

For a copy of the
*Strategic Directions for
Maricopa County
2005-2010
Annual Accomplishments
Report FY2006,*
visit our website at
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Managing for Results

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MARICOPA COUNTY SERVICES

Department	Phone
General Information	602.506.3011
Air Quality	602.506.6010
Assessor's Office	602.506.3406
Animal Licensing	602.506.7387
Board of Supervisors	602.506.3415
County Manager's Office	602.506.1950
Elections Department	602.506.1511
Environmental Services Department	602.506.6616
Flood Control District	602.506.1501
Human Resources - Jobs	602.506.3755
Human Resources - Employment Verification	602.506.3518
Justice Courts	602.506.8530
Library District	602.652.3000
Maricopa County Events Center	623.544.2888
Parks and Recreation	602.506.2930
Planning and Development (Zoning Issues)	602.506.3301
Public Health	602.506.6609
Recorder's Office	602.506.3535
Restaurant Inspections	602.506.6970
Treasurer's Office	602.506.8511
Vital Statistics	602.506.6609
Voter Registration	602.506.1511



STRATEGIC DIRECTIONS FOR MARICOPA COUNTY 2005 – 2010 ANNUAL ACCOMPLISHMENTS REPORT FY2006 EXECUTIVE SUMMARY

In June 2005, the Maricopa County Board of Supervisors approved a new strategic plan for the County. The *2005-2010 Maricopa County Strategic Plan* contains the County's mission and vision statements and a set of strategic priorities and goals that establish a roadmap of what the County aspires to achieve. This report is a summary of a few of the County's achievements in FY2006—the first full year of the plan's implementation—and Maricopa County government's progress toward achieving the Board's vision for the County.

COUNTY STRATEGIC PRIORITIES

Safe Communities: Ensure safe communities and a streamlined, integrated justice system

Public Health: Promote and protect the public health of the community

Regional Leadership: Provide regional leadership in critical public policy areas

Sustainable Development: Carefully plan and manage land use in Maricopa County to promote sustainable development and to preserve and strengthen our environment

Fiscal Strength: Continue to exercise sound financial management and build the County's fiscal strength while minimizing the property tax burden

Quality Workforce: Maintain a quality workforce and equip County employees with the tools, skills, workspace and resources they need to do their jobs safely and well

Customer Satisfaction: Continue to improve the County's public image by increasing citizen satisfaction with the quality and cost-effectiveness of services provided by the County

Safe Communities Strategic Goals:

1. Reduce crime rates
2. Meet growing law enforcement and detention requirements
3. Integrate national best practices into disaster and emergency management
4. Equip County to respond to a bioterrorist attack or other massive emergency

Safe
Communities

FY2006 Key Accomplishments

- Funding a 3-year, \$6 million Crime Prevention Grant, offering funding to cities, towns, and tribal governments to support their efforts in providing crime prevention programs; and \$2.5 million to cosponsor an anti-methamphetamine media campaign.
- The Sheriff Office's in-jail substance abuse treatment program (ALPHA Program), designed to reduce recidivism rates among offenders, graduated 518 individuals in FY06.
- The Clerk of the Superior Court and Sheriff's Office implemented a new inmate transfer procedure that reduced the average length of stay from 80.4 days in May 2006 to 67.9 days in July 2006, saving thousands of taxpayer dollars.
- During FY06, probationers in the Adult Probation Community Restitution Program completed approximately 900,000 hours of community service representing a value of more than \$9 million to the citizens of Maricopa County.
- In 2006, the County adopted the National Incident Management System (NIMS) as the County's disaster and emergency management system; training of all County emergency responders is nearly complete.



Maricopa County

Mission

To provide regional leadership and fiscally responsible, necessary public services so that residents can enjoy living in a healthy and safe community

Vision

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



STRATEGIC DIRECTIONS FOR MARICOPA COUNTY 2005 – 2010

Maricopa County
Strategic Priorities



Public Health Strategic Goals:

1. Improve public health
2. Partner with health care providers to address public health issues
3. Educate the public about healthy lifestyles

Public
Health

FY2006 Key Accomplishments

- The Public Health Department is developing a comprehensive strategic plan to address all department services and to support the public health objectives of *Healthy People 2010*.
- The Maricopa County Board of Supervisors launched a discount card program to help citizens cope with the high cost of prescription drugs.
- Environmental Services Department led an effort to increase food manager and food handler certification programs to help reduce the spread of food-borne disease.
- West Nile Virus cases declined significantly in 2006 due in part to the County's increased monitoring and chemical fogging efforts; the County participated in the development of a heat emergency response plan and saw a considerable drop in heat-related deaths in the summer of 2006.
- Parks and Recreation received a marketing grant from the State Tourism Office to promote use of the County's Regional Park System and encourage participation in healthy outdoor activities.

