



P I N A L • C O U N T Y

Wide open opportunity

Pinal County Public Works Department

Strategic Business Plan Alignment Maps

July 31, 2008

Public Works Mission Statement

The mission of the Public Works Department is to provide transportation infrastructure, engineering, flood control, solid waste recycling, airport and emergency management services to the public so they can enjoy a community with safe roads and buildings, and a clean environment.



Pinal County Public Works

Strategic Business Plan Alignment Map 1 of 18

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

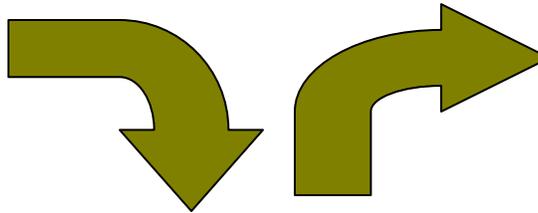
Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.



PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #1: (Part I) Review Time

By 2009, reduce county review time for development projects to 4 weeks for both 1st review and 2nd review, and 3 weeks for subsequent reviews.

The purpose of the **Building Permit Review Activity** is to provide Drainage and Flood Hazard Review Services to building permit applicants and Pinal County residents so they can benefit from timely review and response to their applications and a decreased risk of property damage due to flooding.

2. 80% of building permit review responses issued within three days

The purpose of the **Priority Development Review Activity** is to provide accelerated plan and report review services to Pinal County residents and the development community so they can proceed with priority development projects in a timely manner, and build safe, functional infrastructure.

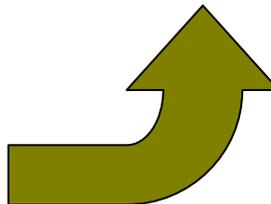
1. 90% of priority development plan and report submittals reviewed within 2 weeks

The purpose of the **Site Plan Review Activity** is to provide plan and report review services to Pinal County residents and the development community so they can proceed with development projects in a timely manner and build safe, functional and efficient infrastructure.

1. 80% of 1st and 2nd site plan reviews completed within 4 weeks or less from receipt in Public Works
2. 80% of subsequent site plan reviews completed in 3 weeks or less from receipt in Public Works

Pinal County Strategic Priorities

Regional Leadership
Growth
Transportation



**See Next Page for
Additional Activities
Aligned to this Goal**



Pinal County Public Works

Strategic Business Plan Alignment Map 2 of 18

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

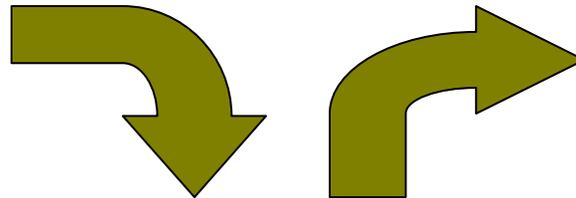
Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.



PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #1: (Part II) Review Time

By 2009, reduce county review time for development projects to 4 weeks for both 1st review and 2nd review, and 3 weeks for subsequent reviews.

The purpose of the **Subdivision Plan Review Activity** is to provide plan and report review services to Pinal County residents and development community so they can proceed with residential development projects in a timely manner, and build safe and functional infrastructure.

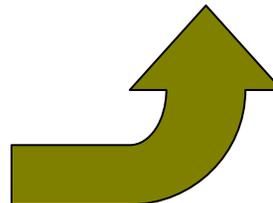
1. 80% of subdivision plan 1st and 2nd reviews completed in 4 weeks or less from receipt in Public Works
2. 90% of subsequent subdivision plan reviews completed in 3 weeks or less from receipt in Public Works

The purpose of the **Utility Plan Review Activity** is to provide Utility Plan Approval services to Utility Companies and Pinal County residents so they can proceed with utility projects in a timely manner and residents can access utility services with minimal disruption to private property and public infrastructure.

1. 80% of utility plan submittals reviewed within 4 weeks

Pinal County Strategic Priorities

Regional Leadership
Growth
Transportation





Pinal County Public Works

Strategic Business Plan Alignment Map 3 of 18

Issue 1 - Growth

The continued population growth, and increased demand for Public Works services such as engineering, road maintenance, flood control, and solid waste recycling will, if not addressed, result in less timely response to maintenance and service requests, development approvals and new road construction.

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

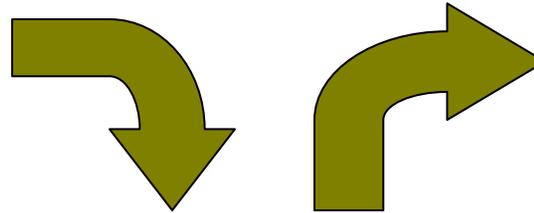
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.

Pinal County Strategic Priorities

Regional Leadership
Growth
Transportation



PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #2: (Part I) Regional Transportation

By 2011, implement 10% of the Adopted Regional Transportation Plan
*and additional 10% annually thereafter.

The purpose of the **Transportation Planning Activity** is to provide road network and transit systems planning services to the Public Works Department so they can have the information they need to ensure the construction and operation of the transportation systems to the satisfaction of the residents.

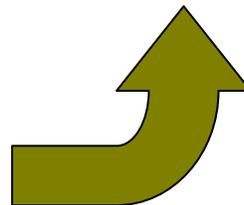
2. 95% of required agencies that have adopted the Regional Transportation Plan
3. 90% of planned transportation projects in the first five years of the plan that are in progress

The purpose of the **Transportation Design Activity** is to provide Road and Bridge Plan services to contractors and county construction crews so they can have accurate design needed to construct, improve, and repair county roads on time and within budget.

