

Pinal County Performance Management

Annual Report

FY 2011-2012

PLANNING & DEVELOPMENT

Strategic Goal 1: Continue to Improve Development Review Process

R
SBP % of Plan Reviews fulfilling all Planning and Development requirements by 3rd review.

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

There were a total of 17 site plans approved by Planning and Development at or before 3rd review this fiscal year. There were no site plans submitted this fiscal year that were not approved by Planning and Development by the 3rd review.

R
SBP % of planning cases will have a turnaround time of four months or less from the time of complete submittal to a Planning Commission hearing.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
60.00%	100.00%	60.00%	100.00%	60.00%	33.33%	60.00%	100.00%	89.47%

This year 34 out of 38 cases had a turn around time of four months or less to the Planning Commission.

R
SBP % of Site Plan Reviews delivered to applicant within the time frame guideline (1st review in 29 days, 2nd review in 29 days, 3rd review in 19 days, 4th review in 13 days).

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
90.00%	100.00%	90.00%	83.33%	90.00%	100.00%	90.00%	100.00%	93.75%

15 of out 16 approved/ accepted site plans met the review time frames during this quarter. 15 were approved and 1 was accepted. 1 of the 15 approved did not fall within the 90 day time frame due to TIA report issues outside the County. We continue to have site plans in review and are on track to meet those review timeframes going forward. It is anticipated that we will meet our goal by continuing to work with applicants and providing information.

R
SBP % 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.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
50.00%	0.00%	50.00%	0.00%	50.00%	0.00%	50.00%	100.00%	100.00%

There were two final plats sent to the Board of Supervisors this year and both were completed within eight months.

R
SBP % of Subdivision Tentative Plat reviews will have turnaround times of four months or less (from the time of complete submittal to Planning Commission hearing).

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
80.00%	0.00%	80.00%	0.00%	80.00%	0.00%	80.00%	100.00%	100.00%

There was one tentative plat sent to the Planning Commission this year and it was completed within four months.

Strategic Goal 2: Timely, Accurate, Accessible Services

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SBP 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 Submittals, Fillable forms with e-signature capabilities, Digital Site Plan Reviews.

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
25.00%	0.00%	25.00%	0.00%	25.00%	0.00%	25.00%	50.00%	50.00%

Due to budget constraints this project continues to be delayed. The online services are still at the forefront of delivering excellent customer service; yet the challenge that we are experiencing is that this is a service that cross cuts directly with Information Technology Department and their project priority list and resource availability. We will also continue to communicate with Information Technology Department the status of their priority list. Per Information Technology Department we have exceeded our 25% projection and are 50% complete at this time. The Digital Site Plan Review process will be implemented by October 2012.

PLANNING & DEVELOPMENT

Strategic Goal 3: Timely Code Compliance

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SBP % of code compliance enforcement actions proactively initiated by Planning and Development Department Staff.

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
45.00%	70.13%	45.00%	52.72%	45.00%	41.09%	45.00%	77.85%	66.45%

During the 4th quarter there were 594 proactively initiated cases that were opened out of a total 763. This year there were 1042 proactive cases out of 1568 total complaints opened. We exceeded the goal as set.

R
SBP % of code violations in Areas of Concern come into voluntary compliance within a 6 month time frame.

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
70.00%	74.45%	70.00%	84.00%	70.00%	90.34%	70.00%	59.85%	74.28%

This year there were 517 out of 696 total violations in the identified Areas of Concern that came into compliance within a 6 month time frame. This goal is tracked semi-annually. This was achieved by neighborhood meetings, community outreach and educational enforcement program.

R
SBP % of code violations per year come into compliance within a 12 month time period.

FY12 Target	Q1		Q2		Q3		Q4	FY12 YTD
	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
65.00%	55.00%	65.00%	75.93%	65.00%	79.11%	65.00%	31.35%	66.82%

This year there were 1,144 out of 1,712 violations that came into compliance within a 12 month time period. This was achieved by neighborhood meetings, community outreach and educational enforcement program.