

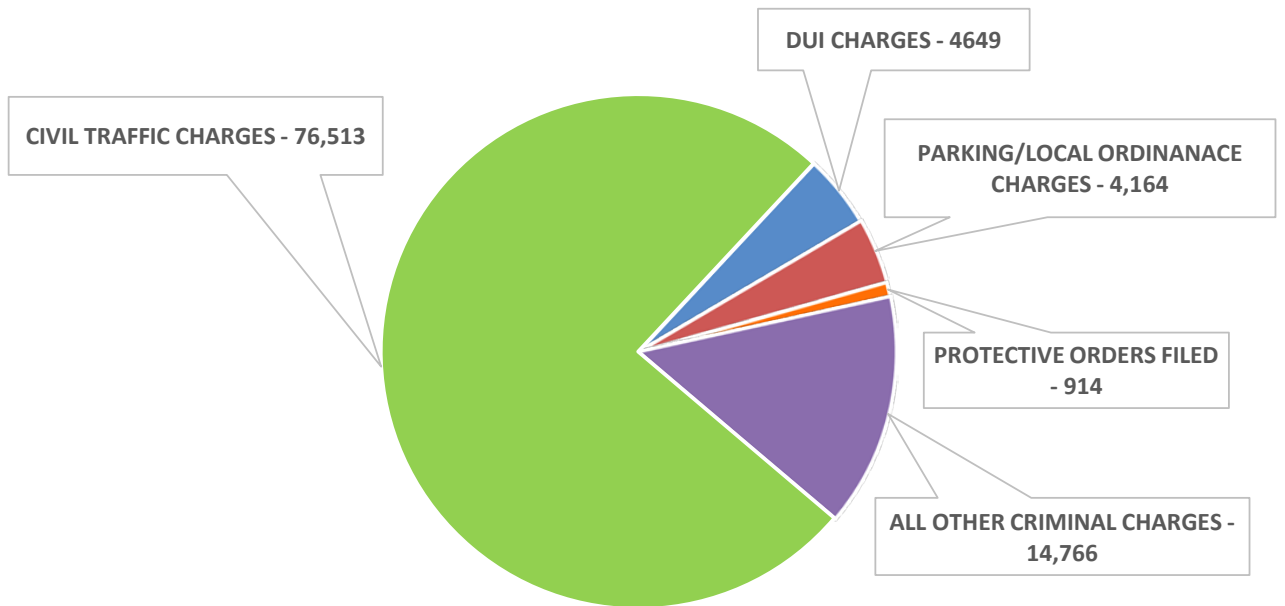
# ***SCOTTSDALE CITY COURT***

## ***ANNUAL REPORT FY 2017***

***July 1, 2016 - June 30, 2017***



## COURT FILINGS



## CALENDARED EVENTS HELD

Criminal Arraignments	6,567	Criminal Conference Settings**	5,650
Criminal Hearings*	5,520	Bench Trials	314
Civil Traffic Hearings	1,377	Jury Trials	46

\* Includes 14 hearing types, including but not limited to sentencing, change of plea, probation, order to show cause, and oral arguments.

\*\*Includes Pretrial Conference, Case Management Conference, and Trial Readiness Conference settings.

## MISCELLANEOUS

Home Detention Days Completed	9,939
Community Restitution Hours Completed	5,603/2.69 FTE***
Hours Completed In Lieu of Fines	1,595
Defensive Driving Completions	19,691
Online Motions Filed	2,903

\*\*\*Community Restitution hours completed are equivalent to 2.69 Full Time Employees working at the parks.

# Furthering Equal Access to Justice

## ENHANCE CUSTOMER SERVICE

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- Updated the court's Self-Service Center to include:
  - Six designated private workstations
  - Two public access computers to make payments, file motions, look up case history, and complete forms
  - Updated and simplified all Self-Service Center forms to make them more accessible and user-friendly
  - County and state-wide agency resources and handouts
  - Full service Motor Vehicle Division (MVD) Kiosk offering all services from *ServiceArizona™* including MVR reports, and registration renewals with real-time tab printout
- Expanded all court signage to include simple and clear word choice, in English, Spanish and Braille.
- Utilized grant funding to staff one full-time Human Services Specialist (HSS) to assist over 880 defendants with court ordered screenings and treatment programs.

