

PURSUANT TO A.R.S. §38-431.01, THE GILA COUNTY BOARD OF SUPERVISORS WILL HOLD AN OPEN MEETING IN THE SUPERVISORS' HEARING ROOM, 1400 EAST ASH STREET, GLOBE, ARIZONA. ONE OR MORE BOARD MEMBERS MAY PARTICIPATE IN THE MEETING BY TELEPHONE CONFERENCE CALL OR BY INTERACTIVE TELEVISION VIDEO (ITV). **ANY MEMBER OF THE PUBLIC IS WELCOME TO ATTEND THE MEETING VIA ITV WHICH IS HELD AT 610 E. HIGHWAY 260, BOARD OF SUPERVISORS' CONFERENCE ROOM, PAYSON, ARIZONA.** THE AGENDA IS AS FOLLOWS:

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**WORK SESSION - TUESDAY, AUGUST 28, 2018 - 10:00 A.M.**

1. **CALL TO ORDER - PLEDGE OF ALLEGIANCE**
2. **REGULAR AGENDA ITEMS:**
  - A. Presentation to the Board by Janeen Rohovit, Salt River Project Government Relations Representative for rural counties.
  - B. Information/Discussion regarding an evaluation of the permitting process and the on-going and proposed improvements to the Gila County building permit process.  
**(James Menlove)**
  - C. Information/Discussion/Action to approve a Special Event Liquor License Application submitted by the Gila County Fair to serve liquor at the County Fair in Globe on September 20, 2018, through September 23, 2018.  
**(Marian Sheppard)**
3. **CALL TO THE PUBLIC:** Call to the public is held for public benefit to allow individuals to address the Board of Supervisors on any issue within the jurisdiction of the Board of Supervisors. Board members may not discuss items that are not specifically identified on the agenda. Therefore, pursuant to Arizona Revised Statute §38-431.01(H), at the conclusion of an open call to the public, individual members of the Board of Supervisors may respond to criticism made by those who have addressed the Board, may ask staff to review a matter or may ask that a

matter be put on a future agenda for further discussion and decision at a future date.

4. At any time during this meeting pursuant to A.R.S. §38-431.02(K), members of the Board of Supervisors and the County Manager may present a brief summary of current events. No action may be taken on information presented.

IF SPECIAL ACCOMMODATIONS ARE NEEDED, PLEASE CONTACT THE RECEPTIONIST AT (928) 425-3231 AS EARLY AS POSSIBLE TO ARRANGE THE ACCOMMODATIONS. FOR TTY, PLEASE DIAL 7-1-1 TO REACH THE ARIZONA RELAY SERVICE AND ASK THE OPERATOR TO CONNECT YOU TO (928) 425-3231.

THE BOARD MAY VOTE TO HOLD AN EXECUTIVE SESSION FOR THE PURPOSE OF OBTAINING LEGAL ADVICE FROM THE BOARD'S ATTORNEY ON ANY MATTER LISTED ON THE AGENDA PURSUANT TO A.R.S. §38-431.03(A)(3).

THE ORDER OR DELETION OF ANY ITEM ON THIS AGENDA IS SUBJECT TO MODIFICATION AT THE MEETING.

**ARF-5033**

**2. A.**

**Work Session**

Meeting Date: 08/28/2018

Submitted For: James Menlove, County Manager

Submitted By: Sherry Grice, Management Associate

Department: County Manager

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Information

Request/Subject

Presentation to the Board by Janeen Rohovit, Salt River Project (SRP), Government Relations Representative for rural counties.

Background Information

Gila County is primary to SRP's mission because we house their largest piece of infrastructure - the Theodore Roosevelt Dam.

The Roosevelt Dam has served as a keystone to SRP water and power operations in central Arizona, including providing critical power to sustain mining concerns in the Globe-Miami area.

Evaluation

SRP realizes the Roosevelt Dam is important to the economic vitality of the region so they hope to share a collective vision with Gila County now and in the future.

Conclusion

N/A

Recommendation

N/A

Suggested Motion

Presentation to the Board by Janeen Rohovit, Salt River Project Government Relations Representative for rural counties.

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Attachments

*No file(s) attached.*

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**ARF-5061**

**2. B.**

**Work Session**

Meeting Date: 08/28/2018

Submitted For: James Menlove, County Manager

Submitted By: James Menlove, County Manager

Department: County Manager

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Information

Request/Subject

Presentation and discussion regarding an evaluation of the permitting process and the on-going and proposed improvements to the Gila County building permit process.

Background Information

In the recent past, contractors and other permit applicants have expressed dissatisfaction with the permit process and the time frame for getting permits approved. Mr. Homero Vela, a consultant, working with Community Development and Public Works has evaluated the permitting processes used by Gila County residents to obtain building permits. This evaluation has identified areas in which processes can be improved focusing on minimal permit approval timeframes. The objective is to ensure that Gila County provides excellent customer service to the public in all processes associated with building permits.

Evaluation

Mr. Vela, Community Development, and Public Works have analyzed the permitting timeframes for the year 2017. Based on these findings, it is clear that significant improvement is needed. The process evaluation used through available data from the permit tracking software, staff interviews, contractor meetings and joint meetings between Public Works and Community Development has identify areas for improvement. Improvement opportunities include eliminating unneeded and or redundant activities, working in parallel wherever possible, utilizing GIS mapping to drive decision making to the permit counter, and better utilization of the permit tracking software to expedite workflow. Capitalizing on the improvement opportunities the Permit Team has established performance metrics for each permit type - PDI, Flood, Grading & Drainage, Wastewater, and Plan Review.

Conclusion

In 2017, the end-to-end permitting process was measured in months. The 2018 metrics is currently measuring the permitting processes in weeks. The most current data shows that significant improvements have been realized over 2017. Some of the process improvements have been implemented in recent weeks and even though not all of the metrics have been attained the targets remain realistic. The work is on-going and the Permit Team is committed to achieving excellent service in the permitting process.

#### Recommendation

It is recommended that the Board offer input, commitment and support to the joint effort by Public Works and Community Development to offer the citizens of Gila County the best permitting service possible.

#### Suggested Motion

Information/Discussion regarding an evaluation of the permitting process and the on-going and proposed improvements to the Gila County building permit process. **(James Menlove)**

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#### Attachments

Permit Excellence Presentation

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# Gila County

## On the Journey to Permit Excellence

Our mission is to **provide excellent service and support to all Gila County departments** while improving communication and team building

To partner with our citizens by serving their needs in positive and courteous manner to ensure that Gila County remains a healthy, safe, attractive and enjoyable place to live, work and play. The Community Development Division will provide these services with honesty, integrity, compassion, fairness, and a **commitment to excellence always.**

Community Development and Public Works working together to provide the best building permit service possible

# The Permit Team

- **Floodplain Administration** – Makes floodplain determination, determines requirements, issues permits – Floodplain Use Permits
- **Grading and Drainage** – Determines grading and/or drainage requirements and issue permits per the G&D ordinance – Grading Permits
- **Wastewater** - Inspects soil tests and reviews septic plans and issues Notice of Intent to Discharge
- **Building Safety Official** – Reviews and approves building plans
- **Permit Techs** – Process permits, administrative permit reviews, issues building permits,
- **Building Inspectors** – Inspects building construction and issues Certificate of Occupancy
- **Code Enforcement** - Reviews code complaints and enforces code requirements

Plans are nothing, planning is everything  
– Dwight D Eisenhower



# Getting to know the Gila County Permitting Process

- Interviews – get to know the team
- Review the Ordinances – understand the processes
- Chart the Total Permit Process – Pre-Development Information Request to Certificate of Occupancy
- 2017 Permit Approval Timeframe – Time it takes to approve a permit in working days – Soil Testing, Flood, Drainage & Grading, Wastewater, Building Plan Review
- Compare Permit Approval Timeframe vs hands-on time to do the work
- Contractor Meetings – what is their perspective
- What is the right permitting timeframe for Gila County?

