

# **Pinal County Assessors Office Strategic Business Plan**

## **Vision**

**Pinal County Government provides progressive and proactive leadership in the areas of economic development, state-of-the-art technologies, growth management, and public services to promote healthy and safe communities.**

### **COUNTY MISSION**

**Pinal County Government protects and enhances its citizens' quality of life by providing public services in an ethical, efficient, and responsible manner delivered by a motivated, skilled, and courteous workforce.**

### **DEPARTMENT MISSION**

The mission of the Pinal County Assessors Office is to provide property location, identification and appraisal services to Pinal County property owners so they can receive fair and equitable valuation of their property.

### **ISSUE STATEMENTS**

#### **Issue 1 Technology Changes**

The continuing change in technology, coupled with diminishing IT support, which includes the Arizona Department of Revenue not supporting the appraisal system used for valuations. If these issues are not addressed, the following will result:

- A decrease in revenue for the county and taxing authorities
- A decrease in the Assessor services to external and internal customers
- A diminished ability to equitably value property.

## **Issue 2 Lack of Equity in Property Values**

The decreasing state of the economy in Pinal County, specifically the declining property values, has led to inequities in property values, in conjunction with restrictive statutory laws regarding property valuation will result in:

- An increase in customer appeals of property valuations
- An increase in costs to the county
- Diminished customer satisfaction with the Assessor's Office.

## **Issue 3 Lack of Knowledge of the Assessor's Office Role**

There is a continuing lack of knowledge of the role of the Assessor's Office by both external and internal customers which, if not addressed, will result in:

- Diminished customer satisfaction with the Assessor's Office.
- A decrease in the trust and confidence in services offered by the Assessor's Office
- An increase in the number of appeals
- An increase in the inefficient use of staff time
- A continuation of county policy development without Assessor Office representation.

## **Issue 4 (INFORMATION PURPOSES ONLY) – Storage and Retrieval Fee Sunset**

The storage and retrieval recording fee allowed by Arizona Revised Statute 11-269.06 is scheduled to sunset on January 1, 2012. This decrease in revenue for the Assessor's Office will result in:

- A decrease in the external and internal accessibility of Assessor information through technology means.
- A diminished ability to maintain and integrate data and information with other systems.

# **STRATEGIC GOALS**

## **Strategic Goal 1 Equitable Value (Issue 2)**

Pinal County property owners will benefit from fair, equitable property valuation as evidenced by:

- By 2012, average median sales ration values will be at:

- Residential – 82%
- Vacant Land – 82%

**Strategic Goal 2      Education/Outreach of the Role of Assessor (Issues 3)**

Pinal County property owners, residents, business owners and government agencies will benefit by having a better understanding of the assessment process and the services provided by the Assessor's Office as evidenced by:

- By 2012, 50% of survey respondents who state “they understand the information provided by Assessor staff” from X\*% to Y\*%.

(\* Target estimates will be provided within 6 months of Corporate Review)

**Strategic Goal 3      Technology/Accessibility (Issues 1)**

Pinal County property owners and data consumers will benefit from more accurate and more accessible data, information and services as evidenced by:

- By 2011, 5% decrease in the number of ~~notice of proposed corrections and~~ Notice of Claims from 3500 to 3325
- By March 2010, 100% of 2012 valuation notices issued through the new valuation system.

## CROSS CUTTING ISSUES

**Issue:** Policy/planning development without Assessor input  
**Goal (if applicable):** N/A  
**Cross Cutting With:** Development Services  
**Need:** Involvement and/or input on policy decisions that may affect the Assessor's Office business processes

**Issue:** Timely resolution of Information Technology issues  
**Goal (if applicable):** #3 – Technology/Accessibility  
**Cross Cutting With:** Information Technology  
**Need:** Better and more organized service delivery

**Issue:** Customer Service Responsibility/Accountability  
**Goal (if applicable):** #2 – Education and Outreach  
**Cross Cutting With:** Treasurer's Office  
**Need:** Better coordination on the delivery of customer service

## DEPARTMENT ORGANIZATION

### **1. Administrative Program**

- 1.1. Human Resources Activity *page 9* *(Activity Not Used)*
- 1.2. Reserved *page 9* *(Activity Not Used)*
- 1.3. Training Activity *page 10* *(Activity Not Used)*
- 1.4. Records Management Activity *page 11* *(Activity Not Used)*
- 1.5. Vehicle Management Activity *page 12*
- 1.6. Financial Services Activity *page 13* *(Activity Not Used)*
- 1.7. Department Director Activity *page 14* *(Activity Not Used)*