## ASSIST LOW INCOME CUSTOMERS

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- **Compliance Assistance Program (CAP):** Provides opportunities for people to get their case back on track by reinstating their driver's license, re-establishing payment contracts with minimal "down" payment, removing the case from collections and satisfying the default status. Collected \$319,219 with over 1,300 cases in the program from 11/18/2016 to 06/30/2017.
- **Community Restitution in Lieu of Fines and Fees:** Designed to offer low income customers the opportunity to conduct community restitution in place of monetary payments. Customers have completed 1,595 community restitution hours.
- **Forms & Website:** Updated to explain that defendants may resolve the case prior to the initial court date, request information for a payment, or reschedule the hearing.

## SUPPORT SPECIAL POPULATIONS

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- **Scottsdale Domestic Violence (DV) Court:** DV Court is focused on defendant accountability and victim safety. From the Court's implementation on 08/01/2016 and through 06/30/2017:
  - ◆ 450 Cases were filed
  - ◆ 224 Screenings/Intakes ordered
  - ◆ 302 Review hearings held
  - ◆ 189 Screenings/Intakes completed
  - ◆ 193 Programs ordered
- **East Valley Regional Veterans' Court (EVRVC):** EVRVC is a treatment court that is primarily focused on offering services to veterans in addition to resolving their cases. From the Court's initial participation on 10/06/2016 through 06/30/2017:
  - 41 Veterans were referred
  - 11 Veterans completed the program
  - 7 Veterans failed the program
- **Maricopa County Regional Homeless Court (MCRHC):** MCRHC primarily focuses on resolving post-adjudicated misdemeanor (victimless offenses) and civil traffic cases for homeless individuals who primarily owe money for their offenses. From 07/01/2016 through 06/30/2017:
  - 52 Defendants were referred to RHC
  - \$6,555 Paid by the defendants
  - \$35,847 Resolved through community restitution



# Enhancing Professionalism

## APPRECIATE AND VALUE EMPLOYEES

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Court leadership values and prioritizes staff needs by supporting the following:

- Annual employee recognition event
- Team building events
- Employee workgroups
- Employee of the Quarter
- Continuous performance feedback
- Purchased fully adjustable chairs for staff
- Provided stand/sit workstations for courtroom clerks



## HIRE AND KEEP GOOD PEOPLE

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Hiring and keeping good people has been achieved by:

- In-depth, expedient recruitment to fill 7 positions
- Pay increase for staff
- Promoting from within for 3 positions

## EXPAND STAFF'S DEPTH OF KNOWLEDGE

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Expanding staff's knowledge through the implementation of a training program awarded the *COJET Excellence in Education Award*, that includes over 100 lesson plans and ensuring staff are provided outside training opportunities. Currently, the Court has 24 clerks actively following a personalized training plan.

The Committee on Judicial Education and Training (COJET) requires each judicial employee to complete 16 hours of judicial education and training annually. The Court staff have completed:

- 2,382.5 Total COJET Hours
  - 507.75 COJET Hours from 32 internally sponsored classes
  - 1,874.75 COJET Hours of Job Focused Training

This year, the Court sent three staff to local or national conferences.



# Improving Court Process

## GOALS

### **IDENTIFY AND IMPROVE OPERATIONAL PROCESSES**

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- Improved courtroom efficiency by adding a forward-facing work station. It has improved processing time by allowing clerks to assist the public with electronic signatures, viewing case records, and taking electronic fingerprints simultaneously.
- Scanned and indexed 14,465 cases after receiving approval from the Administrative Office of the Courts (AOC) to destroy paper files in accordance with Arizona Code of Judicial Administration.



### **ENHANCE COLLECTION PRACTICES**

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- Developed a payment calculator tool, based on the defendant's ability to pay, including disposable income and financial assistance, that provides a recommended payment amount to the clerks for discussion with the defendant.
- Revised the Court's financial application form to a more simplified version. The simplified forms require defendants to complete generalized income-debt information and provides for an easier form to read and complete.
- Developed a computer-based training (CBT) using avatars to instruct staff on financial management practices. This series of financial management training focuses on cash handling in accordance with Minimum Accounting Standards as well as City of Scottsdale financial requirements.