# Permit Team – Strengths and Weakness

## Strengths

- Competent Team Members
- Great work values
- Care about life and safety issues
- Great relationships with public at the permit counter and on the field
- Cross-training –Permit Tech, Inspectors, Plan Review



## Weaknesses

- Unnecessary bureaucratic requirements that extend the permit approval process
- Sequential processing where certain permits needed to be completed before others could be started
- Time performance is not a strategic goal
- Bottleneck operations resulted in permit stockpiles that result in long permit approval cycles
- Large number of second and third submittals delay approval process
- The enterprise software system, TRAKiT, is underutilized and not producing full benefits.
- Lack of communication and trust is getting in the way of teamwork

# Long Term Permit Trend – Residential & Commercial Calendar Years

|      | Gila County Building Permits |     |     |     |     |     |     |     |     |     |     |     | Aug 15 2018 Update |                 |            |
|------|------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|-----------------|------------|
| Year | Jan                          | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total              | Monthly Average | Cum Change |
| 2014 | 32                           | 37  | 50  | 50  | 45  | 50  | 53  | 43  | 37  | 40  | 38  | 40  | 515                | 43              |            |
| 2015 | 35                           | 36  | 46  | 68  | 49  | 64  | 65  | 43  | 44  | 50  | 37  | 50  | 587                | 49              | 14%        |
| 2016 | 36                           | 38  | 58  | 68  | 67  | 56  | 58  | 65  | 62  | 67  | 51  | 72  | 698                | 58              | 36%        |
| 2017 | 24                           | 48  | 61  | 57  | 80  | 73  | 73  | 57  | 48  | 55  | 56  | 52  | 684                | 57              | 33%        |
| 2018 | 56                           | 63  | 68  | 58  | 77  | 63  | 56  | 34  |     |     |     |     | 475                | 64              |            |

- The number of current-year permits are trending toward a 3-5% increase over 2017
- The permitting revenues have grown 45% between 2014 and 2018

# Time to Approve a Bldg. Permit Application 2017

## In the floodplain, SFR, Conventional

6

| Weeks                  | 1  | 2  | 3   | 4     | 5 | 6 | 7 | 8                | 9  | 10 | 11  | 12 | 13 | 14 | 15 | 16                           |
|------------------------|--|--|---|-------|---|---|---|------------------|--|----|---|----|----|----|----|------------------------------|
| ~90% Service Level     | PDI - Permit Tech routes via e-mail and T-drive                              | PDI Response provided to Applicant                     | Floodplain Permit, Bldg and Septic Plan Submitted (C) with Permit App                                   | Flood |   |   |   | FP permit issued | CA issued before Plan Review placed in Queue |    | Plan Review                               |    |    |    |    | Bldg Permit approved /issued |
| Drainage & Grading     | Typically issues permit within PDI timeframe 96% level                       |  |   |       |   |   |   |                  |  |    |   |    |    |    |    |                              |
| Wastewater             | Soil testing sch'd   |  | Soil testing completed 86% level  |       |   |   |   |                  | Conven. Septic Plan Approved 96% level       |    |   |    |    |    |    |                              |
| Permit Tech/Applicant  | PDI submitted and reviewed - timeframe not measured                          |  | Plans Permits to F, D&G, and WW for review  |       |   |   |   |                  |  |    |   |    |    |    |    | Building Permit Approved     |
| Floodplain Admin       | Reviews Site Plan and advises if FPUP/Clearance application will be required | Applicant gets PDI response-submits for permit & plans | Permit or Clearance issued 82% of applications completed in 30 days Permit Issued at end of this period |       |   |   |   |                  |  |    |   |    |    |    |    |                              |
| Plan Review/Inspection | No action at this time   |  |   |       |   |   |   |                  |  |    | Plans available for review - 30 days -91% |    |    |    |    |                              |

# Customer Perspective - Time and Service

The citizen perspective is not the same as ours – we like to measure permit time in terms of when we have the permits in our hands to work on. The applicant measures time in terms of total running time and often in terms of -- when can **they** get started.

## Complaints/Concerns from Contractor Meeting

- ✓ PDI increases permitting timeframe (Pre-Development Information Request)
- ✓ County should offer flood determination to realtors
- ✓ Use information from previous permits to speed up permitting
- ✓ Offer public meetings before issuing new regulations
- ✓ Provide permitting checklists
- ✓ Plans that are returned for additional info should provide specific information

Note: There were also numerous positive comments

**How can we offer the best service in the least amount of time?**

# Hands-on Time

| Organization/ Activity         | Days to 90% Approval<br>Based on 2017 data | Actual Hands on Time to complete the work | Process   |
|--------------------------------|--|---|---|
| PDI                            | ≈10 days                                   | 3 days                                    | Flood – Review floodplain status<br>G&D – Site visit and permit |
| Flood Admin                    | 30 days                                    | 2 days                                    | Review application, approve Floodplain permit                   |
| Grading and Drainage           | Within PDI - 10 days                       | 1 day                                     | Work normally completed in PDI                                  |
| Waste Water – Soil             | Within Flood 15 days                       | 1 day                                     | Subject to contractor schedule                                  |
| Waste Water – CA- Conventional | 10 days                                    | 1 day                                     | Construction Authorization                                      |
| Bldg. Safety – Plan Review     | 30 days                                    | 2 days                                    | Approved via two submittals                                     |
| TOTAL                          | 80 days                                    | 10 days                                   |   |

The goal – to optimize the whole and the parts



## Example - 2017 Permit Performance Evaluation

### Single Family Residential Plan Review

Review Time in Working Days – Excludes Holidays and Weekends

69 Plans submitted in 2017

|  |     |
|--|-----|
| Number of Plan Reviews approved in 15 days or less | 27  |
| Percent meeting the 15 day Criteria                | 39% |

|  |     |
|--|-----|
| Number of Plan Reviews approved in 30 days or less | 63  |
| Percent meeting the 30 day Criteria                | 91% |

|  |     |
|--|-----|
| Number of Plan Reviews approved in 35 days or less | 68  |
| Percent meeting the 35 day Criteria                | 99% |

| Submittals |    |
|------------|----|
| 1          | 69 |
| 2          | 45 |
| 3          | 8  |

# Revised Pre-Development Information Request for Single Parcel Development – PDI

- Permit team agreed to 5 day goal for processing PDI
- Applicant is encouraged to submit comprehensive, conceptual, and dimensioned site plan.
- Permit Tech routes PDI to Grading & Drainage, Wastewater and Flood\*  
\*After a transition period, the PDI will not be routed to Flood if the Permit Tech determines that the parcel is less than 5 acres and outside the buffered floodplain
- TRAKiT will be used to document and track the PDI
- If permits are required each department will respond with a permit requirement checklist.
- Permit Tech will notify the applicant when the PDI is complete and summarize the permit requirements.
- When required permits are submitted, they will be checked administratively using the permit requirement checklists.
- Plan Review and Septic Review can start as soon as Flood Permits are approved.
- Revised PDI was initiated July 2, 2018.



## PDI Performance – July and August\* 2018

| 2018      | Flood Days | G&D Days | Permit Tech Days | PDI Days Submittal to Response | % 5 days or less |
|-----------|------------|----------|------------------|--------------------------------|------------------|
| July      | 0.4        | 1.4      | 5.5              | 7.7                            | 53%              |
| August    | 0.8        | 1.5      | 1.2              | 2.9                            | 83%              |
| September |            |          |                  |                                |                  |
| October   |            |          |                  |                                |                  |
| November  |            |          |                  |                                |                  |
| December  |            |          |                  |                                |                  |

\*August 1st- 21st

- Big improvement from July to August
- All PDIs submitted August 4th-20st – 100% to the 5 day interval

# Building Safety Inspection 2017-2018

| Payson |      |
|--------|------|
| 2017   | 2018 |

|                  |             | % of<br>Total | Thru<br>May<br>2018 | Per day   |
|------------------|-------------|---------------|---------------------|-----------|
| Scott Buzan      | 45          | 1%            |                     |           |
| Mark             | 160         | 3%            | 97                  | 1         |
| Debbie Fickel    | 2209        | 41%           | 805                 | 9         |
| Jerry Moore      | 2248        | 42%           | 753                 | 8         |
| <b>Sub Total</b> | <b>4662</b> | <b>87%</b>    | <b>1655</b>         | <b>18</b> |

| Globe |      |
|-------|------|
| 2017  | 2018 |

|                  |            | % of<br>Total | Thru<br>May<br>2018 | Per<br>Day |
|------------------|------------|---------------|---------------------|------------|
| Jim Berry        | 688        | 13%           | 256                 | 3          |
| Bill Hanna       | 19         | 0.4%          | 17                  | 0          |
| <b>Sub Total</b> | <b>707</b> | <b>13%</b>    | <b>273</b>          | <b>3</b>   |

|                 | Total | Monthly<br>Average |
|-----------------|-------|--------------------|
| 2017            | 5369  | 447                |
| 2018 Thru May 8 | 1928  | 448                |

