

Development Services

DEVELOPMENT SERVICES

Summary Overview

Background

In March 2022, Pinal County engaged Glancy Consultants to review processes, procedures, and staffing levels in the Pinal County Development Services Department. To understand the issues, meetings were held with members of the Board of Supervisors, County and Department management and staff, and many customers including owners, developers, and engineers. Historic and current data was reviewed to determine the types and volumes of permits being issued and current timelines for various project types.

Per the FY22 third-party review performed by Glancy Consultants, the following is a brief description of the major issues noted:

- Intake and review of plans takes too long.
- The site plan and zoning preapplication processes do not give adequate direction for development of commercial and subdivision projects.
- It is difficult to get a return call or clear answer from staff in some sections.
- The delay in assignment of parcel numbers by the County Assessor negatively impacts productivity and delays permit issuance.
- Many permit types are not fully implemented in Accela.
- Customers have a difficult time navigating the online system.
- There is a lack of sufficient reporting or automation.
- Some divisions are understaffed.

Objectives

1. Perform follow-up procedures on FY2022 third-party findings related to Development Services:
 - o Inquiry with process owners
 - o Documentation of remediation activity
2. Evaluate actions taken to determine if action plans have mitigated the risks identified.

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Observations

Overall, the procedures performed by Internal Audit to follow-up on prior audit observations has affirmed that:

- 27 of 55 observations have been addressed and are considered closed
- 28 of 55 observations are in progress

Accordingly, 50% of the total previous open observations have not yet been fully completed by Management as of the date of Internal Audit's review. Although 28 observations are in the open status, Internal Audit noted 24 of the 28 (86%) open observations are 50% or more complete. Below is a summary of the % complete and a count of the open observations.

Percent Complete	# of Open Findings
76% - 99%	17
51% - 75%	7
26% - 50%	3
0% - 25%	1