# Pinal County Performance Management

## Annual Report

## FY 2011-2012

## ASSISTANT COUNTY MANAGER OF DEVELOPMENT SERVICES

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### % of identified Development Services Department goals and objectives achieved

| | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|---|---|---|---|---|---|---|---|---|
| FY12 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 100.00% | 0.00% | 100.00% | 50.00% | 50.00% | 62.71% | 50.00% | 76.67% | 62.18% |

There are many positive things to report for the year, and many areas for improvement in the future. Overall, the Performance Management program is helping to focus departments on significant programs that align with County wide priorities as well as delivering customer service. Priorities within the Development Services departments include paving of top priority regionally significant routes, and achieving air quality compliance at PM-10 monitors through 99.7 % of days being in compliance. We still have a long way to go to meet goals assigned in both of those categories. Road projects have been deferred due to loss of revenue, though the County is making progress on getting the first phase of Hunt Highway under construction through the use of federal funds. Air Quality is working with the State and Federal Government to develop a long term program in order for the County to achieve compliance. The fiscal situation along with the hiring freeze caused several departments to adjust priorities throughout last year. Several areas showed the impacts - these include facilities, and training for certifications of staff. The new strategic business plans for FY12-13 reflect changes due to overall reductions.

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### % of responding One Stop customers that have an overall wait time of 1 hour or less

| | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|---|---|---|---|---|---|---|---|---|
| FY12 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 100.00% | 79.48% | 100.00% | 83.99% | 80.00% | 85.28% | 80.00% | 90.87% | 85.25% |

Improvement can be obtained with closer attention to time management by staff when providing customer service at the One Stop Counter. Staff is working hard to assist customers in completing their processes to reduce wait times and ensure more complete submittals.

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### % of Site Plan Reviews will be approved within 90 cumulative working days of staff review time

| | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|---|---|---|---|---|---|---|---|---|
| FY12 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 100.00% | 100.00% | 100.00% | 75.00% | 75.00% | 100.00% | 75.00% | 100.00% | 93.75% |

There were 16 site plan reviews 15 of which were approved within 90 cumulative working days. The one which went over 90 days was due to unforseen TIA issues with the applicant. Staff continues to work hard assisting customers with their submittals by efficently completing reviews to reduce timeframes. Please note there was an error in the number of site plans inputted for December 2011 should have been 3 not 1.

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

| | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|---|---|---|---|---|---|---|---|---|
| FY12 Target | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 90.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.06% | 100.00% | 100.00% | 99.75% |

The average customer satisfaction rating for FY 11/12 was 99%. This rating is based on a random survey of a cross section of our Florence customers served at our Development Services One Stop front counter. During the FY 11/12 One Stop served 8,670 customers which was a 7% decrease in customers from last year in all offices combined. For the year we have averaged approximately 750 customers per month. During the second and third quartes of the year we averaged over 850 customers per month with a slight decrease during the summer months. We attribute this success to all staff working harder to assist the customer to ensure more complete and timely submittals. We have seen more standards and commercial project submittals. Builders are reporting record sales numbers.