

Pinal County Performance Management

Annual Report

FY 2012-2013

ASSISTANT COUNTY MANAGER OF DEVELOPMENT SERVICES

R
SBP % of Site Plan Reviews will be approved within 90 cumulative working days of staff review time

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	92.31%	95.00%

There was a total of 13 site plans approved by Planning and Development at or before 3rd review in FY12/13. There was one site plans submitted this quarter that was not approved by 3rd review.

R
SBP 100% of Development Services Departments participation in performance management

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
100.00%			100.00%	100.00%	90.00%	100.00%	80.00%	90.00%

This measure is actually an annual measure but we are tracking it quarterly. We have a total of nine departments that fall under the the ACM/DS, (ten including ACM/DS). Eight out of ten departments within Development Services are in full participation of performance management. The ACM will address the issues with department heads at monthly staff meetings to discuss what needs to be done to achieve the goals we set. Further analysis can be read in each individual goal.

R
SBP 99% of surveyed customers responding they were satisfied or very satisfied with the overall customer service they received.

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
99.00%	100.00%	99.00%	100.00%	99.00%	100.00%	99.00%	100.00%	100.00%

Our overall annual average customer service rating for FY 12/13 was 100%. This is based on a random survey of a cross section of our Florence customers served at the One Stop front counter. During FY 12/13 our customer count continued to increase from an average of 713 customers per month in the first quarter to 999 per month during the third quarter of the year. However, during the fourth quarter we saw a slight reduction in the average to 866. This was due to reduced customers in May and June we believe due to the extreme weather. During the month of March and April we saw our peak in customer volume with over 1,000 customers served each month in all offices combined. We are up approximately 1,650 customers for an increase of 18% over last years' total customers served. We continue to see new standard plans for residential permits, as well as owner builds, mobile homes, new plats, site plans and commercial projects. With increased submittals we are working to insure customers wait times are kept to a minimum and impact fee workflows are cleared in a timely manner to avoid permit delays.

S
SBP By June 2013, Development Services will attend stakeholder meetings dealing with regional transportation.

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
	OT		OT				OT	OT

The County continues to be involved in several regional transportation initiatives. Pinal County, Casa Grande and Maricopa are jointly working on an East-West Corridor study. The agencies are currently completing environmental and engineering reports that will ultimately determine an alignment for a parkway that connects Maricopa to Casa Grande. We continue to work with ADOT on the N-S Freeway; Interstate 11 and the Passenger Rail Study, attending all meetings and providing input as needed.