1. 90% of road / bridge plans completed on time
2. 90% of road / bridge plans completed within budget

The purpose of the **Transportation Construction Activity** is to provide road paving and bridge building services to the motoring public so they can drive on roadways created for efficient travel.

2. 90% of transportation infrastructure construction projects completed on time according to approved CIP
3. 90% of transportation infrastructure construction projects completed within budget according to approved CIP



**See Next Page for
Additional Activities
Aligned to this Goal**



Pinal County Public Works

Strategic Business Plan Alignment Map 4 of 18

Issue 1 - Growth

The continued population growth, and increased demand for Public Works services such as engineering, road maintenance, flood control, and solid waste recycling will, if not addressed, result in less timely response to maintenance and service requests, development approvals and new road construction.

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

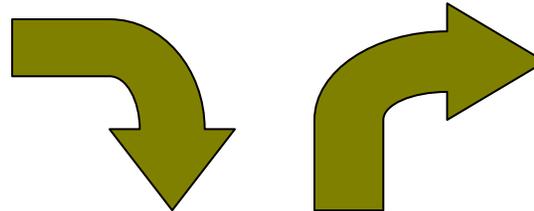
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.

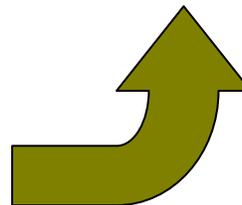
Pinal County Strategic Priorities

Regional Leadership
Growth
Transportation



PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #2: (Part II) Regional Transportation

By 2011, implement 10% of the Adopted Regional Transportation Plan
*and additional 10% annually thereafter.



The purpose of the **Paved Road Maintenance Activity** is to provide repair, maintenance, and response services to the traveling public so they can get a timely response to their maintenance requests and are satisfied with the condition of their roads.

1. 90% of routine maintenance requests that receive assessment or repairs response within 3 working days.
3. 15% of paved roads will have a rating of good or better while less than 10% have a substandard rating by 2011.

The purpose of the **Traffic Safety Activity** is to provide roadway signage, signals, devices and traffic engineering services to the motoring public so they can travel on the public right-of-ways safely.

1. 90% of planned pavement markings installed or maintained.
2. 90% of planned new traffic signals installed
3. 90% of planned traffic studies completed



Pinal County Public Works

Strategic Business Plan Alignment Map 5 of 18

Issue 1 - Growth

The continued population growth, and increased demand for Public Works services such as engineering, road maintenance, flood control, and solid waste recycling will, if not addressed, result in less timely response to maintenance and service requests, development approvals and new road construction.

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

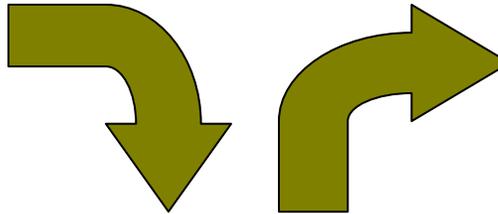
Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.



PUBLIC WORKS DEPARTMENT

STRATEGIC GOAL #3: Road Improvement and Maintenance

Pinal County transportation infrastructure will meet the needs of residents as evidenced by:

- 80% of all dirt roads (excluding designated primitive roads) will be maintained (watered and graded) on a frequency of once every 4 weeks by 2010
- 15% of paved roads will have a rating of good or better, while less than 10% have a substandard rating by 2011
- Reduction of dirt and gravel roads by 30 miles per year by 2011

The purpose of the **Non-Paved Road Maintenance Activity** is to provide repair, maintenance, and response services to traveling public so they can get a timely response to their maintenance requests and are satisfied with the condition of the roads.

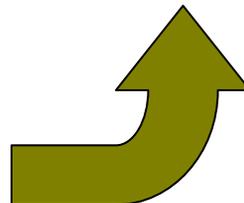
1. 90% of routine maintenance requests that receive assessment or repair responses within 3 working days
3. 80% of all dirt road miles, excluding designated primitive roads, are maintained (watered / graded) on a frequency of once every 4 weeks

The purpose of the **Paved Road Maintenance Activity** is to provide repair, maintenance, and response services to the traveling public so they can get a timely response to their maintenance requests and are satisfied with the condition of their roads.

1. 90% of routine maintenance requests that receive assessment or repairs response within 3 working days.
3. 15% of paved roads will have a rating of good or better while less than 10% have a substandard rating by 2011.

Pinal County Strategic Priorities

Growth
Transportation





Pinal County Public Works

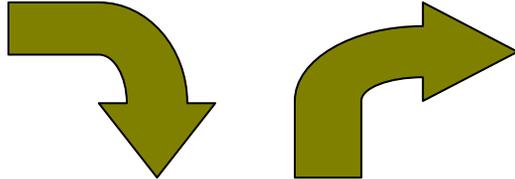
Strategic Business Plan Alignment Map 6 of 18

Issue 2 - Systems and Processes
Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 3 - Customer Expectations
Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 6 – Internal Resources
The lack of integration between internal information systems along with the need for updated facilities and new infrastructure containing complex systems that require specialized staff training will, if not addressed, result in increased delays in project completions, slower and uncoordinated responses due to manual and outdated processes, and poor public perception.



PUBLIC WORKS DEPARTMENT
STRATEGIC GOAL #4:
Increased Traffic Safety

By 2010, increase traffic safety on unincorporated Pinal County roadways as evidenced by:

- 90% of planned pavement markings installed or maintained
- 90% of planned new traffic signals installed
- 90% of planned traffic studies completed

The purpose of the **Transportation Design Activity** is to provide Road and Bridge Plan services to contractors and county construction crews so they can have accurate design needed to construct, improve, and repair county roads on time and within budget.

