

# Planning and Development Department 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 Planning and Development Department is to provide planning, comprehensive plan, and subdivision services to the residents and land owners of Pinal County so they can enjoy the benefit of orderly, high quality development, and well-kept neighborhoods that enhance overall image and property values.

### ISSUE STATEMENTS

#### **Issue 1: Planned Managed Growth**

Continued population growth without a growth of jobs in Pinal County will, if not addressed, result in:

- Longer travel times for commuters
- Loss of quality family time due to extended commute times
- Youth leaving Pinal County for jobs/education
- Higher tax burden on residential property due to a lack of diversified tax base

## **Issue 2: Growth and Need for Services**

Continued growth and increased expectations from residents will lead to increased demand for services, which, when combined with projected short-term decreases in County revenue that may impact funding for staff training, will if not addressed, result in:

- Delay in resolving Code Compliance issues
- Longer turnaround times in approval, permits, and other services
- Delay in appointment times for development reviews
- Reduced satellite office services
- Decreased quality of customer service, due to reduced training opportunities
- Decreased level of resident satisfaction with the Planning Department.

## **Issue 3: Employee Turnover**

Thirty percent (30%) of the Planning and Development staff are projected to retire over the next 2-5 years and this, combined with the potential loss of more employees as the economy recovers will seriously erode the level of staff experience, which, if not addressed, will result in:

- Lower customer service levels
- Less accurate information
- Increase in the number of plan revisions and amendments
- More stressful environment for customers and employees

## **Issue 4: Attractive Community**

The increasing trend of employers who offer living wage jobs that look to locate in attractive communities combined with the lack of maintenance for many properties in the County will, if not addressed, result in:

- Employers not locating in Pinal County
- Failure to reach per capita income goals
- Pinal County remaining a bedroom County.

## STRATEGIC GOALS

### **Strategic Goal 1: Improved Development Review Process (Issue 2)**

By 2010, residents of Pinal County will experience an improved development review process as indicated by:

- 80% of Subdivision Tentative Plats reviews will have turnaround times of four months or less (from the time of complete submittal to Planning Commission hearing)
- 50% of Subdivision Plats reviews will have turnaround times of eight months or less of logged time from Final Plat submission to Board of Supervisors approval.
- 90% Site Plan Reviews delivered to applicant within the time frame guideline (1<sup>st</sup> review in 30 days, 2<sup>nd</sup> review in 30 days, 3<sup>rd</sup> review in 15 days, 4<sup>th</sup> review in 14 days)
- 75% of Plan Reviews fulfilling all Planning and Development requirements by 3<sup>rd</sup> review.

### **Strategic Goal 2: Qualified Work Force (Issue 3)**

By 2013, maintain customer satisfaction by retaining a qualified work force, as indicated by:

- 50% of employees who are trained to take over critical jobs to keep the department operational.

### **Strategic Goal 3: Online Services (Issue 2)**

By 2012, internal and external customers will experience enhanced opportunity to use online services, as evidenced by:

- 50% of customers seeking information by telephone, e-mail, or online who access planning information online.
- 25 % of customers seeking information by telephone, e-mail or online who access permit status for Mobile Homes, Park Models, Temporary Uses Permits, Special Event Permits and Sign Permits.
- 80% of customers who say they are satisfied or more than satisfied with the availability of planning information online.

### **Strategic Goal 4: Enhanced Communities (Issue 1)**

By 2011 the residents of Pinal County will experience enhanced communities, as evidenced by:

- Average score of 30% for zoning applications on meeting the goals of the Comprehensive Plan.

### **Strategic Goal 5: Employment Designated Land Uses (Issue 1)**

By 2013, the residents of Pinal County will experience greater opportunity for living wage jobs, by maintaining employment designated land uses as evidenced by:

- No more than 5% of land re-designated from employment to other use as stated in the proposed Comprehensive Plan.

**Strategic Goal 6: Right of Way Cost Reduction (Issue 1)**

By 2013, residents of Pinal County will experience a reduction in costs for Right of Way acquisition as evidenced by:

- 100% of Right of Way reserved through the zoning and platting process, as identified in the Comprehensive Plan.

**Strategic Goal 7: Timely, Accurate, Accessible Services (Issues 2, 3, 4)**

By 2010, the residents of Pinal County will experience timely, accurate, and accessible services, as evidenced by:

- 75% of residents who stated they are satisfied or very satisfied with the services of the Planning and Development Department.