### **2. Valuation Program**

- 2.1. Valuation Activity *page 15*
- 2.2. Personal Property Activity *page 16*
- 2.3. Petition for Review Activity *page 17*

### **3. Customer Outreach Program**

- 3.1. Public Relations Activity *page 18*
- 3.2. Customer Service Activity *page 19*
- 3.3. Exemption and Senior Freeze Activity *page 20*

### **4. Property Identification Program**

- 4.1. Property Identification and Location Activity *page 21*
- 4.2. Tax Authority Management Activity *page 22*

### **5. Support Services Program**

- 5.1 Quality Assurance Activity *page 23*
- 5.2 Technology Management Activity *page 24*

## PROGRAMS

### *Administrative Program*

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

### **Key Results**

1. 98% of all employee appraisals will be submitted to Human Resources by the end of January due date *(Key Result Not Used)*
2. 85% of training dollars spent that directly align to County or Department strategic goals. *(Key Result Not Used)*
3. 100% of record series managed in compliance with legal and policy requirements *(Key Result Not Used)*
4. 95% of department vehicles with preventative maintenance performed as scheduled *(Key Result Not Used)*
5. 95% of department vehicles operated more than 10,000 miles per year
6. 90% of non-construction payment authorizations entered into the system within three business days of receipt of goods. *(Key Result Not Used)*
7. 100% of applicable Key Results achieved *(Key Result Not Used)*
8. 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Assessors Office. *(Key Result Not Used)*

### ***Valuation Program***

**Purpose Statement** The purpose of the Valuation Program is to provide appraisal, classification, notification and decision services to property owners so they can receive fair and equitable valuations of their property.

- Key Results**
- Average median residential sales ratio value will be at 75%
  - Average median vacant land sales ratio will be at 67%
  - 85% of Business Personal Property submission forms received
  - Maintain at or below 1% of Petitions for Review per total parcels
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### ***Customer Outreach Program***

**Purpose Statement** The purpose of the Customer Outreach Program is to provide information, consultation and notification services to property owners and the public so they can be informed of the functions and services of the Assessor's Office and benefit from the information available.

- Key Results**
- 45% of survey respondents indicating they "understand the information provided by Assessor staff".
  - 1.5% of Pinal County property owners who receive a partial exemption on their property tax

### ***Property Identification Program***

**Purpose Statement** The purpose of the Property Identification Program is to provide parcel information, mapping, title and record maintenance services to property owners and taxing authorities so they can be assured their property is identified according to recorded documents.

- Key Results**
- 95% of Tax Area Code updates completed within 30 business days of a recorded change

## *Support Services Program*

**Purpose Statement** The purpose of the Support Services Program is to provide quality assurance and technology management services to Assessor staff so they can accurately perform their assigned duties.

- Key Results**
- 5% reduction in Notice of Claims due to errors from 3500 to 3325
  - 0% of 2012 valuation notices issued through the new valuation system

# ACTIVITIES

## 1. Administrative Program

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

### Section 1.1: Human Resources Activity *(This Activity not used)*

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

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

Results

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

Outputs

1. 58 employee appraisals submitted on/by due date

Demands

1. 58 employee appraisals anticipated to be submitted

Efficiencies

N/A

**Activity Manager(s)** • Ann Ortiz

**Activity Budget** \$x,xxx,xxx

### Section 1.2: Reserved

## 1. Administrative Program

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

### Section 1.3: Training Activity (*This Activity not used*)

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

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**Activity Services**

- Training Sessions
- Safety Training Sessions
- Employee Handbooks
- Training Assessments
- Training Records
- Training Schedules/Arrangements

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**Family of Measures**

Results

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

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Outputs

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

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Demands

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

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Efficiencies

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

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**Activity Manager(s)**

- Department Managers
- Paul Larkin

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**Activity Budget** \$x,xxx,xxx

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## ***1. Administrative Program***

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

### ***Section 1.4: Records Management Activity (This Activity not used)***

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

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**Activity Services**

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

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**Family of Measures**

Results

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

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Outputs

1. \* records series in compliance with legal and policy requirements

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Demands

1. \* records series anticipated to be in compliance

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Efficiencies

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

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**Activity Manager(s)**

- Department Managers
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**Activity Budget** \$x,xxx,xxx