1. 90% of road/bridge plans completed on time
2. 90% of road/bridge plans completed within budget

The purpose of the **Traffic Safety Activity** is to provide roadway signage, signals, devices and traffic engineering services to the motoring public so they can travel on the public right-of-ways safely.

1. 90% of planned pavement markings installed or maintained.
2. 90% of planned new traffic signals installed
3. 90% of planned traffic studies completed

The purpose of the **Non-Paved Road Maintenance Activity** is to provide repair, maintenance, and response services to traveling public so they can get a timely response to their maintenance requests and are satisfied with the condition of the roads.

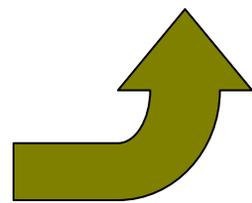
1. 90% of routine maintenance requests that receive assessment or repair responses within 3 working days
3. 80% of all dirt road miles, excluding designated primitive roads, are maintained (watered / graded) on a frequency of once every 4 weeks

The purpose of the **Paved Road Maintenance Activity** is to provide repair, maintenance, and response services to the traveling public so they can get a timely response to their maintenance requests and are satisfied with the condition of their roads.

1. 90% of routine maintenance requests that receive assessment or repairs response within 3 working days.
3. 15% of paved roads will have a rating of good or better while less than 10% have a substandard rating by 2011.

Pinal County Strategic Priorities

Growth
Transportation





Pinal County Public Works

Strategic Business Plan Alignment Map 7 of 18

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

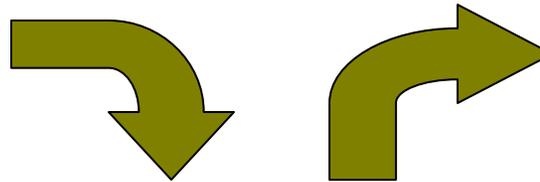
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.

Issue 6 - Internal Resources

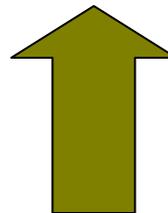
The lack of integration between internal information systems along with the need for updated facilities and new infrastructure containing complex systems that require specialized staff training will, if not addressed, result in increased delays in project completion, slower and uncoordinated responses due to manual and outdated processes, and poor public perception.



PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #5: (Part I) Projects Completed on Time and Within Budget

By 2010, Capital Improvement Projects, such as transportation infrastructure and facilities, are completed:

- 90% on time (date approved in CIP) and
- 90% within budget (as approved in CIP)



Pinal County Strategic Priorities

Regional Leadership
Growth
Transportation
Accountability

The purpose of the **Transportation Planning Activity** is to provide road network and transit systems planning services to the Public Works Department so they can have the information they need to ensure the construction and operation of the transportation systems to the satisfaction of the residents.

2. 95% of required agencies that have adopted the Regional Transportation Plan
3. 90% of planned transportation projects in the first five years of the plan that are in progress

The purpose of the **Transportation Design Activity** is to provide Road and Bridge Plan services to contractors and county construction crews so they can have accurate design needed to construct, improve, and repair county roads on time and within budget.

1. 90% of road / bridge plans completed on time
2. 90% of road / bridge plans completed within budget

The purpose of the **Transportation Construction Activity** is to provide road paving and bridge building services to the motoring public so they can drive on roadways created for efficient travel.

2. 90% of transportation infrastructure construction projects completed on time according to approved CIP
3. 90% of transportation infrastructure construction projects completed within budget according to approved CIP

The purpose of the **Construction Inspection Activity** is to provide inspection and permit services to Pinal County residents, the development community, utility companies, and construction contractors so they can benefit from safe and functional infrastructure.

2. 70% of construction contractors that indicated that they are satisfied or very satisfied with the construction inspection process

**See Next Page for
Additional Activities
Aligned to this Goal**



Pinal County Public Works

Strategic Business Plan Alignment Map 8 of 18

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

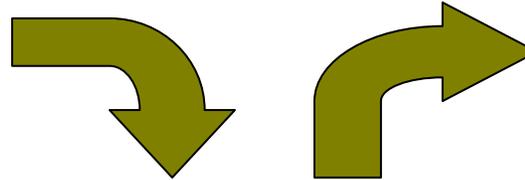
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.

Issue 6 - Internal Resources

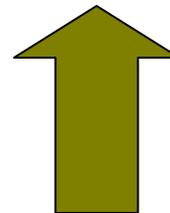
The lack of integration between internal information systems along with the need for updated facilities and new infrastructure containing complex systems that require specialized staff training will, if not addressed, result in increased delays in project completion, slower and uncoordinated responses due to manual and outdated processes, and poor public perception.



PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #5: (Part II) Projects Completed on Time and Within Budget

By 2010, Capital Improvement Projects, such as transportation infrastructure and facilities, are completed:

- 90% on time (date approved in CIP) and
- 90% within budget (as approved in CIP)



Pinal County Strategic Priorities

Regional Leadership
Growth
Transportation
Accountability

The purpose of the **Traffic Safety Activity** is to provide roadway signage, signals, devices and traffic engineering services to the motoring public so they can travel on the public right-of-ways safely.

1. 90% of planned pavement markings installed or maintained.
2. 90% of planned new traffic signals installed
3. 90% of planned traffic studies completed

The purpose of the **Building Permit Review Activity** is to provide Drainage and Flood Hazard Review Services to building permit applicants and Pinal County residents so they can benefit from timely review and response to their applications and a decreased risk of property damage due to flooding.

2. 80% of building permit review responses issued within three days

The purpose of the **Priority Development Review Activity** is to provide accelerated plan and report review services to Pinal County residents and the development community so they can proceed with priority development projects in a timely manner, and build safe, functional

1. 90% of priority development plan and report submittals reviewed within 2 weeks

The purpose of the **Site Plan Review Activity** is to provide plan and report review services to Pinal County residents and the development community so they can proceed with development projects in a timely manner and build safe, functional and efficient infrastructure.

