

# Pinal County - Managing For Results

## Annual Report

### FY 2010-2011

#### DEVELOPMENT SERVICES ONE STOP

##### One Stop Program

###### Impact Fee Evaluation

KR # of alternate fee calculatoin and credit requests processed

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate						
75.00%	0.00%	75.00%	0.00%	75.00%	0.00%	75.00%	0.00%	75.00%	0.00%	75.00%

We had no submittals this year, therefore we had no data for this measure, this is due to the slow down in the development market.

##### One Stop Counter

KR % of surveyed customers responding they were satisfied or very satisfied with the accuracy of the information they received and their wait time

	Q1		Q2		Q3		Q4		FY11 YTD	
FY11 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate
95.00%	100.00%	99.00%	100.00%	99.00%	100.00%	98.00%	97.86%	75.00%	99.83%	75.00%

We exceeded our goal annual goal of 95% this year with an average of 99% customer satisfaction. In addition, we have seen more one-time owner builders and less experienced builders that require more assistance but we were able to maintain our good customer service due to less customers and more time to spend with each. This questions is a bit confusing for an online survey so we are revising it for the new year reporting.