

# Pinal County - Managing For Results

## Annual Report

### FY 2009-2010

#### BUILDING AND SAFETY

##### Building and Safety Program

###### Customer Service and Permitting Activity

KR % of commercial permits issued within 1 business day of completed multi departmental site plan review process

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

We exceeded our annual target of 95% for fiscal year 2009-10. Due to the current economic recession, we have seen a decrease in applications for commercial projects, issuing 20 commercial permits in fiscal year 2009-10. The recession and reduction of staff has not impacted our ability to process commercial permits within 1 business day. The site plan review process requires multi departmental approvals before permit issuance and can be a lengthy process (approx. 120 days). By comparison, our completion dates for plan reviews is 25 working days. In most cases our plan reviews are completed prior to site plan approval allowing us to have the permit ready for issuance within 1 business day, which also allowed us to meet our year end estimate of 100%.

###### Field Verification and Compliance Activity

KR % of dangerous building cases brought into compliance within 120 business days

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
50.00%*	70.00%	50.00%	70.97%	50.00%	67.31%	50.00%	82.76%	74.00%	73.68%	74.00%

We exceeded our annual target of 50%. During fiscal year 2009-10 twenty buildings were determined to be dangerous and in need of abatement. Out of the twenty dangerous building cases, sixteen were brought into compliance per the requirements of the adopted building codes. Many of the dangerous building violations were corrected by responsible property owners. The four cases that were not brought into compliance within 90 business day were due to unresponsive property owners and Building Safety's legal obligation to provide due process for the property owner. Our success in this measure was due in part to the establishment of a contingency fund. The contingency funds are used only when there has been no response from the property owner and the building presents an immediate danger. The contingency funds used in each case are recouped through liens against said properties (as determined by legal counsel). A possible challenge for fiscal year 2010-11 may be that the contingency fund could be depleted quickly having an adverse effect on our target.

###### Plans Examination Activity

KR % of commercial plan reviews completed within 25 days of submittal

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

We have exceeded our annual target of 75% for fiscal year 2009-10. We received and reviewed 22 Commercial plans. For some of the larger more complex commercial plans received, we retained the use of consultant services to perform these reviews. We exceeded our annual target due to the current economic recession and the streamlining of the plan review process. Trends indicate our current economic situation will continue and we anticipate the same plan review numbers if not less in the coming year. We are looking towards the future by participating in educational classes which will help develop skills and knowledge needed to perform plan reviews of a more complex nature. Our goal is to reduce the number of projects sent to consultants, resulting in cost savings for the County.

# BUILDING AND SAFETY

## Professional Support And Reporting Program

### Professional Support And Reporting Activity

KR % of building inspectors and plans examiners completing second certification in either the International Building Code (IBC) or International Residential Code (IRC)

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
100.00%	53.33%	100.00%	53.33%	100.00%	53.33%	100.00%	60.00%	60.00%	55.00%	60.00%

We did not meet our annual target of 100% for fiscal year 2009-10. We currently have 9 staff certified in both the International Residential Code and International Building Code. These certifications serve the department and the public by placing skilled professionals in the service of the public. The reduction in force in June 09 resulted in a loss of 38% of our staff. This has caused an increased workload for remaining staff along with the reassignment of district boundaries. Also, the majority of the staff members without second certification have taken the exam and have not passed. The cost (\$180) for a retake on each exam is paid for by the employee and due to personal economic restraints have been unable to pay to retake the exam. For these reasons, we did not meet our annual target of 100%. We will continue to support the necessary training to prepare staff for these exams.

## Administrative

### Department Director

KR % of applicable Key Results achieved

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
100.00%	100.00%	100.00%	91.67%	100.00%	91.67%	100.00%	75.00%	91.00%	75.00%	91.00%

100% of key results were not achieved for fiscal year 2009-10. The two key results that were not consistently met this fiscal year were; Applicable Key Results Achieved and the Professional Support and Reporting Program. The third key result is the annual Vehicle Management Program.

The Professional Support and Reporting Program: We did not meet the annual target of 100% for fiscal year 2009-10. We currently have 9 staff certified in both the International Residential Code and International Building Code. These certifications serve the department and the public by placing skilled professionals in the service of the public. The reduction in force in June 09 resulted in a loss of 38% of our staff. This has caused an increased workload for remaining staff along with the reassignment of district boundaries. Also, the majority of the staff members without second certification have taken the exam and have not passed. The costs (\$180) for a re-take on each exam is paid for by the employee and due to personal economic restraints have been unable to pay to retake the exam. For these reasons, we will not meet our annual target of 100%. We will continue to support the necessary training to prepare staff for these exams.

Vehicle Management Program: We did not meet the annual target of 95% for fiscal year 2009-10. Building Safety has a total of 18 vehicles. 12 of these vehicles are in full time use. The six part time vehicles did not meet the 10,000 mile a year requirement due to an economic slow down and the reduction in force. Three of the six vehicles were returned at the end of July to Fleet. It is imperative to our operation that we maintain at least three part time vehicles in our fleet, so we will continue to rotate vehicles in order to reach the annual target of 95% for fiscal year 2010/11.

