



SCOTTSDALE CITY  
COURT  
Annual Report  
Fiscal Year 2015

It is my pleasure to present the court's annual report that provides a snapshot into the court's accomplishments for FY 2015. The court is dedicated to customer service and continues to work on programs that provide customers the most efficient, fair and accessible justice services. I want to recognize our court staff and judges for their dedication to excellence.

-Presiding Judge Olcavage

# SCOTTSDALE CITY COURT

## 4TH LARGEST ARIZONA MUNICIPAL COURT

### Scottsdale Facts

- **County:** Maricopa
- **Incorporated:** 1951
- **Slogan:** "The West's Most Western Town"
- **Population:** 224,800 (July 2014 Estimate)
- **Size:** 184.5 square miles, stretching 31 miles from north to south
- **Elevation:** from 1,150 to 4,877 feet above sea level. Scottsdale Airport is at 1,510 feet



### Court Filings

**96,741 Charges Filed**  
**10,862 Criminal Cases**  
**63,201 Civil Cases**  
**874 Protective Orders**  
**55.9 Employees**

### Court Hearings

**8,235 Criminal Arraignments**  
**6,986 Criminal Conference Settings**  
**5,670 Criminal Hearings**  
**1,668 Civil Traffic Hearings**  
**349 Jury and Bench Trials**

#### Court Administration:

Four individuals with 70 + years court experience

#### Judicial Bench:

Four Judges and two Hearing Officers with 65 + years judicial service

<b>Joseph Olcavage</b> Presiding Judge	<b>Orest Jejna</b> Associate Judge	<b>James Blake</b> Associate Judge	<b>Statia D. Hendrix</b> Associate Judge	<b>Herbert Pierpan</b> Hearing Officer
<b>Julie A. Dybas</b> Court Administrator	<b>Daniel Edwards</b> Deputy Court Administrator	<b>Ken Kung</b> Deputy Court Administrator	<b>Randy Kennedy</b> Court Automation Manager	

**Fiscal Year 2015**  
**THE COURT AT A GLANCE**



## PROVIDE SWIFT AND FAIR JUSTICE

The court implemented the High Performance Court Framework and strategies last fiscal year to improve time to disposition on criminal cases and realized the following outcomes this fiscal year:

- 5% reduction in the time to disposition for criminal cases
- 4% increase in the adjudication rate for pending criminal cases
- 30% increase in the resolution of DUI cases at arraignment (from 17% to 47%) due to a dedicated DUI arraignment calendar (excludes no-shows and attorney represented cases)
- 72% reduction in the number of pending DUI cases over 180 days (from 211 to 59 cases)
- 95% of all criminal, non-DUI cases are resolved in 180 days
- 100% of all civil cases resolved within 180 days
- 113% case clearance rate



86% satisfaction rating on access and fairness

113% case clearance rate ratio of closed cases to filed cases

99% of cases disposed within 180 days

45 days median age for pending cases

78% of trials held within 2 trial date settings or less

100% reliability and integrity of case files

60% of assessments due collected

40% of jurors who report are examined for qualifications

74% employee satisfaction rating

\$65.47 cost per case

### Strategic Goal 1

STRIVE FOR EXCELLENCE IN THE ADMINISTRATION OF JUSTICE



## JUDICIAL EDUCATION TRAINING

The court created and presented **56** classes which resulted in over 1,000 hours of internal staff training. The court's quality internal training was a cost effective training delivery method for mandated AZ Supreme Court COJET training. Without internal training, additional city resources for travel and registration would be required to meet state mandated training requirements.

The Court supports Arizona Court Leadership Programs and associations such as ACA and NACM through attendance and participation.

