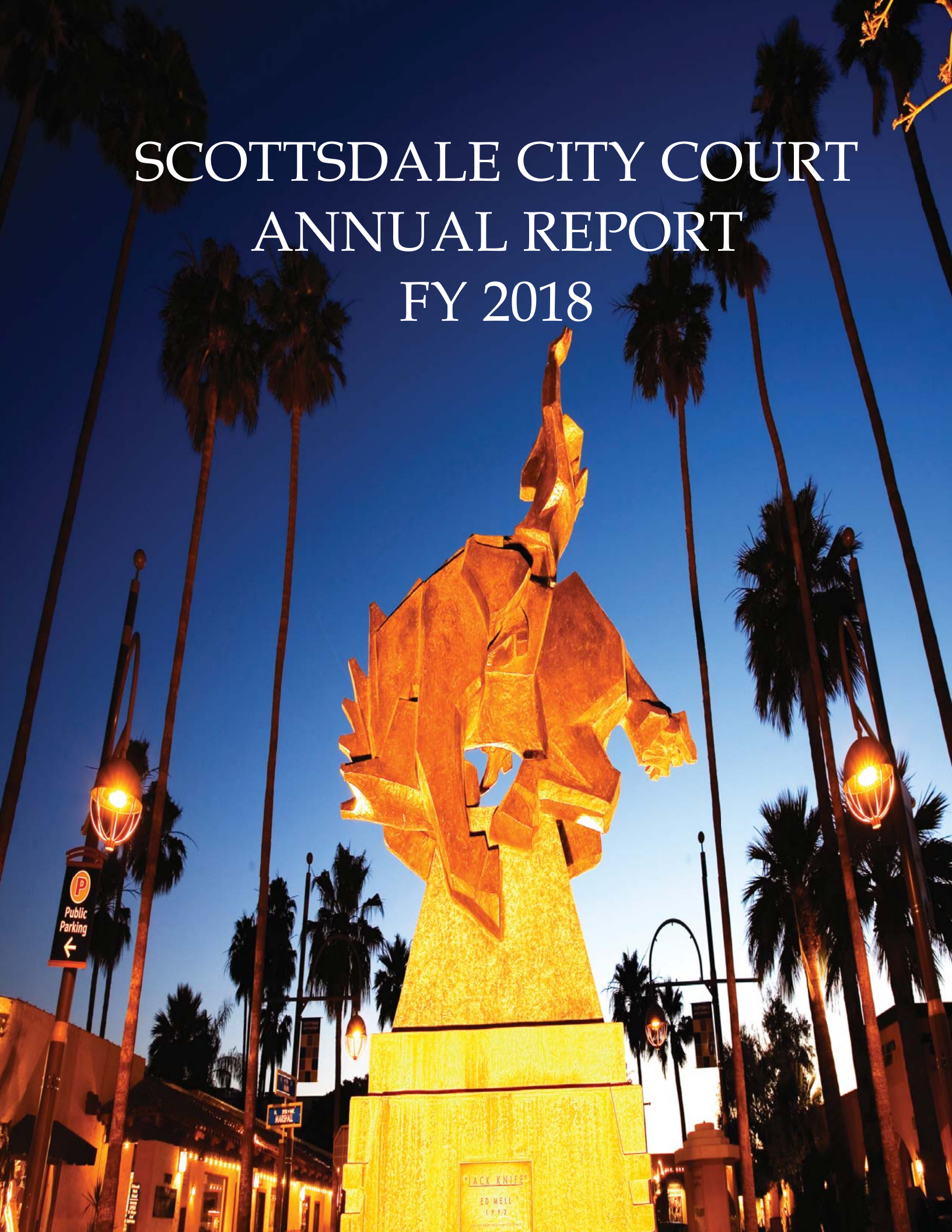


# SCOTTSDALE CITY COURT ANNUAL REPORT FY 2018



JACK KNIGHT  
ED. WELLS  
1977

P  
Public  
Parking  
←

STATE  
MARSHAL

# Honoring Presiding Judge Joseph Olcavage

The Honorable Joseph Olcavage, Presiding Judge for the Scottsdale City Court, received two prestigious awards for his judicial dedication to the state of Arizona and the justice system.

