



Pinal County Community Development

Follow up to February 12 Work Session

Board Direction from the Work Session:

- *Look at the Bigger Picture*
- *Bolster Code Compliance*
- *Handle Future Growth*
- *Make Department Highly Effective*
- *Look at Process from Customer's View*

Community Development

Director

One Stop Shop

4 Employees

Admin-
istration

4 Employees

Code
Compliance

8 Employees

Building
Safety

18 Employees

Planning

6 Employees

Septic
Permitting

2 Employees

Development
Review

4 Employees

Total: 47 Employees

Community Development



Total: 47 Employees

Heart of Community Development

Customer's first interaction with the Department
Sometimes only interaction with County

Trend to fold into Planning and Development
Maricopa County Supervisors just approved

One Stop Shop

Make Department Highly Effective

Potential Improvements:

More training

- Greater utilization of staff
- Free up other staff
- Example: start off Septic process at Satellites

Satellite Offices

- One open per day instead of all three at same time
- Allow longer hours
- Much more efficient use of very small staff

One Stop Shop

Satellite Offices

- Florence
- Apache Junction
- Oracle
- Casa Grande

Maricopa County has one office, closed their satellite during the recession

Current Operation

- All 4 offices open at the same time 2 mornings a week
- Very difficult with current staff
- Vacation or sick days: scramble to staff all offices
- Many travel miles and hours
- Travel time = time staff is not providing services