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

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
75.00%	98.81%	75.00%	99.15%	75.00%	99.24%	75.00%	97.88%	99.00%	98.82%	99.00%

We have exceeded our annual target of 75%; however, we continue to be uncomfortable with the methodology of data collection in this measure: Our first concern is that these numbers are not representative of the true number of customers serviced monthly by our staff. For instance, for fiscal year 2009-10 this measure shows only 1,190 customers serviced, but in reality during this time period we actually served 4,405 customers, which includes the three district offices. Is it possible that these 3,215 (75%) not counted were satisfied because they did not register a complaint? Or perhaps the opposite is true? I am very satisfied with our customer service performance. I believe and will request that this measure be revised to include ALL customers served in the Florence and district offices.

Our second concern is the inability to contact unsatisfied surveyed customers. The current policy requires special permission to contact unsatisfied customers. The rationale for this may have some merit and we offer the following solution; create a place on the current survey where the customer gives us permission to contact them to obtain more detail regarding their concerns. It is difficult to improve our customer service if we are not able to determine the accuracy and reasons for the unsatisfactory rating.

## Financial Services

KR % of non-construction payment authorizations (purchase orders) entered into the system within three business days of receipt of goods

FY10 Target	Q1		Q2		Q3		Q4		FY10 YTD	
	Actual	YE Estimate	Actual	YE Estimate						
90.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

100% of the 115 Purchase Orders entered for fiscal year 2010-11 were received on within 3 business days of receipt. Our process of verifying the package against the Purchase Order and receiving on the quantity the same day allows us to exceed the annual target of 90%. The three day turn around time on receipt of goods is quite manageable due to the downturn in supply orders.

# BUILDING AND SAFETY

## Administrative

### Human Resources

KR % of all annual employee appraisals will be submitted to Human Resources by the end of January due date.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
98.00%	0.00%	100.00%	0.00%	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%

This is an annual measurement which was reported on in the 3rd quarter. All 21 employee appraisals were submitted to Human Resources by the end of January due date.

### Records Management

KR % of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

We have met our annual target of 100%. Records are currently kept in compliance with Arizona Dept. of Library & Archives retention schedule. The Document Processing Center (DPC) picks up our documents on a weekly basis for imaging. They are managed and kept in compliance through a retention schedule implemented within DPC's system. In April of this year we cleaned out our basement storage area where we kept our old historical plans. We sorted through these and determined which records should be retained according to our schedule and had the documents imaged. This caused a large increase in our outputs for the remainder of the fiscal year and as a result, exceeded the number we had established as our annual target. We anticipate meeting our annual target of 100% for FY 2010-11 and will continue to be compliance with the requirements set forth by the AZ State Library of Archives.

### Training

KR % of training dollars spent that directly align to County or Department strategic goals.

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
85.00%	0.00%	85.00%	0.00%	85.00%	0.00%	85.00%	100.00%	100.00%	100.00%	100.00%

We exceeded our annual target of 85% for FY 2009-10. 100 % of training dollars spent directly align with Building Safety Strategic Goal 2 – Certifications. We provide certification and training oversight services to staff so they can provide quality assured services to the building public. The Arizona Building Officials (AZBO) offer two educational code institutes per year. The bulk of our training dollars is spent on these institutes. The institutes offer a wide variety of code classes with much emphasis on green building and sustainability. The training provides a great benefit to the public by ensuring that the staff serving them is knowledgeable, professional and ethical. The training attended by staff helps to prepare them for required ICC (International Code Council) certifications.

### Vehicle Management

KR % of department vehicles operated more than 10,000 miles per year

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate						
95.00%	0.00%	95.00%	0.00%	95.00%	0.00%	95.00%	66.67%	67.00%	66.67%	67.00%

We did not meet our annual target of 95%. Building Safety has a total of 18 vehicles. 12 of these vehicles are in full time use. The six part time vehicles did not meet the 10,000 mile a year requirement due to an economic slow down and the reduction in force. Three of the six vehicles were returned at the end of July to Fleet. It is imperative to our operation that we maintain at least three part time vehicles in our fleet, so we will continue to rotate vehicles in order to reach the annual target of 95% for fiscal year 2010/11.

KR % of department vehicles with preventative maintenance performed as scheduled

	Q1		Q2		Q3		Q4		FY10 YTD	
FY10 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
95.00%	100.00%	95.00%	84.62%	95.00%	100.00%	95.00%	84.62%	91.00%	91.11%	91.00%

This measure has proved to be very helpful in obtaining consistency in the tracking of our vehicle maintenance. Out of the 45 times vehicles that were scheduled for service during FY 2009-10, only 4 vehicles had to be rescheduled due to unforeseen heavy inspection schedules or staff shortages. A challenge in meeting this annual target was the availability and location of approved vendors to service vehicles. We will continue to schedule preventative maintenance on our vehicles every 3000 miles.