## **JUDGE OF THE YEAR AWARD**

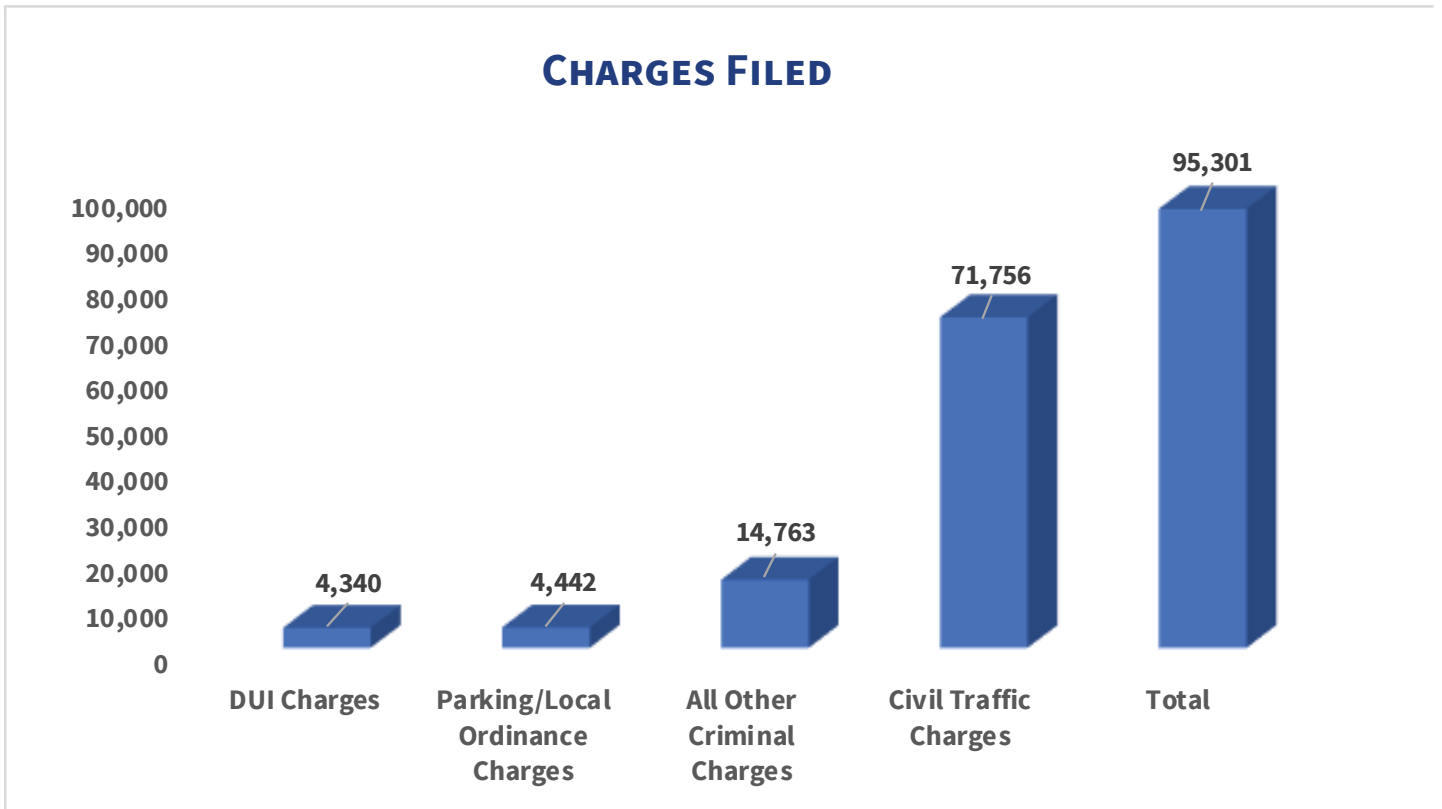
Judge Olcavage, (pictured on left) with Vice Chief Justice Robert Brutinel, was awarded the *Judge of the Year Award* by the Arizona Supreme Court. This award recognized Judge Olcavage for his commitment to implementing the recommendations outlined by the Task Force on Fair Justice For All.



## **JUSTICE MICHAEL D. RYAN AWARD FOR JUDICIAL EXCELLENCE**

The Public Lawyers Section of the Arizona State Bar presented Judge Olcavage with the *Justice Michael D. Ryan Award for Judicial Excellence*. This award honors judicial excellence, and a judge who demonstrates a dedication and commitment to improving the justice system. Judge Olcavage was acknowledged for his participation in the East Valley Veteran's Court; expansion of court e-services; and the development of a Domestic Violence Court to focus resources and expertise on these cases to prevent recidivism.