Most inspections scheduled next day – need to actively report out this performance



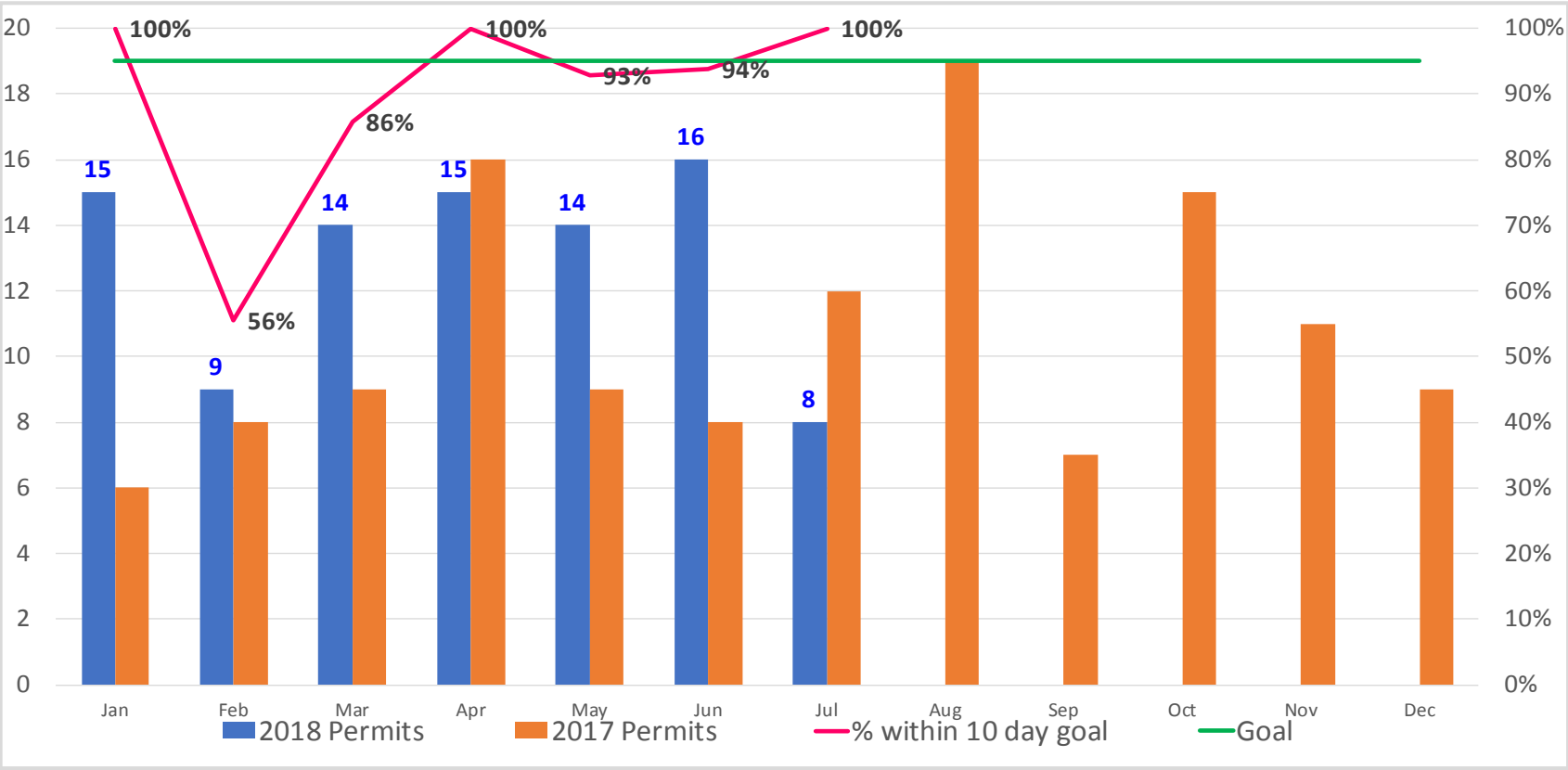
# Soil and Perc Test Time Performance

2018 Goal - 95% in 10 Days or less, not counting date applied

|                      | Jan  | Feb | Mar | Apr  | May | Jun | Jul  | Aug | Sep | Oct | Nov | Dec | Cum /Ave |
|----------------------|------|-----|-----|------|-----|-----|------|-----|-----|-----|-----|-----|----------|
| 2018 Permits         | 15   | 9   | 14  | 15   | 14  | 16  | 8    |     |     |     |     |     | 91       |
| % within 10 day goal | 100% | 56% | 86% | 100% | 93% | 94% | 100% |     |     |     |     |     | 90%      |
| Goal                 | 95%  | 95% | 95% | 95%  | 95% | 95% | 95%  | 95% | 95% | 95% | 95% | 95% |          |
| 2017 Permits         | 6    | 8   | 9   | 16   | 9   | 8   | 12   | 19  | 7   | 15  | 11  | 9   | 129      |



67% in 2017

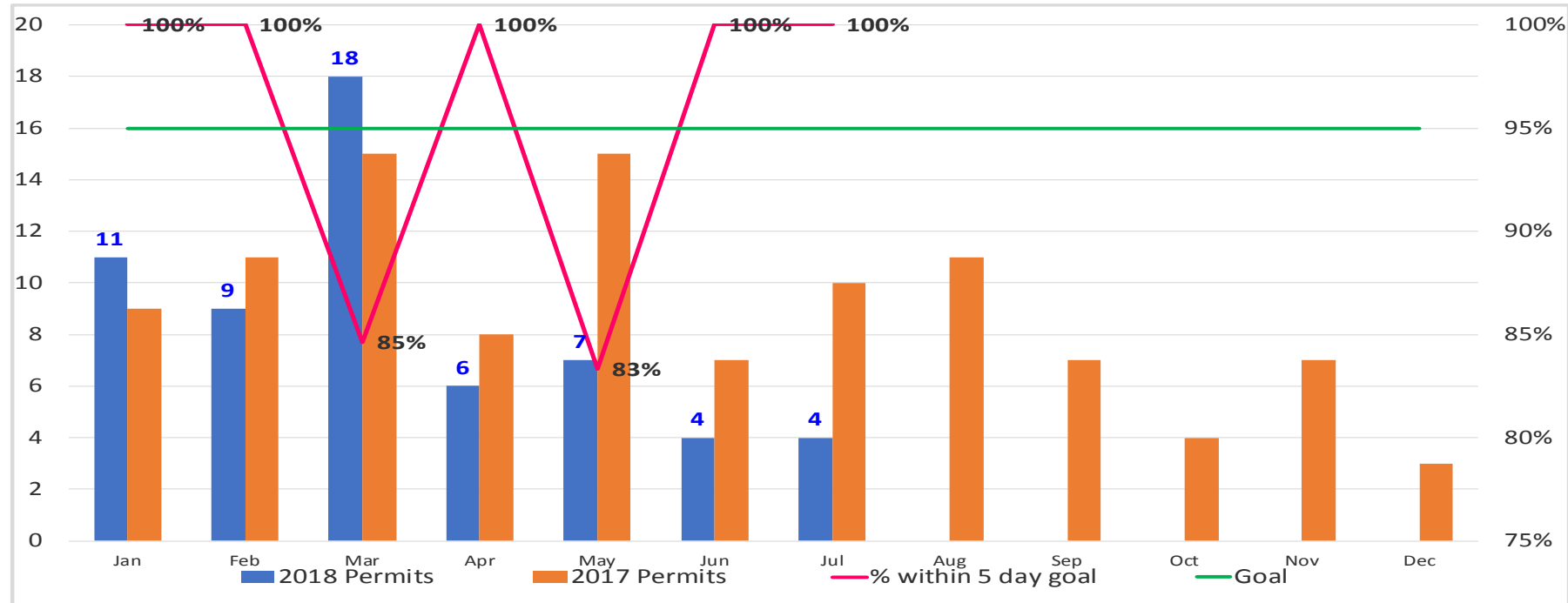


## Floodplain Use Permit/Clearance - 2018 - To Approve

2018 Goal - 95% in 5 Days or less to Issue, not counting date applied

|                     | Jan  | Feb  | Mar | Apr  | May | Jun  | Jul  | Aug | Sep | Oct | Nov | Dec | Cum /Ave |
|---------------------|------|------|-----|------|-----|------|------|-----|-----|-----|-----|-----|----------|
| 2018 Permits        | 11   | 9    | 18  | 6    | 7   | 4    | 4    |     |     |     |     |     | 59       |
| % within 5 day goal | 100% | 100% | 85% | 100% | 83% | 100% | 100% |     |     |     |     |     | 95%      |
| Goal                | 95%  | 95%  | 95% | 95%  | 95% | 95%  | 95%  | 95% | 95% | 95% | 95% | 95% |          |
| 2017 Permits        | 9    | 11   | 15  | 8    | 15  | 7    | 10   | 11  | 7   | 4   | 7   | 3   | 107      |

