



Planning and Development

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 Planning and Development Department is to provide planning, comprehensive plan, and subdivision services to the residents and land owners of Pinal County so they can enjoy the benefit of orderly, high quality development, and well-kept neighborhoods that enhance overall image and property values.

SUMMARY OF MAJOR SERVICES PROVIDED

Zoning and Administration of the Zoning Ordinance
Code Compliance
Subdivisions, Minor Land Divisions and Addressing
Comprehensive Plan and Area Studies
Site Plan Review
Public Assistance: One Stop Shop, Project Meetings
Inspection of Manufactured Homes
Support to Governing Bodies and other County Departments
Strategic Projects such as: Sustainability Initiative and Open Space and Trails Planning

Mandated Services

Zoning
Code Compliance
Subdivisions
Addressing
Comprehensive Plan

ISSUE STATEMENTS

Issue 1: Attractive Community

The increasing trend of employers who offer living wage jobs that look to locate in attractive communities, combined with the lack of maintenance for many properties in the County will, if not addressed, result in:

- Employers not locating in Pinal County
- Failure to reach per capita income goals
- Pinal County remaining a bedroom County.

Issue 2: Enhanced Customer Service

The continued demand for improved customer service at the lowest possible cost coupled with continued stresses on County budgets will, if not addressed, result in:

- Decreased customer satisfaction
- Reductions in service levels

2-5 YEAR STRATEGIC GOALS:

Strategic Goal 1: Continue to Improve Development Review Process (Issue 2)

By 2014, residents of Pinal County will experience an improved development review process as indicated by:

- 80% of Subdivision Tentative Plat reviews will have turnaround times of four months or less (from the time of complete submittal to Planning Commission hearing)
- 50% 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.
- 90% 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)
- 75% of Plan Reviews fulfilling all Planning and Development requirements by 3rd review.
- 60% of planning cases will have a turnaround time of four months or less from the time of complete submittal to a Planning Commission hearing.

Strategic Goal 2: Timely, Accurate, Accessible Services (Issue 2)

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 application submittals
- Fillable forms with e-signature capabilities
- Digital site plan reviews

Strategic Goal 3: Timely Code Compliance (Issues 1 and 2)

By 2014, Communities of Pinal County will experience timely compliance with codes governing land use, upkeep and appearance resulting in attractive neighborhoods, as evidenced by:

- 70% of code violations in Areas of Concern come into voluntary compliance within a 6 month time frame
- 65% of non-voluntary code violations per year come into compliance within a 12 month time period.
- 45% of code compliance enforcement actions proactively initiated by Planning and Development Department Staff.

CROSS CUTTING ISSUES

Strategic Goal 1: Continue to Improve Development Review Process

Cross Cutting with: Public Works, Environmental Health, Air Quality, Building Safety

Needs: All Development Services Departments need to remain committed to meeting the established timeframes.

Strategic Goal 2: Timely, Accurate, Accessible Services

Cross Cutting with: Information Technology

Needs: New services for our customers:

- On-line payments
- On-line application submittals
- Fillable forms with e-signature capabilities
- Digital site plan reviews

ANNUAL PERFORMANCE MEASURES:

Strategic Goal 1: Continue to Improve Development Review Process (Issue 2)

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- 75% of Plan Reviews fulfilling all Planning and Development requirements by 3rd review.
- 60% of planning cases will have a turnaround time of four months or less from the time of complete submittal to a Planning Commission hearing.

We are currently meeting these measurements. We experienced a small increase in development activity in early 2012. We are holding these measures constant in case the market continues to improve.

Strategic Goal 2: Timely, Accurate, Accessible Services (Issue 2)

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- On-line payments
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The only information we have from residents regarding their satisfaction with our services is the survey that the One Stop Shop does with our customers. Customers have been 100% satisfied or very satisfied for all of 2012, and we will work to maintain that level.

We are coordinating with County Information Technology staff on the new services. These services are currently 75% complete, and they believe that the new services will be ready before the end of 2012.

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We are currently meeting these indicators and are carrying these measures over into FY 12/13.

OPERATING RESOURCES

REVENUE BY FUND:

Programs/Activities	Cost Center	Total Budget
General Fund 10		
Permits	316031201	60,000.00
Planning Fees	316033105	275,000.00
General Fund Total		335,000.00
Fund Total		
Fund Total		

EXPENDITURES BY FUND:

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
General Fund 10				
Records Management Activity	1	0	3160140	52,501.00
Fleet Activity	0	0	3160150	31,463.00
Budget/Finance/Purchasing Activity	2	0	3160160	171,691.00
Executive Management Activity	1	0	3160170	141,183.00
Zoning Compliance Team Activity	8	0	3160210	561,506.00
Fund Total				958,344.00
Permitting Activity	1	0	3160220	48,276.00
Fund Total				48,276.00
Land Use Planning	3	0	3160310	240,934.00
Subdivison/Minor Land Division/Addressing Activity	3	0	3160410	213,813.00
Fund Total	19	0		454,747.00
General Fund Grand Total				1,461,367.00