Regional Leadership Strategic Goals:

1. Complete transportation projects on-time and within budget
2. Increase the capacity and ease of voting
3. Complete the regional human services campus
4. Build partnerships and relationships with all area governments
5. Promote, expand, and improve County-sponsored programs and activities for young people

Regional
Leadership

FY2006 Key Accomplishments

- Phase I of the Human Services Campus opened in November 2005 and is operating at full capacity; construction of Phase II of the campus will be completed in April 2007.
- As a result of regional cooperation and public outreach, Animal Care and Control has not euthanized any healthy adoptable pets in Maricopa County since October 2005.
- Public Fiduciary has taken the lead in establishing a multidisciplinary team to increase the investigation and prosecution of vulnerable adult abuse and financial exploitation cases.
- Nearly 80,000 young people attended programs held by the Library District in FY06.
- Elections Department developed an extensive advertising campaign that continues to inform voters about early voting opportunities; the department also introduced the first-in-the-nation *Deaf Link*, a tool designed to assist the deaf and hard-of-hearing voters.

Sustainable Development Strategic Goals:

1. Manage development in unincorporated areas
2. Reduce energy and water consumption in County buildings
3. Improve outdoor recreation opportunities and the quality of the environment
4. Preserve military installations

Sustainable
Development

FY2006 Key Accomplishments

- The County installed a state-of-the-art, flat-panel solar thermal system at the Desert Outdoor Center at Lake Pleasant which will reduce annual electrical consumption by more than 25%.
- In FY06, the Solid Waste Department disposed of 58,083 tons of waste tires dropped off at designated Maricopa County facilities; 100% of the tires were properly recycled.
- Equipment Services implemented bio-diesel fuel into Maricopa County's fleet increasing the alternative-fueled fleet by 430 on-road vehicles; an increase from 15% to 37% of total fleet.
- The County won three 2005 Governor's Awards of Merit for Energy Efficiency for new energy-efficient systems at the new Downtown Justice Center; the Department of Transportation warehouse lighting retrofit; and Countywide conversion from traditional computer monitors to liquid crystal display (LCD) screens that have lower energy usage.

STRATEGIC DIRECTIONS FOR MARICOPA COUNTY 2005 – 2010

Maricopa County
Board of
Supervisors

Fiscal Strength Strategic Goals:

1. Reduce the overall property tax rate
2. Reduce mandated fixed contributions to the State
3. Plan for the County's long-range capital infrastructure needs
4. Generate additional revenues through new contracted commercial ventures

Fiscal
Strength

FY2006 Key Accomplishments

- Maricopa County's overall property tax rate continued to decline, from \$1.47 per \$100 of assessed value in FY05 to \$1.45 per \$100 of assessed value in FY06. The Board of Supervisors established self-imposed limits (2%) on the Flood Control and Library District property tax levies for FY07.
- With adoption of the FY2006-07 budget and passage of HB 2819 (this will permanently shift funding responsibility for Juvenile and Adult Probation to Maricopa County in exchange for reductions in County fixed contributions to the State), mandated fixed contributions to the State have been reduced from 20.2% in the FY2005-06 Adopted Budget to 18.7%.
- In the FY 2006-2007 Adopted Budget, the County increased non-tax revenues to the General Fund by 33% to \$17.8 million, which is comparable to five additional cents in the property tax rate.
- To bring in additional revenue, the County purchased the Sundome for \$10 from ASU and has contracted out operations of the renamed Maricopa County Events Center.

Quality Workforce Strategic Goals:

1. Implement a competitive total compensation package
2. Promote diversity
3. Improve employee suggestion and incentive programs

Quality
Workforce

FY2006 Key Accomplishments

- The County completed implementation of PeopleSoft e-Recruit, which enables the public to search and apply for County employment opportunities on-line.
- The County's Staff Development division partnered with Rio Salado College to provide an on-site program for County employees—the first cohort of 30 employees received a Certificate in Public Administration in May 2006.
- Between April 2004 and June 2006, the County has increased the diversity of its employee base, i.e., all minority categories have increased their percent of total employees.
- In FY06, 223 employees received training through the County's supervisory and leadership development programs; overall, Staff Development offered 471 classes for employees and had nearly 8,000 total attendees.
- In the Spring of 2006, the County partnered with students from the ASU W.P. Carey School of Business to assess and provide recommendations for improving the employee suggestion program.

Customer Satisfaction Strategic Goals:

1. Fully implement Managing for Results
2. Develop a County-wide IT Strategic Plan
3. Improve access to County services
4. Improve performance of County programs
5. Establish a comprehensive public outreach and communication plan

Customer
Satisfaction

FY2006 Key Accomplishments

- The Office of Management and Budget Managing for Results Team published the *2005 Maricopa County Community Indicators*, which provides accountability to citizens by presenting information on the County's impact on county conditions in strategic priority areas.
- Environmental Services updated their website so the public can now search for public records reports on-line, such as restaurants and other food establishment inspection ratings and awards, public swimming pool inspections, and environmental complaints.
- The Library District instituted a 24/7 on-line, live chat reference service.
- In FY06, Department of Transportation held over 30 public meetings to inform constituents of upcoming projects and to gather public input.



Fulton Brock
District 1



Don Stapley
District 2



Andrew Kunasek
District 3



Max Wilson
District 4



Mary Rose Wilcox
District 5