**Strategic Goal 8: Timely Code Compliance (Issue 2, 4)**

By 2010, Communities of Pinal County will experience timely compliance with codes governing land use, upkeep and appearance resulting in attractive neighborhoods, as evidenced by:

- 80% of code violations in the 12 identified areas per year come into voluntary compliance within a 6 month time frame
- 75% of non-voluntary code violations per year come into compliance within a 12 month time period.
- 65% of code compliance enforcement actions proactively initiated by the Planning Department

**Issue #2:** Growth and Need for Services

**Strategic Goal #1:** Improved Development Review Process

**Cross Cutting with:** Public Works, Environmental Health, Air Quality, Building Safety

**Need(s):** The timeframes need to be committed to by all departments involved and staff members need to be available to work on reviews within the determined timeframes.

**Issue #2:** Growth and Need for Services

**Strategic Goal #3:** Online Services

**Cross Cutting with:** IT

**Need(s):** Planning and Development needs to work with IT to find funds to make this a reality.

**Issue #1:** Planned Managed Growth

**Strategic Goal #6:** Right of Way Cost Reduction

**Cross Cutting with:** Public Works

**Need(s):** Public Works needs to commit to the Goal and work with Planning and Development to make it a reality.

## DEPARTMENT ORGANIZATION

**1. Administrative Program**

- 1.1. Human Resources Activity, page 9
- 1.2. Training Activity, page 10
- 1.3. Records Management Activity, page 11
- 1.4. Vehicle Management Activity, page 12
- 1.5. Financial Services Activity, page 13
- 1.6. Department Director Activity, page 14

**2. Compliance Team Program**

- 2.1. Zoning Compliance Team Activity, pages 15 & 16
- 2.2. Permitting Activity, page 17

**3. Land Use Planning/Reporting Program**

- 3.1. Land Use Planning Activity, page 18 & 19

**4. Subdivision / Minor Land Division / Addressing Program**

- 4.1. Subdivision / Minor Land Division / Addressing Activity, page 20

**5. Specific Site Plan Program**

- 5.1 Specific Site Plan Activity, page 21

## PROGRAMS

### Program: 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

- 98% of all employee appraisals will be submitted to Human Resources by the end of January due date
- 85% of training dollars spent that directly align to County or Department strategic goals
- 100% of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.
- 95% of department vehicles with preventative maintenance performed as scheduled
- 95% of department vehicles operated more than 10,000 miles per year
- 90% of non-construction payment authorizations entered into the system within three business days of receipt of goods.
- 100% of applicable Key Results achieved
- 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Planning and Development Department.
- 90% of site plan reviews will be approved within 90 cumulative working days of staff review time

### Program: Compliance Team Program

**Purpose Statement** The purpose of the Compliance Team Activity is to provide Permitting and Code Compliance services to the Public, County Departments, and other Governmental Entities so they can develop and use property within the existing regulations/guidelines.

#### Key Results

- 65 % of code compliance enforcement actions proactively initiated by the planning department.
- 0% of customers accessing online permit status information

### **Program: Land Use Planning Program**

**Purpose Statement** The purpose of the Land Use Planning program is to provide zoning, comprehensive plan, and addressing services to residents, property owners, and stakeholders so they can enjoy orderly quality development through a timely land use review process.

**Key Results**

- 30% Average score of zoning applications on Comprehensive Plan goals

### **Program: Subdivision / Minor land Division / Addressing Program**

**Purpose Statement** The purpose of the Subdivision/Minor Land Division/Addressing activity is to provide quality Land Division and Addressing Services to Government Agencies, Property Owners Utility Providers, so they can proceed in a timely manner with their project.

**Key Results**

- 50% of final subdivision plats reviews with a turnaround time of 8 months or less.

### **Program: Specific Site Plan Program**

**Purpose Statement** The purpose of the Specific Site Plan Program is to provide information, requirements, and guideline services to commercial applicants so they can receive timely plan reviews in order to proceed with their development.

