



PINAL • COUNTY
wide open opportunity

The County Manager's Office
STRATEGIC BUSINESS PLAN
FY 2011/2012

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 County Managers Office is to provide leadership, direction, and support and response services to residents, stakeholders, county departments and employees so they can benefit from effective and efficient county services.

SUMMARY OF MAJOR SERVICES PROVIDED:

- Leadership
- Project Prioritization
- Budget Oversight
- BOS Briefings, Reports, and Consultations as needed for daily County operations
- Review and/or recommendation of policies and procedures
- Customer Service inquiries
- Presentations
- Press Releases
- Economic Development Activities

ISSUE STATEMENTS

Issue 1: Financial Reality

The lack of awareness of our actual financial reality will, if not addressed, result in:

- Higher tax rate
- Increased potential for poor financial decisions
- Potential spending cuts and layoffs
- Program cuts

Issue 2: Organizational Planning and Communication

The lack of organizational planning and communication will, if not addressed, result in:

- Inability to implement Board of Supervisors priorities
- Inability to effectively manage resources (financial/human)
- Diminished service at customer level

2-5 YEAR STRATEGIC GOALS:

By 2016, Pinal County taxpayers will benefit from responsible use of County funds to achieve County priorities as evidenced by:

1. 100% of County offices/departments submitting budgets that tie funding to performance
2. Tax rate per capita at comparable or below statewide county average
3. Spending per capita at comparable or below statewide county average

Pinal County residents will experience efficient and effective delivery of services, as evidenced by:

1. By 2014, 5% increase in survey respondents reporting that they know what services the County provides.
2. By 2014, 5% increase in survey respondents indicating they value the services they receive from the County in return for the taxes they pay.

ANNUAL PERFORMANCE MEASURES:

County Manager

1. 25% of County offices/departments submitting budgets that tie funding to performance
2. Provide an annual report of tax rate and spending per capita

Communications

1. 95% of respondents (External Customers) who indicate they were satisfied or very satisfied with the service received
2. 5% increase in survey respondents reporting that they know what services the County provides.
3. 5% increase in survey respondents indicating they value the services they receive from the County in return for the taxes they pay
4. 100% of the Report to Citizens (for the prior Fiscal Year) completed and posted on the County Website by October 1st

EXPENDITURES BY FUND:

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
General Fund	3	0	3000410	370,037
General Fund Total	3	0	3000410	370,037