) • Mobile Home/Park Model Inspection Reports
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Family of Measures

Results

1. 90% of Special Event Permits (SEP) issued within 21 working days or less.
[number of SEPs issued within 21 days / Total number of SEPs issued]
2. 90% of Manufactured Homes, Awnings, Park Models, and Modular Home Permits issued in 14 working days or less. In progress
[# of permits issued in 14 days / number of total permits issued]
3. 25% of customers accessing online permit status information
[# of customers accessing online permit status information \ # of customers receiving permit status information]

Outputs

- | | |
|---|----------------|
| 1. 1,236 Compliance Reviews Reports completed | Data from 2007 |
| 2. 409 Permits issued | Data from 2007 |

Demands

- | | |
|---|--|
| 1. 1,252 Compliance Review requests anticipated | Data for 2008 |
| 2. 368 Permit Applications anticipated | Data for 2008; due to slowing of economy |

Efficiencies

1. \$ Permitting Activity expenditures per Compliance Review completed.
2. \$ Permitting Activity expenditures per Permit Issued

Activity Manager(s)

- Arlene Kile
- Christina Rivera
- Aleshia Quick

Activity Budget \$X,XXX,XXX

3. Land Use Planning/Reporting Program

Purpose Statement The purpose of the land use planning activity is to provide zoning, comprehensive plan, and addressing services to residents, property owners, and stakeholders so they can enjoy orderly quality development through a timely land use review process.

Section 3.1: Land Use Planning Activity

Activity Purpose Statement The purpose of the land use planning activity is to provide zoning, comprehensive plan, and addressing services to residents, property owners, and stakeholders so they can enjoy orderly quality development through a timely land use review process.

Activity Services	<ul style="list-style-type: none"> • Comprehensive Plan • Special Use Permit, Industrial Use Permit, Board of Adjustments, Zoning Change, Planned Area Development, Comprehensive Plan Amendment Reports • Customer Information Responses • Zoning Ordinance Amendment Recommendations • Zoning Ordinance Interpretation Letters • Planning Commission Hearings (Zone Change, Planned Area Development, Special Use Permits, Industrial Use Permits, and Comprehensive Plan Amendments) • Industrial Use Permits • Address Verification Documents • Address Database • Meeting Minutes Reports • Board of Adjustment Presentations • Board of Adjustment Reports 	<ul style="list-style-type: none"> • Minor Planned Area Development Amendment Approvals • Board of Supervisor Presentations (Planned Area Developments, Industrial Use Permits, Special Use Permits, Comprehensive Plan Amendments, Zone Changes) • Board of Supervisors Hearings (Zone Changes, Planned Area Developments, Industrial Use Permits, Special Use Permits, Comprehensive Plan Amendments) • Road Name Change Recommendations • Hearing Notifications • Citizen Advisory Committee Presentations • Street Name Decisions • Planning Application Reviews • Board of Adjustment Hearings • Address/Information Responses
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Family of Measures

Results

1. 5% land re-designation from employment to other use as stated in the proposed Comprehensive Plan. Insufficient data
[total land (acres) re-designated from employment use to other use / Total land designated (acres) for employment use as stated in the comprehensive plan]
2. 30% Average score of zoning applications on Comprehensive Plan goals
[total score of applications / total number of applications] Insufficient data
3. 100% of Right of Way reserved as identified in the proposed comprehensive plan amendment through the zoning and platting process
[actual # of acres of land for Right of Way set aside in zoning process/ total # of acres right of way as identified through the Comprehensive Plan]
4. 60 % of planning cases with a turnaround time of four months or less from the time of complete submittal to a Planning Commission hearing
[# of cases with turnaround time of four months or less / total # of cases]

Outputs

1. 99 planning applications (industrial use permits, special use permits, temporary use permits, comprehensive plan, board of adjustments, zoning changes and planned area developments) reviews completed.

Demands

1. 105 planning application reviews anticipated to be completed.

Efficiencies

1. \$__Land Use Planning Activity expenditures per Planning Application Reviews completed.

Activity Manager(s)	<ul style="list-style-type: none">• Dennis Rittenback• Steve Abraham
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Activity Budget	\$x,xxx,xxx
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4. Subdivision / Minor Land Division / Addressing Program

Purpose Statement Subdivision/Minor Land Division/Addressing Program is to provide quality Land Division and Addressing Services to Government Agencies, Property Owners Utility Providers, so they can proceed in a timely manner.

Section 4.1: Subdivision / Minor Land Division / Addressing Activity

Activity Purpose Statement Subdivision/Minor Land Division/Addressing activity is to provide quality Land Division and Addressing Services to Government Agencies, Property Owners Utility Providers, so they can proceed in a timely manner.

