



# Scottsdale City Court Fiscal Year 2011/2012 Executive Summary



Scottsdale City Court is one of 14,000 courts in the United States, and one of 84 municipal courts in the State of Arizona. Of all the court cases in the country, over 60% take place in a court like Scottsdale (according to the National Center for State Courts). As the fourth largest municipal court in Arizona, the City Court strives for operational excellence and innovation, while processing its caseload of misdemeanors, traffic violations (officer and photo enforcement issued), City code violations and protective orders. The Court mission is “service to the community through a dignified and professional forum for case resolution.”

The Scottsdale City Court has continued its use of the “CourTools” statistical measures of performance and self-assessment methodology known as “High Performance Courts.” Thus the City Court uses statistics to manage operations and consider ongoing improvements. The City Court has continued deployment of technology, enhancement and streamlining of operational practices, and constant awareness of the importance of professionalism and full satisfaction of customer needs.

- Joseph Olcavage Appointed as Presiding Judge by Council March 2012
- Awarded State Justice Institute Grant for High Performance Courts Implementation
- Received National Association for Court Management Justice Achievement Award
- DUI Cases Increased 16 %
- Participated in Specialty Courts for Homeless and Veterans
- Conducted High Performance Self Inventory
- Conducted Work Load Study

## » Customer Perspective: Treatment of Participants «

- Customer satisfaction surveys are conducted every two years; the next one will be administered in December 2012 (CourTool #1).
- 85% of the court’s bench and jury trials happened within two trial settings or less (CourTool #5).
- 2,462 people reported for jury service, and 552 people were seated on a trial—a juror utilization of 22% (CourTool #8).
- Completed over 380 bench trials in FY11/12, a 4% increase over FY10/11.
- Revised and simplified photo enforcement citation for user ease.
- Enhanced website with new content and functionality.
- Upgraded queuing system, which includes calling numbers in Spanish and the installation of new lobby monitors.
- Installed new court entry doors including enhancing/improving ADA access.

## » Innovation Perspective: Adapting to Challenges «

- Disposed of 98% of cases within 180 days, with the average case being resolved within 60 days (CourTool #3).
- The average age of a pending case was 48 days and as of July 1, 2012, only 435 cases were older than 180 days (less than 3.2% of total caseload) (CourTool #4).
- Completed technology enhancements—phones and jury software.
- Upgraded hardware for paper-on-demand in courtrooms.
- Resolved 27% more new cases at the initial appearance in jail court with a 15% savings to the police jail cost budget.
- Continued to meet mandated duties through process efficiency, while staying within budget.
- Completed 22,377 auto-dialer calls to litigants, an increase of 114% over prior year.

## » Internal Operating Perspective: Managing Efficiently «

- Case clearance rate was 107%, which means the court is disposing its cases in a timely manner (CourTool #2).
- Audit determined staff could locate files in less than 1 minute 98% of the time (CourTool #6).
- Conducted the 9th annual staff satisfaction survey to assess work environment quality with an 82% positive rating (CourTool #9).
- The net cost per case for FY 11/12 was \$63.23, a decrease of almost 1% from the previous year (CourTool #10).
- Completed space planning needs assessment in preparation for future City bond election.
- Enhanced payment contract processes to expand services and litigant access.

## » Social Value Perspective: Responsibility to the Community «

- Collected \$160,025 in victim restitution on 248 cases (CourTool #7).
- Participation in the Regional Homeless Court began in October, 2011 resulting in the completion of 2,629 hours of community restitution in lieu of fines to resolve defendants’ cases.
- Participation in the Arizona Veteran’s Stand Down began in February, 2012 resulting in a streamlined process for case resolution for homeless and at-risk veterans.
- Enhanced court ordered community restitution screening and referrals resulting in 8,388 restitution hours for the community.
- Initiated case analysis and service coordination for defendants diagnosed with serious mental illness.
- Expanded protective order calendar to additional courtroom.
- Participated in local, regional and national court improvement committees.

