



BUILDING SAFETY DEPARTMENT STRATEGIC BUSINESS PLAN FY 2013-2014

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 Building Safety Department is to provide building inspections, plan reviews, permit issuance, and investigative services to the public so they can be assured of their health, safety, and general welfare.

SUMMARY OF MAJOR SERVICES PROVIDED:

- Emergency responses
- Permit/Plan refund requests
- Commercial building permits
- Residential building permits
- Special event coordination's
- Site plan review information packets
- Utility clearance notifications
- Counter consultations
- Telephone inquiry responses
- Administrative Reports
- Customer Information Bulletins
- Inspection results
- Courtesy inspections
- Construction technique approvals
- Code violation investigations
- Violation letters and deficiency notices
- Pre-construction inspection consultations
- Commercial inspections
- Residential Inspections
- Building permit extensions
- Mechanical, Plumbing, Electrical permits
- Plan submittal coordination's
- Fire districts notifications
- Pool plan review and permits
- Permit Expiration Notifications
- Code adoptions
- Statistical Reports (Monthly Reports, Public Records Requests)
- Certificates of Occupancy
- Internal code interpretations
- Residential plan review approvals
- Consultant contracts
- Sustainable Design Plan Review



ISSUE STATEMENTS

Issue 1 - Accountability

The continued struggle with public perception of a lack of accountability in government, combined with need for better Inter-departmental collaboration to address increasingly complex multi-departmental processes and services will, if not addressed, result in:

- Increased customer frustration with the county's processes in delivery of accurate and timely services
- Continuing miscommunication between departments due to unclear direction for staff and customers.
- Decrease in morale among staff

Issue 2: Technology

The continued need for web-based customer service technology such as online building permit services and electronic building plan submission/review which if not addressed, will result in:

- Slower turnaround time for permits and plan reviews.
- Increase in cost to deliver service.
- Increase in waste of finite resources.

Issue 3– Environmental Awareness and Sustainability

Due to an increase in environmental awareness and demand for sustainability together with increasingly complex building technology and ever evolving building codes, there is an increasing need for continuing education and specialized training,* which if not addressed, will result in:

- Continued reliance on costly outside consultant services.
- Potential decrease in professional credibility.
- Decreased ability to attract and retain qualified staff.
- Increased potential for loss of professional certification program.

***Specialized Training:** LEED (Leadership in Energy & Environmental Design), ICC 700 (International Code Council), IGCC (International Green Construction Code), IECC (International Energy Conservation Code)



STRATEGIC GOALS:

Strategic Goal 1 – Review Times (Issue 1)

Residents, Builders, and Contractors will benefit from improved Building Safety services as evidenced by:

- By 2014, 100% of residential plan reviews completed within 20 business days of submittal
- By 2014, 100% of commercial plan reviews completed within 25 business days of submittal
- By 2014, 100% of commercial permits will be issued within 1 business day of completed multi-departmental Site Plan Review process.

Strategic Goal 2 – Certifications (Issue 3)

Pinal County Building Safety customers will benefit from improved efficiency and reduced reliance on outside services as evidenced by:

- By 2014, 80% of Building Inspectors and Plans Examiners will have obtained certification in the Plumbing, Mechanical, Electrical or Fire Code.
- By 2014, 100 % of specified Building Safety staff (1 Plans Examiner and 1 Building Inspector) will have obtained certification in energy related codes.

Strategic Goal 3 – Safety (Issue 2)

Pinal County Building Safety will enhance the life, safety, and welfare of its residents as evidenced by:

- By 2014, 90% of dangerous building cases* brought into compliance** per the applicable Building Safety codes within 90 business days.
- By 2014, 90% of building code violation complaints resolved within 60 business days from receipt of complaint

*Dangerous building cases are defined as: All buildings out of compliance with the applicable life safety codes.

** Compliance is defined as in need of repair, demolition or other measures as prescribed by the Property Maintenance Code.

Strategic Goal 4 – Improved Customer Convenience (Issue 2)

By 2014 the building public in Pinal County will benefit from more convenient Building Safety services as evidenced by:

- 50% of permits will be processed online (to include financial transactions)
- 25% of building plans will be submitted for review online.



ANNUAL PERFORMANCE MEASURES

Building Safety Program	FY 2011	FY 2012	FY 2013	FY 2014
Result Measures				
Percent of commercial permits issued within 1 business day of completed multi-departmental Site Plan Review process. (# of commercial permits issued within 1 business day of completed multi-departmental Site Plan Review process/total # of commercial permits issued)	100%	100%	100%	100%
Percent of residential permits ie, single family residences, residential additions, alterations and conversions issued within assigned completion dates (# of residential permits issued within assigned completion dates/total # of residential permits)	N/A	100%	100%	100%
Percent of dangerous building cases* brought into compliance** per the applicable Building Safety Codes within 90 business days.	100%	100%	100%	90%
Percent of building inspections completed within 1 business day of request (# of building inspections completed within 1 business day of request/total # of building inspections requested)	100%	100%	100%	100%
Percent of Building Inspectors and Plans Examiners that have obtained certification in the Plumbing, Mechanical, Electrical or Fire Code (# of Building Inspectors and Plans Examiners with certification in the Plumbing, Mechanical, Electrical or Fire Code/ total Building Inspectors and Plans Examiners)	N/A	100%	100%	80%
Percent of specified Building Safety Employees (1 Plans Examiner and 1 Building Inspector to be determined by Director) will have obtained certification in energy related codes (# of specified Plans Examiners and Building Inspectors with certification in energy related codes/# of Building Safety employees requiring certification)	N/A	100%	100%	100%
Outputs				
Commercial permits issued	19	25	29	12
Residential permits issued	N/A	1,232	1,417	1,612
Inspections completed	14,000	15,000	17,250	17,000
Employees completed required certifications	N/A	11	11	12
<p>*Dangerous Building Cases are defined as buildings out of compliance with the applicable life safety codes. ** Compliance is defined as in need of repair, demolition or other measures as prescribed by the Property Maintenance Code.</p>				