

Pinal County Performance Management

Annual Report - FY 2013-2014

DEVELOPMENT SERVICES ONE STOP

IMPACT FEE EVALUATION

R
SBP % of alternate fee calculation submitted to the Board of Supervisors within 120 days

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
75.00%	0.00%	75.00%	0.00%	75.00%	0.00%	0.00%	0.00%	0.00%

We had no alternate fee calculations or credit requests for the quarter which required BOS action therefore we had nothing to measure.

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

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
4	0	4	0	4	0	0	0	0

We had no alternate fee calculations or credit requests for the quarter which required BOS action therefore we had nothing to measure.

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

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
4	0	4	4		0	0	0	4

We had no alternate fee calculations or credit requests for the quarter which required BOS action therefore we had nothing to measure.

S
SBP Impact Fee Policy will be presented to the BOS for adoption by December 31, 2014

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
	OT		NOT		NOT		NOT	NOT

One Stop Shop manager and staff reductions have not allowed the time to work on this project

ONE STOP COUNTER

R
SBP % of Development Service permit processes available on the DS websites

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
50.00%	4.35%	10.00%	0.00%	10.00%			0.00%	2.17%

This project has been completed and our customers are able to pay on-line at this time.

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

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
99.00%	100.00%	99.00%	100.00%	99.00%			0.00%	100.00%

Due to management changes this measurement has not been tracked since December and we are looking for a new survey method to replace the old one.

S
SBP Online payments will be available to OSS customers by January 31, 2014

	Q1		Q2		Q3		Q4	FY14 YTD
FY14 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
	OT		OT				OT	OT

On track and completed.