## Charges and Petitions Filed - FY 11/12, 10/11 and FY 09/10

Charge Types	FY 11/12 Charges	% of Total	FY 10/11 Charges	% of Total	FY 09/10 Charges	% of Total
Criminal (Traffic and Non-Traffic)	29,534	29%	23,851	23%	25,745	24%
Civil Traffic	26,340	26%	39,536	37%	48,344	44%
Civil Other (Photo Enforcement and Parking)	45,259	44%	40,914	39%	33,631	31%
Orders of Protection (All Types)	994	1%	1,027	1%	1,055	1%
<b>Total</b>	<b>102,127</b>		<b>105,328</b>		<b>108,775</b>	

## Customer Service - FY 11/12, 10/11 and FY 09/10

Measurement	FY 11/12	FY 10/11	FY 09/10
Phone Calls Answered	150,845	149,800	174,543
Lobby Customers Served at Public Service Windows	62,448	67,541	76,577
Court Visitors Screened Through the Court's Security System	121,485	131,413	151,853
Payments by Phone	17,952	17,578	18,220
Payments via Website	42,879	35,731	30,318

## Jury Service - FY 11/12, 10/11 and FY 09/10

Jurors serve for one day or one trial

Measurement	FY 11/12	FY 10/11	FY 09/10
Number of Jurors who Appeared for Jury Service	2,462	2,434	2,656
Number of Jurors Seated on a Trial	552	570	580
Number of Jury Trials	80	84	84

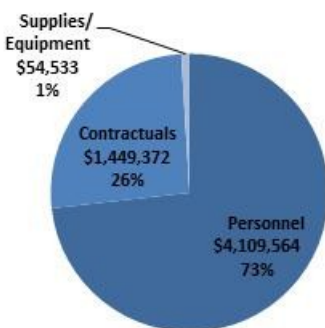
## Court-Ordered Non-Financial Sanctions

Measurement	FY 11/12	FY 10/11	Treatment Programs include substance abuse, domestic violence, anger management, underage drinking, and other classes and programs.
# Referrals to Court-Ordered Treatment Programs	9,052	9,706	
# Defendants Referred to HDEM *	903	827	
# Days Defendants Sentenced to HDEM	30,405	27,970	
City Jail Costs Savings from HDEM	\$1,727,123	\$1,636,029	
# Community Restitution Hours Completed	8,388	5,290	

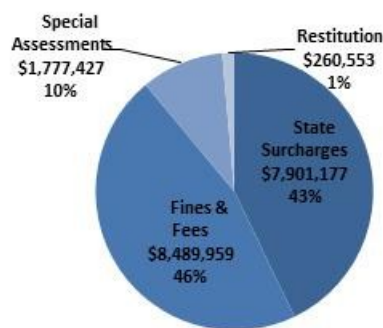
\* HDEM = Home Detention Electronic Monitoring

## FY 11/12 Financial Information

The total monies collected by the Court is \$18,429,116. The total City General Fund and Special Fund expenditures for Scottsdale City Court for Fiscal Year 11/12 was \$5,613,469.



Expenditures: What City Budgets for Court



Revenue: What The Court Collects

## Looking Forward to FY 12/13

- Utilize high performance courts operational analysis
- Implement operational efficiencies for civil and criminal caseload
- Evaluate and manage DUI jury trial backlog
- Finalize court space expansion proposal for Bond 2013 consideration
- Reduce costs through jail court calendar strategies
- Expand and obtain court user information/feedback on court services
- Expand information and access for users via Web

Sources: Administrative Office of the Courts Trend Summary Statistics and Court Photo Enforcement Monthly Trend Report (07/20/2012); SCC Statistics, SCC Monthly Jury Billing Records, (07/2012); SCC Auto-Dialer Report from Case Management System; SCC Monthly Expenditure Report (08/07/2012), SCC Monthly Revenue Report (08/07/2012); SCC CourTools Trend Data (7/20/2012); and SCC HDEM Jail Fee Info Report from Case Management System.