**Key Results**

- 90% Site Plan Reviews delivered to applicant within the time frame guideline

# 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

**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> <li>• Inmate Briefings</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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<b>Family of Measures</b>	<p><u>Results</u></p> <p>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)</p> <hr/> <p><u>Outputs</u></p> <p>1. 31 employee appraisals submitted on/by due date</p> <hr/> <p><u>Demands</u></p> <p>1. 31 employee appraisals anticipated to be submitted</p> <hr/> <p><u>Efficiencies</u></p> <p>N/A</p>
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<b>Activity Manager(s)</b>	<ul style="list-style-type: none"> <li>• Debora Huerta</li> <li>• Jerry Stabley</li> </ul>
<b>Activity Budget</b>	\$23,845

## **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**

**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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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Training Sessions</li><li>• Safety Training Sessions</li><li>• Employee Handbooks</li><li>• Inmate/Staff Task Training Certifications</li><li>• ADOC Inmate Management Training Sessions</li></ul>	<ul style="list-style-type: none"><li>• Training Assessments</li><li>• Training Records</li><li>• Training Schedules/Arrangements</li></ul>
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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

1. 0 training \$ spent that directly align to County or Department strategic goals

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Demands

1. 0 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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<b>Activity Manager(s)</b>	<ul style="list-style-type: none"><li>• Debora Huerta</li><li>• Wes Lacrosse</li></ul>
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**Activity Budget** \$0

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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***

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

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**Outputs**

1. 34 of record series in compliance with legal and policy requirements

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**Demands**

34 of record series anticipated to be in compliance with legal and policy requirements

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**Efficiencies**

\$ Records Management Activity \$ expenditure per record series in compliance legal and policy requirements

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**Activity Manager(s)**

- **Debora Huerta**
- **Arline Studley**

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**Activity Budget** \$41,486

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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.

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**Activity Services**

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

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**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. 12 department vehicles operated
- 

Demands

1. 12department vehicles anticipated to be operated
  2. 12department vehicles operated more than 10,000 miles a year
- 

Efficiencies

1. \$ Vehicle Management Activity expenditure per vehicle operated
- 

**Activity Manager(s)**

- Wes Lacrosse
- Don Anello
- Sherry Ortega

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**Activity Budget** \$6,690

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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 1.6: Financial Services Activity

**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.

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<b>Activity Services</b>	• Grant Reports	• Year-end Accounting Records
	• Grant Applications	• Cash Receipts
	• Grant Programmatic Progress Reports	• Budget Proposal
	• Payment Authorizations	• Spending Requests
	• Employee Reimbursement Authorizations	• Appropriation Adjustments
	• Request for Proposal submittals	• Expenditure Projections
	• Request for Proposal Reviews	• Performance Reports
	• Grant Application Submittals	• Customer Inquiry Responses
		• Grant Compliance Reports
		• Purchase Order Approvals

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**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)

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Outputs  
1. 150 payment authorizations received within three business days of physical receipt of item(s)

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Demands  
1. 150 payment authorizations anticipated to be entered into the system

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

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**Activity Manager(s)** • **Debora Huerta**  
• **Sherry Ortega**

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**Activity Budget** \$110,300

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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 1.7: Department Director Activity

**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.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Reports</li><li>• Direction</li><li>• Employee Supervision Meeting</li><li>• Inquiry Responses</li><li>• Strategic Business Plans</li><li>• Issue Resolutions</li><li>• Special Projects</li><li>• Staff Consultations</li></ul>	<ul style="list-style-type: none"><li>• Budgets</li><li>• Department Structures</li><li>• Policies/Procedures</li><li>• Employee Evaluations</li><li>• Program Evaluations</li><li>• Recommendations</li><li>• Leadership</li><li>• Facility Planning Sessions</li></ul>
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**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 Planning and Development Department.  
(# of respondents who state they are satisfied or very satisfied with the departments services/total # of respondents)
3. 90% of site plan reviews will be approved within 90 cumulative working days of staff review time  
(# of site plan reviews approved within 90 cumulative working days of staff review time/total # of site plan reviews)

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Outputs

1. 500 customers responding to the department survey
- 

Demands

1. 500 customers expected to respond to the survey
- 

Efficiencies

1. \$ Department expenditures per customer served
- 

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<b>Activity Manager(s)</b>	<ul style="list-style-type: none"><li>• Jerry Stabley</li><li>• Debora Huerta</li><li>• Steve Abraham</li></ul>
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<b>Activity Budget</b>	\$122,348
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## 2. Compliance Team Activity

**Purpose Statement** The purpose of the Compliance Team Activity is to provide Permitting and Code Compliance services to Public, County Departments, and other Governmental Entities so they can develop and use property within the existing regulations/guidelines.