← 61% in 2017



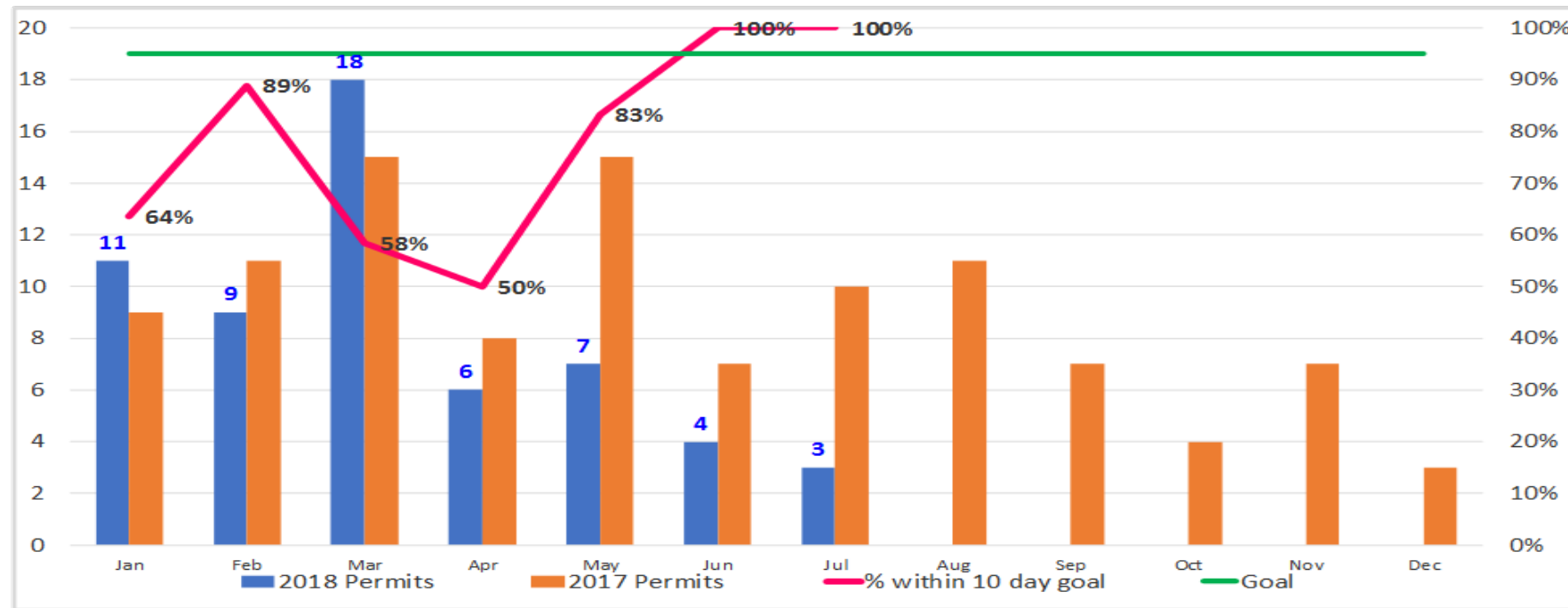
“Approve” - Business working days between application date and when the permit is completed and ready for owner signature.

## Floodplain Use Permit/Clearance - 2018 - To Issue

2018 Goal - 95% in 10 Days or less to Issue, not counting date applied

|                      | Jan | Feb | Mar | Apr | May | Jun  | Jul  | Aug | Sep | Oct | Nov | Dec | Cum /Ave |
|----------------------|-----|-----|-----|-----|-----|------|------|-----|-----|-----|-----|-----|----------|
| 2018 Permits         | 11  | 9   | 18  | 6   | 7   | 4    | 3    |     |     |     |     |     | 58       |
| % within 10 day goal | 64% | 89% | 58% | 50% | 83% | 100% | 100% |     |     |     |     |     | 78%      |
| Goal                 | 95% | 95% | 95% | 95% | 95% | 95%  | 95%  | 95% | 95% | 95% | 95% | 95% |          |
| 2017 Permits         | 9   | 11  | 15  | 8   | 15  | 7    | 10   | 11  | 7   | 4   | 7   | 3   | 107      |

← 54% in 2017



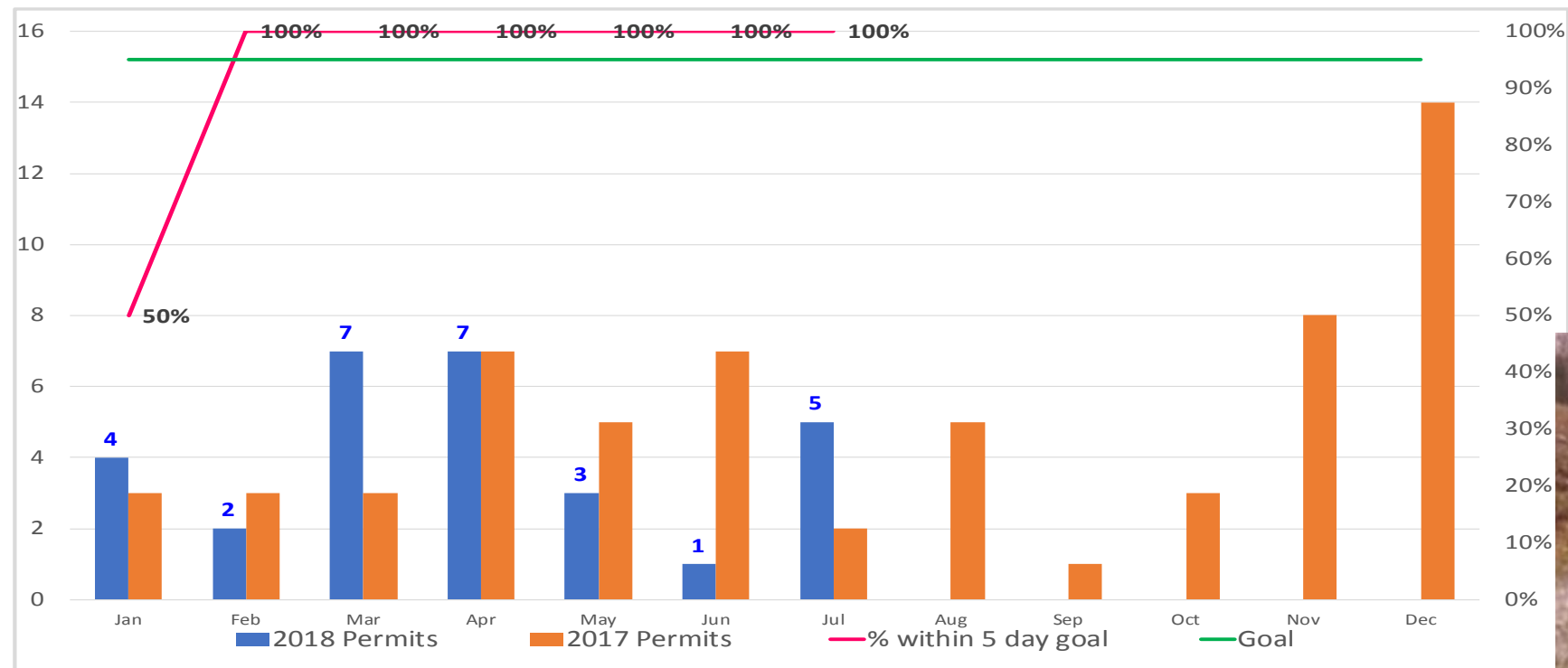
“Issue” – Business working days between application date and when the permit is signed by owner and Floodplain Manager.