1. 80% of 1st and 2nd site plan reviews completed within 4 weeks or less from receipt in Public Works
2. 80% of subsequent site plan reviews completed in 3 weeks or less from receipt in Public Works

**See Next Page for
Additional Activities
Aligned to this Goal**



Pinal County Public Works

Strategic Business Plan Alignment Map 9 of 18

Issue 2 - Systems and Processes
Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

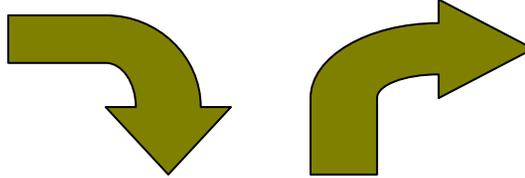
Issue 3 - Customer Expectations
Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources
Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.

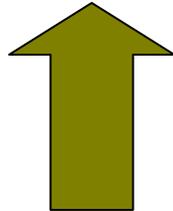
Issue 6 – Internal Resources
The lack of integration between internal information systems along with the need for updated facilities and new infrastructure containing complex systems that require specialized staff training will, if not addressed, result in increased delays in project completion, slower and uncoordinated responses due to manual and outdated processes, and poor public perception.



PUBLIC WORKS DEPARTMENT
STRATEGIC GOAL #5: (Part III)
Projects Completed on Time and Within Budget

By 2010, Capital Improvement Projects, such as transportation infrastructure and facilities, are completed:

- 90% on time (date approved in CIP) and
- 90% within budget (as approved in CIP)



Pinal County Strategic Priorities

Regional Leadership
Growth
Transportation
Accountability

The purpose of the **Subdivision Plan Review Activity** is to provide plan and report review services to Pinal County residents and development community so they can proceed with residential development projects in a timely manner, and build safe and functional infrastructure.

1. 80% of subdivision plan 1st and 2nd reviews completed in 4 weeks or less from receipt in Public Works
2. 90% of subsequent subdivision plan reviews completed in 3 weeks or less from receipt in Public Works

The purpose of the **Utility Plan Review Activity** is to provide Utility Plan Approval services to Utility Companies and Pinal County residents so they can proceed with utility projects in a timely manner and residents can access utility services with minimal disruption to private property and public infrastructure.

1. 80% of utility plan submittals reviewed within 4 weeks

The purpose of the **Facility Design Activity** is to provide space needs studies and building site and design services to Pinal County contractors, construction crews, and departments so they can have plans and cost estimates needed to construct county facilities.

2. 90% of facility plans and cost estimates provided on time
3. 90% of facility plans and cost estimates provided within budget

The purpose of the **Facility Construction Activity** is to provide new and renovated building and site improvement services to Pinal County Departments so they can move into facilities constructed or renovated on time and within budget.

1. 90% of facilities constructed or renovated as approved in the CIP on time
2. 90% of facilities constructed or renovated as approved in the CIP within budget

**See Next Page for
Additional Activities
Aligned to this Goal**



Pinal County Public Works

Strategic Business Plan Alignment Map 10 of 18

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

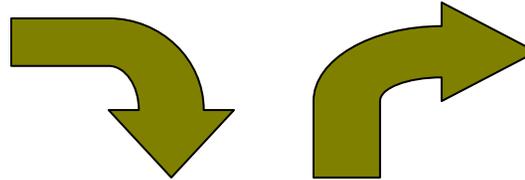
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.

Issue 6 - Internal Resources

The lack of integration between internal information systems along with the need for updated facilities and new infrastructure containing complex systems that require specialized staff training will, if not addressed, result in increased delays in project completion, slower and uncoordinated responses due to manual and outdated processes, and poor public perception.



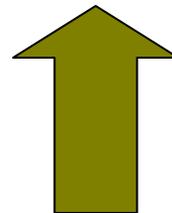
The purpose of the **Real Estate Activity** is to provide land and right-of-way acquisition and disposal services to Pinal County government so it can have the property or rights-of-way in a timely manner to construct roads and buildings for public use.

1. 90% of property or rights-of-way acquired for public use roads and buildings within the time requested
2. 70% of property or rights-of-way disposed of within the requested time frame
3. 90% of property or rights-of-way for public use roads and building acquired within budget (*future service)

PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #5: (Part IV) Projects Completed on Time and Within Budget

By 2010, Capital Improvement Projects, such as transportation infrastructure and facilities, are completed:

- 90% on time (date approved in CIP) and
- 90% within budget (as approved in CIP)



Pinal County Strategic Priorities

Regional Leadership
Growth
Transportation
Accountability



Pinal County Public Works

Strategic Business Plan Alignment Map 11 of 18

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

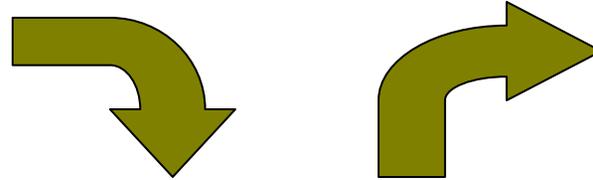
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.

Issue 6 - Internal Resources

The lack of integration between internal information systems along with the need for updated facilities and new infrastructure containing complex systems that require specialized staff training will, if not addressed, result in increased delays in project completion, slower and uncoordinated responses due to manual and outdated processes, and poor public perception.



PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #6: (Part I) Quality Development (Prevent Flood Damage)

By 2012, provide quality development through a safe and efficient public infrastructure as evidenced by:

- No expenditures on repairs and maintenance costs in the first year
- 10% improvement value spent on repairs and maintenance costs in the first five years
- 90% of new subdivision residents will indicate by survey that they are satisfied or very satisfied with the quality of the infrastructure in their neighborhood at the end of the first year
- 90% of new subdivision residents who indicate by survey that they are satisfied or very satisfied with their storm drainage system at the end of the first year



Pinal County Strategic Priorities

Growth
Transportation
Accountability

The purpose of the **Priority Development Review Activity** is to provide accelerated plan and report review services to Pinal County residents and the development community so they can proceed with priority development projects in a timely manner, and build safe, functional

1. 90% of priority development plan and report submittals reviewed within 2 weeks

The purpose of the **Site Plan Review Activity** is to provide plan and report review services to Pinal County residents and the development community so they can proceed with development projects in a timely manner and build safe, functional and efficient infrastructure.

1. 80% of 1st and 2nd site plan reviews completed within 4 weeks or less from receipt in Public Works
2. 80% of subsequent site plan reviews completed in 3 weeks or less from receipt in Public Works

The purpose of the **Subdivision Plan Review Activity** is to provide plan and report review services to Pinal County residents and development community so they can proceed with residential development projects in a timely manner, and build safe and functional infrastructure.

1. 80% of subdivision plan 1st and 2nd reviews completed in 4 weeks or less from receipt in Public Works
2. 90% of subsequent subdivision plan reviews completed in 3 weeks or less from receipt in Public Works

The purpose of the **Building Permit Review Activity** is to provide Drainage and Flood Hazard Review Services to building permit applicants and Pinal County residents so they can benefit from timely review and response to their applications and a decreased risk of property damage due to flooding.

2. 80% of building permit review responses issued within three days

**See Next Page for
Additional Activities
Aligned to this Goal**



Pinal County Public Works

Strategic Business Plan Alignment Map 12 of 18

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

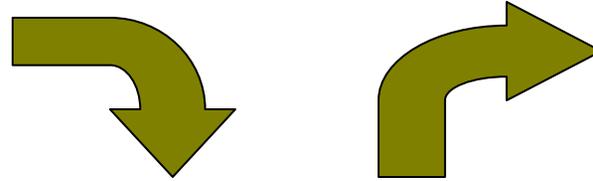
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.

Issue 6 - Internal Resources

The lack of integration between internal information systems along with the need for updated facilities and new infrastructure containing complex systems that require specialized staff training will, if not addressed, result in increased delays in project completion, slower and uncoordinated responses due to manual and outdated processes, and poor public perception.



PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #6: (Part II) Quality Development (Prevent Flood Damage)

By 2012, provide quality development through a safe and efficient public infrastructure as evidenced by:

- No expenditures on repairs and maintenance costs in the first year
- 10% improvement value spent on repairs and maintenance costs in the first five years
- 90% of new subdivision residents will indicate by survey that they are satisfied or very satisfied with the quality of the infrastructure in their neighborhood at the end of the first year
- 90% of new subdivision residents who indicate by survey that they are satisfied or very satisfied with their storm drainage system at the end of the first year



Pinal County Strategic Priorities

Growth
Transportation
Accountability

The purpose of the **Utility Plan Review Activity** is to provide Utility Plan Approval services to Utility Companies and Pinal County residents so they can proceed with utility projects in a timely manner and residents can access utility services with minimal disruption to private property and public infrastructure.

1. 80% of utility plan submittals reviewed within 4 weeks

The purpose of the **Flood Management Activity** is to provide planning and mapping services to property owners so they can have accurate information available about flood hazards.

2. 10% of Federal Emergency Management "A" Zone designated areas with detailed studies completed

The purpose of the **Flood Mitigation Activity** is to provide permitting, construction projects, maintenance, and data collection services to the public so they can benefit from a reduced flood risk.

1. 5% reduction in insurance rates reflecting lower flood risks measured by the FEMA Community Rating System*.
2. 99% assessed value not lost to flood damage
3. 75% of budgeted flood gauges installed

The purpose of the **Real Estate Activity** is to provide land and right-of-way acquisition and disposal services to Pinal County government so it can have the property or rights-of-way in a timely manner to construct roads and buildings for public use.

1. 90% of property or rights-of-way acquired for public use roads and buildings within the time requested
2. 70% of property or rights-of-way disposed of within the requested time frame
3. 90% of property or rights-of-way for public use roads and building acquired within budget (**future service)



Pinal County Public Works

Strategic Business Plan Alignment Map 13 of 18

Issue 1 - Growth

The continued population growth, and increased demand for Public Works services such as engineering, road maintenance, flood control, and solid waste recycling will, if not addressed, result in less timely response to maintenance and service requests, development approvals and new road construction.

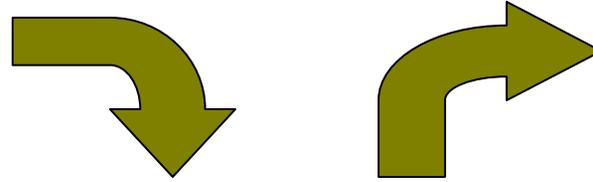
Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.



PUBLIC WORKS DEPARTMENT

STRATEGIC GOAL #7: (Part I)

Customer Satisfaction

Improved customer satisfaction by 2012 as evidenced by:

- 40% of residents who indicate by survey that they are satisfied or very satisfied with flood control and transportation services
- 70% of residents who indicate by survey that road complaint responses were timely and effective
- 90% of development permit applicants who say there were satisfied or very satisfied with the quality and consistency of the development review process
- 90% of county occupants who say they are satisfied or very satisfied with the quality of the facility constructed or improved in the first year
- 90% of county occupants who say they received timely and accurate information on road projects from the Public Works Department

The purpose of the **Non-Paved Road Maintenance Activity** is to provide repair, maintenance, and response services to traveling public so they can get a timely response to their maintenance requests and are satisfied with the condition of the roads.

