

PROGRAM FACT SHEET

Arizona Department of Commerce

Services:

According to its vision statement, the Arizona Department of Commerce strives to be “the positive force that creates networks of stakeholders and partners who work to enhance the prosperity of Arizona’s businesses and residents.” In addition to staff dedicated to Administration, the Department carries out its efforts through four major divisions:

- **Community Development**—Provides technical and financial assistance to towns, cities, counties, and tribal communities on land-use planning, public infrastructure, and zoning;
- **Global Business Development**—Encourages retention, expansion, and location of business across the State while it supports entrepreneurs, small businesses, and minority- and women-owned enterprises;
- **Workforce Development**—Shapes policies that support coordination of workforce programs state-wide and administers job training grants; and
- **Planning, Research, and Policy**—Supports the development of a long-range, state-wide economic agenda, and serves as Commerce’s central point of current economic data and coordinates projects that inform economic development policies.

Mission:

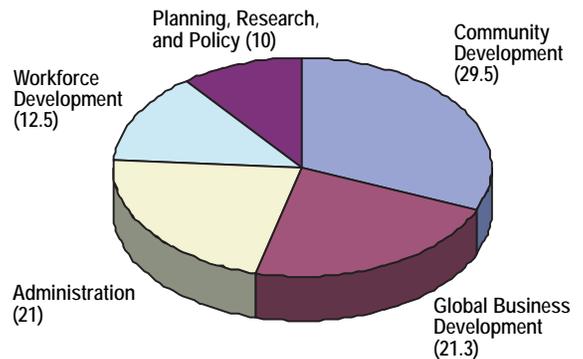
To create vibrant communities and a globally competitive Arizona economy, through leadership and collaborative partnerships.

Facilities:

While previously leasing space in a privately owned building, in March 2003, the Department relocated to the Capitol Complex Executive Tower. The Department also leases space in Taipei, Taiwan, and in Guadalajara, Mexico, for the combined amount of \$39,280 for two foreign trade offices.

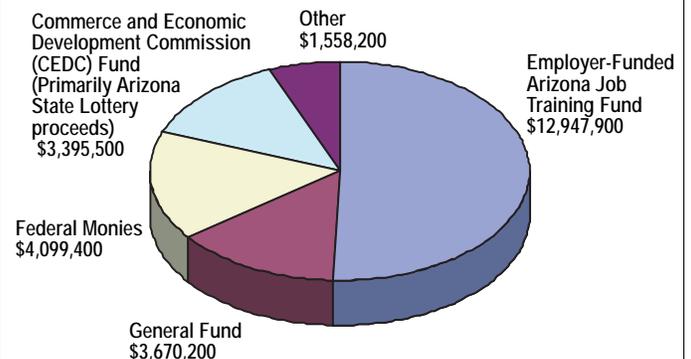
Program staffing:

94.3 FTE (as of January 1, 2003, includes 16.45 vacancies)



Program revenue:

\$25,676,200 (fiscal year 2003)



Equipment

In addition to owning standard office equipment, the Department leases nine vehicles from the Department of Administration at a cost of \$3,815 per month. The Department also owns a hot air balloon, purchased in 1990 at a cost of \$13,592, which is used by the Arizona Film Commission, a unit within Commerce, to promote Arizona at film-related and nationally televised events.

Department Core Goals (fiscal years 2003 through 2005)

1. Provide accurate, timely information on Arizona's economy and business practices to support sound public policy and the development of the State's long-term economic strategy.
2. Create and support local initiatives designed to enhance community vitality.
3. Build and develop the State's economic foundations to improve Arizona's global competitiveness.
4. Attract and retain high-quality jobs, increase capital investment, and grow strategic industries.
5. Model effective, efficient, and responsible government delivering services in a fiscally prudent manner consistent with the highest standards of ethical conduct.

Adequacy of performance measures:

Commerce should improve its performance measures in the following areas:

- **Measures Not Focused on Results**—The Department should reduce its number of performance measures and focus on those that address results. The Department has established 226 performance measures in its FY 2003-05 Strategic Plan, many of which report its service efforts but fail to report results. For example, some programs, such as International Trade and Investment, measure the number of visits to its Web site. However, the program's four performance measures regarding online visits fail to measure the results achieved by accessing these pages, such as the number of businesses assisted online.
- **Measures Do Not Reflect Department's Performance**—The Department should report only those results that are achieved substantially by its individual efforts. For fiscal year 2002, the Department reported that it helped 59 businesses relocate or expand in the State. However, sometimes the Department's role is limited to accepting a telephone inquiry from the business, referring the business to a local economic development entity for location assistance, and remaining available to discuss any state-wide issues with the business.