



Civil Hearing Office

FY 2015/2016

COUNTY VISION

Pinal County Government leads through innovation and collaboration which results in vibrant, safe, sustainable communities.

COUNTY MISSION

Pinal County Government protects and enhances its citizens' quality of life by driving economic development and providing efficient, effective, needed services through talented, motivated employees.

DEPARTMENT MISSION

The Mission of the Civil Hearing Office is to provide regulatory adjudication for the Pinal County Zoning Code, Building Safety Code, Animal Care & Control Ordinance and Alarm Ordinance so as to achieve ordinance compliance.

SUMMARY OF MAJOR SERVICES PROVIDED:

- Financial Collection reports
- Treasury reports
- Civil Judgments
- Complaint hearings
- Verbatim minutes
- Hearing Officers Decisions
- Telephone Inquiry Responses
- Notices of violations received
- Notices of violations sent
- Code Violation investigation reports
- Archived files
- Litigation background materials
- Customer responses
- Email Inquiry Responses

ISSUE STATEMENTS

Issue 1 – Ordinance Knowledge

Residents continued lack of knowledge with regards to zoning code, animal control and alarm code requirements, building safety and housing, will if not addressed, result in:

- Lower quality of life
- Increased safety hazards for County residents

- Inefficient use of County resources

Issue 2 – Inefficient Collection Services

The continuing lack of efficient collection services and policies will if not addressed, result in:

- Decrease in available resources
- Decreased efficiencies regarding use of staff and resources to address unexpected collection issues on a case by case basis

Increased customer dissatisfaction regarding the perception of being treated differently from others involved in the collection process due to the lack of governing policies

COUNTY PRIORITY ALIGNED TO:

STRATEGIC GOALS:

- Strategic Goal 1 - Case Processes (Issue #1)
- By 2017, Pinal County Civil Hearing Office users will benefit from more timely services as evidenced by:
 - 100% of all non-ticket Civil Hearing Office notifications are sent by certified mail 30 days prior to the hearing date.
 - 100% of all returned non-ticket Civil Hearing Office notifications are personally served 10 days prior to the hearing date
 - 100% of all Civil hearing office notifications are processed within 2 working days of receipt from charging agency.
- Strategic Goal 2 – Inefficient Collection Services
- By 2017, Pinal County residents will benefit from accountable and efficient management of ordinance violations as evidenced by:
 - 75% of all judgments not referred to collections
 - 75% of all collection referrals completed within 90 days of judgment
 - 100% of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives
- Strategic Goal 3 – Customer Satisfaction (Issues 1 & 2)
- By 2015, Civil Hearing Office will improve customer satisfaction by improving the efficiency of the County government processes

CROSS CUTTING ISSUES:

Timely Delivery of Services

Cross cutting with: Planning and Zoning, Animal Control, Building Safety, and PCSO (Alarm Unit)

| ANNUAL PERFORMANCE MEASURES:

- 90% of all Civil Hearing Office NOV (Notice of Violation) processed within 2 working days of receipt from charging agency. (***ticket or non-ticket***)
- 900 of notices of violation issued
- 900 Complaints received from charging agency.
- 50% of all collection referrals completed within 90 days of Hearing Officers Decision (# of collection referrals completed within 90 days of Hearing Officers Decision/Total # of collection referrals)
- 200 financial Hearing Officers Decisions collected
- 700 financial Hearing Officers Decisions

REVENUE BY FUND:

Programs/Activities	Cost Center	Total Budget
General Fund		
Zoning fines		500.00
Miscellaneous fees		500.00
Fund Total		1,000

EXPENDITURES BY FUND:

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
General Fund				
Regular Wages	2	1	511010	130,831
Office Supplies			520011	4,000
Office Equip Maint Agree			533460	150
Postage			521045	1,000
Toner /Ink Cartridges			520012	1,500
Transcription Service			530240	1,300
Process Server			530250	200
Business Card			532102	150
Registration Fees			540130	1,538
Vacancy Savings			512900	-8357
				132,312

SUPPLEMENTAL FUNDING

Supplemental Name/Project	Cost Center	Sub Ledger	Total Budget
ABC New Project	n/a		
XYZ New Project	n/a		