



P I N A L • C O U N T Y

*Wide open opportunity*

# **Building Safety Department**

## **Strategic Business Plan Alignment Maps**

### **September 23, 2008**

### **Building Safety Mission**

**The Mission of the Building Safety Department is to provide building inspections, plan reviews, permit issuance, and investigative services to the public so they can be assured of their health, safety, and general welfare.**



# Building Safety Department

## Strategic Business Plan Alignment Map 1 of 4

### Issue 1 - Accountability

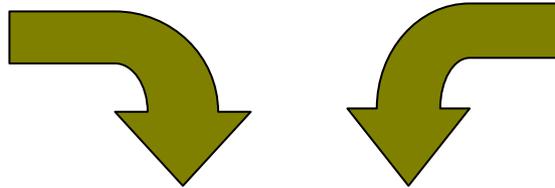
The continued public perception that a lack of accountability and oversight by all levels of County management exists, combined with increasingly complex multi-departmental processes and services requiring collaboration and management support if not addressed will result in:

- Increased customer frustration with the county's processes in delivery of accurate and timely services
- Continuing miscommunication between departments due to unclear direction for staff and customers.
- Decrease in morale among staff
- Continuing failure to complete approved infrastructure requirements

### Issue 2 - Technology

The continued need for web-based customer service technology such as online building permit services and electronic building plan submission/review combined with the continued reliance on manual field data collection processes (inspections) and lack of remote connectivity to the County network and systems will if not addressed result in:

- Slower turnaround time for permits and plan reviews.
- Increase in customer code-related complaints.
- Increase in cost to deliver service.
- Increase in waste of finite resources.
- Loss of revenue.



### BUILDING SAFETY DEPARTMENT Strategic Goal #1: Review Times

Residents, Builders, and Contractors will benefit from improved Building Safety services as evidenced by:

1. By 2010, 98% of residential plan reviews completed within 15 business days of submittal
2. By 2010, 80% of commercial plan reviews completed within 20 business days of submittal
3. By 2009, 95% of commercial permits will be issued within 1 business day of completed multi-departmental Site Plan Review process.

The purpose of the **Customer Service and Permitting Activity** is to provide permitting, coordination and customer information services to the building public, internal departments and outside agencies so they can begin and complete the construction process in a timely manner.

#### Activity Result Measure(s)

1. 95% of commercial permits issued within 1 business day of completed multi-departmental Site Plan Review process.
  2. \* % of customers who receive notification before expiration of permits and plan reviews.
- (\* This is a new service. No baseline target information is available. Estimate will be provided within 6 months of CM approval of plan)

The purpose of the **Plans Examination Activity** is to provide plan review and code interpretation services to public customers and internal county departments so they can receive reviewed plans in a timely manner.

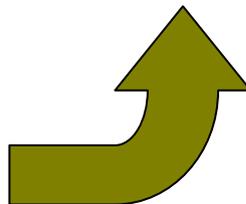
#### Activity Result Measure(s)

1. 95% of residential plan reviews completed within 20 days of submittal
2. 75% of commercial plan reviews completed within 25 days of submittal

### Countywide Strategic Priorities

#### Growth

- Coordinate County departments to provide quality and expedited review processes for land use entitlement, platting and site plans.
- By 2009, Pinal County will support commercial and industrial development by expediting the processing of zoning entitlement and site plan projects.



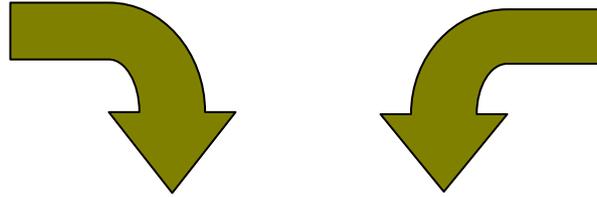
# Building Safety Department

## Strategic Business Plan Alignment Map 2 of 4

### Issue 3 – Environmental Awareness and Sustainability

Due to an increase in environmental awareness and demand for sustainability together with increasingly complex building technology and ever evolving building codes, there is an increasing need for continuing education and specialized training which if not addressed will result in:

- Continued reliance on costly outside consultant services.
- Increased potential for injury, loss of life, and resulting in litigation.
- Potential decrease in professional credibility.
- Decreased ability to attract and retain qualified staff.
- Increased potential for loss of professional certification program.



### BUILDING SAFETY DEPARTMENT

#### Strategic Goal #2: Staff Certification

By 2010 Pinal County Building Safety will improve efficiency and reduce reliance on outside services as evidenced by;

1. By 2009 100% of Building Inspectors and Plans Examiners will have required certification in either International Building Code (IBC) or International Residential Code (IRC).
2. By 2010 50% of Building Inspectors and Plans Examiners will have second certification in either International Building Code (IBC) or International Residential Code (IRC).
3. By 2009 90% of Permit Technicians will complete required certification.

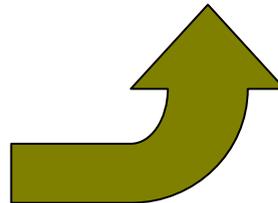
The purpose of the **Professional Support and Reporting Activity** is to provide reporting, data and training oversight services to County management and Building Safety staff so management can have the information necessary to make informed decisions in matters pertaining to Building Safety and staff can better serve the building public.

