Pinal County Justice Courts District 2
Strategic Business Plan

Vision

Pinal County Government provides progressive and proactive leadership in the areas of economic development, state-of-the-art technologies, growth management, and public services to promote healthy and safe communities.

COUNTY MISSION

Pinal County Government protects and enhances its citizens' quality of life by providing public services in an ethical, efficient, and responsible manner delivered by a motivated, skilled, and courteous workforce.

DEPARTMENT MISSION

The mission of the Pinal County Justice of the Peace Courts is to provide access to justice, information, and customer service to court users so they can experience timely justice with respect and fairness.

ISSUE STATEMENTS

Issue 1: Caseload Management

The increase in caseloads due to growth and cases stemming from the declining economy coupled with increasing accountability requirements from the Arizona Supreme Court will, if not addressed, result in:

- A decrease in public access to justice
- A decrease in the Justice Courts ability to meet individualized needs of litigants
- A decrease in the ability to insure offender accountability*
- A decrease in timely disposition of cases

*Items such as: Issuance of timely warrants, timely collection of fines and restitution and enforcing court orders

Issue 2: Mandates and Resources

The continuing change in statutes, administrative orders, policies and rules, combined with the lack of sufficient resources and training will, if not addressed, result in:

- Increased customer dissatisfaction
- Decrease in staff morale
- Increase in staff turnover
- Decrease in timely service
- Inconsistent application of court services
- Inability to comply with state and local mandates
- Decrease in the ability to make collections on a timely basis

Issue 3: Security

The continued lack of facility space and proper layout combined with the lack of security personnel and measures with the Justice Court facilities will, if not addressed, result in:

- An increase in the severity of confrontations
- Increased need for outside intervention
- Increase in court users/staff feeling unsafe in the Justice Court facilitates

STRATEGIC GOALS

Strategic Goal 1 - Case Processes

Pinal County Justice Court users will benefit from more timely court services as evidenced by:

- By 2012, 85% of DUI cases resolved within 120 days
- By 2010, 93% of DUI cases resolved within 180 days
- By 2011, 80% of surveyed court users agree or strongly agree that they were able to complete their court business in a reasonable amount of time

Strategic Goal 2 - Security

By 2011, 85% of surveyed respondents will agree or strongly agree that they feel safe in the court environment.

Strategic Goal 3 - Technology Utilization

Pinal County Justice Court users will benefit from more efficient processing of citations and utilize online court resources as evidenced by:

- By 2013, 10% increase in citations submitted electronically (E-Citation)
- By 2011, 15% increase in the number of unique website visits from X* to Y*

(*No baseline data available. An estimate will be provided within 6 months from plan approval)

CROSS CUTTING ISSUES

Issue 1: E-Citation Writers
Goal :
Cross Cutting With: PCSO
Needs: Use of existing and expanded use of E-Citation writers

Issue 2: Yellow Sheets/FDR
Goal :
Cross Cutting With: PCSO
Needs: To receive yellow sheets in a timely manner

Issue: Handling of MO complaint files
Cross Cutting With: County Attorney and PCSO
Needs: Report no complaint to DPS

Issue: Facility Modifications
Cross Cutting With: Facilities Management
Needs: Follow-up on and timeline established on request for facility modifications

DEPARTMENT ORGANIZATION

1. **Administrative Program**
   - 1.1. Human Resources Activity, page 7
   - 1.2. Reserved, page 7
   - 1.3. Training Activity, page 8
   - 1.4. Records Management Activity, page 9
   - 1.5. Vehicle Management Activity, page 10
   - 1.6. Financial Services Activity, page 11
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2. **Justice Court Program**
   - 2.1. Judicial Activity, page 13
   - 2.2. Customer Service Activity, page 14

3. **Information and Data Sharing Program**
   - 3.1. Information and Data Sharing Activity, page 15

PROGRAMS

Administrative Program

Purpose Statement

The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Key Results

- 98% of all employee appraisals will be submitted to Human Resources by the end of January due date
- 75% of tested trained employees who demonstrate improved skill knowledge through pre/post training testing or supervisor/manager evaluation
- 100% of records managed in compliance with legal and policy requirements
- 95% of department vehicles with preventative maintenance performed as scheduled
- 95% of department vehicles operated more than 10,000 miles per year
- 90% of non-construction payment authorizations entered into the system within three business days of receipt of goods.
- 100% of Key Results achieved (Key Result Not Used)
- 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the _____ Department. (Key Result Not Used)

