

# Citywide Inventory of Programs FY 2019-20

## Public Safety and Criminal Justice

Department	FY 2018-19 <sup>1</sup> Adopted Budget	Total FTE	Sworn FTE	Non-sworn FTE	Source of Program Funds		
					General Fund	Enterprise Fund	Special Revenue Fund
<b>Municipal Court</b>	<b>\$36,752,935</b>	<b>274.0</b>	<b>0.0</b>	<b>274.0</b>	<b>\$31,375,769</b>	<b>\$0</b>	<b>\$5,377,166</b>
<i>Personal Services</i>	29,911,391						
<i>Contractual Services</i>	5,076,393						
<i>Interdepartmental Charges</i>	1,012,551						
<i>Supplies</i>	595,600						
<i>Equipment and Minor Improvements</i>	157,000						
<i>Miscellaneous Transfers</i>	0						
<u>Programs</u>							
Accounting - Financial Management Division	1,827,613	17.6	0.0	17.6	1,477,162	0	350,451
Civil Courtroom Operations - Civil Division	10,648,217	89.2	0.0	89.2	8,871,414	0	1,776,803
Criminal and Civil Case Adjudication	7,712,129	31.0	0.0	31.0	7,174,413	0	537,716
Criminal Records & Warrants - Criminal Division	2,565,242	24.7	0.0	24.7	2,073,348	0	491,894
Customer Service - Civil Division	6,338,368	46.9	0.0	46.9	5,404,214	0	934,154
Financial Services - Financial Management Division	2,703,526	20.0	0.0	20.0	2,305,078	0	398,448
Interpreter Services - Management Services Division	1,320,430	9.4	0.0	9.4	1,133,398	0	187,032
Records Management - Civil Division	1,703,252	16.4	0.0	16.4	1,376,648	0	326,604
Security - Management Services Division	1,934,158	18.8	0.0	18.8	1,560,094	0	374,064

<sup>1</sup> Department budget totals only include operating expenditures and do not include debt services payments or pay-as-you-go capital. These amounts are shown on the City of Phoenix Organizational Chart found elsewhere in this document.

## DEPARTMENT SUMMARY

PROGRAM Criminal Justice	DEPARTMENT Municipal Court		DEPARTMENT NO. 50	
<b>Program Goal</b> The Municipal Court provides with integrity, to all individuals who come before this court: equal access, professional and impartial treatment, and just resolution of all court matters.				
<b>EXPENDITURES BY CHARACTER</b>				
CHARACTER	2017-18 ACTUAL EXPENDITURES	2018-19 ESTIMATED EXPENDITURES	2019-20 COUNCIL ALLOWANCE	PERCENT CHANGE FROM 2018-19 ESTIMATE
PERSONAL SERVICES	\$ 26,194,931	\$ 28,232,065	\$ 29,911,391	5.9%
CONTRACTUAL SERVICES	1,983,076	3,096,877	5,076,393	63.9%
INTERDEPARTMENTAL CHARGES AND CREDITS	501,375	1,000,047	1,012,551	1.3%
SUPPLIES	597,922	590,806	595,600	0.8%
EQUIPMENT AND MINOR IMPROVEMENTS	202,876	125,000	157,000	25.6%
DEBT SERVICE PAYMENTS	4,099,601	7,247,072	6,764,119	-6.7%
MISCELLANEOUS TRANSFERS	-	-	-	-
TOTAL	\$ 33,579,781	\$ 40,291,867	\$ 43,517,054	8.0%
<b>AUTHORIZED POSITIONS</b>				
FULL-TIME POSITIONS	269.0	270.0	270.0	-
PART-TIME POSITIONS (FTE)	4.0	4.0	4.0	-
TOTAL	273.0	274.0	274.0	-
<b>SOURCE OF FUNDS</b>				
General Funds	\$ 27,297,653	\$ 29,662,541	\$ 31,375,769	5.8%
City Improvement Funds	4,099,601	7,247,072	6,764,119	-6.7%
Other Restricted Funds	2,182,527	3,382,254	5,377,166	59.0%
TOTAL	\$ 33,579,781	\$ 40,291,867	\$ 43,517,054	8.0%

