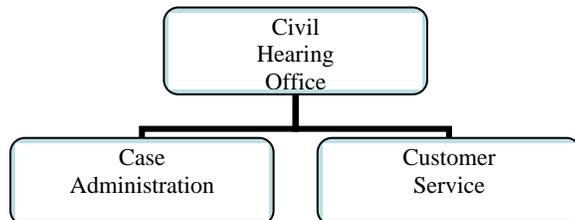




Civil Hearing Office

FY 2011/2012



DEPARTMENT MISSION

The Mission of the Civil Hearing Office is to provide regulatory adjudication for the Pinal County Zoning Code, Building Safety Code, Animal Care & Control Ordinance and Alarm Ordinance so as to achieve ordinance compliance.

SUMMARY OF MAJOR SERVICES PROVIDED:

- Financial Collection reports
- Treasury reports
- Civil Judgments
- Complaint hearings
- Verbatim minutes
- Hearing Officers Decisions
- Telephone Inquiry Responses
- Notices of violations received
- Notices of violations sent
- Code Violation investigation reports
- Archived files
- Litigation background materials
- Customer responses
- Email Inquiry Responses

ISSUE STATEMENTS

Issue 1 – Ordinance Knowledge

Residents continued lack of knowledge with regards to zoning code, animal control and alarm code requirements, building safety and housing, will if not addressed, result in:

- Lower quality of life
- Increased safety hazards for County residents
- Inefficient use of County resources

Issue 2 – Inefficient Collection Services

The continuing lack of efficient collection services and policies will if not addressed, result in:

- Decrease in available resources
- Decreased efficiencies regarding use of staff and resources to address unexpected collection issues on a case by case basis

Increased customer dissatisfaction regarding the perception of being treated differently from others involved in the collection process due to the lack of governing policies

2-5 YEAR STRATEGIC GOALS:

- Strategic Goal 1 - Case Processes (Issue #1)
- By 2011, Pinal County Civil Hearing Office users will benefit from more timely services as evidenced by:
 - 100% of all non-ticket Civil Hearing Office notifications are sent by certified mail 30 days prior to the hearing date.
 - 100% of all returned non-ticket Civil Hearing Office notifications are personally served 10 days prior to the hearing date
 - 100% of all Civil hearing office notifications are processed within 2 working days of receipt from charging agency.
- By 2013, Pinal County residents will benefit from accountable and efficient management of ordinance violations as evidenced by:
 - 75% of all judgments not referred to collections
 - 75% of all collection referrals completed within 90 days of judgment
 - 100% of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives

CROSS CUTTING ISSUES:

Timely Delivery of Services

Cross cutting with: Planning and Zoning, Animal Control, Building Safety, and PCSO (Alarm Unit)

ANNUAL PERFORMANCE MEASURES:

- 90% of all Civil Hearing Office NOV (Notice of Violation) processed within 2 working days of receipt from charging agency. (***ticket or non-ticket***)
- 1200 of notices of violation issued
- 1200 Complaints received from charging agency.
- 50% of all collection referrals completed within 90 days of Hearing Officers Decision (# of collection referrals completed within 90 days of Hearing Officers Decision/Total # of collection referrals)

- 1000 financial Hearing Officers Decisions collected
- 1000 financial Hearing Officers Decisions

REVENUE BY FUND:

Programs/Activities	Cost Center	Total Budget
General Fund		
Zoning fines	34030	1122.84
Miscellaneous fees	35550	8685.00
Fund Total		9807.84

EXPENDITURES BY FUND:

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
General Fund				
Regular Wages	2	3	51101	85,542.00
Office Supplies			52101	6,000.00
Office Equip Maint Agree			54352	751.00
Postage			54532	2,020.00
Other Misc Services			54593	653.00
				94,966.00

SUPPLEMENTAL FUNDING

Supplemental Name/Project	Cost Center	Sub Ledger	Total Budget
ABC New Project	n/a		
XYZ New Project	n/a		