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## **1. Administrative Program**

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

### **Section 1.5: Vehicle Management Activity**

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

**Activity Services**

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

#### **Family of Measures**

##### Results

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

##### Outputs

1. 22 department vehicles operated
2. 17 department vehicles operated more than 10000 miles a year

##### Demands

1. 22 department vehicles anticipated to be operated

##### Efficiencies

1. \$ Vehicle Management Activity expenditure per vehicle operated

**Activity Manager(s)**

- Ann Ortiz
- Joanne Diaz

**Activity Budget** \$x,xxx,xxx

## ***1. Administrative Program***

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

### ***Section 1.6: Financial Services Activity (This Activity not used)***

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

**Activity Services**

- Grant Reports
- Grant Applications
- Grant Programmatic Progress Reports
- Payment Authorizations
- Employee Reimbursement Authorizations
- Year-end Accounting Records
- Cash Receipts
- Budget Proposal
- Spending Requests
- Appropriation Adjustments
- Expenditure Projections
- Performance Reports

**Family of Measures**

Results

1. 90% of non-construction payment authorizations (purchase orders) entered into the system within three business days of receipt of goods.  
(# of payment authorizations entered on the date of receipt of goods/total payment authorizations)

Outputs

1. 375 payment authorizations received within three business days of physical receipt of item(s)

Demands

1. 300 payment authorizations anticipated to be entered into the system

Efficiencies

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

**Activity Manager(s)** • **Annette Ortiz**

**Activity Budget** \$X,XXX,XXX

## ***1. Administrative Program***

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

### ***Section 1.7: Department Director Activity (This Activity not used)***

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

**Activity Services**

- Reports
- Direction
- Employee Supervision Meeting
- Inquiry Responses
- Strategic Business Plans
- Issue Resolutions
- Special Projects
- Budgets
- Department Structures
- Policies/Procedures
- Employee Evaluations
- Program Evaluations
- Recommendations
- Leadership

**Family of Measures**

**Results**

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

**Outputs**

1. # of customers responding to the department survey

**Demands**

1. # of customers expected to respond to the survey

**Efficiencies**

1. \$ Department expenditures per customer served

**Activity Manager(s)** • Department Director

**Activity Budget** \$x,xxx,xxx

## **Valuation Program**

**Purpose Statement** The purpose of the Valuation Program is to provide appraisal, classification, notification and decision services to property owners so they can receive fair and equitable valuations of their property.

## **Section 2.1: Valuation Activity**

**Activity Purpose Statement** The purpose of the Valuation Activity is to provide appraisal, classification, value and notification services to Pinal County Property Owners so they can receive a fair and equitable valuation of their property.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Land Values</li><li>• Commercial Values</li><li>• Agricultural Values</li><li>• Residential Values</li><li>• Affidavit of Affixtures</li><li>• Valuation Field Checks</li><li>• Sales Information Reports</li></ul>	<ul style="list-style-type: none"><li>• Property Classification Updates</li><li>• Notice of Proposed Correction Notifications</li><li>• Valuation Proration Estimates</li><li>• Appraisals</li></ul>
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**Family of Measures**

Results

1. Average median residential sales ratio value will be at 75%  
[Total median residential sales ratio in each market area/Total number of market areas]
2. Average median vacant land sales ratio value will be at 67%  
[Total median vacant land sales ratio in each market area/Total number of market areas]
3. 2% of parcels appraised (canvass of improved residential properties)  
[#of parcels appraised/total # of parcels]

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Outputs

1. 4,375 appraisals completed
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Demands

1. 5104 appraisals expected to be required
- 

Efficiencies

1. \_\_\$ Total Activity expenditure per parcel values provided
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<b>Activity Manager(s)</b>	<ul style="list-style-type: none"><li>• <b>Hector Madrid</b></li><li>• <b>Jacqueline Minto</b></li></ul>
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<b>Activity Budget</b>	\$x,xxx,xxx
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## **Valuation Program**

**Purpose Statement** The purpose of the Valuation Program is to provide appraisal, classification, notification

## **Section 2.2: Personal Property Activity**

**Activity Purpose Statement** The purpose of the Personal Property activity is to provide documentation, reporting, information, and valuation services to tax payers and business owners so they can have the necessary information to maintain compliance and receive fair valuation.