# Grading and Drainage Permit - 2018

2018 Goal - 95% in 5 Days or less to Issue, not counting date applied

|                     | Jan | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug | Sep | Oct | Nov | Dec | Cum /Ave |
|---------------------|-----|------|------|------|------|------|------|-----|-----|-----|-----|-----|----------|
| 2018 Permits        | 4   | 2    | 7    | 7    | 3    | 1    | 5    |     |     |     |     |     | 29       |
| % within 5 day goal | 50% | 100% | 100% | 100% | 100% | 100% | 100% |     |     |     |     |     | 93%      |
| Goal                | 95% | 95%  | 95%  | 95%  | 95%  | 95%  | 95%  | 95% | 95% | 95% | 95% | 95% |          |
| 2017 Permits        | 3   | 3    | 3    | 7    | 5    | 7    | 2    | 5   | 1   | 3   | 8   | 14  | 61       |

← 87% in 2017



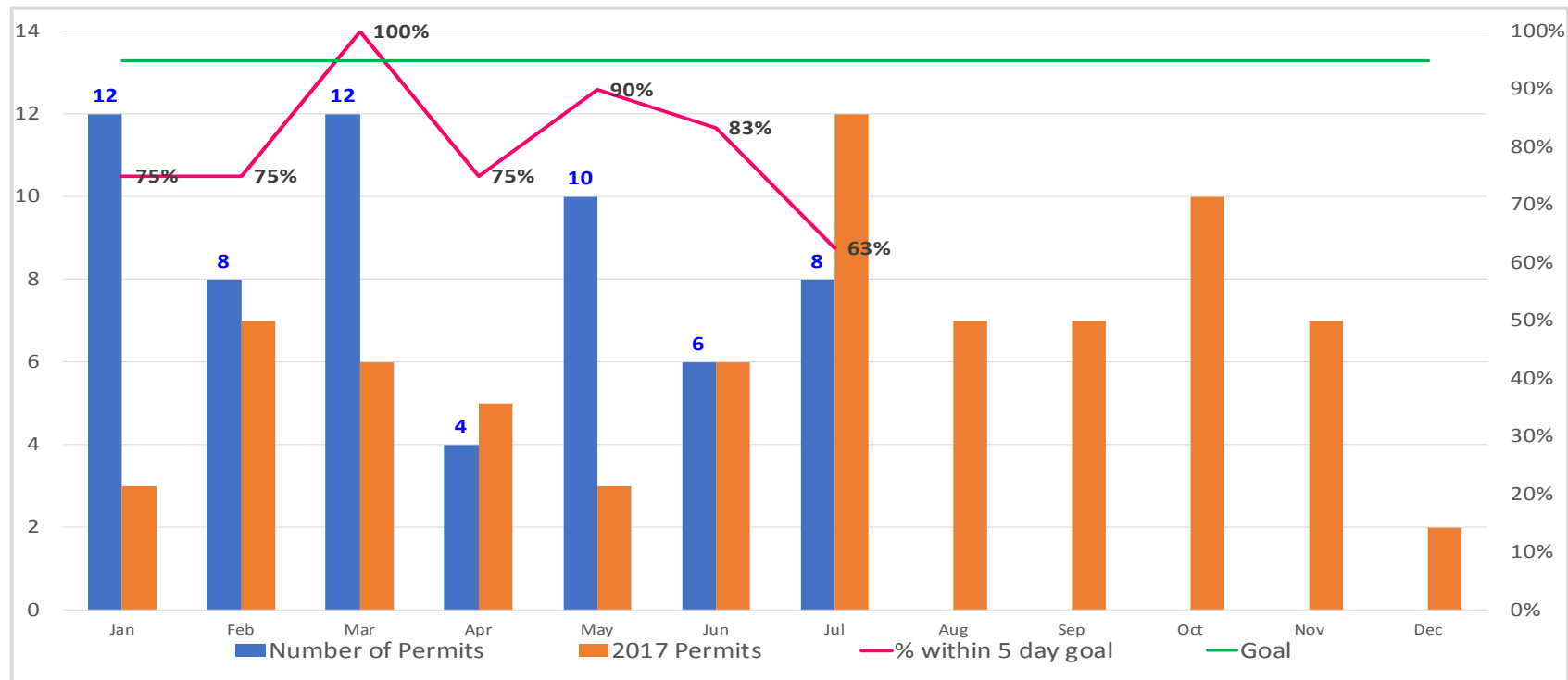
Note: 6<sup>th</sup> consecutive month with 100% performance.

## Conventional Septic Construction Authorization Time Performance

2018 Goal - 95% in 5 Days or less

|                     | Jan | Feb | Mar  | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Cum /Ave |
|---------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------|
| Number of Permits   | 12  | 8   | 12   | 4   | 10  | 6   | 8   |     |     |     |     |     | 60       |
| % within 5 day goal | 75% | 75% | 100% | 75% | 90% | 83% | 63% |     |     |     |     |     | 80%      |
| Goal                | 95% | 95% | 95%  | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% |          |
| 2017 Permits        | 3   | 7   | 6    | 5   | 3   | 6   | 12  | 7   | 7   | 10  | 7   | 2   | 75       |

81% in 2017

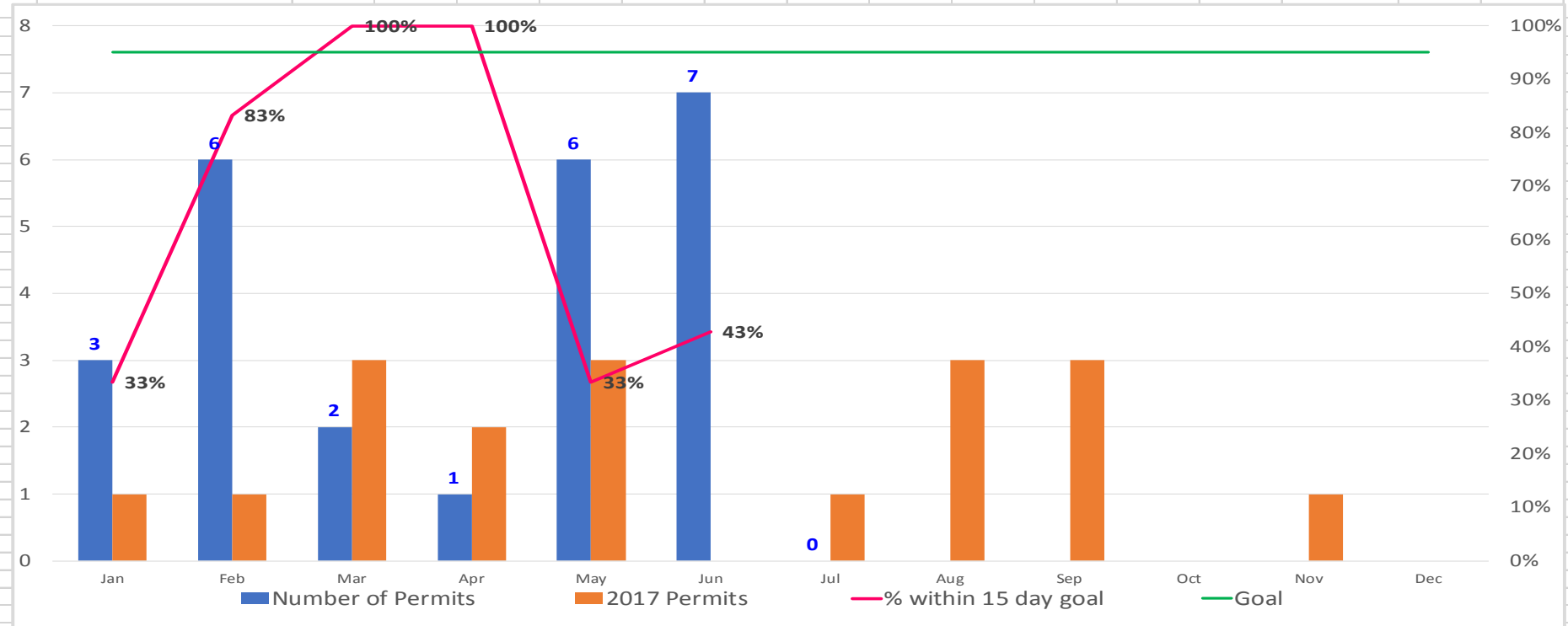


## Alternative Septic Construction Authorization Time Performance

2018 Goal - 95% in 15 Days or less

|                      | Jan | Feb | Mar  | Apr  | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Cum /Ave |
|----------------------|-----|-----|------|------|-----|-----|-----|-----|-----|-----|-----|-----|----------|
| Number of Permits    | 3   | 6   | 2    | 1    | 6   | 7   | 0   |     |     |     |     |     | 25       |
| % within 15 day goal | 33% | 83% | 100% | 100% | 33% | 43% |     |     |     |     |     |     | 65%      |
| Goal                 | 95% | 95% | 95%  | 95%  | 95% | 95% | 95% | 95% | 95% | 95% | 95% | 95% |          |
| 2017 Permits         | 1   | 1   | 3    | 2    | 3   | 0   | 1   | 3   | 3   | 0   | 1   | 0   | 18       |