1. 90% of routine maintenance requests that receive assessment or repair responses within 3 working days

The purpose of the **Paved Road Maintenance Activity** is to provide repair, maintenance, and response services to the traveling public so they can get a timely response to their maintenance requests and are satisfied with the condition of their roads.

1. 90% of routine maintenance requests that receive assessment or repairs response within 3 working days.

The purpose of the **Customer Service Activity** is to provide inquiry response services to Pinal County residents and visitors so they can have timely and useful information about Public Works codes, projects, activities, and events.

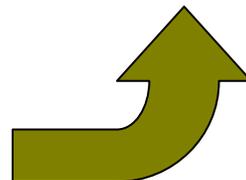
1. 90% of customers who say by survey that the information they received was useful.
2. 90% of customers who say by survey that the information they received was timely.

The purpose of the **Construction Inspection Activity** is to provide inspection and permit services to Pinal County residents, the development community, utility companies, and construction contractors so they can benefit from safe and functional infrastructure.

2. 70% of construction contractors that indicated that they are satisfied or very satisfied with the construction inspection process

Pinal County Strategic Priorities

Growth
Transportation
Accountability



**See Next Page for
Additional Activities
Aligned to this Goal**



Pinal County Public Works

Strategic Business Plan Alignment Map 14 of 18

Issue 1 - Growth

The continued population growth, and increased demand for Public Works services such as engineering, road maintenance, flood control, and solid waste recycling will, if not addressed, result in less timely response to maintenance and service requests, development approvals and new road construction.

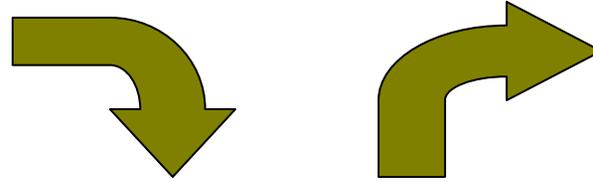
Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.



PUBLIC WORKS DEPARTMENT

STRATEGIC GOAL #7: (Part II)

Customer Satisfaction

Improved customer satisfaction by 2012 as evidenced by:

- 40% of residents who indicate by survey that they are satisfied or very satisfied with flood control and transportation services
- 70% of residents who indicate by survey that road complaint responses were timely and effective
- 90% of development permit applicants who say there were satisfied or very satisfied with the quality and consistency of the development review process
- 90% of county occupants who say they are satisfied or very satisfied with the quality of the facility constructed or improved in the first year
- 90% of county occupants who say they received timely and accurate information on road projects from the Public Works Department

The purpose of the **Site Plan Review Activity** is to provide plan and report review services to Pinal County residents and the development community so they can proceed with development projects in a timely manner and build safe, functional and efficient infrastructure.

- 3. 80% of site plan development customers who say they are satisfied or very satisfied with the site plan development process

The purpose of the **Subdivision Plan Review Activity** is to provide plan and report review services to Pinal County residents and development community so they can proceed with residential development projects in a timely manner, and build safe and functional infrastructure.

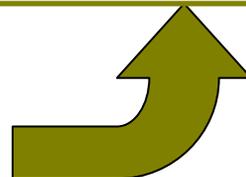
- 3. 80% of subdivision plan development customers who indicate they are satisfied or very satisfied with the quality and consistency of the subdivision plan development review process
- 5. 90% of new subdivision residents who indicate they are satisfied or very satisfied with the infrastructure in their neighborhood at the end of the 1st year
- 6. 90% of subdivision residents who indicate they are satisfied or very satisfied with their storm drainage system

The purpose of the **Facility Construction Activity** is to provide new and renovated building and site improvement services to Pinal County Departments so they can move into facilities constructed or renovated on time and within budget.

- 3. 90% of county government occupants who say they are satisfied or very satisfied with the quality of the facility constructed or improved within first year

Pinal County Strategic Priorities

Growth
Transportation
Accountability



**See Next Page for
Additional Activities
Aligned to this Goal**



Pinal County Public Works

Strategic Business Plan Alignment Map 15 of 18

Issue 1 - Growth

The continued population growth, and increased demand for Public Works services such as engineering, road maintenance, flood control, and solid waste recycling will, if not addressed, result in less timely response to maintenance and service requests, development approvals and new road construction.

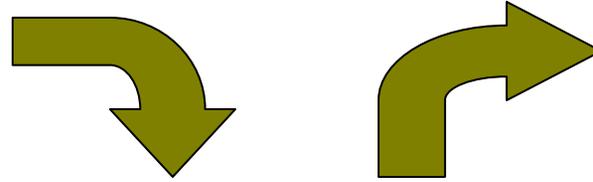
Issue 3 - Customer Expectations

Increasing demands from residents and businesses for urban services such as metropolitan style roads, expedited development and permit reviews, waste disposal and 24 hour emergency response, will, if not addressed, result in:

- decreased customer satisfaction
- fewer new miles of road built and increased traffic congestion due to increased cost for road construction,
- increased review times and delayed development
- increased illegal dumping
- increased likelihood that emergency calls will not be handled correctly

Issue 4 - Communication and Collaboration

Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.