## COMPREHENSIVE COURT TRAINING PROGRAM

On June 15, 2015 the court implemented a staff training program for new or reassigned employees that includes the following elements:

- ◆ 120 specific lesson plans targeted for all job specific tasks by position
- ◆ Education and Training Plans for new, newly promoted or rotated staff
- ◆ Regularly scheduled employee training review and follow up
- ◆ Training coordinator duties assigned to senior staff
- ◆ A training center for CMS training
- ◆ A centralized training calendar

"I like the consistency in the training information and materials and the follow up with the Training Coordinator to go over suggestions and concerns."

### Strategic Goal 2

RETAIN A PROFESSIONAL AND WELL-TRAINED WORKFORCE

## ENSURE CONVENIENT AND EFFECTIVE PAYMENT METHODS

The court continues to expand customer service and enhanced collection enforcement by offering:

### AUTOMATED RECURRING BILLING

- 236 new participants
- \$74,000 in secured payments



### EVM CHIP CARD TECHNOLOGY

The court updated all payment card readers to take advantage of safeguarding consumers with EVM chip technology embedded with their payment cards. Additionally, the court will continue to work with Wells Fargo to enhance the payer's experience including the ability to accept contactless payment such as ApplePay™ and Android Pay™.



## IMPROVING CUSTOMER SERVICE

**MVD KIOSK:** In January 2015, the court partnered with ADOT and showcased the **First MVD Kiosk in the Arizona Judicial Branch**. The partnership focuses on customer services for both agencies, including reducing foot traffic at local MVD offices.

The MVD Kiosk offers services to the public such as real-time registration renewal, including **real time registration tab prints**, license reinstatement, driving history reports, voter registration, and address changes. The court is working with ADOT-MVD to pilot real time disposition reporting in an effort to expedite defendant's reinstatement of their license...."

*"This is a blessing..."*

*"The MVD kiosk was an absolute DREAM to use. The 4 minutes it took me to renew my car registration and print out the tag was priceless. Had I gone in to an MVD location it would've easily taken an hour plus of my time."*

*"It was so easy to use"*

**CLERK ADMINISTERIAL FUNCTIONS:** In an effort to enhance customer service as well as reducing wait times in the courtrooms, the Presiding Judge issued an Administrative Order that delegated certain civil traffic functions to court clerks instead of sending the defendant to see a judicial officer.

By doing so, court clerks were able to resolve **1,169** civil traffic offenses, including collections, when dealing with proof of insurance and/or proof of driver's license; contributing to **a reduction of wait time of 15 minutes per case or a total of 292 hours**.

## Strategic Goal 3

### ENHANCE THE EXPERIENCE OF COURT USERS



## PROVIDE A SAFE ENVIRONMENT FOR STAFF AND PUBLIC

**SAFETY  
FIRST!**



“Violence in the Workplace” and “Active Shooter” classes are offered to help staff prepare for workplace emergencies and avoid potential violence. Classes are designed to empower staff to take an active role in their safety to ensure their work experience is positive. Additionally, the Court’s Safety Committee, made up of a variety of employees, meets monthly to discuss and address current interests of staff related to their workplace safety.

To further enhance court security and to provide a safe and secure environment for staff and all users of the court facilities, the court adopted comprehensive security standard operating procedures (SOP) which provide Scottsdale City Court Security Officers both general and specific instructions applicable to their duties and court safety.

## ENHANCING E-SERVICES THROUGH.....

**ONLINE MOTIONS:** Online motions allow a party to directly file a motion online without having to create a separate filing document to email/fax/mail to the court. This technology enhancement went live February 24, 2015 and as of June 30, 2015, the court received **854** online motions and has reduced staff “motion” processing time by 75% , from 2 minutes per motion to 30 seconds. This equates into a savings of over 21 hours of staff processing time in the 6 months since implementation.

**WEB PAYMENTS:** 46,280 receipts (42.34% of total receipts) were done via eServices.

**DDS CLASS EXTENSIONS:** 3,110 requests for DDC/DDC extensions were done via eServices.



## JURY DONATION FUND

The court established a restricted-use fund that allows the jurors to donate their portion of the jury pay used for refreshments and snacks for future jurors that serve. Since the implementation of the program, over 94% of the jurors reported that they are satisfied with their service.

