

# Pinal County Performance Management

## Annual Report - FY 2012-2013

### 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

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%	0.00%	75.00%	100.00%	75.00%	100.00%	75.00%	100.00%	100.00%

During FY 12/13 we had 1 alternate fee calculations request and 2 credit requests, which required BOS action. The developer for the Rancho Sierra/Red River PAD submitted an Alternate Development Fee request which was reviewed by the Board of Supervisors on November 7, 2012 and was approved. This case had been a long running issue. Staff spent countless hours reviewing this projects case formally submitted by Rose Law Group, on Aug. 16, 2012 RLG which was reviewed within the 120 days required by the Ordinance and submitted to the BOS. The two requests for street development fee credits were for contributions made to the Superstition Valley Transportation Fund submitted to the BOS during the month of January. Both were for different parcels in the San Tan Heights residential development. The application was received, reviewed and presented to the BOS within the 120 days required. The BOS approved the two requests for street development fee credits as presented.

We have outlined a clear process for Credit Request and Alternate Fee Appeals that begins only when we have a complete application. However we are currently evaluating our processes to streamline reviews and speed up decisions.

**O SBP** # of alternate fee calculation and credit requests submitted to the Board of Supervisors within 120 days

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
2	0	2	3	2	2	6	3	8

During FY 12/13 we had 1 alternate fee calculations request and 2 credit requests, which required BOS action. The developer for the Rancho Sierra/Red River PAD submitted an Alternate Development Fee request which was reviewed by the Board of Supervisors on November 7, 2012 and was approved. This case had been a long running issue. Staff spent countless hours reviewing this projects case formally submitted by Rose Law Group, on Aug. 16, 2012 RLG which was reviewed within the 120 days required by the Ordinance and submitted to the BOS. The two requests for street development fee credits were for contributions made to the Superstition Valley Transportation Fund submitted to the BOS during the month of January. Both were for different parcels in the San Tan Heights residential development. The application was received, reviewed and presented to the BOS within the 120 days required. The BOS approved the two requests for street development fee credits as presented.

We have outlined a clear process for Credit Request and Alternate Fee Appeals that begins only when we have a complete application. However we are currently evaluating our processes to streamline reviews and speed up decisions.

**D SBP** # of alternate fee calculation and credit requests expected to be submitted to the Board of Supervisors within 120 days

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
2	0	2	3	2	2	6	3	8

During FY 12/13 we had 1 alternate fee calculations request and 2 credit requests, which required BOS action. The developer for the Rancho Sierra/Red River PAD submitted an Alternate Development Fee request which was reviewed by the Board of Supervisors on November 7, 2012 and was approved. This case had been a long running issue. Staff spent countless hours reviewing this projects case formally submitted by Rose Law Group, on Aug. 16, 2012 RLG which was reviewed within the 120 days required by the Ordinance and submitted to the BOS. The two requests for street development fee credits were for contributions made to the Superstition Valley Transportation Fund submitted to the BOS during the month of January. Both were for different parcels in the San Tan Heights residential development. The application was received, reviewed and presented to the BOS within the 120 days required. The BOS approved the two requests for street development fee credits as presented.

We have outlined a clear process for Credit Request and Alternate Fee Appeals that begins only when we have a complete application. However we are currently evaluating our processes to streamline reviews and speed up decisions.

**S SBP** Impact Fee Policy will be presented to the BOS for adoption by December 31, 2013

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
	OT		OT		NOT		NOT	NOT

We have formed a committee made up of representatives from One Stop, Building Safety, Planning, and Public Works and the ACM for DS office to work on this project. Unfortunately, some members of our Committee have resigned and business has picked along with staff shortages had made it difficult to work on this project. However, we will make a concentrated effort to get our Committee back on track. We have extended our deadline for the draft of the policy to 2015.

# DEVELOPMENT SERVICES ONE STOP

## ONE STOP COUNTER

<sup>R</sup>  
<sup>SBP</sup> % of Development Service permit processes available on the DS websites

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 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%	4.35%	4.35%

This measure is still in process, we have a committee working with IT which implemented the first round of on-line permit/application/request processes on July 29, 2013. The public can now submit a Site Plan Review Application, Standard Plan Application and Commercial Building Permit Application completely online.

<sup>R</sup>  
<sup>SBP</sup> % 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.

<sup>S</sup>  
<sup>SBP</sup> Online payments will be available to OSS customers by January 31, 2013

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
	NOT		NOT		OT		NOT	NOT

We are finalizing our testing and will implement the Point and Pay online payment system on Aug 1st, 2013. This system is not completely compatible with Accela at this point but IT is working with True Point to bring the two programs together. Through Point and Pay Development Services customers will be able to make online payments via debt card, credit card, and e-checks. When the on-line system is completely integrated with ACCELA the online payment project will be complete.