← 61% in 2018



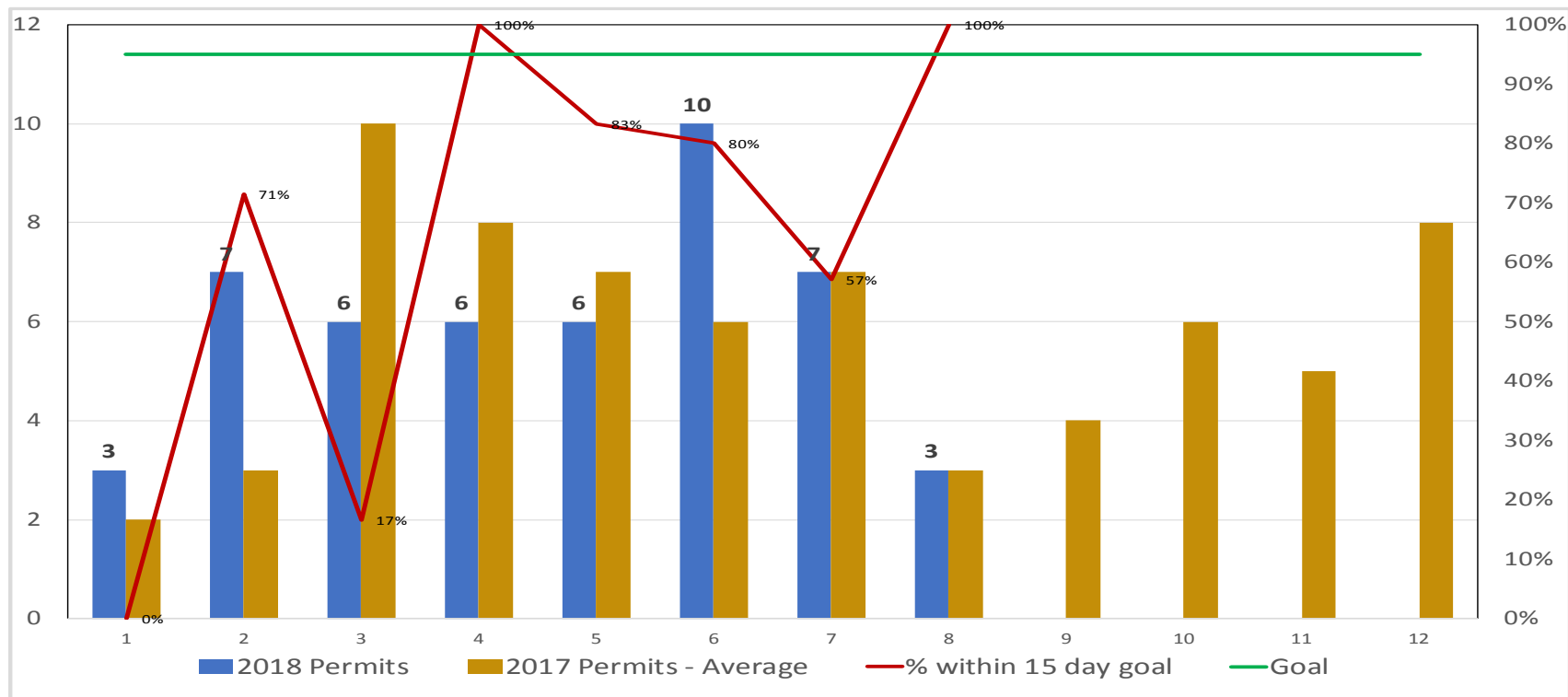


## SFR Plan Review - 2018

2018 Goal - 95% in 15 Days or less to Approve, not counting date applied

|                        | Jan | Feb | Mar | Apr  | May | Jun | Jul | Aug  | Sep | Oct | Nov | Dec | Cum /Ave |
|------------------------|-----|-----|-----|------|-----|-----|-----|------|-----|-----|-----|-----|----------|
| 2018 Permits           | 3   | 7   | 6   | 6    | 6   | 10  | 7   | 3    |     |     |     |     | 48       |
| % within 15 day goal   | 0%  | 71% | 17% | 100% | 83% | 80% | 57% | 100% |     |     |     |     | 67%      |
| Goal                   | 95% | 95% | 95% | 95%  | 95% | 95% | 95% | 95%  | 95% | 95% | 95% | 95% |          |
| 2017 Permits - Average | 2   | 3   | 10  | 8    | 7   | 6   | 7   | 3    | 4   | 6   | 5   | 8   | 69       |

← 39% in 2018



Data thru Aug 21st

# Improvements Underway

- Find every way to work in parallel – Flood, D&G, WW, and Building Safety
  - ❑ Use information that is provided by Flood and G&D from PDI
    - Waste Water - Start review process for CA
  - ❑ Use information from “Approved” Floodplain Permits
    - Start Plan Review
- Utilize TRAKiT to manage PDIs
  - ❑ Permit Team has eliminated the use of second software (T-drive) to track PDI
  - ❑ All permits, and related information will be stored in TRAKiT allowing access via parcel number.
  - ❑ All development information associated with a parcel can be retrieved and re-used as appropriate
- Utilize GIS/Digital Flood maps
  - ❑ Permit Tech will determine if parcels are outside the buffered flood maps and less than <5 acres and when this determination is met exclude Flood from PDI routing

# Improvements Underway, continued

- Eliminate need for original signature on flood applications and permits
  - ❑ Flood Permits can be signed, scanned and e-mailed
- Use fillable forms – both for public use (PDI) and internally (Responses to PDI)
  - ❑ Forms have been created and are in use.
- Ongoing Team Meetings to work out improvement opportunities
  - ❑ Permit Team agreed to reduce PDI to 5 working days
- Performance evaluations for all permit types have been completed
  - ❑ 2017 data was used to benchmark and find areas for improvement
  - ❑ 2018 performance goal were established
    - Permit Team meetings were held June 20th and 21st to share new timeframe goals and get buy in
- Permitting activity and performance is being shared on a monthly basis and team discussion are taking place

## Ongoing Improvements – TRAKiT

- Utilize TRAKiT to track and report out all permitting activity
  - ❑ Edit and/or create reports in TRAKiT
  - ❑ Create an environment where Users are responsible for data integrity
    - Entering dates correctly, closing out voided permits, etc.
- Use TRAKiT to electronically store all files, notes and permits – Building Permit, Wastewater, Grading and Drainage, Flood
  - ❑ Target reduction in the number of filing cabinets by transferring files to TRAKiT
- Provide TRAKiT user training
- Investigate new TRAKiT modules that allow for workflow efficiencies and better service
  - ❑ Electronic Permitting
  - ❑ GIS/Parcels
  - ❑ Mobile Inspection
  - ❑ TRAKiT has been invited to Gila County to demonstrate best use of software and new

## Ongoing Improvement, continued

- Continue to manage the work load
  - ❑ Reduce the size of the building plan review queue to insure 10 day review for first submittal and 5 days for subsequent submittals
- Review the Grading and Drainage ordinance to simplify requirements for single family residential construction.
- Revisit causes for second submittals – how can we minimize
- Best Service Possible - Challenge ourselves with a common objective – excellent customer service
- Be a Team, One Team for Permitting – The Permit Team
  - ❑ The Permit Team Leadership should meet often, once a month, and review permit activity, performance and improvement opportunities