## Department List of Programs with breakout of administrative costs by program

Administrative costs are generally defined as:

- Director's office staff and costs
- Management services staff that provide department-wide support such as: fiscal, human resources, and information technology
- Division managers and their direct support staff that primarily support division-wide administrative functions

### Municipal Court

Program	2019-20		FTE		Department Administration Allocated to Programs*	
	Total Net Budget	Total Gross Budget			Administrative Costs	Administrative FTE
Accounting - Audit & Support Division	\$ 1,827,613	\$ 1,827,613	17.6		\$ 755,828	2.6
Courtroom Operations -Courtroom Operations Division	\$ 10,648,217	\$ 10,648,217	89.2		\$ 3,830,711	13.2
Criminal and Civil Case Adjudication - Adjudication Division	\$ 7,712,129	\$ 7,712,129	31.0		\$ 1,159,294	4.0
Criminal Records and Warrants - Audit & Support Division	\$ 2,565,242	\$ 2,565,242	24.7		\$ 1,059,421	3.7
Customer Service - Customer Service Division	\$ 6,338,368	\$ 6,338,368	46.9		\$ 2,012,456	6.9
Financial Services - Customer Service Division	\$ 2,703,526	\$ 2,703,526	20.0		\$ 860,577	3.0
Interpreter Services - Management Services Division	\$ 1,320,430	\$ 1,320,430	9.4		\$ 403,233	1.4
Records Management - Audit & Support Division	\$ 1,703,252	\$ 1,703,252	16.4		\$ 704,955	2.4
Security - Management Services Division	\$ 1,934,158	\$ 1,934,158	18.8		\$ 806,466	2.8
Total	\$ 36,752,935	\$ 36,752,935	274.0		\$ 11,592,941	40.0

\* These costs are included in the "Total Net Budget" and "Total Gross Budget" amounts.

## City of Phoenix Inventory of Programs

**Department:** Municipal Court

**Strategic Plan Area:** Public Safety\*

**Program Name:** Accounting - Audit & Support Division

**Program Description:**

Audit and manage all monies receipted by Court and ensure appropriate recording in the city's financial system; ensure accurate and timely distribution of funds to designated individuals or entities; reconcile payments from Defensive Driving Program providers; manage the accounting and collections of severely delinquent accounts through tax intercept and FARE collection program; process dishonored credit card and check transactions; disburse restitution to victims and bail refunds/overpayments to other citizens and defendants; and accurate recording of all account transactions; review social security numbers for accuracy using Motor Vehicle Division and Trans Union (TLO); and manage surety bonds.

Performance Measures	2019-20 Budget	2020-21 Prel. Budget
Percentage of court receipts reconciled and recorded into the city's financial system within 2 days of the deposit date.	100%	
Percentage of tax intercepts completed without error.	100%	
Percentage of disbursement of funds completed within 3 days of authorization to disburse.	100%	

**Source of Funds**

General Fund	\$ 1,477,162	
Court Technology Enhancement Fee	350,451	
<b>Total Net Budget</b>	<b>\$ 1,827,613</b>	<b>\$ 0</b>

<b>Gross Budget** - Not Applicable</b>		
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<b>Program Positions</b>	17.6	
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**Does this program generate budgeted revenue?**

☐ Yes ☒ No

**Does this program provide required matching funds for a grant funded program?**

☐ Yes ☒ No

The budget amounts listed include all costs for that program. Costs can include staff, contracts for services, supplies and equipment, vehicles and fuel, utilities, allocated costs for administrative support, and services provided by other departments such as information technology support and vehicle and facility maintenance.

\*This is the primary Strategic Plan focus area supported by this program.