### **EXPEDITE CASE DISPOSITION AND REPORTING**

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- Implemented an expedited calendar setting to reduce the length of time to resolve criminal cases, resulting in a 23% reduction in time to disposition.

# Promoting Public Confidence


## MAINTAIN FISCAL AND OPERATIONAL ACCOUNTABILITY

**Expenditures**  
 \$5.9M Budget  
 \$5.5M Actual Expenditures  
 5.6 % Under Budget

**Revenue**  
 \$18.9M Total Revenue  
 \$10M to Scottsdale  
 \$7.3M to State  
 \$0.8M to Maricopa County/Other

- Other Financials:
  - \$6.7M Web Payments Received
  - \$2.9M Fines/Fees and Restitution Enforcement (FARE) Program
  - \$0.8M Arizona Tax Intercept Program (TIP)
- Conducted an internal readiness assessment (audit) of operations in October 2016.
- The Administrative Office of the Courts (AOC) conducted their operational review of the Scottsdale City Court and included only two findings and noted it was one of the best reviews they have seen.
- The Court had over 100,000 personal interactions with customers. Of those, the Court received 17 escalated complaints and responded to all of them within 5 working days, per Court policy.

## PROVIDE FOR OPERATIONAL TRANSPARENCY



<b>CourTool 1</b>	<b>Access and Fairness:</b> 75% overall survey rating
<b>CourTool 2</b>	<b>Clearance Rate:</b> 103% case clearance rate ratio of closed cases to filed cases
<b>CourTool 3</b>	<b>Time to Disposition:</b> 98% of cases disposed within 180 days
<b>CourTool 4</b>	<b>Age of Active Pending Caseload:</b> 45 days median age for pending cases
<b>CourTool 5</b>	<b>Trial Date Certainty:</b> 84% 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> 48% of assessments due collected
<b>CourTool 8</b>	<b>Effective Use of Jurors:</b> 45% of jurors who report were examined for qualifications
<b>CourTool 9</b>	<b>Court Employee Satisfaction:</b> 70% employee satisfaction rating
<b>CourTool 10</b>	<b>Cost per Case:</b> \$68.36 cost per case

## ENSURE CONTINUITY OF OPERATIONS

- The Court's Continuity of Operations Plan was completed in June of 2017.
- The Court partnered with the Tempe Municipal Court to establish Tempe Municipal Court as the designated back-up site for Scottsdale City Court in the event that relocation of the Court's operations is necessary.

# Leading Technological Innovations

## CONTINUE TO ENHANCE THE CASE MANAGEMENT SYSTEM

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- **Database Migration:** Moved the Court's case management system data to the City's preferred database platform. This increased the resources available to support the database and allowed for a completely separate training and development/testing database for staff.
- **Predictive Calendaring:** Implemented a new automated calendaring system for civil traffic settings which automatically selects the optimal hearing time. The system considers the time required for the hearing, the internal and external resources needed for the hearing (courtroom time, officer availability, interpreter needs, etc.), and the preferred time frame in which to schedule the hearing. It can also provide a list of alternative dates/times.

## INCREASE INTEGRATION WITH BUSINESS PARTNERS

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- **Warrant Validation:** A real time reporting system made available that allows the officers to enter warrant numbers and instantly provide and validate warrant status. This system is available to all Scottsdale Police Officers, both at their desks and in vehicles with connectivity to the City.

## EXPAND TECHNOLOGY SOLUTIONS

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- **Officer Availability:** In implementing the Predictive Calendaring system, the court integrated with the police department's officer scheduling database. Previously, this information was provided to staff in report format where they had to manually evaluate if the preferred hearing date and time worked with the officers' availability.
- **Court Innovation Team implementations:**
  - Installed a conference phone in the courtroom so multiple parties can communicate more effectively during telephonic proceedings while also capturing all discussions on the digital courtroom recording system.
  - Added a second, ergonomic and height adjustable, workstation to the criminal courtrooms that is fully equipped with the equipment to allow digital fingerprint capture and digital signature capture of the litigants.