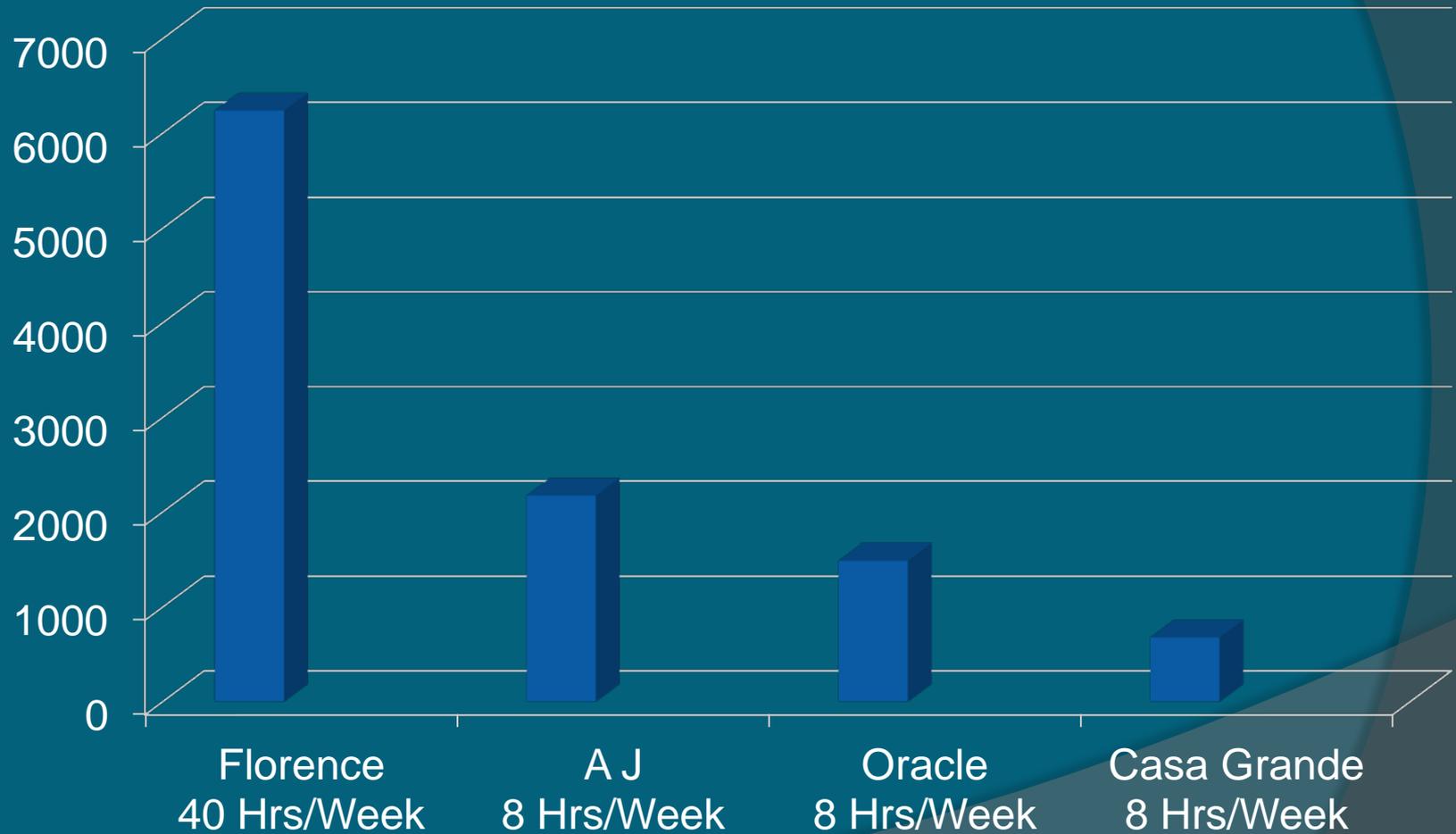
Proposed Operation

One Satellite Office open per day

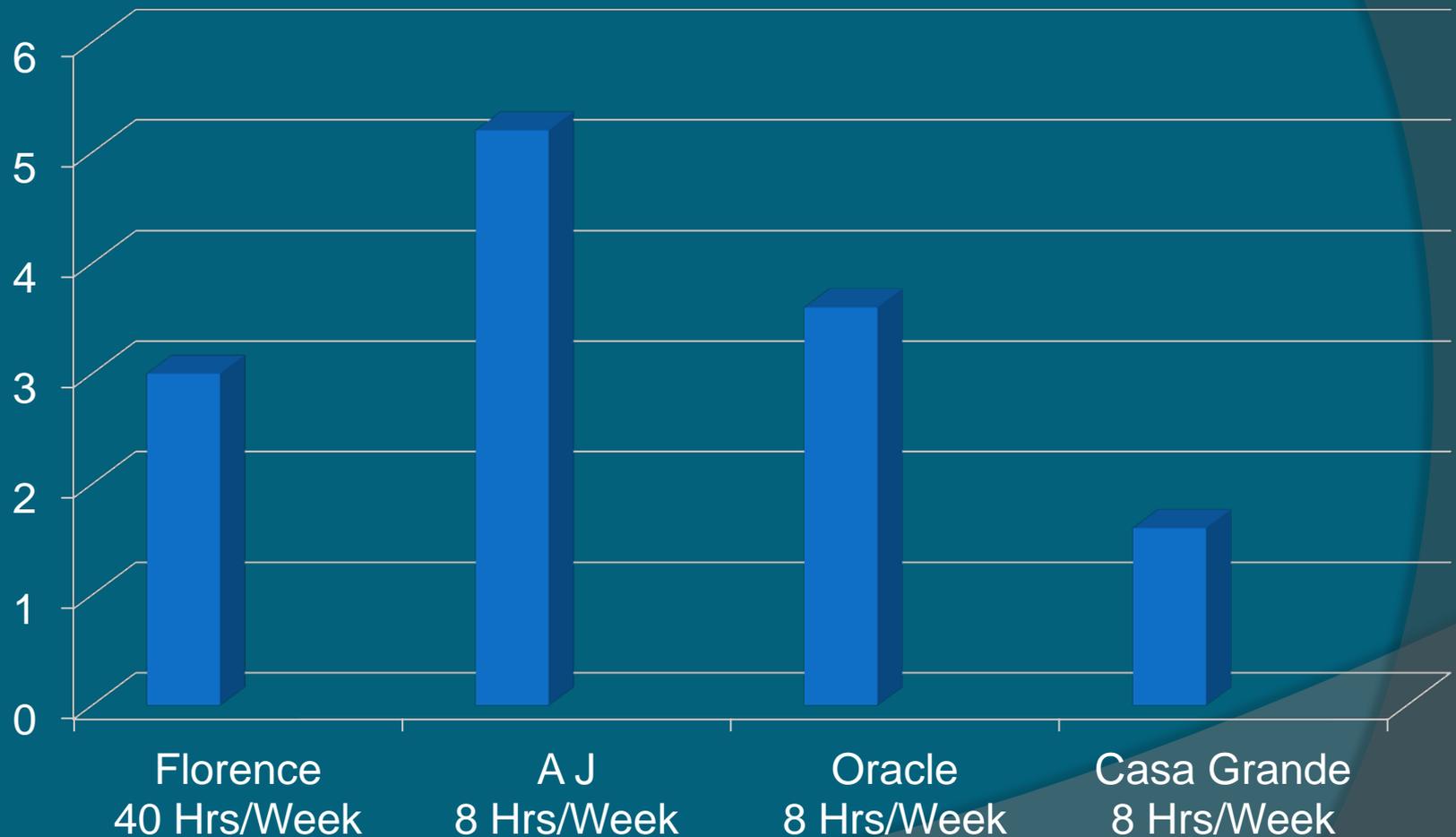
- Allow longer hours
- Afternoon allow more flexibility for customers
- Much more efficient use of staff time and energy