### Section 2.1: Zoning Compliance Team Activity

**Activity Purpose Statement** The purpose of the zoning compliance team activity is to provide information, education, compliance, and enforcement services to the public, county departments and other government entities so they can live in a community where zoning laws are adhered.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Neighborhood Code Compliance Presentations</li><li>• Environmental Health Legal Representations</li><li>• Furnish Zoning Assessments</li><li>• Counter Customer Information Responses</li><li>• Code Compliance Reports</li><li>• Code Violations Letters</li><li>• Compliance Meeting Reports</li><li>• Code Compliance Hearings</li><li>• Board of Supervisors Compliance Hearings</li><li>• Liquor License Recommendations</li><li>• Educational Sessions</li></ul>	<ul style="list-style-type: none"><li>• Code Compliance Information Responses</li><li>• Public Works Co-Legal Representations</li><li>• Code Compliance Informative Brochures</li><li>• Environmental Investigation Representations</li><li>• Phone Calls/Email Responses</li><li>• Code Compliance Notice/Letters</li><li>• Compliance Litigation Representations</li><li>• Ordinance Drafts</li><li>• Air Quality Litigation Representations</li></ul>
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**Family of Measures**

Results

1. 80% of voluntary compliance case resolutions within a 6 month time frame in the twelve annually identified areas of concern in the county.  
[# of voluntary compliance case resolutions resolved within six months of occurrence in the twelve areas of concern / total # of compliance cases resolved in the 12 annually identified areas of concern]
2. 75% of non-voluntary compliance case resolutions within a 12 month time period..  
[# of non-voluntary cases resolved within 12 months / total # of non-voluntary compliance cases started this month, last year]
3. 65% of code compliance enforcement actions proactively initiated by the planning department.  
[# of code compliance cases initiated by staff / total # of code compliance cases initiated.]

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Outputs

1. 1440 proactive compliance case reports completed
2. 700 reactive compliance cases reports completed
3. 6 educational sessions provided

**Demands**

1. 1440 proactive compliance case reports anticipated
2. 700 reactive compliance case reports anticipated
3. 6 educational session requests anticipated

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**Efficiencies**

1. \$ Zoning Compliance Team Activity expenditures per voluntary compliance resolution within a 6 month time frame in the twelve annually identified county target areas.
2. \$ Zoning Compliance Team Activity expenditures per number of compliance cases

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<b>Activity</b>	<ul style="list-style-type: none"><li>• <b>Wes LaCrosse</b></li></ul>
<b>Manager(s)</b>	<ul style="list-style-type: none"><li>• <b>Jennie Bruninga</b></li></ul>
<b>Activity Budget</b>	\$510,516

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## 2. Compliance Team Program

**Purpose Statement** The purpose of the Compliance Team Program is to provide Permitting and Code Compliance services to Public, County Departments, and other Governmental Entities so they can develop and use property within the existing regulations/guidelines.

### Section 2.2: Permitting Activity

**Activity Purpose Statement** The purpose of the Permitting activity is to provide land use permits and information services in a timely manner to the public and county departments so they can develop or use property within the existing regulations.

<b>Activity Services</b>	<ul style="list-style-type: none"> <li>• Special Event Permits</li> <li>• Counter Customer Information Responses</li> <li>• Phone Call/Email Responses</li> <li>• Online Customer Permit Status Information Responses</li> <li>• Courtesy Utility Inspection Reports</li> </ul>	<ul style="list-style-type: none"> <li>• Permits (Mobile Home, Business Use, Park Model, Temporary Use, Special Density, Awnings, Sign Permits, Modular Buildings, Compliance Review Sign off for Building Safety)</li> <li>• Mobile Home/Park Model Inspection Reports</li> </ul>
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**Family of Measures**

Results

1. 90% of Special Event Permits (SEP) issued within 21 working days or less  
[number of SEPs issued within 21 working days or less / Total number of SEPs issued]
2. 90% of permits issued for Manufactured Homes, Awnings, Park Models, and Modular Homes, within 14 working days or less.  
[# of permits issued in 14 days / number of total permit applications submitted]
3. 0% of customers accessing online permit status information  
[# of customers accessing online permit status information \ # of customers receiving permit status information]

