



PINAL • COUNTY  
*wide open opportunity*

**Assistant County Manager for Development Services**  
**STRATEGIC BUSINESS PLAN**  
**FY 2012/2013**

**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 Assistant County Manager for Development Services is to provide administrative oversight, support, and coordination to residents, stakeholders, and the nine divisions of Development Services so they can participate in the development process and assist Pinal County in developing in a comprehensive and sustainable manner.

**SUMMARY OF MAJOR SERVICES PROVIDED:**

- Leadership/Management
- Efficient, Effective & Responsive Service Delivery
- Customer Service
- Policies/Procedures
- Transparency
- Project Prioritization
- Briefings, Reports, Consultations with County Manager & BOS

**ISSUE STATEMENTS**

**Issue 1: Growth**

The continued growth coupled with a high demand for service will, if not addressed, result in:

- Deteriorating quality of life for residents
- Decreased customer satisfaction

**Issue 2: Limited Resources**

Increasing limited resources due to the economic downturn and revenue control limits will, if not addressed, result in;

- The inability to provide adequately funded services.
- Ineffective service delivery
- Decreased citizen satisfaction

**Issue 3: Regional Leadership**

The increasing expectation and need for Pinal County to provide regional leadership on significant issues will, if not addressed, result in:

- Lack of acceptance and buy-in from stakeholders and other local governments
- Lack of continuity of services between local governments
- Duplicative efforts resulting in inefficient use of resources
- Lack of representation at state and national levels
- An inability to attract jobs and/or promote continued economic development

**Issue 4: Workforce Skill Development**

The increasing need to develop workforce knowledge for implementation of Pinal Performance Management will, if not addressed, result in:

- Lack of focus on customers
- Continued limited transparency resulting in lack of public confidence
- Lack of accountability
- Lack of data driven decision making
- Inefficient service delivery

**COUNTY PRIORITY ALIGNED TO:**

The Assistant County Manager for Development Services is presented with the challenge of aligning resources throughout Development Services to achieve the designated Strategic Priorities set by the Elected Officials. The 2011/12 Countywide Strategic Priorities that directly align to this plan include:

**Transportation**

Pinal County residents and traveling public will benefit from an expanded multimodal transportation network as evidenced by:

- By 2016, 50% of the county road that are paved will be roads that are top priority regionally significant routes.
- By 2016, achieve a 3-year, ongoing average of 99.7% healthy days for PM-10 (U.S. Environmental Protection Agency [EPA] standard for PM-10).

**2-5 YEAR STRATEGIC GOALS:**

By 2016, Pinal County taxpayers will benefit from proactive leadership in regional planning and development issues, as evidenced by:

- Further development of regional transportation infrastructure by ensuring Pinal County involvement in the Regional Transportation Plan; freight and passenger rail studies; airport master plans; and the use of alternate funding sources such as Public Private Partnerships.
- Streamlined processes that provide clear, concise guidance with rapid turn around times and permitting.
- Development Services Department budgets that tie funding to identified Strategic Business Plan goals and objectives.
- Increase in customer, stakeholder and citizen survey respondents reporting that they know and understand services provided by Pinal County.
- Pinal County Development Services Website will be developed to provide online eGov Permit Application assistance.

### **CROSS CUTTING ISSUES**

The Assistant County Manager for Development Services is responsible for facilitating the review and solution of all identified cross-cutting issues within the Development Services departments.

### **ANNUAL PERFORMANCE MEASURES:**

1. By June 2013, 100% of Development Services Departments participation in performance management.  
(# departments completing quarterly or annual analysis/#departments in Development Services)
2. By June 2013, 100 % of site plan reviews will continue to be approved within 90 cumulative working days of staff review time.  
(#Site plan reviews completed within 90 cumulative working days/#Site plan reviews)
3. 99% of surveyed customers responding they were satisfied or very satisfied with the overall customer service they received.  
(# of surveyed customers responding they were satisfied or very satisfied with the overall customer service they received /# of survey responses)  
Outputs - 10,000 of customer consultations provided  
Demands- 10,500 of customer consultations anticipated
4. By June 2013, Development Services will attend stakeholder meetings dealing with regional transportation. (Statement Goal)

**REVENUE BY FUND:** N/A

<b>Programs/Activities</b>	<b>Cost Center</b>	<b>Total Budget</b>
General Fund		
<b>General Fund Total</b>		
Fund		
<b>Fund Total</b>		
Fund		
<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				
Admin Program/Human Resources	2		3100110	\$207,790
Admin Program/Training			3100130	\$5,400
Admin Program/Vehicle Management			3100150	\$2,200
Admin Program/Financial			3100160	\$5,399
Admin Program/Department Director	1		3100170	\$195,940
<b>Sub Total</b>	<b>3</b>			<b>\$416,729.00</b>
Management Program/Admin Manager	1			\$73,416
<b>General Fund Total</b>	<b>4</b>			<b>\$490,145.00</b>

**SUPPLEMENTAL FUNDING:** N/A

<b>Supplemental Name/Project</b>	<b>Cost Center</b>	<b>Sub Ledger</b>	<b>Total Budget</b>