#### Activity Result Measure(s)

1. 100% of Building Inspectors and Plans Examiners with completed certification in either International Building Code (IBC) or International Residential Code (IRC).
2. 25% of Building Inspectors and Plans Examiners completing second certification in either International Building Code (IBC) or International Residential Code (IRC).
3. 90% of Permit Technicians will complete required certification.
4. 93% of statistical report requests completed within 5 business days.

### Countywide Strategic Priorities

Does Not Align to Strategic Priorities





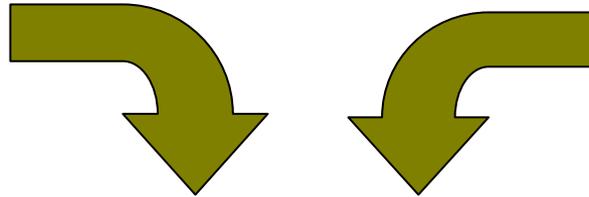
# Building Safety Department

## Strategic Business Plan Alignment Map 3 of 4

### Issue 4 – Support Services

The increasing need for county support services such as finance purchasing, and legal, combined with an increasing number of major issues (i.e. Fissures, Abatement of Dangerous Buildings and Natural Disasters) requiring new building compliance programs and policies if not addressed will result in:

- Increased potential for injury and loss of life.
- Increased potential for property damage.
- Increase in complaints.
- Increased liability and litigation.
- Increase in disruption of services.



### BUILDING SAFETY DEPARTMENT Strategic Goal #3: Safety

Pinal County Building Safety will enhance the life, safety, and welfare of its residents as evidenced by:

- By 2010, 90% of code violation complaints investigated within 2 business days from the receipt of complaint.
- By 2011, 80% of dangerous building cases brought into compliance with 90 days from receipt of complaint.
- By 2009 100% implementation of a comprehensive fissure policy.

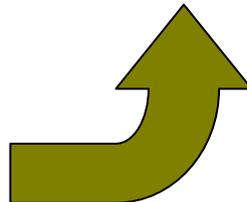
The purpose of the **Field Verification and Compliance Activity** is to provide building code compliance inspection and education services to the building public so they can build and occupy safe structures according to the current building codes.

#### Activity Result Measure(s)

1. 10% Reduction in failed inspections
2. 25% of dangerous building cases brought into compliance within 90 business days.
3. 80% of code violation complaints investigated within 2 business days from receipt of complaint

### Countywide Strategic Priorities

Does Not Align to County Priorities



# Building Safety Department

## Strategic Business Plan Alignment Map 4 of 4

### Issue 1 - Accountability

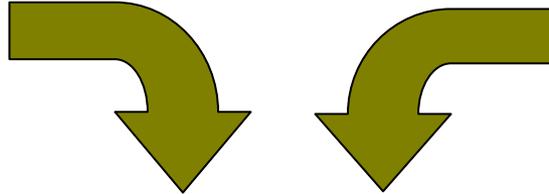
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### Issue 2 - Technology

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- Increase in waste of finite resources.
- Loss of revenue.



### BUILDING SAFETY DEPARTMENT Strategic Goal #4: Improved Customer Convenience

By 2010 the building public in Pinal County will benefit from more convenient Building Safety services as evidenced by:

- 75% of permits will be processed online.
- 25% of building plans will be submitted for review online.

The purpose of the **Customer Service and Permitting Activity** is to provide permitting, coordination and customer information services to the building public, internal departments and outside agencies so they can begin and complete the construction process in a timely manner.

### Activity Result Measure(s)

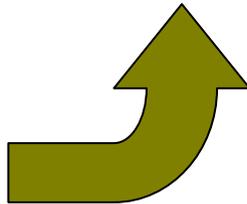
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2. \* % of customers who receive notification before expiration of permits and plan reviews.

(\* This is a new service. No baseline target information is available. Estimate will be provided within 6 months of CM approval of plan)

### Countywide Strategic Priorities

#### Accountability

- By 2009, the Board of Supervisors will increase electronic and website information accessible to the citizens of Pinal County





# Building Safety Department

## Cross Cutting Issues

**Issue:** 1 – Accountability

**Goal:** 1 – Review Times

**Cross Cutting With:** Public Works, Planning and Development, One Stop Shop, Environmental Health, Air Quality

**Need(s):** Oversight and support in streamlining processes throughout the County to deliver better service to customers

**Issue:** 2 – Technology

**Goal:** 4 – Improved Customer Services

**Cross Cutting With:** Information Technology, One Stop Shop

**Need(s):** IT - Development of web based services for customer submittal building plans and processing of permits.  
One Stop Shop – Support in implementing payment of Building Safety fees online.

**Issue:** 4 – Support Services

**Goal:** 3 – Compliance

**Cross Cutting With:** Finance, County Attorney, One Stop Shop

**Need(s):** Finance – Clear definitions and support in procurement processes and codes.

County Attorney – Timely responses and support in abatements of dangerous buildings and other legal matters pertaining to Building Safety

One Stop Shop – Coordination and cooperation in implementing daily activities and the goals of the department.