Outputs

1. 700 Compliance Review Applications completed
2. 180 Permits issued

Demands

1. 700 Compliance Review Applications anticipated
2. 180 Permit Applications anticipated

Efficiencies

1. \$ Permitting Activity expenditures per Compliance Review Application completed.
2. \$ Permitting Activity expenditures per Permit Issued

**Activity Manager(s)**

- Arlene Kile
- Christina Rivera
- Terrliyn Kulcar

**Activity** \$215,993

**3. Land Use Planning/Reporting Program**

**Purpose Statement** The purpose of the land use planning activity is to provide zoning, comprehensive plan, and addressing services to residents, property owners, and stakeholders so they can enjoy orderly quality development through a timely land use review process.

**Section 3.1: Land Use Planning Activity**

**Activity Purpose Statement** The purpose of the land use planning activity is to provide zoning, comprehensive plan, and addressing services to residents, property owners, and stakeholders so they can enjoy orderly quality development through a timely land use review process.

- Activity Services**
- Comprehensive Plan
  - Special Use Permit, Industrial Use Permit, Board of Adjustments, Zoning Change, Planned Area Development, Comprehensive Plan Amendment Reports
  - Customer Information Responses
  - Zoning Ordinance Amendment Recommendations
  - Zoning Ordinance Interpretation Letters
  - Planning Commission Hearings (Zone Change, Planned Area Development, Special Use Permits, Industrial Use Permits, and Comprehensive Plan Amendments)
  - Industrial Use Permits
  - Address Verification Documents
  - Address Database
  - Meeting Minutes Reports
  - Board of Adjustment Presentations
  - Board of Adjustment Reports
  - Minor Planned Area Development Amendment Approvals
  - Board of Supervisor Presentations (Planned Area Developments, Industrial Use Permits, Special Use Permits, Comprehensive Plan Amendments, Zone Changes)
  - Board of Supervisors Hearings (Zone Changes, Planned Area Developments, Industrial Use Permits, Special Use Permits, Comprehensive Plan Amendments)
  - Road Name Change Recommendations
  - Hearing Notifications
  - Citizen Advisory Committee Presentations
  - Street Name Decisions
  - Planning Application Reviews
  - Board of Adjustment Hearings
  - Address/Information Responses

**Family of Measures**

**Results**

1. No more than 5% of land will be re-designated from employment to other use as stated in the proposed Comprehensive Plan. Insufficient data  
[total land (acres) re-designated from employment use to other use / Total land designated (acres) for employment use as stated in the comprehensive plan]
2. 100% of zoning applications will meet 95% of the factors in the Pinal County Comprehensive Plan Scorecard  
[total number of applications meeting 95% of the factors in the Pinal County Comprehensive Plan Scorecard/Total number of zoning applications]
3. 100% of Right of Way reserved as identified in the proposed comprehensive plan amendment through the zoning and platting process  
[actual # of acres of land for Right of Way set aside in zoning process/ total # of acres right of way as identified through the Comprehensive Plan]
4. 60 % of planning cases with a turnaround time of four months or less from the time of complete submittal to a Planning Commission hearing  
[# of cases with turnaround time of four months or less / total # of cases]
5. 10% of Special Projects completed or ready for approval by the Planning Commission and or Board of Supervisors.  
(# of Special Projects completed or ready for approval by the Planning Commission and or Board of Supervisors /total # of Special Projects initiated)

**Outputs**

1. 40 planning applications decided by the Board of Supervisors or appropriate approving authority (industrial use permits, special use permits, temporary use permits, comprehensive plan, board of adjustments, zoning changes and planned area developments) reviews completed.
2. 5 Special Projects completed or ready for approval by the Planning Commission and or Board of Supervisors.

**Demands**

1. 40 planning application reviews anticipated to be completed.
2. 50 Special Projects initiated

**Efficiencies**

1. \$\_\_Land Use Planning Activity expenditures per Planning Application Reviews completed.

**Activity Manager(s)**      • **Dennis Rittenback**  
   • **Steve Abraham**

**Activity Budget**                      \$430,715

#### **4. Subdivision / Minor Land Division / Addressing Program**

**Purpose Statement** Subdivision/Minor Land Division/Addressing Program is to provide quality Land Division and Addressing Services to Government Agencies, Property Owners Utility Providers, so they can proceed in a timely manner.