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**Activity Services**

- Business Personal Property Submission Forms
- Dealer Exemption Declaration Forms
- Mobile Home Park Inventory Reports
- Personal Property Appraisal Visits
- Address Updates
- Fixed Asset Reports
- Ownership Transfers
- Uniform Commercial Statements
- Assessment Record Updates
- Research Findings
- Taxpayer Consultations

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**Family of Measures**

Results

1. 85% return of Business Personal Property submission forms mailed  
[# of Business Personal Property submission forms received/# of Business Personal Property submission forms mailed?]

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Outputs

1. 2975 Business Personal Property submission forms processed

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Demands

1. 3512 of Business Personal Property submission forms expected to be provided

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Efficiencies

1. \_\_\_ \$ Total activity expenditure per Business Personal Property submission processed.

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**Activity Manager(s)**

- **Laura Andonie**
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**Activity Budget** \$x,xxx,xxx

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## **Valuation Program**

**Purpose Statement** The purpose of the Valuation Program is to provide appraisal, classification, notification and decision services to property owners so they can receive fair and equitable valuations of their property.

## **Section 2.3: Petition for Review Activity**

**Activity Purpose Statement** The purpose of the Petition for Review Activity is to provide valuation verification, consultation, and decision services to property owners and representatives so they can receive a fair and equitable decision regarding their value and/or classification within the statutory time period.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Petition for Review Onsite Valuation Verifications</li><li>• Petition for Review Meetings</li><li>• Petition for Review Forms</li><li>• Litigations</li><li>• Notice of Claim Forms</li></ul>	<ul style="list-style-type: none"><li>• Lawsuit Consultations (County Attorney)</li><li>• Petition for Review Process Updates</li><li>• Petition for Review Decisions</li><li>• Email Inquiry Responses</li><li>• Telephone Inquiry Responses</li></ul>
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**Family of Measures**

Results

1. 5% reduction in Petition for Reviews that move on to the Board of Equalization from 781 to 741.  
[Total # of Petition for Reviews that proceed to the BOE - Previous # of Petition for Reviews that proceed to the BOE/Previous # of Petition for Reviews that proceed to the BOE]
2. Maintain at or below 1% of Petitions for Review per total parcels.  
[Total Petitions for Review/Total # of Parcels]

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Outputs

1. 1379 Petitions for Review processed (2009 Valuation Year)

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Demands

1. 1500 Petitions for Review anticipated to be processed

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Efficiencies

1. \_\_\$ Total activity expenditure per Petition for Review processed

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**Activity Manager(s)** • Annette Ortiz  
Hector Madrid

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**Activity Budget** \$x,xxx,xxx

## ***Customer Outreach Program***

**Purpose Statement** The purpose of the Customer Outreach Program is to provide information, consultation and notification services to property owners and the public so they can better understand the information provided.

## ***Section 3.1: Public Relations Activity***

**Activity Purpose Statement** The purpose of the Public Relations activity is to provide outreach, education, and information services to the public so they can be better informed of the functions and services provided by the Assessors Office.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Taxpayer Meetings</li><li>• Policy and Procedures</li><li>• Onsite Mobile Home Park Training Sessions</li><li>• Press Releases</li><li>• Inter-departmental Consultations</li></ul>	<ul style="list-style-type: none"><li>• Onsite Community Assessment Consultations</li><li>• Information Pamphlets</li><li>• Speaking Engagements</li><li>• Telephone Consultations</li><li>• Website Consultations</li></ul>
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**Family of Measures**

Results  
1. 45% of survey respondents who state “they understand the information provided by Assessor staff”  
[#of survey respondents who indicate they understand the information provided by Assessor staff/Total # of survey respondents.]

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Outputs  
1. # of surveys provided

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Demands  
1. # of surveys expected to be provided

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Efficiencies  
1. \_\_\_ \$ Total activity expenditure per consultation provided  
2. \_\_\_ \$ expenditure per press release provided

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**Activity Manager(s)**

- **Rod Hampton**

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**Activity Budget** \$X,XXX,XXX

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## ***Customer Outreach Program***

**Purpose Statement** The purpose of the Customer Outreach Program is to provide information, consultation and notification services to property owners and the public so they can be informed of the functions and services of the Assessor's Office and benefit from the information available.