“Great program!”

“I’m happy to donate and pay it forward.”

“Very nice!”

### Strategic Goal 3

ENHANCE THE EXPERIENCE OF COURT USERS

# EXTERNAL AUDIT BY REVIEWERS



Pursuant to Arizona Supreme Court regulations, all courts in Arizona are required to undergo an External Review by Auditors triennially. The court underwent this audit conducted by the City Auditor's office and **resulted in no exceptions.**

## ENSURE OPERATIONAL TRANSPARENCY

*For every \$1 spent on court operations, the court collected \$3.35 in fines and fees, of which \$1.88 was allocated for the city.*

## Court Operating Budget

### Revenue

- \$18.7 Million Overall Collected
- \$10.5 Million to Scottsdale
- \$7.3 Million to Arizona
- \$0.7 Million to Maricopa
- \$0.2 Million to Victims

### Expenditure

- \$5.9 Million Budget
- \$5.58 Million Actual Expense
- 5.6% Under Budget

### Collections

- \$587,064 FARE collections
- \$748,105 intercepted from defendants' Arizona tax refunds

## Strategic Goal 4

PROMOTE ACCOUNTABILITY AND TRANSPARENCY

# TECHNOLOGY ENHANCEMENT



**PROTECTIVE ORDER MODULE:** Streamlined process by consolidating screens and utilizing one user interface which reduced input errors and decreased petition entry time from 12 to 5 minutes.

**ON DEMAND FORMS:** Expanded the number of available CMS on-demand forms, reducing manual input processes and form costs. The forms included guilty/no contest pleas, submittals, juvenile delinquency and probation violation admissions.

**TECHNOLOGY ADVANCEMENTS:** Enhanced communication and courtroom functionality by updating meeting and conference room technology, providing law enforcement and state the ability to display on-body camera evidence, and enhancing our interactive audiovisual technology by exploring the use of iPads to conduct in-custody court proceedings.

**EDM STORAGE:** Increased technology safeguards by implementing and synchronizing a secondary backup copy of our electronic document management system for disaster recovery purposes.

**ELECTRONIC CRIMINAL HISTORY REPORTING:** Enhanced criminal history reporting by utilizing D.P.S. web based reporting application (ADRS). Benefits derived include elimination of mailing manual disposition forms, reduction of input errors, ACCH updated on a real-time basis, and secure data transmission.

## AT-A-GLANCE, ON-SCREEN PERFORMANCE

Developed performance indicators for the bench displaying real time case disposition.

## Strategic Goal 5

ENCOURAGE TECHNOLOGICAL INNOVATIONS AND SOLUTIONS



# As the Court's Strategic Plan Sunsets in FY16

## SELF HELP SERVICES

- Utilizing technology for enhanced self help services
- Court lobby enhancements
- Replacing and enhancing the customer queuing system
- Establishing a self-help center for victims and pro per litigants



## REAL TIME DISPOSITION

Seeking methods, in collaboration with MVD, to report dispositions real time in order to provide defendants ability to reinstate their license immediately rather than waiting 48 hours and driving to MVD.

## SPECIALTY COURTS

Continuing implementation plans to create a domestic violence and a regional veteran's court.

## INCREASED INTEGRATION

- Increasing availability of case related information and other eServices
- Automating long form filings
- Enhancing tax intercept program automation to include updates and removals

## INTERACTIVE AUDIO VISUAL PLEAS

Implementing use of iPads/tablets to conduct in-custody, court proceedings via video from any one of five criminal court rooms.



## IMPROVING COLLECTION RATES REDUCING ACCOUNTS RECEIVABLE



Exploring new methods and programs to increase the court's fine and fee collection rate and related reduction of outstanding accounts receivable. Ideas include increased usage of auto-debit services, "tap and pay" type of payments, use of community restitution, and specialty court programs.

FY16-GATEWAY TO 2017 AND BEYOND