#### **Section 4.1: Subdivision / Minor Land Division / Addressing Activity**

**Activity Purpose Statement** Subdivision/Minor Land Division/Addressing activity is to provide quality Land Division and Addressing Services to Government Agencies, Property Owners Utility Providers, so they can proceed in a timely manner.

- Activity Services**
- Minor Land Division Approvals
  - Tentative Plat Concept Review Meetings
  - Tentative Plat Staff Reports
  - Tentative Plat Utility Coordinating Meetings
  - Tentative Plat Hearings
  - Tentative Plat Letters of Extension
  - Plats Meeting Minutes Reports
  - Board of Supervisors Plats Hearings
  - Final Plat Approvals
  - Phone Call/Email Responses
  - Subdivision Address Assignments
  - Planning Commission Tentative Plat Presentations
  - Planning Commission Tentative Plat Recommendations
  - Legal Advertisements
  - Environmental Health Legal Representations
  - Environmental Investigation Legal Representation
  - Minor Land Division Legal Reviews
  - Public Works Legal Representations
  - Subdivision Legal Reviews
  - Final Plat Information Packets

- Family of Measures**
- Results
1. 80% of tentative plat reports will have a turnaround time of 4 months or less.  
[# of tentative plats reviewed with a turnaround time of four months or less / total # of tentative plats processed]
  2. 50% of final plats reviewed will have a turnaround time of 8 months or less.  
[# of final plats with a turnaround time of eight months or less / total # of final plats processed.]
  3. 50% of Minor Land Division Review turnaround times will be 10 working days or less from application acceptance.  
[# of Minor Land Divisions reviewed with a turnaround time of 10 working days or less / total # of Minor Land Division applications accepted ]

- Outputs
1. 10 Final Plats approved
  2. 5 Tentative Plats approved
  3. 500 Subdivision Addresses provided
  4. 55 Minor Land Divisions decided

- Demands
1. 15 total Tentative and Final Plats anticipated
  2. 100 Minor Land Division Applications anticipated

- Efficiencies
1. \$ Subdivision/ Minor Land Division/Addressing activity expenditures per land division decisions provided. (Includes Final Plat Information Packets, Tentative Plat Staff reports, and Minor land division decisions)

- Activity Manager(s)**
- **Dennis Rittenback**
  - **Dedrick Denton**
  - **John Edwards**

**Activity Budget** \$445,951

## 5. Specific Site Plan Activity

**Purpose Statement** Specific Site Plan activity is to provide information, requirements, and guideline services to commercial applicants so they can receive timely plan reviews in order to proceed with their development.

### Section 5.1: Specific Site Plan Activity

**Activity Purpose Statement** Specific Site Plan activity is to provide information, requirements, and guideline services to commercial applicants so they can receive timely plan reviews in order to proceed with their development.

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**Activity Services**

- Pre-application Information Packets (for Specific Site Plan Reviews)
- Site Plan Review Information Response
- Site Plan Reviews
- Phone Call/Email Responses
- Counter Customer Information Responses
- Approved On-Site Commercial Plans

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**Family of Measures**

Results

1. 90% Site Plan Reviews delivered to applicant within the time frame guideline [# of Plan Reviews within prescribed or agreed upon the time frame guideline / total # of Plan Reviews]  
(1<sup>st</sup> review in 30 days, 2<sup>nd</sup> review in 30 days, 3<sup>rd</sup> review in 15 days, 4<sup>th</sup> review in 14 days)
2. 50% of Plan Reviews fulfilling all Planning and Development requirements by 3<sup>rd</sup> review.  
[Total # of Plan Reviews with no comments on 3<sup>rd</sup> reviews / total # of 3<sup>rd</sup> Plan Reviews]

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Outputs

1. 10 Site Plan Reviews submitted.
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Demands

1. 10 Site Plan Reviews anticipated.
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Efficiencies

1. \$ Specific Site Plan Activity Expenditures per Plan Reviews delivered to applicant within the specified time frame
  2. \$ Specific Site Plan Activity Expenditures per number of third plan reviews meeting Planning and Development requirements
  3. \$ Specific Site Plan Activity Expenditures per number of Plan Reviews conducted.
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**Activity Manager(s)**

- Arlene Kile
- Melissa Parsons
- Terrilyn Klucar

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**Activity Budget** \$64,055

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