\*\*The difference between the gross and net budget represents credits received for services provided to other programs and/or capital improvements projects.

## City of Phoenix Inventory of Programs

**Department:** Municipal Court

**Strategic Plan Area:** Public Safety\*

**Program Name:** Courtroom Operations - Courtroom Operations Division

**Program Description:**

Support judiciary and conduct courtroom proceedings including initial appearance, arraignment, pre-trial disposition conferences, change of plea, hearings, jury and non-jury trials, probation, and non-compliance proceedings; monitor compliance with DUI, Domestic Violence and other ordered treatment or educational programs; review and create financial arrangements; work with Superior Court Jury Commissioner's Office to summon jurors, provide juror orientation, and act as liaison to jurors during jury trials; monitor and record courtroom proceedings; update Case Management System (CMS), enter judicial findings and sentencing orders, and document case files; ensure case files are complete and documented appropriately and assist members of the public seeking protective orders.

Performance Measures	2019-20 Budget	2020-21 Prel. Budget
Percentage of cases updated in accordance with the judicial order and that meet established standards for accuracy.	100%	
Percentage of the jury panel requests fulfilled.	100%	
Percentage of hearings and trials scheduled within 42 days of arraignment date unless extended by judicial order.	100%	
Percentage of judicial orders recorded in CMS by the end of the business day.	100%	
Percentage of motions processed within three business days of receipt.	100%	

**Source of Funds**

General Fund	\$ 8,871,414	
Court Technology Enhancement Fee	1,776,803	
<b>Total Net Budget</b>	<b>\$ 10,648,217</b>	<b>\$ 0</b>

<b>Gross Budget** - Not Applicable</b>		
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<b>Program Positions</b>	89.2	
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**Does this program generate budgeted revenue?**

☐ Yes ☒ No

**Does this program provide required matching funds for a grant funded program?**

☐ Yes ☒ No

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## City of Phoenix Inventory of Programs

**Department:** Municipal Court

**Strategic Plan Area:** Public Safety\*

**Program Name:** Criminal and Civil Case Adjudication

**Program Description:**

As the largest limited jurisdiction court in Arizona, Phoenix Municipal Court adjudicates approximately 180,000 criminal and civil charges each year, ranging from civil and traffic violations to Class 1 misdemeanors carrying a maximum penalty of six months in jail and a \$2,500 fine. The Court also monitors and hears probation violations; issues Orders of Protection and Injunctions Against Harassment; conducts hearings on animal seizures, vicious animals and weapons seizure requests; and adjudicates violations of the City's parking, light rail, and Neighborhood Preservation Ordinances.

Performance Measures	2019-20 Budget	2020-21 Prel. Budget
Clearance Rate: The number of outgoing cases as a percentage of the number of all incoming cases.	100%	
Time to Disposition: The percentage of criminal cases resolved within 180 days of filing.	95%	
Time to Disposition: The percentage of civil cases resolved within 90 days of filing.	87%	

**Source of Funds**

General Fund	\$ 7,174,413	
Court Technology Enhancement Fee	537,716	
<b>Total Net Budget</b>	<b>\$ 7,712,129</b>	<b>\$ 0</b>

<b>Gross Budget** - Not Applicable</b>		
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<b>Program Positions</b>	31.0	
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**Does this program generate budgeted revenue?**

☒ Yes ☐ No

**Does this program provide required matching funds for a grant funded program?**

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## City of Phoenix Inventory of Programs

**Department:** Municipal Court

**Strategic Plan Area:** Public Safety\*

**Program Name:** Criminal Records and Warrants - Audit & Support Division

**Program Description:**

House and maintain criminal case files including cases on warrant status; route criminal files to Arraignments for walk-ins; prepare courtroom dockets and pull case files for all scheduled and non-compliant court appearances or judicial action for the criminal courtrooms including Veterans, Homeless, and Behavioral Health Court; process legal motions and notices, bail postings, bankruptcy notifications and file closures due to death notice; process and submit Disposition Reports to DPS; file victim impact statements, compliance notices and payment contracts; provide customer service at public service counter; make requested photocopies of case files for customers and outside agencies; process and file petitions to revoke probation; process jail non-compliance and schedule court dates.

