

# Annual Report FY 2016

## **Scottsdale City Court**

*"This year's annual report brings a close to the 2014-2016 Strategic Plan: Vision to High Performance. This report showcases how the Scottsdale City Court took advantage of opportunities in Fiscal Year 2016 to improve court operations and customer service and meet the goals of our plan. Thank you for your trust and support as we move forward and implement more innovative practices to better serve our customers' needs."*

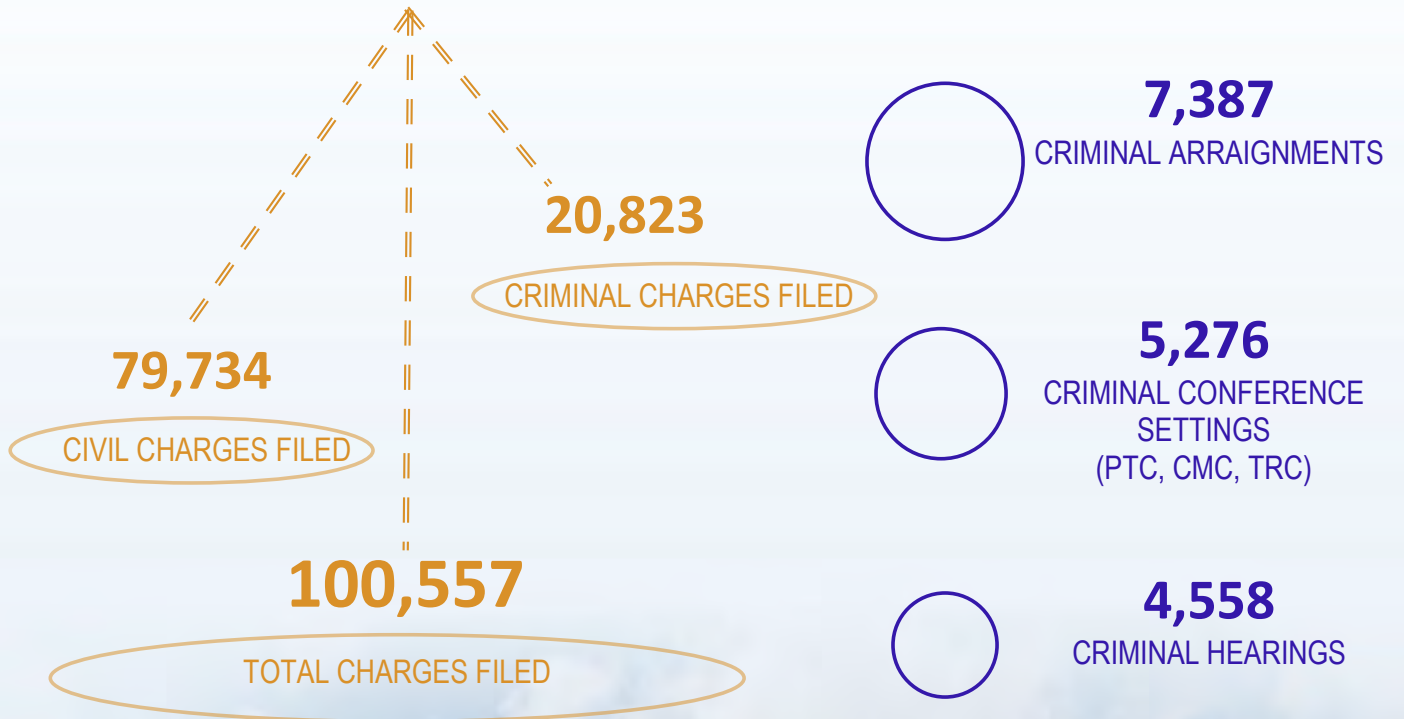
*Hon. Judge Olcavage, Presiding Judge*



# COURT STATISTICS

## FILINGS

## HEARINGS



# GOAL 1

STRIVE FOR EXCELLENCE IN THE ADMINISTRATION OF JUSTICE



<b>CourTool 1</b>	<b>Access and Fairness:</b> N/A – performed every other year, last one performed FY 2014/2015
<b>CourTool 2</b>	<b>Clearance Rate:</b> 113% 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> 50 days median age for pending cases
<b>CourTool 5</b>	<b>Trial Date Certainty:</b> 89% 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 use not case files
<b>CourTool 7</b>	<b>Collection Monetary Penalties:</b> 57% of assessments due collected
<b>CourTool 8</b>	<b>Effective Use of Jurors:</b> 46% of jurors who report were examined for qualifications
<b>CourTool 9</b>	<b>Court Employee Satisfaction:</b> 76% employee satisfaction rating
<b>CourTool 10</b>	<b>Cost per Case:</b> \$61.48 cost per case