Justice Court Program	
Purpose Statement	The purpose of the Justice Court Program is to provide due process, case resolution, and records management services to court users so they can receive equal access, timely resolution in all court matters, and complete their court business.
Key Results	• 50% DUI cases resolved within 180 days • *% of surveyed court users that agree or strongly agree that they were able to complete their court business in a reasonable amount of time

Information and Data Sharing Program	
Purpose Statement	The purpose of the Information and Data Sharing program is to provide reporting and notification services to other government agencies so they can meet mandated reporting requirements and make informed decisions.
Key Results	• 100% of financial reports completed on or before the date due

ACTIVITIES

1. Administrative Program

Purpose Statement	The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.1: Human Resources Activity

Activity Purpose Statement	The purpose of the Human Resource Activity is to provide employee selection, evaluation and support services to department management so they can manage, evaluate, and retain a qualified and diverse workforce.
Activity Services	• Candidate Selection Recommendations • Job Postings • Policy Interpretations • Employee Relations Management • Employee Interviews • Grievance hearings • Employee Inquiry Responses • Performance Appraisals/ Evaluations • Employee Assistance Referrals • Employee Orientation Sessions • Exit Interviews • Personnel Reports • Police and Procedure Updates • Employee Awards • "Silent Whistle" Investigations
Family of Measures	***Results*** 1. 98% of all employee appraisals will be submitted to Human Resources by the end of January due date (# of employee appraisals submitted by due date/total # of appraisals) ***Outputs*** 1. 10 of employee appraisals submitted on/by due date ***Demands*** 1. 11 of employee appraisals anticipated to be submitted ***Efficiencies*** N/A
Activity Manager(s)	• **Phillip W. Bain, Justice of the Peace** • **Karna Buckner**
Activity Budget	$x,xxx,xxx

Section 1.2: Reserved

1. Administrative Program

Purpose Statement	The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.3: Training Activity

Activity Purpose Statement	The purpose of the Training Activity is to provide department specific skill development and safety training services to the department's employees so they can benefit from a variety of programs/sessions that continually allows them to improve on their job related skill set.
Activity Services	• Training Sessions • Safety Training Sessions • Employee Handbooks • Training Assessments • Training Records • Training Schedules/Arrangements
Family of Measures	***Results*** 1. 75% of tested trained employees who demonstrate improved skill knowledge through pre/post training testing or supervisor/ manager evaluation (# of trained employees that demonstrate improved skill knowledge/ total number of employees trained) ***Outputs*** 1. 5 training sessions provided ***Demands*** 1. 5 training sessions anticipated to be required ***Efficiencies*** 1. $ Training Activity expenditures per training session provided
Activity Manager(s)	• **Karna Buckner**
Activity Budget	$x,xxx,xxx

1. Administrative Program

Purpose Statement	The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.4: Records Management Activity

Activity Purpose Statement	The purpose of the Records Management Activity is to provide record retention, disposal and retrieval services to departments so they can access, provide, retain and dispose of records in a timely manner and as legally required.
Activity Services	• Record Archives • Record Disposals • Record Disposition Authorizations • Records Destruction List • Records Inventory • Records Requests Responses
Family of Measures	***Results*** 1. 100% of records managed in compliance with legal and policy requirements (# of records managed in compliance with legal and policy requirements/ total # of records managed) ***Outputs*** 1. * records in compliance with legal and policy requirements * No baseline data available. An estimate will be provided within 6 months of plan approval ***Demands*** 1. * records anticipated to be in compliance * No baseline data available. An estimate will be provided within 6 months of plan approval ***Efficiencies*** 1. $ Records Management Activity expenditure per record in compliance
Activity Manager(s)	• **Karna Buckner**
Activity Budget	$x,xxx,xxx

1. Administrative Program

Purpose Statement	The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.5: Vehicle Management Activity (This Activity Not Used)