PUBLIC WORKS DEPARTMENT

STRATEGIC GOAL #7: (Part III)

Customer Satisfaction

Improved customer satisfaction by 2012 as evidenced by:

- 40% of residents who indicate by survey that they are satisfied or very satisfied with flood control and transportation services
- 70% of residents who indicate by survey that road complaint responses were timely and effective
- 90% of development permit applicants who say there were satisfied or very satisfied with the quality and consistency of the development review process
- 90% of county occupants who say they are satisfied or very satisfied with the quality of the facility constructed or improved in the first year
- 90% of county occupants who say they received timely and accurate information on road projects from the Public Works Department

The purpose of the **Flood Management Activity** is to provide planning and mapping services to property owners so they can have accurate information available about flood hazards.

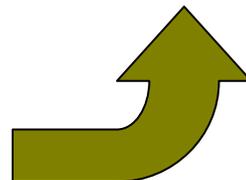
3. 40% of residents who indicate by survey that they are satisfied or very satisfied with flood control services.

The purpose of the **Go Green Activity** is to provide environmental protection and enforcement and recycling collections services to Pinal County residents and property owners so they can live in a cleaner county and dispose of their recyclables in a cost efficient manner.

1. 10% reduction in unauthorized solid waste sites.
2. 90% of communities served by landfills or transfer stations within 15 miles.
3. 10% decrease in illegal dumping complaints
4. 5% increase in recyclables delivered for processing

Pinal County Strategic Priorities

Growth
Transportation
Accountability





Pinal County Public Works

Strategic Business Plan Alignment Map 16 of 18

Issue 1 – Growth

The continued population growth and increased demand for Public Works services such as engineering, road maintenance, flood control, and solid waste recycling will, if not addressed, result in less timely response to maintenance and service requests, development approvals and new road construction.

Issue 2 - Systems and Processes

Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 4 - Communication and Collaboration

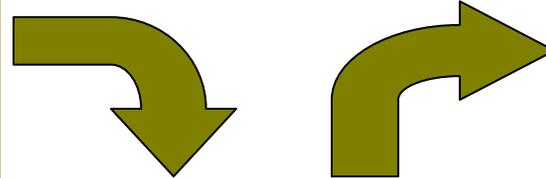
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.

Issue 6 – Internal Resources

The lack of integration between internal information systems along with the need for updated facilities and new infrastructure containing complex systems that require specialized staff training will, if not addressed, result in increased delays in project completion, slower and uncoordinated responses due to manual and outdated processes, and poor public perception.



PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #8: Cost of Services

By 2010, improve both internal and external efficiencies by reducing the cost of service as evidenced by Public Works lowering:

- Operational costs (project delivery costs) per capital project from 17.6% to 17.5%
- *Administrative overhead from 30% to 28%

The purpose of the **Transportation Design Activity** is to provide Road and Bridge Plan services to contractors and county construction crews so they can have accurate design needed to construct, improve, and repair county roads on time and within budget.

2. 90% of road / bridge plans completed within budget

The purpose of the **Transportation Construction Activity** is to provide road paving and bridge building services to the motoring public so they can drive on roadways created for efficient travel.

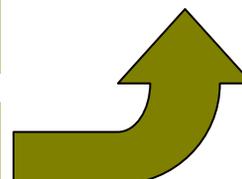
3. 90% of transportation infrastructure construction projects completed within budget according to approved CIP

The purpose of the **Facility Design Activity** is to provide space needs studies and building site and design services to Pinal County contractors, construction crews, and departments so they can have plans and cost estimates needed to construct county facilities.

3. 90% of facility plans and cost estimates provided within budget

The purpose of the **Facility Construction Activity** is to provide new and renovated building and site improvement services to Pinal County Departments so they can move into facilities constructed or renovated on time and within budget.

2. 90% of facility plans and cost estimates provided within budget



Pinal County Strategic Priorities

Growth
Transportation
Accountability



Pinal County Public Works

Strategic Business Plan Alignment Map 17 of 18

Issue 1 – Growth

The continued population growth and increased demand for Public Works services such as engineering, road maintenance, flood control, and solid waste recycling will, if not addressed, result in less timely response to maintenance and service requests, development approvals and new road construction.

Issue 2 - Systems and Processes

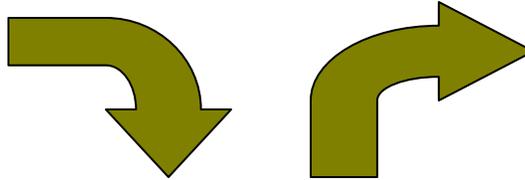
Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 4 - Communication and Collaboration

Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 5 - External Resources

Increasing cost of materials, land, and regulatory compliances combined with less impact fee revenue than projected and a potential decrease in state funding, will, if not addressed, result in delays in construction and maintenance of roads and facilities.



The purpose of the **Go Green Activity** is to provide environmental protection and enforcement and recycling collections services to Pinal County residents and property owners so they can live in a cleaner county and dispose of their recyclables in a cost efficient manner.

1. 10% reduction in unauthorized solid waste sites.
2. 90% of communities served by landfills or transfer stations within 15 miles.
3. 10% decrease in illegal dumping complaints

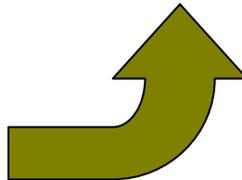
PUBLIC WORKS DEPARTMENT STRATEGIC GOAL #9: Reduce Illegal Dumping

By 2012, discourage illegal dumping and reduce illegal dumping complaints as evidenced by:

- 90% of communities served by landfills or transfer stations within 15 miles
- 10% decrease in illegal dumping complaints

Pinal County Strategic Priorities

Regional Leadership
Growth





Pinal County Public Works

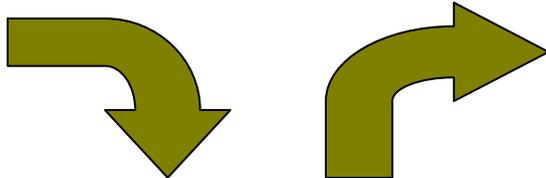
Strategic Business Plan Alignment Map 18 of 18

Issue 1 – Growth
The continued population growth and increased demand for Public Works services such as engineering, road maintenance, flood control, and solid waste recycling will, if not addressed, result in less timely response to maintenance and service requests, development approvals and new road construction.