Performance Measures	2019-20 Budget	2020-21 Prel. Budget
Percentage of case files routed to a courtroom within an average of 15 minutes of a defendant's unscheduled appearance.	90%	
Percentage of requests for copies completed within 3 working days.	100%	
Percentage of arrest warrants processed without error.	100%	

**Source of Funds**

General Fund	\$ 2,073,348	
Court Technology Enhancement Fee	491,894	
<b>Total Net Budget</b>	<b>\$ 2,565,242</b>	<b>\$ 0</b>

<b>Gross Budget** - Not Applicable</b>		
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<b>Program Positions</b>	24.7	
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**Does this program generate budgeted revenue?**

☐ Yes ☒ No

**Does this program provide required matching funds for a grant funded program?**

☐ Yes ☒ No

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## City of Phoenix Inventory of Programs

**Department:** Municipal Court

**Strategic Plan Area:** Public Safety\*

**Program Name:** Customer Service - Customer Service Division

**Program Description:**

Manage and respond to all customer requests received in person, through mail and email, and by phone, including courtroom assignments, acceptance of payments, and coordinating judicial review. Staff customer service windows and information booth during business hours; coordinate interface between Phoenix Police Department and defendants concerning identity issues; manage Defensive Driving Program (DDP) exceptions; provide navigational assistance to customers with mobility or other special needs; and process all computer generated court documents for mailing.

Performance Measures	2019-20 Budget	2020-21 Prel. Budget
Percentage of designated customer contact points staffed during all business hours.	100%	
Percentage of payments processed on the day of receipt and deposited on the day following receipt.	100%	
Percentage of written requests addressed within established time frames with complete, accurate, and helpful information.	95%	

**Source of Funds**

General Fund	\$ 5,404,214	
Court Technology Enhancement Fee	934,154	
<b>Total Net Budget</b>	<b>\$ 6,338,368</b>	<b>\$ 0</b>

<b>Gross Budget** - Not Applicable</b>		
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<b>Program Positions</b>	46.9	
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**Does this program generate budgeted revenue?**

☐ Yes ☒ No

**Does this program provide required matching funds for a grant funded program?**

☐ Yes ☒ No

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## City of Phoenix Inventory of Programs

**Department:** Municipal Court

**Strategic Plan Area:** Public Safety\*

**Program Name:** Financial Services - Customer Service Division

**Program Description:**

Determine a defendant's ability to pay through a personal interview; schedule reasonable payment arrangements for defendants unable to pay fines, fees, and restitution on the date imposed; contact defendants via telephone to prompt payment on past due accounts and recently issued failure-to-pay arrest warrants; utilize a call messaging service to leave messages for defendants; immediately processes payments from defendants by using the FARE payment website or directly into the case management system when the payment is processed on the local point-of-sale terminals.

Performance Measures	2019-20 Budget	2020-21 Prel. Budget
Percentage of payment plan arrangements with defendants completed within an average total time less than 20 minutes.	100%	
Percentage of incoming calls answered within 5 minutes.	84%	

**Source of Funds**

General Fund	\$ 2,305,078	
Court Technology Enhancement Fee	398,448	
<b>Total Net Budget</b>	<b>\$ 2,703,526</b>	<b>\$ 0</b>

<b>Gross Budget** - Not Applicable</b>		
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<b>Program Positions</b>	20.0	
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**Does this program generate budgeted revenue?**

☐ Yes ☒ No

**Does this program provide required matching funds for a grant funded program?**

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## City of Phoenix Inventory of Programs

**Department:** Municipal Court

**Strategic Plan Area:** Public Safety\*

**Program Name:** Interpreter Services - Management Services Division

**Program Description:**

Internal and external interpreter services which provide legally mandated interpreting services for judges, jurors, support staff, limited English and non-English customers who appear in court for various proceedings and services. The interpreter is responsible for providing interpreting services in simultaneous, consecutive and sight translation in all areas of the court on a daily basis. Settings include: Jury trials, non-jury trials, pre-trial conferences, civil/criminal hearings, order of protection hearings and also translation of written correspondence.