# Court Data FY 2018



## CASE SETTINGS

Criminal Arraignments	7,856	Bench/Jury Trials	256/45
Criminal Hearings*	3,723	Protective Orders Filed/Issued	911/583
Criminal Conference Settings**	3,861	Civil Traffic Hearings	1,873
Criminal Walk-Ins	5,816	Civil Traffic Walk-Ins	8,512

\* Includes 13 hearing types, including but not limited to sentencing, probation, order to show cause, and oral arguments

\*\* Includes pretrial conferences, case management conferences, trial readiness conferences, and change of plea hearings

## PROGRAMS

Home Detention Days Completed	9,531
Community Restitution Hours Completed	6,436*
Hours Completed In Lieu of Fines	3,097
Defensive Driving Completions	20,513

\* Equals 3.09 full-time employee hours

# Furthering Equal Access to Justice

The court holds the same belief as the National Center for State Court's (NCSC) National Task Force on fines, fees and bail practices, that no one should sit in jail because they can't afford to pay fines and fees. This year the court expanded its practices to provide even more programs and services to the court's customers.

## **NEW NOTIFICATION MODEL:**

The new model increased the type of notification (text, phone, written) and delayed court action (from a 24-hour issuance of a warrant or default to a 28-day warning time), which resulted in significant decreases in warrant and default issuance. This new model was implemented on 1/2/18 for failure to appear and 4/2/18 for failure to pay.

### CIVIL TRAFFIC:

Reduced the number of default judgments issued for failure to appear from 576 to 385, resulting in a 38% reduction from January through July 2018, a 7-month average, compared to the previous October through December 2018 baseline.

### CRIMINAL:

Reduced the number of failure to appear warrants issued from 208 to 106, resulting in a 49% reduction from January through July 2018, a 7-month average, compared to the previous October through December 2018 baseline.

## **BAIL BOND SCHEDULE:**

The court eliminated its bail bond schedule that identified bonds at \$500 (Class 1 Misdemeanor), \$350 (Class 2 Misdemeanor) or a \$250 (Class 3 Misdemeanor) and in its place a judge sees all defendants held in custody to determine bail based on the individual's circumstances, including the ability to pay.

## **COMPLIANCE ASSISTANCE PROGRAM (CAP):**

CAP provides opportunities for people to get their license reinstated by re-establishing payment contracts with minimal down payment.

3,581 Customers entered the program which resulted in the reinstatement of their driver's licenses  
- 2,718 Either paid in full or making payments; 863 inactive/non-compliant  
\$1,326,488 Monies collected

## **PROBLEM SOLVING COURTS:**

The court continues to support special populations by participating in the following problem-solving courts.

### DOMESTIC VIOLENCE (DV) COURT

565 Cases filed  
261 Screenings/intakes ordered  
169 Review hearings held  
192 Screenings/Intakes completed

### MARICOPA COUNTY REGIONAL HOMELESS COURT (MCRHC)

33 Defendants referred  
3,601 Hours of community restitution completed  
\$35,800 Resolved through community restitution programs

### EAST VALLEY REGIONAL VETERAN'S COURT (EVRVC) RESTITUTION COURT

78 Veterans referred  
41 Veterans completed the program  
7 Veterans failed the program  
\$49,705 Monies collected

## **ON-SITE ALCOHOL AND DRUG SCREENING:**

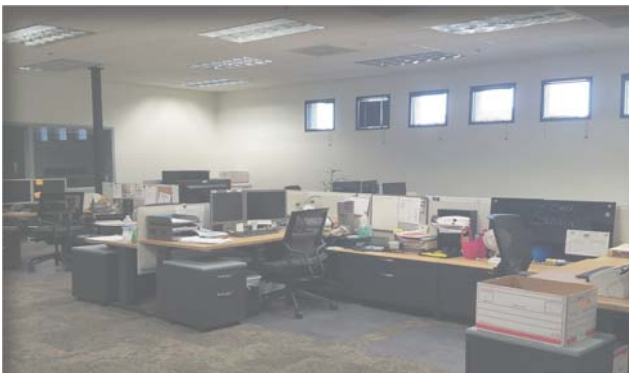
Partnered with City of Scottsdale Human Services to offer on-site Alcohol and Drug screening.