# Work in parallel and use 2018 timeframes

| Weeks                    | 1   |  | 2  | 3   | 4 | 5 | 6                       |
|--------------------------|---|--|--|---|---|---|-------------------------|
| Target 95% Service Level | PDI - Permit Tech routes via e-mail and TRAKiT  | PDI Response provided to Applicant<br>Applicant submits Flood Permit, NOI (C) and Building Plans | Flood Permit Approved                                      | Flood Permit Issued<br>Plan Review Starts |   |   | Building Plans Approved |
| Drainage & Grading       | Typically issues permit within PDI timeframe<br>93%   |  |  |   |   |   |                         |
| Wastewater               | Soil testing - Request date to Test - 90%   |  | Conven. Septic Plan Approved<br>83%                        |   |   |   |                         |
| Permit Tech/Applicant    | PDI submitted and reviewed, determines floodplain status using buffered floodmaps - measure performance | Permit Requirement Summary Provided. Applicant and submits for permit and plan review            | Building Plans and/or permits to F, D&G, and WW for review |   |   |   | Building Plans Approved |
| Floodplain Admin         | Reviews Site Plan and advises if FPUP/Clearance application will be required                            |  | Permit or Clearance approved<br>95%                        | FPUP or Clearance Issued 10 days -78%     |   |   |                         |
| Plan Review/Inspection   |   |  |  | Plans available for review - 15 days 67%  |   |   |                         |

# 2018 Permit Timeframes

| Organization/ Activity          | Days to 90% Based on 2017 data | Proposed Time Frames,                 | Process   |
|---------------------------------|--------------------------------|---------------------------------------|---|
| PDI                             | ≈10 days                       | 5 days                                | Completion allow Wastewater review to start                           |
| Flood Admin Permit or Clearance | 30 Day to Issue                | 5 days to Approve<br>10 days to Issue | Approval level allows Plan Review and                                 |
| Grading and Drainage Permit     | 10 days                        | 5 days                                | Work normally completed in PDI  |
| Wastewater – Soil/Perc Test     | 15 days                        | 10 days                               | Subject to contractor schedule –can be completed before or during PDI |
| Wastewater – CA- Conventional   | 10 days                        | 5 days to approve                     | To start requires Flood and G&D response to PDI                       |
| Wastewater – CA Alternative     | 25 days                        | 15 days                               | To start requires Flood and G&D response to PDI                       |
| Bldg. Safety – Plan Review      | 30 days                        | 15 days                               | To start requires Flood permit approval and Wastewater approval       |

# Questions and comments?

*Thank you*



The Optimist



The Pessimist



Process Improver



**ARF-5064**

**2. C.**

**Work Session**

Meeting Date: 08/28/2018

Submitted By: Melissa Henderson,  
Deputy Clerk

Department: Clerk of the Board of Supervisors

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Information

Request/Subject

Gila County Fair Special Event Liquor License Application for September 20, 2018 through September 23, 2018.

Background Information

A qualified organization may submit an application to serve liquor at a special event for up to 10 days per year. The Arizona Department of Liquor Licenses and Control (DLLC) approves all liquor-related applications; however, part of the DLLC's process requires that the local governing body review the application and submit a recommendation for approval or disapproval to the DLLC for any establishment located within the jurisdiction of that local governing body.

Evaluation

The Clerk of the Board of Supervisors has reviewed the application and has determined that it has been filled out correctly.

Conclusion

This non-profit organization has properly completed the application and if the Board of Supervisors approves the application, the Gila County Fair will have used 4 days of the allowable 10 days to serve liquor at a special event in 2018.

Recommendation

The Clerk recommends that the Board of Supervisors approve this application. Upon approval, the applicant has the responsibility to submit the application to the DLLC for its final approval.

Suggested Motion

Information/Discussion/Action to approve a Special Event Liquor License Application submitted by the Gila County Fair to serve liquor at the County Fair in Globe on September 20, 2018, through September 23, 2018. **(Marian Sheppard)**

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Attachments

Gila County Fair - Application

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Arizona Department of Liquor Licenses and Control  
800 W Washington 5th Floor  
Phoenix, AZ 85007-2934  
www.azliquor.gov  
(602) 542-5141

FOR DLIC USE ONLY

Event Date(s):

Event time start/end:

CSR:

Job #:

APPLICATION FOR SPECIAL EVENT LICENSE  
Fee= \$25.00 per day for 1-10 days (consecutive)  
Cash Checks or Money Orders Only

A service fee of \$25.00 will be charged for all dishonored checks (A.R.S § 44-6852)

**IMPORTANT INFORMATION:** This document must be fully completed or it will be returned.

The Department of Liquor Licenses and Control must receive this application ten (10) business days prior to the event. If the special event will be held at a location without a permanent liquor license or if the event will be on any portion of a location that is not covered by the existing liquor license, this application must be approved by the local government before submission to the Department of Liquor Licenses and Control (see Section 12).

**SECTION 1** Name of Organization, Candidate or Political Party/Govt: GILA COUNTY FAIR

Name of Licensed Contractor **only** (if any): \_\_\_\_\_

**SECTION 2** Non-Profit/IRS Tax Exempt Number: 46-4288515

**SECTION 3** Event Location: 900 E Fairgrounds Rd., Globe, AZ 85501

Event Address: P.O. Box 906, Globe, AZ 85502

**SECTION 4** Applicant must be a member of a qualifying nonprofit organization, political party, or Government entity and authorized by an Officer, Director, or Chairperson of the Organization.

1. Applicant: Cline Janet M 01-03-1962  
Last First Middle Date of Birth  
2. Applicant's mailing address: 819 Sandi Lane Globe AZ 85501  
Street City State Zip  
3. Applicant's home/cell phone: (928) 812-4333 Applicant's business phone: (928) 812-4333  
4. Applicant's email address: doctor.janet123@gmail.com

**NOTARY**

I, (Print Full Name) Janet Cline, hereby declare that I am the APPLICANT, I have read this document and verify the contents and all statements are true, correct and complete to the best of my knowledge.

X (Signature) Janet Cline  
Applicant Signature

My commission expires on: 10-31-21

State of \_\_\_\_\_  
the foregoing \_\_\_\_\_  
Notary Public State of Arizona  
Gila County of \_\_\_\_\_  
I was personally known to me this \_\_\_\_\_  
My Commission Expires \_\_\_\_\_  
2018 or August 2018  
Day Month Year

Charles L. Bell  
Signature of NOTARY PUBLIC

**SECTION 5** Will this event be held on a currently licensed premise and within the already approved premises? ☐ Yes ☒ No  
(If yes, Local Governing Body Signature not required)

\_\_\_\_\_  
Name of Business

\_\_\_\_\_  
License Number

\_\_\_\_\_  
Phone (Include Area Code)

**SECTION 6** How is this special event going to conduct all dispensing, serving, and selling of spirituous liquors? Please read R-19-318 for explanation and check one of the following boxes.

- ☐ Place license in non-use  
☐ Dispense and serve all spirituous liquors under retailer's license  
☒ Dispense and serve all spirituous liquors under special event  
☐ Split premise between special event and retail location

(IF USING RETAIL LICENSE, PLEASE SUBMIT A LETTER OF AGREEMENT FROM THE AGENT/OWNER OF THE LICENSED PREMISES TO SUSPEND OR RUN CONCURRENT WITH THE PERMANENT LICENSE DURING THE EVENT. IF THE SPECIAL EVENT IS ONLY USING A PORTION OF THE PREMISES, AGENT/OWNER WILL NEED TO SUSPEND THAT PORTION OF THE PREMISES.)

**SECTION 7** What is the purpose of this event?

- ☒ On-site consumption ☐ Off-site (auction/wine/distilled spirits pull) ☐ Both

**SECTION 8**

1. Has the applicant been convicted of a felony, or had a liquor license revoked within the last five (5) years?  
☐ Yes ☒ No (If yes, attach explanation.)

2. How many special event days have been issued to this organization during the calendar year? 5  
(The number cannot exceed 10 days per year.)

3. Is the organization using the services of a licensed contractor or other person to manage the sale or service of alcohol?  
☐ Yes ☒ No (If yes, must be a licensed contractor or licensee of series 6, 7, 11, or 12)

4. List all people and organizations who will receive the proceeds. Account for 100% of the proceeds. The organization applying must receive 25% of the gross revenues of the special event liquor sales. Attach an additional page if necessary.

Name Gila County Fair Percentage: 100%

Address PO Box 906, Globe, AZ 85502

Name \_\_\_\_\_ Percentage: \_\_\_\_\_

Address \_\_\_\_\_  
Street City State Zip

Please read A.R.S. § 4-203.02 Special event license; rules and R19-1-205 Requirements for a Special Event License.