- Activity Services**
- Minor Land Division Approvals
 - Tentative Plat Concept Review Meetings
 - Tentative Plat Staff Reports
 - Tentative Plat Utility Coordinating Meetings
 - Tentative Plat Hearings
 - Tentative Plat Letters of Extension
 - Plats Meeting Minutes Reports
 - Board of Supervisors Plats Hearings
 - Final Plat Approvals
 - Phone Call/Email Responses
 - Subdivision Address Assignments
 - Planning Commission Tentative Plat Presentations
 - Planning Commission Tentative Plat Recommendations
 - Legal Advertisements
 - Environmental Health Legal Representations
 - Environmental Investigation Legal Representation
 - Minor Land Division Legal Reviews
 - Public Works Legal Representations
 - Subdivision Legal Reviews
 - Final Plat Information Packets

- Family of Measures**
- Results
1. 80% of tentative subdivision plat reports will have a turnaround time of 4 months or less. [# of tentative subdivision plats reviews with a turnaround time of four months or less / total # of subdivision plats filed]
 2. 50% of final subdivision plats reviews will have a turnaround time of 8 months or less. [# of final subdivision plat reports with a turnaround time of eight months or less / total # of final subdivision plats reports process.]
 3. 50% of actual development will comply with approved development [# of actual developments in compliance with approved development / total # of approved developments.]

- Outputs
1. 25 Final Plat Reports provided
 2. 26 Tentative Staff Reports provided
 3. 4,198 Subdivision Addresses provided
 4. 215 Minor Land Divisions decided Data from 2007

- Demands
1. 24 total Subdivision Plat Reports anticipated
 2. 100 Minor Land Division Applications anticipated Data for 2008; due to slowing of economy

- Efficiencies
1. \$ Subdivision/ Minor Land Division/Addressing activity expenditures per land division decisions provided. (Includes Final Plat Information Packets, Tentative Plat Staff reports, and Minor land division decisions)

Activity Manager(s)

- **Dennis Rittenback**
- **Dedrick Denton**
- **John Edwards**

Activity Budget \$x,xxx,xxx

5. Specific Site Plan Activity

Purpose Statement Specific Site Plan activity is to provide information, requirements, and guideline services to commercial applicants so they can receive timely plan reviews in order to proceed with their development.

Section 5.1: Specific Site Plan Activity

Activity Purpose Statement Specific Site Plan activity is to provide information, requirements, and guideline services to commercial applicants so they can receive timely plan reviews in order to proceed with their development.

Activity Services

- Pre-application Information Packets (for Specific Site Plan Reviews)
- Site Plan Review Information Response
- Site Plan Reviews
- Phone Call/Email Responses
- Counter Customer Information Responses
- Approved On-Site Commercial Plans

Family of Measures

Results

1. 80% Site Plan Reviews delivered to applicant within the time frame guideline [# of Plan Reviews within prescribed or agreed upon the time frame guideline / total # of Plan Reviews]
(1st review in 30 days, 2nd review in 30 days, 3rd review in 15 days, 4th review in 14 days)
2. 50% of Plan Reviews fulfilling all Planning and Development requirements by 3rd review.
[Total # of Plan Reviews with no comments on 3rd reviews / total # of 3rd Plan Reviews]

Outputs

1. 97 Site Plan Reviews submitted.
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Demands

1. 42 Site Plan Reviews anticipated. Data for 2008; due to slowing of economy
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Efficiencies

1. \$ Specific Site Plan Activity Expenditures per Plan Reviews delivered to applicant within the specified time frame
 2. \$ Specific Site Plan Activity Expenditures per number of third plan reviews meeting Planning and Development requirements
 3. \$ Specific Site Plan Activity Expenditures per number of Plan Reviews conducted.
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Activity Manager(s)

- Arlene Kile
- Alesha Quick
- Helen Johnson

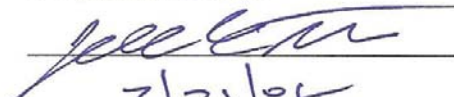
Activity Budget \$x,xxx,xxx

CORPORATE REVIEW CHECKLIST

The following items **must be included** in a department's draft Strategic Business Plan (SBP) when it is submitted for Corporate Review.

1. The *final* draft SBP incorporating all edits made after the Interim Reviews and the Final Retreat is submitted for review.
2. Specific *timeframes* (within 2-5 years) are set for all Strategic Goals.
3. Specific *targets* are set for all Strategic Goals.
4. Every Activity has only 4-10 *performance measures*, and at least one measure in each of the Family of Measures.
5. All Result measures have *formulas* that specify the calculation that will be used to determine performance.
6. *Targets* are set for all Activity performance measures (or a clear notation if data is not currently available, and when you expect to set a target).
7. *Alignment Maps* are complete.
8. *Cross-cutting issues/goals* have been clearly identified in the SBP and Alignment Maps.

I certify that all of the above items are included in the SBP submitted for Corporate Review.

 Department Director signature
2/21/08 Date