The projected annual cost savings will not be possible without the proposed schedule

Customer Interactions in 2013 for Community Development Functions



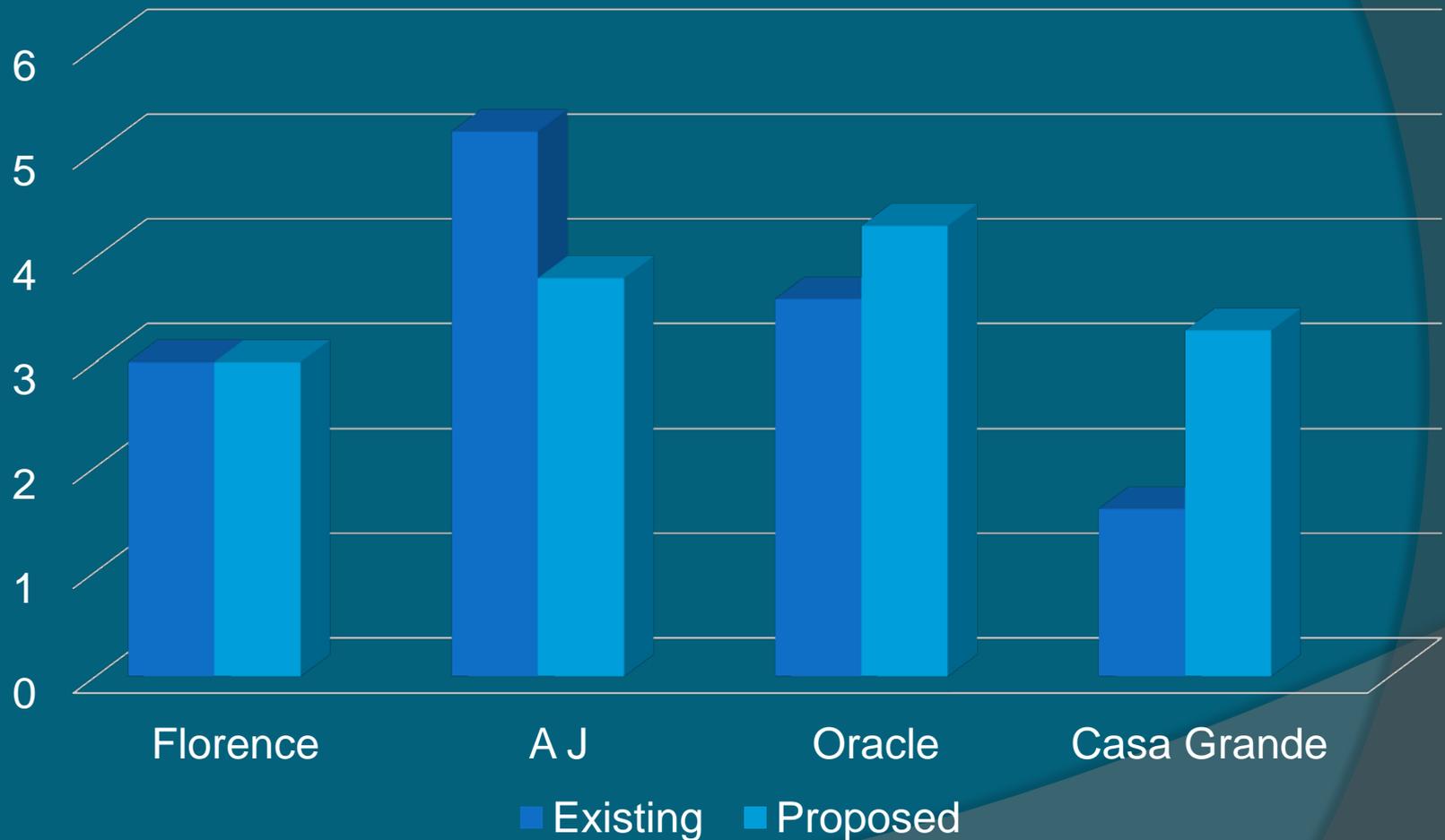
Customer Interactions per Hour in 2013 for Community Development Functions