Meeting the needs of special populations continues to be a court focus as demonstrated by the three venues below and participating in a Regional Veterans' Court to be implemented Fiscal Year 2017.

## Veterans' Stand Down

The Veterans' Stand Down held at the Phoenix Coliseum provided a multitude of services to veterans, including resolving court cases in an effort to get veteran's licenses reinstated, access to legal services, job placement, free haircuts, lunch and information regarding local social services. The Court specifically served forty-two veterans and ordered 205 hours of Community Restitution in lieu of fines/fees this fiscal year.

## Veterans' Stand Up

The Court participated in the Veterans' Stand Up this fiscal year, which is designed to provide services to veterans, including addressing fines/fees, warrants and license suspensions, as well as job placement services on site, free lunches, free haircuts and information about local social services.

## Regional Homeless Court

The Court specifically resolved twenty-four cases at the Maricopa County Regional Homeless Court during this fiscal year.

## GOAL 2

## RETAIN A PROFESSIONAL AND WELL-TRAINED WORK FORCE

### **Committee on Judicial Education and Training (COJET) Training**

The court provided forty-four internally sponsored COJET-accredited classes to support educational efforts and delivered over 70 hours of live instruction. Court employees completed over 1,410 hours of COJET-accredited training in the fiscal year.

### **Outside Conference Attendance**

Supporting professional associations and programs is one way the court increases knowledge and skill sets in its workforce. Non-management court clerks were provided the opportunity to attend The Arizona Court Association (ACA) annual two-day conference and the Faculty Skills Development Program offered by the Administrative Office of the Courts (AOC). The court also supports the AOC's two leadership conferences; the Annual Judicial Conference and the Court Leadership Conference. Additionally, the court supports the National Association of Court Management (NACM) by participating in its annual conference.

### **Staff Participation**

The court believes staff has some of the best ideas for improving working conditions. As a result, court administration continually seeks employee involvement to resolve issues and participate in new initiatives. On-going committees during this fiscal year included: Court Safety Committee, Court Innovation Team, Error Report Focus Group, Legislative Impact Workgroup, Court Web Workgroup, Video Workgroup, and Court Technology Steering Committee. The court is thankful for staff involvement and their feedback which is critical in making effective change.

### **Alternate Work Week**

The court piloted an Alternative Work Week (AWW) program that includes a 9/80 schedule. Although the court is open five days a week and on the weekends for jail court, staff who were employed at the court and not on probation at the time of the pilot, were able to request a 9/80 schedule (work 80 hours in a nine day period). Based on staff's suggestion, the alternative work week was piloted in an effort to increase retention and workplace satisfaction.



### **COJET Award**

The court implemented an Award Winning Training Program December 2015. The "job focused training" includes over 100 lesson plans for tasks necessary to conduct specific job duties such as a Court Clerk. This court-wide endeavor took two years to complete and is still a work in progress as lesson plans are continuously updated. Julie Dybas, the Court Administrator, was honored with the COJET Excellence in Education Award, established by the Committee on Judicial Education and Training (COJET), for implementing this innovative new training program.

## GOAL 3

### ENHANCE THE EXPERIENCE OF COURT USERS

The court is committed to its users and offered the following self-service enhancements to improve their overall experience and knowledge.

#### **Defensive Driving School (DDS) Extensions**

Completed 2,763 requests for DDS extensions via eServices and another 3,204 using the court's Interactive Voice Response (IVR) system.

#### **Motor Vehicle Division (MVD) Kiosk**

Partnered with MVD and the Arizona Department of Transportation (ADOT) in Fiscal Year 2014/2015 which enabled court users to renew registrations. This fiscal year provided the courts' users an upgrade which allows users to renew their vehicle registration and print registration tabs in real-time at the self-service kiosk located within the court lobby, in addition to all the services available on Service Arizona including MVD Record Reports, Voter Registration, and Driver's License Renewal.