Activity Purpose Statement	The purpose of the Vehicle Management Activity is to provide maintenance scheduling, reporting and vehicle requirement definition services to the department so they can have cost effective and safe vehicles.
Activity Services	• Vehicle Maintenance and Repair Service Schedules • Vehicle Utilization Reports • Maintenance Records • Fleet Credit Card Usage Reports • Vehicle Usage Assessment
Family of Measures	***Results*** 1. 95% of department vehicles with preventative maintenance performed as scheduled (# of department vehicles with preventative maintenance performed as scheduled/ total department vehicles) 2. 95% of department vehicles operated more than 10,000 miles per year (# of department vehicles operated more than 10,000 miles per year/ total department vehicles) ***Outputs*** 1. # of department vehicles operated ***Demands*** 1. # of department vehicles anticipated to be operated 2. # of department vehicles operated more than 10000 miles a year ***Efficiencies*** 1. $ Vehicle Management Activity expenditure per vehicle operated
Activity Manager(s)	• **Activity Manager**
Activity Budget	$x,xxx,xxx

1. Administrative Program

Purpose Statement	The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.6: Financial Services Activity

Activity Purpose Statement	The purpose of the Financial Services Activity is to provide financial, budget information and purchasing services to department managers so they can ensure efficient use of County resources.
Activity Services	• Grant Reports • Grant Applications • Grant Programmatic Progress Reports • Payment Authorizations • Employee Reimbursement Authorizations • Year-end Accounting Records • Cash Receipts • Budget Proposal • Spending Requests • Appropriation Adjustments • Expenditure Projections • Performance Reports
Family of Measures	***Results*** 1. 90% of non-construction payment authorizations (requisitions) entered into the system within three business days of receipt of goods. (# of payment authorizations entered on the date of receipt of goods/total payment authorizations) ***Outputs*** 1. 135 of payment authorizations received within three business days of physical receipt of item(s) ***Demands*** 1. 150 of payment authorizations (requisitions) anticipated to be entered into the system ***Efficiencies*** 1. $ Financial Services Activity per payment authorization entered within three business days
Activity Manager(s)	• **Karna Buckner**
Activity Budget	$x,xxx,xxx

1. Administrative Program

Purpose Statement	The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.7: Elected Official Activity (This Activity not used)

Activity Purpose Statement	The purpose of the Department Director Activity is to provide results oriented leadership and management services to Pinal County residents and businesses so they can benefit from effective and efficient County services.
Activity Services	• Reports • Direction • Employee Supervision Meeting • Inquiry Responses • Strategic Business Plans • Issue Resolutions • Special Projects • Budgets • Department Structures • Policies/Procedures • Employee Evaluations • Program Evaluations • Recommendations • Leadership
Family of Measures	***Results*** 1. 100% of Key Results achieved (# of key results achieved/total # of key results) 2. 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the _____ Department. (# of respondents who state they are satisfied or very satisfied with the departments services/total # of respondents) ***Outputs*** 1. # of customers responding to the department survey ***Demands*** 1. # of customers expected to respond to the survey ***Efficiencies*** 1. $ Department expenditures per customer served
Activity Manager(s)	• **Department Director** •
Activity Budget	$x,xxx,xxx

2. *Justice Court Program*

Purpose Statement	The purpose of the Justice Court Program is to provide due process, case resolution, and records management services to court users so they can receive equal access, timely resolution in all court matters, and complete their court business.