## ***Section 3.2: Customer Service Activity***

**Activity Purpose Statement** The purpose of the Customer Service Activity is to provide property information and consultation services to the public and other agencies so they can receive timely and accurate information to continue with their business.

<b>Activity Services</b>	<ul style="list-style-type: none"> <li>• Parcel Records</li> <li>• Residential Rental Forms</li> <li>• Front Counter Consultations</li> <li>• Agricultural Forms</li> <li>• Field Check Verifications</li> <li>• Drafting Forms</li> <li>• Moving Permit Notifications</li> <li>• Moving Permits</li> <li>• Customer Referrals</li> </ul>	<ul style="list-style-type: none"> <li>• Residential Rental Reports</li> <li>• Assessor Parcel Information CDs</li> <li>• Parcel Maps</li> <li>• Structure Footprints Drawings</li> <li>• Valuation Notices</li> <li>• Personal Property Record Printouts</li> <li>• Proration Reports</li> <li>• Phone and e-mail Consultations</li> <li>• Appeal Forms</li> </ul>
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**Family of Measures**

Results

1. 50% of survey respondents that indicated the information provided was accurate and complete.  
[# of respondents indicating the information provided was accurate and complete/Total # of surveys received]

Outputs

1. # of surveys provided

Demands

1. # of surveys expected to be provided

Efficiencies

1. \$ Total Activity expenditure per consultation provided.

**Activity Manager(s)** • Annette Ortiz

**Activity Budget** \$x,xxx,xxx

## ***Customer Outreach Program***

**Purpose Statement** The purpose of the Customer Outreach Program is to provide information, consultation and notification services to property owners and the public so they can be informed of the functions and services of the Assessor's Office and benefit from the information available.

## ***Section 3.3: Exemption and Senior Freeze Activity***

**Activity Purpose Statement** The purpose of the Exemption and Senior Freeze Activity is to provide notification and determination services to Pinal County residential taxpayers so they can receive a partial relief on their property taxes.

<b>Activity Services</b>	<ul style="list-style-type: none"> <li>• Exemption/Senior Freeze Qualification Notifications</li> <li>• Senior Freeze Form Applications</li> <li>• Exemption Reports</li> </ul>	<ul style="list-style-type: none"> <li>• Exemption Form Applications</li> <li>• Exemption Updates</li> <li>• Exemption/Senior Freeze Determinations</li> <li>• Exemption/Senior Freeze Consultations</li> </ul>
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**Family of Measures**

Results

1. 1.5% of Pinal County property owners who qualify receive a partial exemption on their property tax  
[total # of owners with an exemption/total # of owners]

Outputs

1. 2,459 exemption/senior freeze determinations provided

Demands

1. 2,700 exemption/senior freeze applications expected to be requested

Efficiencies

1. \$ Total Activity expenditure per exemption/senior freeze determination provided

<b>Activity Manager(s)</b>	<ul style="list-style-type: none"> <li>• Marie Hampton</li> <li>• Caroline Ramirez</li> </ul>
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<b>Activity Budget</b>	\$x,xxx,xxx
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## ***Property Identification Program***

**Purpose Statement** The purpose of the Property Identification Program is to provide parcel information, mapping, title and record maintenance services to property owners and taxing authorities so they can be assured their property is identified according to recorded documents.

## ***Section 4.1: Property Identification and Location Activity***

**Activity Purpose Statement** The purpose of the Property Identification and Location Activity is to provide parcel information, mapping and title services to property owners so they can be assured that their property is identified according to recorded documents of record in a timely manner.

**Activity Services**

- Title Issue Resolutions
- Parcel Number Assignments
- Ownership Mailing Address Record Updates
- Drafting Consultations
- New Parcel Maps
- Drafting Issue Resolutions
- Archival Documents
- Property Locations

**Family of Measures**

Results

1. 95% of parcel number assignments to new subdivisions issued within 45 business days of recorded date of subdivision plat.  
[# of parcel number assignments to new subdivisions issued within 45 business days of recorded date of subdivision plat/Total number of parcel assignments to new subdivisions]

Outputs

1. 48 new subdivisions requiring parcel number assignment completed

Demands

1. 31 new subdivisions requiring parcel number assignments anticipated

Efficiencies

1. \$ Total Activity expenditure per parcel number assignments issued

**Activity Manager(s)**

- Scott McMullen
- Marie Hampton

**Activity Budget** \$x,xxx,xxx

## ***Property Identification Program***

**Purpose Statement** The purpose of the Property Identification Program is to provide parcel information, mapping, title and record maintenance services to property owners and taxing authorities so they can be assured their property is identified according to recorded documents.