Potential Main and Satellite Office Hours

	Monday	Tuesday	Wednesday	Thursday	Friday
Florence	8:30-4:30	8:30-4:30	8:30-4:30	8:30-4:30	8:30-4:30
AJ	8:30-3:30			8:30-12:30	
Oracle			8:30-3:30		
CG		8:30-12:30			

Customer Interactions per Hour for Community Development Functions



Community Development

Administration

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Code Compliance

Building Safety

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Development Review

4 Employees

4 Employees

8 Employees

18 Employees

6 Employees

2 Employees

4 Employees

Total: 47 Employees

Make Department Highly Effective

Potential Improvements:

Small number of One Stop staff make Planning and Development staff critical to operation

Admin. Manager will combine efforts of One Stop and Planning and Development

New Tasks:

- Admin Manager will be back up OSS Manager
- Admin Secretary will be asked to assist OSS

Administration

Community Development



Total: 47 Employees

Bolster Code Compliance

Convert Chief CCO Position to: Code Compliance Officer II

- Will have 5 field CCOs
 - Increase our field time by almost 50%
- New Tasks
 - Field checks of Commercial projects
 - Implement RVs used for guest housing
 - Weekend Issues
 - Secretary II will be asked to assist OSS
- Gain time by transferring majority of Manufactured Housing Inspections to Building Safety

Code Compliance

CODE COMPLIANCE

Existing Organization

Code
Compliance
Manager

Chief Code
Compliance
Officer

CCO II CCO II CCO II CCO II

Eliminate Existing
Position Replace, with

CCO II CCO II CCO II CCO II CCO II

Proposed Organization

Code
Compliance
Manager

CCO II CCO II CCO II CCO II

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Convert Director Position to: Chief Building Official

- Critical to success of Community Development
- Integrate Building Safety into new Department
- Interim CBO has been on the job over a year
- Use CBO current position to hire a Senior Plans Reviewer

