



Maricopa County Strategic Plan FY 2015-2018

Presented to the Board of Supervisors
on May 5, 2014



Planning Process

- December 2, 2013 – County Issues
- December 16, 2013 – Fiscal Issues
- March 6, 2014 – Priority and Goal Statement Finalization
- May 5, 2014 – Board of Supervisor Adoption of Plan

Key Process Participants



- Board of Supervisors
- Elected and Judicial Officials
- County Manager
- Clerk of the Board
- Kate Blunt and Jack Tevlin – Facilitators
- Alan Maguire and Jim Rounds – Economists
- Elected, Judicial and County Staff

Thank You!



Mission – Vision - Values

Mission

The Mission of Maricopa County is to provide regional leadership and fiscally responsible, necessary public services so that residents can enjoy living in a healthy and safe environment.

Vision

Citizens serving citizens by working collaboratively, innovatively, efficiently and effectively. We will be responsive to our customers while being fiscally prudent.

Values

Public Interest First • Open and Honest • Accountable
Measure Results • Relentless Improvement
Communicate and Collaborate
All People Realize Their Full Potential

Safe Communities

Maricopa County will support safe communities and neighborhoods by providing access to a timely, integrated, and cost-effective smart justice system.

- By end of FY 2018, public safety is enhanced by reducing the number of adult probationers convicted of a new felony offense to 8% or lower.
- By end of FY 2018, the overall rate of juvenile recidivism is 20% or less.
- By end of FY 2017, 90% of Cradles to Crayons youth with petitions filed have permanency established within 365 days of the petition filing.
- PLACEHOLDER - By end of FY 2018, there will be an x% decrease in the recidivism rate for particular populations to be determined by McJustice and the Re-Entry Council.



Regional Services

Maricopa County will provide best-in-class regional services, both mandated and of concern to citizens, while coordinating with municipalities, other local jurisdictions, and community-based entities to consolidate services and avoid duplication, when applicable.

- By end of CY 2018, 100% of all air quality monitors are in compliance with federal health standards.
- By end of FY 2018, 85% or more of citizens indicating satisfaction with the amount of and access to open space, parks and recreation land in Maricopa County.
- By end of FY 2018, 4-5 year olds in Head Start increase their school readiness by 60% (on average in the year of their participation in Head Start--based on the State's assessment tool).



Government Operations

Maricopa County will deploy an effective and efficient infrastructure to implement streamlined policies and procedures to improve delivery of services and promote a healthy workplace and a fully engaged workforce.

- By end of FY 2018, 80% or more of County residents indicate trust in County government.
- PLACEHOLDER - By end of FY 2018, Maricopa County's Employee Engagement Score (a widely used measure indicating the strength of the workforce) increases x% from the baseline established in FY 2015.

Government Operations

Maricopa County will deploy an effective and efficient infrastructure to implement streamlined policies and procedures to improve delivery of services and promote a healthy workplace and a fully engaged workforce.

- Maricopa County will improve turnaround times and response times through the use of electronic filings:
 - a) 7.5% increase in electronic recordings through the Recorder's Office by the end of FY 2018.
 - b) 28% increase in electronic filings through the Clerk of the Superior Court end of FY 2018.
 - c) By the end of 2018, the Treasurer's Office will increase the number of parcels enrolled to receive paperless statements to 10%, a percentage that will be reviewed following a study to be completed by the end of FY 2016.



Growth and Economic Development

Maricopa County will be innovative in leveraging its resources, adaptive in its regulatory policies and practices, and proactive in its public relations to attract, promote, and support the growth of business enterprises to produce a vibrant and balanced regional economy.

- By 2018, 90% of regulated entities indicate they are satisfied or more than satisfied with their interactions with Maricopa County's regulating agencies (as measured by customer satisfaction surveys).
- By 2018, 80% of participants completing workforce development training who obtain a job and remain employed after 6 months.



Fiscal Strength and Responsibility

Maricopa County will continue to efficiently manage County resources and engage in effective fiscal planning with integrity and transparency to promote financial stability and economic prosperity for Maricopa County residents.

- By the end of FY 2018, 100% of all County funds will obtain structural balance.
- By the end of FY 2019, Maricopa County's General Fund Operating reserves will equal two months of operating expenditures.