Section 2.1: Judicial Activity

Activity Purpose Statement	The purpose of the Judicial Activity is to provide due process and case resolution services to court users so they can receive equal access and timely resolution in all court matters
Activity Services	• Trials & Pre-Trials • Arraignments • Minute Entries • Public Defender Appointments • Email Inquiry Responses • Subpoenas • Jury Trials • Marriages • Courtroom Schedules • Local Administrative Orders • Search Warrants • Judicial Decisions • Research Findings • Committee Representations • Order to Show Cause • Case Resolutions • Court Reporter Requests • Warrants • Telephonic Pleas • Juror Requests • Release Orders • Telephone Inquiry Responses • Fax Inquiry Responses • Felony Complaints • Protective Orders • Compliance Orders • Summons • Juvenile Hearings • Civil Traffic Hearings • Civil Standby's • Initial Appearances • Warrant Cancelations • Fingerprint Orders • Public Appearances • Transport Orders • Defaults
Family of Measures	***Results*** 1. 35% of DUI cases resolved within 120 days (# of DUI cases resolved within 120 days/total DUI cases filed) 2. 50% of DUI cases resolved within 180 days (# of DUI cases resolved within 180 days/total DUI cases filed) 3. 90% of total case filings resolved (# of case filings resolved/total case filings received) ***Outputs*** 1. 10,800 case filings resolved ***Demands*** 2. 12,000 case filings expected to be filed ***Efficiencies*** 1. $Total activity expenditure per case filing resolved
Activity Manager(s)	• **Karna Buckner** • •
Activity Budget	$x,xxx,xxx

2. Justice Court Program

Purpose Statement	The purpose of the Justice Court Program is to provide due process, case resolution, and records management services to court users so they can receive equal access, timely resolution in all court matters, and complete their court business.

Section 2.1: Customer Service Activity

Activity Purpose Statement	The purpose of the Customer Service Activity is to provide assistance in the areas of collections, records management, and case processing services to court users so they can complete their court business.
Activity Services	• Legal Forms • Audio Duplications • Notary Services • Email Inquiry Responses • Fax Inquiry Responses • Fee Collections • Training Sessions • Marriage Licenses • Informational Handouts • Motor Vehicle Division Abstracts • Telephone Inquiry Responses • Interpreter Requests • Complaint Resolutions • File Updates • Appeals • Public Records Requests • Payment Receipts • Case Processing Instructions • Victim Notifications • Monetary Disbursements
Family of Measures	***Results*** 1. 0*% of surveyed court users that agree or strongly agree that they were able to complete their court business in a reasonable amount of time (# of surveyed court users that agree or strongly agree that they were able to complete their court business in a reasonable amount of time /total respondents) 2. 5% increase in unique website visits from X* to Y* (previous # of website visits- current # website visits/current # of website visits) 3. *% of surveyed respondents will agree or strongly agree that they feel safe in the court environment (# of surveyed respondents will agree or strongly agree that they feel safe in the court environment/total respondents) 4. 0%* increase in citations submitted electronically (E-Citation) (previous # of citations submitted electronically- current # of citations submitted electronically/current # of citations submitted electronically) * No baseline data available. An estimate will be provided within 6 months of plan approval ***Outputs*** 1. * court user surveys received * No baseline data available. An estimate will be provided within 6 months of plan approval ***Demands*** 1. * court user surveys expected to be received * No baseline data available. An estimate will be provided within 6 months of plan approval ***Efficiencies*** 2. $ Total activity expenditure per form downloaded from the JP website
Activity Manager(s)	• **Karna Buckner** • •
Activity Budget	$x,xxx,xxx

3. Information and Data Sharing Program

Purpose Statement	The purpose of the Information and Data Sharing program is to provide reporting and notification services to other government agencies so they can meet mandated reporting requirements and make informed decisions.

Section 3.1: Information and Data Sharing Activity

Activity Purpose Statement	The purpose of the Information and Data Sharing activity is to provide reporting and notification services to other government agencies so they can meet mandated reporting requirements and make informed decisions.
Activity Services	• Administrative Statistical Reports • Warrant Reconciliations • Financial Reconciliations • AOC Financial Reports • Negative Balance Reports • Monthly Financial Reports • Disposition Reports • COJET Compliance Reports • Motor Vehicle Division Error Reports • Unclaimed Funds Submissions • Defensive Driving Program Reports • Board Presentations • Motor Vehicle Division Disposition Reports • Stipends • Bond Reports • Minimum Accounting Standards Compliance Reports • Tax Intercept Program Notifications • DUI Reports
Family of Measures	***Results*** 1. 100% of financial reports completed on or before the date due (# of financial reports completed on or before the date due/total # of reports due) ***Outputs*** 1. 6 financial reports completed ***Demands*** 1. 6 financial reports expected to be completed ***Efficiencies*** 1. $ Total activity expenditure pre financial report completed
Activity Manager(s)	• **Karna Buckner** • •
Activity Budget	$x,xxx,xxx