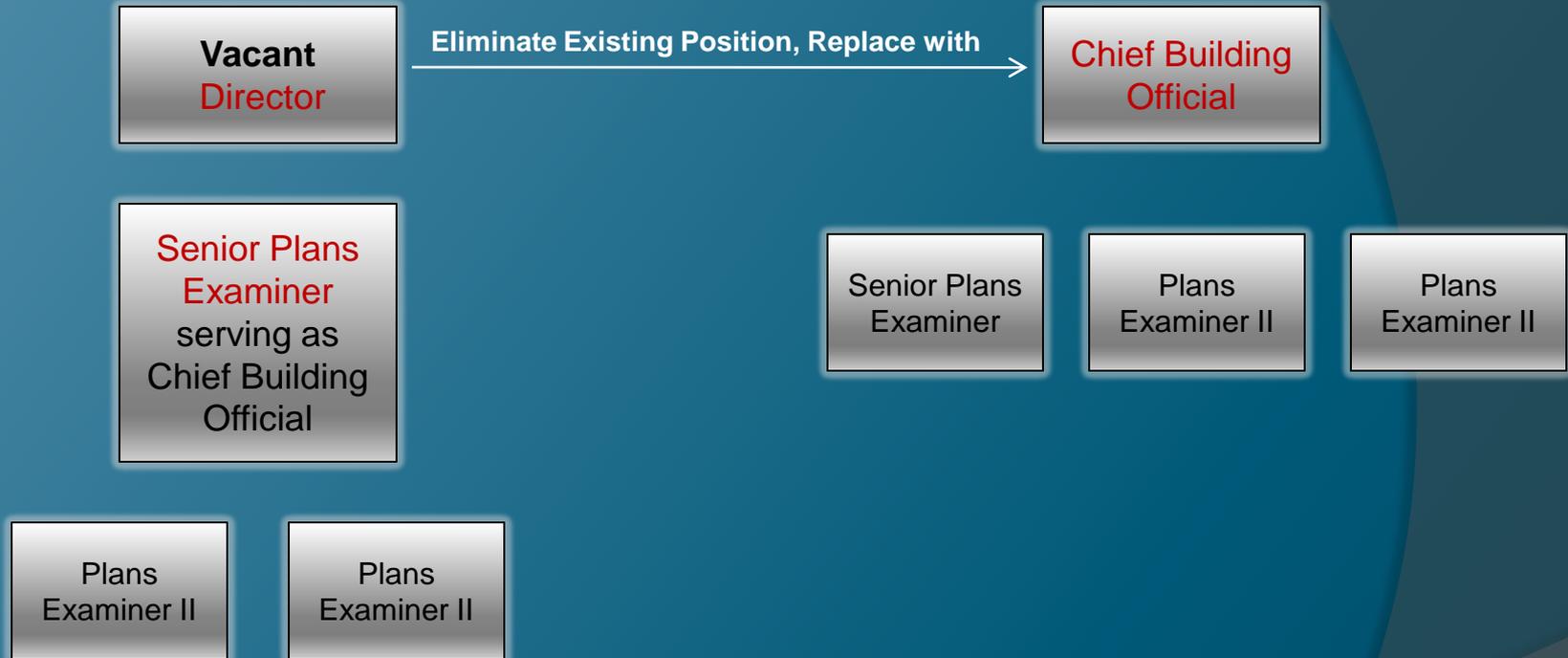
Building Safety

BUILDING SAFETY

PLAN REVIEW FUNCTION

Existing Organization

Proposed Organization



Look at the Bigger Picture

Convert ACM Position to: Permit Technician

- Cover all satellite offices
- Spend 12 hours/week in Florence: help with workload
- Will work when we have one open per day
- Give 3 Building Inspectors extra 8 hours/week
- Better use of higher paid Inspectors

Building Safety

Building Inspectors

- Added Duties:
 - ½ of Septic Inspections
 - Most Manufactured Housing and Park Model Ins.
 - Together adds 0.3 Inspections per day for each Inspector
- Inspectors are already out in the field
- Will save large amount of staff travel time
- Freeing Inspectors from Satellite offices provides time
- Explore County's Professional Certification Program

Building Safety

Handle Future Growth

Future Staffing

If we have 12 Inspections per Inspector per Day in a 6 month period:

Add an Building Inspector I

- Inspections take ½ to 1 hour each
- 12 inspections would take us back to FY 07/08 levels

Building Safety

Community Development



Total: 47 Employees

New Tasks

Manager and Planner IIs will do front end work for Zoning Ordinance amendments:

- Scoping the process

- Developing concepts

- Directing staff in their research

Planning

Handle Future Growth

Future Staffing

If the Following Caseload hits 45 in a 6 month period:

- All cases that go to BOS
- Site Plan Reviews
- Tentative Plats

Add a Planner I

- Total of 69 cases in 2013, 90 cases = 30% increase
- 90 cases would take us back to 2007 levels

Planning

Community Development



Total: 47 Employees

- Very small staff: currently rely on Env. Health to cover Satellites
- Redistribute:
 - ½ of Septic Inspections: goes to Building Safety
 - Satellite Office Hours: goes to One Stop Shop
- Save large amount of staff travel time
- Staff will be able to:
 - Provide Services with existing staff
 - Respond more quickly to information requests
 - Improve information on website for applicants
 - Env. Health Specialist will be asked to assist OSS

Septic Permitting

Community Development



Total: 47 Employees

Planned Improvements

- Increased interaction with Planning
- New Tasks:
 - Managing the Final Platting Process
 - Coordinating Site Plan Reviews

Development Review

Handle Future Growth

Future Staffing

If we have 8 Final Plats or 15 Site Plans in a 6 month period:

Add an Engineering Technician

- Total of 11 Final Plats in 2013, 16 cases = 45% increase
- Total of 17 Site Plans in 2013, 30 cases = 76% increase
- Can use contract services as a back up
- 16 Plats and 30 Site Plans = 2006 / 2007 levels

Development Review

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Look at Process from Customer's View

Convert P and D Dir. Position to: Community Development Director

Bring together five Departments

Improve effectiveness and efficiency

Overcome years of stressed working relationships

Director

Eliminate: Assistant County Manager, Dev. Services
Create: Permit Technician (Building Safety)
Save \$117,956/year

Eliminate: Planning and Development Director
Create: Community Development Director
No Change

Eliminate: Building Safety Director
Create: Chief Building Official
Save \$19,801/year

Eliminate: Chief Code Compliance Officer
Create: Code Compliance Officer II
Save \$21,295/year

Current Personnel Actions

Add: Planner I

Spend \$65,598/year

Add: Engineering Technician

Spend \$57,003/year

Add: Building Inspector I

Spend \$55,003/year

Future Personnel Actions

Now:

Save \$165,429 annually
in salary and EREs

Future:

Spend \$12,175 annually
in salary and EREs

Budget

Moving Forward

Create a department that operates more efficiently and effectively

Less management, more boots on the ground

Prepare our development approval Staff for market upswings

Self Certification

Report to the BOS in 120 Days

- How it could work in a County environment
- Impact on Building Inspectors