



## **Planning and Development**

### **Strategic Business Plan**

FY 2011/2012

#### **COUNTY 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.

#### **SUMMARY OF MAJOR SERVICES PROVIDED**

Zoning and Administration of the Zoning Ordinance  
Code Compliance  
Subdivisions, Minor Land Divisions and Addressing  
Comprehensive Plan and Area Studies  
Site Plan Review  
Public Assistance: One Stop Shop, Project Meetings  
Inspection of Manufactured Homes  
Support to Governing Bodies and other County Departments  
Strategic Projects such as: Sustainability Initiative and Open Space and Trails Planning

#### **Mandated Services**

Zoning  
Code Compliance  
Subdivisions  
Addressing  
Comprehensive Plan

#### **ISSUE STATEMENTS**

##### **Issue 1: 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.

## **Issue 2: Enhanced Customer Service**

The continued demand for improved customer service at the lowest possible cost coupled with continued stresses on County budgets will, if not addressed, result in:

- Decreased customer satisfaction
- Reductions in service levels

## **2-5 YEAR STRATEGIC GOALS:**

### **Strategic Goal 1: Continue to Improve Development Review Process (Issue 2)**

By 2014, residents of Pinal County will experience an improved development review process as indicated by:

- 80% of Subdivision Tentative Plat reviews will have turnaround times of four months or less (from the time of complete submittal to Planning Commission hearing)
- 50% of Subdivision Final Plat reviews will have turnaround times of eight months or less of logged time from Final Plat submission to Board of Supervisors approval.
- 90% of Site Plan Reviews delivered to applicant within the time frame guideline (1<sup>st</sup> review in 29 days, 2<sup>nd</sup> review in 29 days, 3<sup>rd</sup> review in 19 days, 4<sup>th</sup> review in 13 days)
- 75% of Plan Reviews fulfilling all Planning and Development requirements by 3<sup>rd</sup> review.
- 60% of planning cases will have a turnaround time of four months or less from the time of complete submittal to a Planning Commission hearing.

### **Strategic Goal 2: Timely, Accurate, Accessible Services (Issue 2)**

By 2014, the residents of Pinal County will experience timely, accurate, and accessible services through new services for our customers:

- On-line payments
- On-line application submittals
- Fillable forms with e-signature capabilities
- Digital site plan reviews

### **Strategic Goal 3: Timely Code Compliance (Issues 1 and 2)**

By 2014, Communities of Pinal County will experience timely compliance with codes governing land use, upkeep and appearance resulting in attractive neighborhoods, as evidenced by:

- 70% of code violations in Areas of Concern come into voluntary compliance within a 6 month time frame
- 65% of non-voluntary code violations per year come into compliance within a 12 month time period.
- 45% of code compliance enforcement actions proactively initiated by Planning and Development Department Staff.

## **CROSS CUTTING ISSUES**

**Strategic Goal #1:** Continue to Improve Development Review Process

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

**Needs:** All Development Services Departments need to remain committed to meeting the established timeframes.

**Strategic Goal: #2** Timely, Accurate, Accessible Services

**Cross Cutting with:** Information Technology

**Needs:** New services for our customers:

- On-line payments
- On-line application submittals
- Fillable forms with e-signature capabilities
- Digital site plan reviews

## **ANNUAL PERFORMANCE MEASURES:**

### **Strategic Goal 1: Continue to Improve Development Review Process (Issue 2)**

*We are currently meeting these indicators. Due to the reduction in staffing it will be a challenge to continue to meet these goals.*

### **Strategic Goal 2: Timely, Accurate, Accessible Services (Issue 2)**

By 2014, the residents of Pinal County will experience timely, accurate, and accessible services, as evidenced by:

- Provide new services for our customers:
  - On-line payments
  - On-line application submittals
  - Fillable forms with e-signature capabilities
  - Digital site plan reviews

*These indicators are currently 25% complete. Information Technology estimates that we will be able to progress 25% per year to meet this goal.*

### **Strategic Goal 3: Timely Code Compliance (Issues 1 and 2)**

By 2014, Communities of Pinal County will experience timely compliance with codes governing land use, upkeep and appearance resulting in attractive neighborhoods, as evidenced by:

- 70% of code violations in Areas of Concern come into voluntary compliance within a 6 month time frame. *This goal was reduced from 80% to reflect the reductions in Code Compliance staff in May 2011.*
- 65% of non-voluntary code violations per year come into compliance within a 12 month time period. *This goal was reduced from 75% to reflect the reductions in Code Compliance staff.*
- 45% of code compliance enforcement actions proactively initiated by Planning and Development Department Staff. *This goal was reduced from 65% to reflect the reductions in Code Compliance staff.*

**OPERATING RESOURCES**

**REVENUE BY FUND:**

<b>Programs/Activities</b>	<b>Cost Center</b>	<b>Total Budget</b>
General Fund 10		
Permits	316031201	45,000.00
Planning Fees	316033105	125,000.00
<b>General Fund Total</b>		<b>170,000.00</b>
<b>Fund Total</b>		
<b>Fund Total</b>		

**EXPENDITURES BY FUND:**

<b>Programs/Activities</b>	<b># of Full Time Employees</b>	<b># of Part Time Employees</b>	<b>Cost Center</b>	<b>Total Budget</b>
General Fund 10				
Human Resources Activity	.25	0	3160110	23,845.00
Records Management Activity	1	0	3160140	41,486.00
Fleet Activity	0	0	3160150	36,653.00
Budget/Finance/Purchasing Activity	1.5	0	3160160	111,335.00
Executive Management Activity	1.25	0	3160170	118,772.00
Zoning Compliance Team Activity	8	0	3160210	390,993.00
<b>General Fund Total</b>				<b>723,084.00</b>
Permitting Activity	1	0	3160220	212,993.00
<b>Fund Total</b>				<b>212,993.00</b>
Land Use Planning	2	0	3160310	301,876.00
Subdivision/Minor Land Division/Addressing Activity	3	0	3160410	318,970.00
Specific Site Plan Review Activity	1	0	3160510	63,555.00
<b>Fund Total</b>	<b>19</b>	<b>0</b>		<b>684,401.00</b>