1,559 Screenings ordered, 1,371 Screenings completed to date (88%)  
23 Average number of days to completion with the median at 13 days compared to off site screenings at 52 average number of days to completion with the median at 24 days

# Enhancing Professionalism

## **COURT AND CITY LEADERSHIP VALUES AND PRIORITIZES STAFF THROUGH:**

- Annual merit increases
- Annual employee recognition events at both the city and court level
- Employee of the Quarter recognition
- Redesigned staff workstations to promote visibility, communication and ergonomics including adjustable workstations for standing and sitting



## **HIRING GOOD PEOPLE HAS BEEN A FOCUS OF COURT LEADERSHIP THROUGH:**

- Completed the class and compensation studies and implemented salary market adjustments
- Rewarded 3 staff through internal promotion
- Filled 10 positions through in-depth recruiting practices

## **EXPANDED STAFF'S KNOWLEDGE THROUGH:**

- 32 Court staff on active personalized training plans
- 2,524.25 Total COJET hours completed by staff
- 85 Hours of internally sponsored classes
- 1,299 Hours of on the job training
- 6 Staff attended local and/or national conferences
- 8+ Hours of specialized training conducted including rules of law and process improvement



# Improving Court Processes

## REAL TIME DISPOSITION

The Court Partnered with the Arizona Department of Transportation (ADOT) to pilot real time disposition reporting. The court currently houses an ADOT Motor Vehicle Department (MVD) Kiosk in its lobby and offers customers services including, registration renewal, MVD driving history, and license reinstatement. With the recent partnership with MVD, the court has been able to report civil traffic MVD depositions in real-time; effectively, allowing defendants to have their default satisfied and license reinstated at the court without going to a MVD office.

## COURT PROCESSING CENTER PILOT

The Court piloted a processing model, where after sentencing, the defendant is moved toward to the lobby windows for the processing of their documents. Currently, the sentencing and processing of the documents happens in the courtrooms; however, at times this practice leads to congestion and overcrowding. As a pilot, the processing of the paperwork (e.g. confinement order, payment contracts, future court dates) was shifted from the courtrooms to the lobby windows. This enables the defendants after sentencing to proceed to the lobby and wait for processing.

## CITATION IMPORT PROCESS IMPROVEMENT

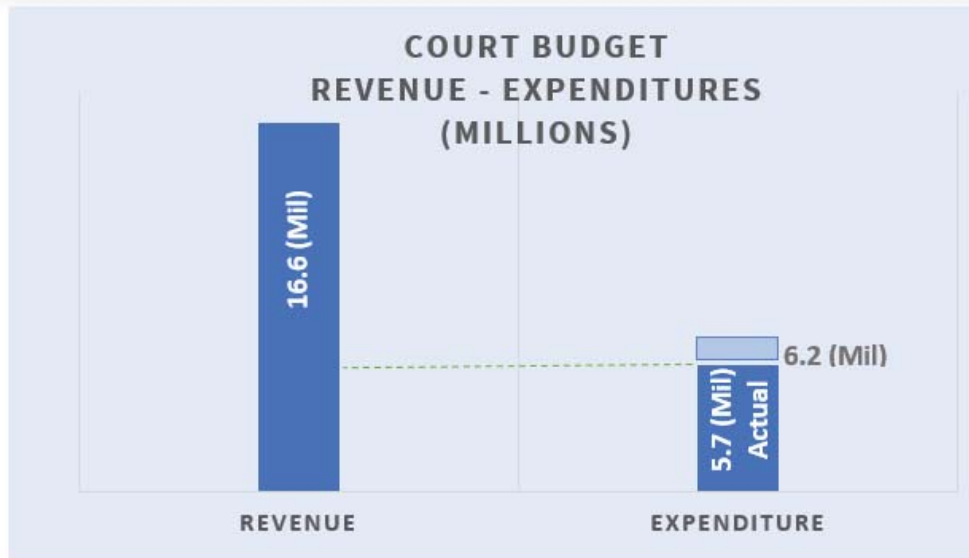
The Court conducted an internal review of its citation import process and discovered some areas needing improvement in order to increase overall efficiency. The court worked with local law enforcement to transmit the images electronically, thereby reorganizing clerk duties in as effort to focus on transmission errors.

## JURY EXPERIENCE ENHANCEMENT

The Court enhanced its overall jury experience by making nominal changes to its jury information sheet and replacing its outdoor furniture. The revision of its jury information sheets allowed for faster check in process and reduced the number of questions asked. As most of the juror's time is spent waiting and utilizing their personal electronic devices, the court purchased charging stations and installed them throughout the Jury Assembly Room. Additionally, the court received a grant from the Arizona Supreme Court to refurbish the exterior jury furniture's. With the fund, the court was able to purchase additional padded seats, couches, and several congregation tables, standing tables and high chairs.