## ***Section 4.2: Tax Authority Management Activity***

**Activity Purpose Statement** The purpose of the Tax Authority Management activity is to provide parcel information maintenance and reporting services to Taxing Authorities so they can have the information necessary to prepare budgets and levy tax.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Tax Area Code Updates</li><li>• District Consultations</li><li>• Special District Databases</li><li>• Special District Maps</li></ul>	<ul style="list-style-type: none"><li>• Levy Limit Worksheets</li><li>• Tax Authority Number Assignments</li><li>• Abstract Reports to Special Districts</li><li>• Annual Property Valuation Rolls</li></ul>
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**Family of Measures** Results  
95% of Tax Area Code updates completed within 30 business days of a recorded change.  
[# of Tax Area Code updates completed within 30 business days of a recorded change / Total # of Tax Area Code updates completed)

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Outputs  
1. 40 Tax Area Code updates completed

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Demands  
40 Tax Area Code updates anticipated

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Efficiencies  
1. \$ Total activity expenditure per Tax Area Code update completed

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**Activity Manager(s)**

- **Scott McMullen**

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**Activity Budget** \$x,xxx,xxx

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**Support Services Program**

**Purpose Statement** The purpose of the Support Services Program is to provide quality assurance and technology management services to Assessor staff so they can accurately perform their assigned duties.

**Section 5.1: Quality Assurance Activity**

**Activity Purpose Statement** The purpose of the Quality Assurance activity is to provide audit and correction services to property owners and the Assessors Office so they can receive accurate information regarding assessment records.

- |                          |  |   |
|--------------------------|--|---|
| <b>Activity Services</b> | <ul style="list-style-type: none"> <li>• Valuation Review Findings</li> <li>• Data Entry Reviews</li> <li>• Address Corrections</li> <li>• Valuation Corrections</li> <li>• Parcel Information Audits</li> </ul> | <ul style="list-style-type: none"> <li>• Employee Error Consultations</li> <li>• Ownership Corrections</li> <li>• Appraisal Corrections</li> <li>• Special District Corrections</li> <li>• Mapping Corrections</li> </ul> |
|--------------------------|--|---|

**Family of Measures** Results  
1. 5% reduction in Notice of Claims and ~~Notice of Proposed Correction~~ due to errors from 3500 to 3325 [Last Year NOC with internal errors – Current year NOC with internal errors/Last Year NOC with internal errors]

Outputs  
1. 124 of corrections due to errors completed

Demands  
1. 118 of corrections expected to be completed

Efficiencies  
1. \$ Total activity expenditure per correction completed

- |                            |  |
|----------------------------|--|
| <b>Activity Manager(s)</b> | <ul style="list-style-type: none"> <li>• <b>Jacqueline Minto</b></li> <li>• <b>Hector Madrid</b></li> <li>•</li> </ul> |
|----------------------------|--|

**Activity Budget** \$x,xxx,xxx

## ***\Support Services Program***

**Purpose Statement** The purpose of the Support Services Program is to provide quality assurance and technology management services to Assessor staff so they can accurately perform their assigned duties.

## ***Section 5.2: Technology Management Activity***

**Activity Purpose Statement** The purpose of the Technology Management activity is to provide consultation and coordination services to Pinal County Assessor staff so they can perform their assigned duties

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• IT Staff Training Sessions</li><li>• IT Consultations</li><li>• IT Coordinations</li></ul>	<ul style="list-style-type: none"><li>• Username/passwords</li><li>• User Manuals</li></ul>
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**Family of Measures**

Results

1. 100% of 2012 valuation notices issued through the new valuation system.  
[# of valuation notices issued through the new valuation system/total # of valuations.]

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Outputs

1. 150 IT consultations provided

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Demands

1. 175 IT consultations expected to be required

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Efficiencies

1. \_\_ \$ Total activity expenditure per IT consultation provided

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**Activity Manager(s)**

- **Jacqueline Minto**
- **Scott McMullen**

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**Activity Budget**

\$x,xxx,xxx

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