

Pinal County Performance Management

Annual Report

FY 2011-2012

DEVELOPMENT SERVICES ONE STOP

IMPACT FEE EVALUATION

R
SBP % of alternate fee calculation and credit requests submitted to the Board of Supervisors within 120 days

| FY12 Target | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|-------------|---------|-------------|--------|-------------|---------|-------------|--------|----------|
| | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 75.00% | 100.00% | 75.00% | 0.00% | 75.00% | 100.00% | 75.00% | 0.00% | 100.00% |

There were no credit or alternate fee requests during the 4th quarter. However, we have had a total of 7 credit requests and no alternate fee appeals submitted during the FY 11/12. All of the 7 credit requests were processed and submitted to the BOS within the 120 day goal set. We set a target of 75% and our total for FY 11/12 was 100% as we exceeded our goal.

We have worked diligently to refine our internal processes and educate our customers on credit requests. This has resulted in more complete submittals thus reducing processing times and enabling us to meet our goals. We continue to look for ways to make our processes more efficient and see input from our customers.

We have not had many alternate fee appeals and each one tends to come with its own unique challenges; however we continue to work on updating this process in order to streamline future submittals.

We anticipate this will change in the coming year as new construction increases, we have seen amendments to old plats and had inquiries on old development agreements which could cause alternate fee appeals and credit requests to increase.

ONE STOP COUNTER

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

| FY12 Target | Q1 | | Q2 | | Q3 | | Q4 | FY12 YTD |
|-------------|---------|-------------|---------|-------------|--------|-------------|---------|----------|
| | Actual | YE Estimate | Actual | YE Estimate | Actual | YE Estimate | Actual | Actual |
| 99.00% | 100.00% | 98.00% | 100.00% | 98.00% | 98.86% | 98.00% | 100.00% | 99.66% |

Our average customer satisfaction rating for the 4th quarter was 100%. Our customer service satisfaction target for FY 11/12 was 99%; we met our goal as we averaged a customer service satisfaction rating of 99% for the year. This rating is based on a random survey of a cross section of the customers served in our main office in Florence at the 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 (Florence, Apache Jct. Casa Grande & Oracle). For the year we have averaged approximately 750 customers per month, however during the second and third quarters of the year we averaged over 850 customers per month with a slight decrease during the summer months. While there appears to be less activity at the counter there has actually been an increase in standard single family home permits, which are submitted by developers via fax or over the counter often in groups.

Builders are reporting sales of new homes are continuing to rise. We anticipate that in the coming year we will continue to see a small but steady increase in new residential construction and some new commercial construction as well.

We have made a concentrated effort to enhance our customer service by being more attentive to the specific needs of each customer; making sure they understand the various development processes, assisting them with completing forms, answering questions and making sure they are prepared for submittals. We believe these changes over time will result in not only increased customer satisfaction, but reduce wait times and help to ensure more complete and timely submittals thereby reducing processing times.