# Promoting Public Confidence



**Web  
Payments**  
\$ 7,105,103

**Fines/Fees &  
Restitution**  
\$ 1,317,580

**Arizona Tax  
Intercept**  
\$ 749,395

**Automatic  
Recurring Billing**  
\$ 211,000



<b>CourTool 1</b>	<b>Access and Fairness:</b> Did not conduct this fiscal year
<b>CourTool 2</b>	<b>Clearance Rate:</b> 111% case clearance rate ratio of closed cases to filed cases
<b>CourTool 3</b>	<b>Time to Disposition:</b> 99% of cases disposed within 180 days
<b>CourTool 4</b>	<b>Age of Active Pending Caseload:</b> 47 days median age for pending cases
<b>CourTool 5</b>	<b>Trial Date Certainty:</b> 81% of trials held within 2 trial date settings or less
<b>CourTool 6</b>	<b>Reliability and Integrity of Case Files:</b> N/A the court does not use case files
<b>CourTool 7</b>	<b>Collection Monetary Penalties:</b> 46% of assessments due collected
<b>CourTool 8</b>	<b>Effective Use of Jurors:</b> 42% of jurors who report were examined for qualifications
<b>CourTool 9</b>	<b>Court Employee Satisfaction:</b> 73% employee satisfaction rating
<b>CourTool 10</b>	<b>Cost per Case:</b> \$71.31 cost per case

# Leading Technological Innovations

- Enhanced the interface to the state's Fines, Fees and Restitution (FARE) program to provide additional data elements and real-time data transfers.
- Implemented new fingerprint scanners to replace end of life models and allow for integration utilizing future desktop operating systems.
- Improved the case management system by allowing for an automated review of warrant eligible cases, and if applicable, a warrant will be automatically issued.



- Partnered with the City of Scottsdale's merchant provider to allow real-time receipting into the Court's case management system for recurring billing.
- Enhanced statewide Tax Intercept Program processing by identifying all cases in the Court's case management system associated with the intercepted social security number and processing automatically.

- Enhanced customer service by integrating an advanced notification system that includes texting.
- Upgraded courtroom sound systems to provide sound reinforcement from all microphones and implemented a sound masking solution to keep confidential judicial/attorney conversations private from jurors.



# Providing a Safe Environment

- Revised and updated policies and procedures for court security officers, ensuring the continued implementation of effective comprehensive security based on modern best practice models.
- Updated **regular safety inspections** for the Justice Center with an emphasis on the **workplace environment including physical security of critical infrastructure, equipment storage and functionality, emergency response plans and compliance to risk management reporting requirements.**
- A representative from Court Security participated in the City of Scottsdale monthly safety meetings and emergency management team meetings.
- Risk Management reporting and evacuation procedures for all new employees completed within the first full day of employment.
- Court **security procedures** were revised and **aligned** with judicial objectives for **hearings with an emphasis** on cases of domestic violence.
- Improved the overall security surveillance capability by adding a High Definition camera and relocating other cameras to ensure public areas have optimal coverage.
- Developed **and offered** new safety training for all court staff covering topics related to building **threats**. Conduct annual recurring training for court staff, covering active shooter **awareness**.
- Staffed armed **security** at all protective order hearings.
- Court security officers screened 102,648 persons entering the Justice Center for Fiscal Year 2018, **preventing the entrance** of 3,166 **prohibited items**. An **active presence** by security **throughout the entire** process has **reduced the opportunity** for people to commit crimes, disrupt court operations and intimidate visitors or court employees.

# Planning for The Future

- § Offer Online Dispute Resolution (ODR) for criminal plea by mail and telephonic pleas.
- § Create an Online Payment Plan that allows defendants to set-up their own payment plan.
- § Update the courthouse public service windows and lobby area; including expansion of a private protective order service area.
- § Conduct an in-depth architectural study of the City of Scottsdale Courthouse to identify areas in need of improvement including prioritization of future capital improvement projects.
- § Implement new Lobby Queuing System.
- § Installation of bullet resistant materials to the courthouse entrance.
- § Replace audio/visual technology in the courtrooms to allow for more digital proceedings and evidence submission.
- § Participate in citywide Facilities Condition Assessment program which includes American with Disabilities Act (ADA) accessibility review.
- § Explore extended service hours.
- § Explore partnerships with Domestic Violence Shelters to hold protective order ex parte hearings.
- § Expand real-time disposition to the Motor Vehicle Department (MVD).