Issue 2 - Systems and Processes
Current gaps in systems and processes, such as development reviews, procurement, resource allocations and the management of projects, maintenance, and flood plains, if not addressed, will continue to negatively impact our ability to meet our customers' needs and increase the cost of service delivery.

Issue 4 - Communication and Collaboration
Continued lack of common understanding and terminology between county agencies will, if not addressed, result in ineffective communication with public and other stakeholders, increased delays in project approval and completion, increased risk to health and safety, and increased cost of service.

Issue 6 – Internal Resources
The lack of integration between internal information systems along with the need for updated facilities and new infrastructure containing complex systems that require specialized staff training will, if not addressed, result in increased delays in project completion, slower and uncoordinated responses due to manual and outdated processes, and poor public perception.



PUBLIC WORKS DEPARTMENT
STRATEGIC GOAL #10:
Emergency Preparedness

Loss of life and property in Pinal County from emergency disasters will be minimized as evidenced by:

- By 2010, 90% of permanent employees will have the required emergency management certification
- By 2010, 80% of Emergency Operation Center activations will occur within 30 minutes of initial notification
- By 2011, recover 85% of damaged infrastructure costs in unincorporated areas

The purpose of the **Emergency Management Planning and Mitigation Activity** is to provide emergency planning, exercise and training services to local government agencies, other responders and the general public so they can have plans to better response to emergencies and be eligible for federal grants and disaster recovery assistance.

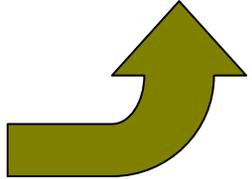
1. 90% of national incident management systems standards met
 - 90% Pinal County,
 - 90% Local Jurisdiction
 - 90% Schools
2. 90% of permanent employees who have required emergency management certification
3. 100% of all hazard mitigation plans approved by Federal Emergency Management Agency
4. 20% of Pinal County continuity of operation plans approved by 2009
5. 40% of surveyed residents that indicate they have a family emergency plan

The purpose of the **Emergency Operations Center activity** is to provide emergency resource coordination and information services to local government agencies and other responders so they can deliver a safe, coordinated and timely emergency response.

1. 80% of Emergency Operations Center activations will be within 30 minutes of notification
2. 80% of Emergency Operations Center activations will be fully staffed and operational within 60 minutes

Pinal County Strategic Priorities

Regional Leadership
Growth





Pinal County Public Works Cross Cutting Issues (Part I)

Issues: #1 – Growth; #2 – Systems and Processes; #4 – Communication and Collaboration; #6 – Internal Resources

Strategic Goals: #1 – Review Time; #7 – Customer Satisfaction

Cross Cutting with: IT, Building Safety, Planning & Development, Air Quality, Environmental Health, and One Stop

Needs: Fully define roles and responsibilities of departments to identify lead vs. support roles. Use technology to ensure cohesive and timely responses. Departments involved in responding to issues should be involved in issuing the permits.

Issues: #2 – Systems and Processes; #6 – Internal Resources

Strategic Goals: N/A

Cross Cutting with: Facilities

Needs: Recruit and train in-house expertise, or hire contractors needed to maintain modern facilities and equipment.

Issues: #2 – Systems and Processes; #4 – Communication and Collaboration

Strategic Goals: #5 – Projects Completed on Time and Within Budget; #6 – Quality Development; #8 – Cost of Services

Cross Cutting with: Building Safety, Planning & Development, County Attorney, Purchasing, Facilities, and IT

Needs: Reduce overhead costs by structuring organizations and processes that will reduce wasted time chasing down and correcting problems. Invest more resources (time and energy) up-front to prevent problems down the road.

Issues: #1 – Growth; #2 – Systems and Processes; #4 – Communication and Collaboration

Strategic Goals: #1 – Review Time; #7 – Customer Satisfaction

Cross Cutting with: Building Safety, Planning & Development, and County Attorney's Office

Needs: To streamline the process to reduce the time needed for county reviews

Issues: #2 – Systems and Processes; #3 – Customer Expectations

Strategic Goals: N/A

Cross Cutting with: Fleet Services

Needs: Streamline the procurement process, improve feedback to customers. Expedite solutions to warranty issues.



Pinal County Public Works Cross Cutting Issues (Part II)

Issues: #3 – Customer Expectations; #4 – Communication and Collaboration

Strategic Goal: #3 – Increase Traffic Safety

Cross Cutting with: Pinal County Sherriff Office

Needs: Improve coordination between Sheriff and Public Works to address and prioritize safety concerns. Improve data from crashes (specific locations and timely information).

Issues: #2 – Systems and Processes; #6 – Internal Resources

Strategic Goal: N/A

Cross Cutting with: IT

Needs: Buy and install commercial off the shelf software that will integrate many of the processes currently performed manually or with stand alone spreadsheets. This includes computer/phone integration, work order/GIS integration, GIS/GASB, maintenance scheduling, customer response databases, etc.

Issues: #6 – Internal Resources

Strategic Goal: N/A

Cross Cutting with: All Departments

Needs: Provide adequate funding to allow construction of county facilities that will be sustainable, energy efficient, and will improve work environment.

Issues: #4 – Communication and Collaboration

Strategic Goal: Emergency Preparedness

Cross Cutting With: All County Departments

Needs: Ensure all County Departments are integrated into the Emergency Plan