# *Providing a Safe Environment*

## **SUPPORT THE CITY'S SAFETY INITIATIVES**

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- Inspections by the City Safety Manager, City Fire Inspector and inspectors from the Arizona Department of Occupational Safety & Health Office (ADOSH) determined there were no violations identified for the Court.
- Ongoing walkthrough inspections to ensure compliance includes: equipment function checks for fire extinguishers, Automated External Defibrillator (AED), lighting and physical security layers (walls/windows/doors/locks). Two members of the Court Security Team attended ADOSH training in FY2017 to keep current on changes in laws and regulations.
- Risk Management reporting and evacuation procedures for all new employees is completed within the first full day of their employment. Continuing education is completed annually for all court staff.

## **PROVIDE A SAFE ENVIRONMENT FOR STAFF AND PUBLIC**

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- Arizona Supreme Court Order 2017-15 Adoption of Court Security Standards and Implementation of Committee Recommendations established the Court Security Emergency Preparedness Committee (CSEPC). The CSEPC oversees a three-year plan for implementation of new court security standards, reviews local court security plans and self-assessments, coordinates security needs countywide, and ensures continuous court security improvement. The CSEPC includes members of the Scottsdale Police and Fire Departments, in addition to court staff.
- Installed a High Definition Security Surveillance System which has enhanced security operations and the overall safety of occupants using the Justice Center.
- Court Security Officers attend the City of Scottsdale monthly safety meetings and quarterly Emergency Management Team meetings.
- Safety training for all court staff occurs annually and for FY2017 included nine "Active Shooter Awareness" classes and a "Violence in the Workplace" class.
  - Training for building evacuations included designated court staff personnel in supporting roles culminating with a building evacuation drill in FY2017 during regular court operating hours with all staff and visitors.
  - Court Security Officers completed weapons related training under the instruction of AZ Post Certified instructors that work for the Scottsdale Police Department (SPD). Courses included "Low Light" qualification, "Regular Annual Qualification", "Judgmental Shooting" and shooting drills for clearing malfunctions and marksmanship.

# *For the Future*

The Court is responsive and supportive of the Arizona Administrative Office of the Courts “Fair Justice for All” Task Force recommendations, which focused on “Justice For All” regardless of race, income, gender, culture, ethnicity or other factors. The Court continues to support these ideals in principle and practice and is focusing on the following initiatives in the upcoming fiscal years:

- Modify forms to collect cell phone numbers, secondary numbers, email addresses and utilize texting for notification. *(FY 2018)*
- Updating court practices and forms to provide additional notice and time for a defendant who fails to appear or pay. *(FY 2018 & 2019)*
- Exploring options to take the Court to the people and allowing remote video and increase telephonic, or online appearances. *(FY 2018)*
- Develop English and Spanish avatars that provide explanations of options available to defendants who receive citations. *(FY 2018)*
- Coordinate where possible with the local regional behavioral health authority to assist the Court or pretrial services in identifying defendants who have previously been diagnosed as seriously mentally ill. *(FY 2019)*
- Provide Judges more pre-trial information by expanding the use of the public safety risk assessment to encourage collaboration between Limited Jurisdiction Courts and/or pretrial service agencies in Superior Courts; or establish information sharing between a Superior Court that has conducted a pretrial risk assessment and a Limited Jurisdiction Court when the defendant is arrested for charges in multiple courts and a release decision must be made in multiple jurisdictions. *(FY 2018 & 2019)*

The Court will continue to focus on providing the public a safe and positive court experience. The Court’s planned improvement projects include:

- Remodel staff areas to provide efficient and ergonomic workstations *(FY 2018)*
- Remodel the front counter, related staff workstations, including a private protective order area. *(FY 2018 & 2019)*
- A study of design and prioritization of courthouse improvement projects. *(FY 2019)*
- Courtroom Audio/Video upgrades to allow for more digital evidence. *(FY2019)*
- Install bullet resistant product to the entrance windows of the court building in support of ongoing court security initiatives mandated by the Arizona State Supreme Court’s Order #2017-15, Court Security Standards and Implementation of Committee Recommendations. *(FY2019)*