Performance Measures	2019-20 Budget	2020-21 Prel. Budget
Percentage of interpreter requests responded to within 15 minutes.	100%	
Provide interpreter services to all non-English speaking and/or hearing impaired customers.	100%	
Provide document translation for all court correspondence within a 3-day time frame.	100%	

**Source of Funds**

General Fund	\$ 1,133,398	
Court Technology Enhancement Fee	187,032	
<b>Total Net Budget</b>	<b>\$ 1,320,430</b>	<b>\$ 0</b>

<b>Gross Budget** - Not Applicable</b>		
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<b>Program Positions</b>	9.4	
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**Does this program generate budgeted revenue?**

☐ Yes ☒ No

**Does this program provide required matching funds for a grant funded program?**

☐ Yes ☒ No

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## City of Phoenix Inventory of Programs

**Department:** Municipal Court

**Strategic Plan Area:** Public Safety\*

**Program Name:** Records Management - Audit & Support Division

**Program Description:**

Accept filings of all charging documents issued by investigating agencies and the Prosecutor's Office for non-booked defendants; mail Court summons for parking and criminal cases; maintain active files for cases heard in the Civil Division from intake through conclusion; maintain records and standalone databases for abatement; manage a customer service window; respond to records requests; create and manage official imaged records of all concluded case files; maintain audio records of all court proceedings; maintain evidence for all court cases; process all appealed and remanded cases and control issuance of search warrants.

Performance Measures	2019-20 Budget	2020-21 Prel. Budget
Percentage of casefile, audio, and electronic court records maintained from receipt through legal destruction.	100%	
Percentage of case files made available to courtrooms or requesting parties within established time frame.	100%	
Percentage of charging documents reconciled with data records or data entered upon receipt.	100%	

**Source of Funds**

General Fund	\$ 1,376,648	
Court Technology Enhancement Fee	326,604	
<b>Total Net Budget</b>	<b>\$ 1,703,252</b>	<b>\$ 0</b>

<b>Gross Budget** - Not Applicable</b>		
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<b>Program Positions</b>	16.4	
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**Does this program generate budgeted revenue?**

☐ Yes ☒ No

**Does this program provide required matching funds for a grant funded program?**

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## City of Phoenix Inventory of Programs

**Department:** Municipal Court

**Strategic Plan Area:** Public Safety\*

**Program Name:** Security - Management Services Division

**Program Description:**

Provide a safe and weapons-free environment for all Court patrons and employees; screen all entrants at each of the three entrances; monitor activities in sensitive areas of the Court; respond to duress calls; issue badges and maintain electronic access permissions for building occupants and other authorized entrants; coordinate temporary access permissions needed for vendors and contractors; and coordinate the evacuation of the facility during emergencies.

Performance Measures	2019-20 Budget	2020-21 Prel. Budget
Percentage of all points of entry to the facility that are monitored.	100%	
Percentage of customers screened for weapons and/or restricted items or credentials.	100%	
Percentage of wardens and key personnel annually trained to assist public in evacuations.	100%	

**Source of Funds**

General Fund	\$ 1,560,094	
Court Technology Enhancement Fee	374,064	
<b>Total Net Budget</b>	<b>\$ 1,934,158</b>	<b>\$ 0</b>

<b>Gross Budget** - Not Applicable</b>		
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<b>Program Positions</b>	18.8	
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**Does this program generate budgeted revenue?**

☐ Yes ☒ No

**Does this program provide required matching funds for a grant funded program?**

☐ Yes ☒ No

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