**Note: ALL ALCOHOLIC BEVERAGE SALES MUST BE FOR CONSUMPTION AT THE EVENT SITE ONLY.**

**NO ALCOHOLIC BEVERAGES SHALL LEAVE A SPECIAL EVENT UNLESS THEY ARE IN AUCTION WINE OR DISTILLED SPIRITS PULL SEALED CONTAINERS OR THE SPECIAL EVENT LICENSE IS STACKED WITH WINE /CRAFT DISTILLERY FESTIVAL LICENSE.**

5. What type of security and control measures will you take to prevent violations of liquor laws at this event?  
(List type and number of police/security personnel and type of fencing or control barriers, if applicable.)

2 \_\_\_\_\_ Number of Police 3-5 \_\_\_\_\_ Number of Security Personnel ☒ Fencing ☐ Barriers

Explanation: Current and temporary fencing

**SECTION 9** Dates and Hours of Event. Days must be consecutive but may not exceed 10 consecutive days.  
See A.R.S. § 4-244(15) and (17) for legal hours of service.

**PLEASE FILL OUT A SEPARATE APPLICATION FOR EACH "NON-CONSECUTIVE" DAY**

|        | Date            | Day of Week     | Event Start<br>Time AM/PM | License End<br>Time AM/PM |
|--------|-----------------|-----------------|---------------------------|---------------------------|
| DAY 1: | <u>09/20/18</u> | <u>Thursday</u> | <u>4 pm</u>               | <u>12 am</u>              |
| DAY 2: | <u>09/21/18</u> | <u>Friday</u>   | <u>4 pm</u>               | <u>12 am</u>              |
| DAY 3: | <u>09/22/18</u> | <u>Saturday</u> | <u>12 pm</u>              | <u>12 am</u>              |
| DAY 4: | <u>09/23/18</u> | <u>Sunday</u>   | <u>11 am</u>              | <u>4 pm</u>               |
| DAY 5: | _____           | _____           | _____                     | _____                     |
| DAY 6: | _____           | _____           | _____                     | _____                     |
| DAY 7: | _____           | _____           | _____                     | _____                     |
| DAY 8: | _____           | _____           | _____                     | _____                     |
| DAY 9: | _____           | _____           | _____                     | _____                     |
| DAY10: | _____           | _____           | _____                     | _____                     |

**SECTION 11** License premises diagram. The licensed premises for your special event is the area in which you are authorized to sell, dispense or serve alcoholic beverages under the provisions of your license. Please attach a diagram of your special event licensed premises. Please show dimensions, serving areas, fencing, barricades, or other control measures and security position.

**ATTACH DIAGRAM**

Please contact the local governing board for additional application requirements and submission deadlines. Additional licensing fees may also be required before approval may be granted. For more information, please contact your local jurisdiction.

#### LOCAL GOVERNING BOARD

Date Received: 8/20/2018

I, \_\_\_\_\_ recommend ☐ APPROVAL ☐ DISAPPROVAL  
(Government Official) (Title)

On behalf of \_\_\_\_\_  
(City, Town, County) Signature Date Phone

#### DLLC USE ONLY

☐ APPROVAL ☐ DISAPPROVAL BY: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

**A.R.S. § 41-1030. Invalidity of rules not made according to this chapter; prohibited agency action; prohibited acts by state employees; enforcement; notice**

B. An agency shall not base a licensing decision in whole or in part on a licensing requirement or condition that is not specifically authorized by statute, rule or state tribal gaming compact. A general grant of authority in statute does not constitute a basis for imposing a licensing requirement or condition unless a rule is made pursuant to that general grant of authority that specifically authorizes the requirement or condition.

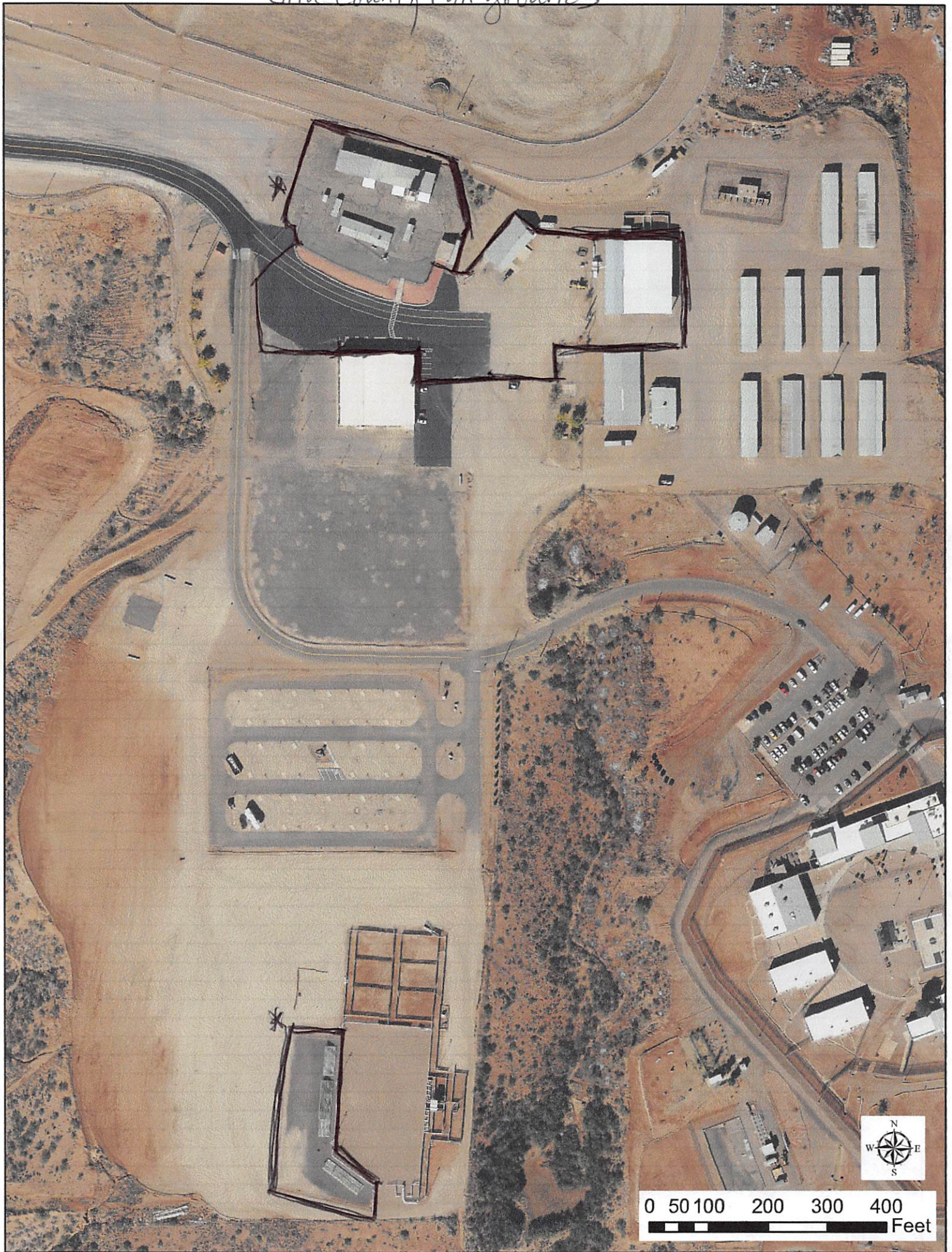
D. THIS SECTION MAY BE ENFORCED IN A PRIVATE CIVIL ACTION AND RELIEF MAY BE AWARDED AGAINST THE STATE. THE COURT MAY AWARD REASONABLE ATTORNEY FEES, DAMAGES AND ALL FEES ASSOCIATED WITH THE LICENSE APPLICATION TO A PARTY THAT PREVAILS IN AN ACTION AGAINST THE STATE FOR A VIOLATION OF THIS SECTION.

E. A STATE EMPLOYEE MAY NOT INTENTIONALLY OR KNOWINGLY VIOLATE THIS SECTION. A VIOLATION OF THIS SECTION IS CAUSE FOR DISCIPLINARY ACTION OR DISMISSAL PURSUANT TO THE AGENCY'S ADOPTED PERSONNEL POLICY.

F. THIS SECTION DOES NOT ABROGATE THE IMMUNITY PROVIDED BY SECTION 12-820.01 OR 12-820.02.



# Gila County Fairgrounds



0 50 100 200 300 400 Feet