#### **Jury Donation Fund**

Provided 1,612 jurors refreshments from a restricted-use fund that allows jurors to donate their portion of the jury pay to be used for refreshments and snacks for jurors.

#### **Language Assistance Services**

Served 3,203 Spanish speaking customers in the lobby and provided 726 hours of Spanish interpretation in the Courtrooms. The court also provided contract interpreter services for 30 distinct languages of which the top five languages included Spanish, Arabic, Mandarin, Farsi, and Vietnamese.

#### **Language Access Plan**

The language assistance services mentioned above are outlined in the court's Language Access Plan (LAP) located on our website at <http://www.scottsdaleaz.gov/Assets/ScottsdaleAZ/Court/CourtPublications/Other+Publications/LAP.pdf>. A few of the services that are included in the LAP are highlighted below.

- In-house Spanish interpreter
- Contract interpreters covering all languages
- Language line for all languages
- Spanish and Mandarin speaking staff to assist individuals on the phone or at the front counter
- Key phone instructions in Spanish
- I-Speak cards
- Spanish website, forms, documents, and educational materials
- Lobby Signage in Spanish

#### **Provide a Safe Environment for Staff and the Public**

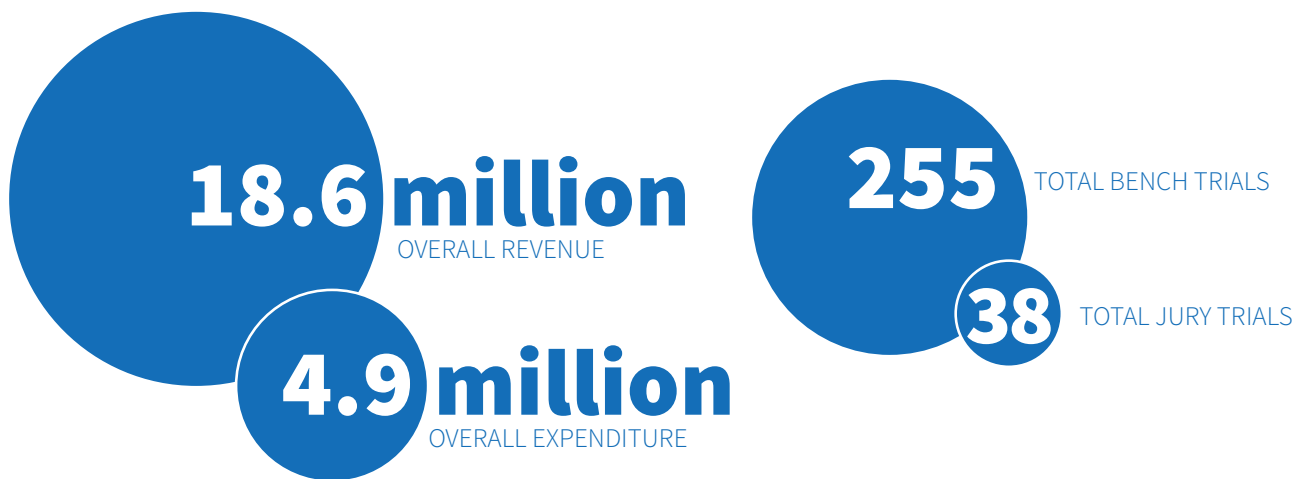
Employed armed officers and screeners who utilized screening equipment such as the magnetometer, wands, x-ray, and visual inspection for all court customers. Provided all employees information regarding emergency evacuation process and safety equipment locations, recurring training on violence in the workplace awareness and response to active shooters and conducts safety checks on emergency equipment. Partnered with City of Scottsdale Police and Municipal Security to increase communication and response to an emergency. In accordance to the Arizona Rules of Protective Order Procedures, Rule 8, the Court's security team staffs all protective order hearings to maintain decorum and provide safeguards.

# GOAL 4

## PROMOTE ACCOUNTABILITY AND TRANSPARENCY

The court developed a Community Restitution in Lieu of Fines/Fees program to assist the financially disadvantaged litigants as a result of new legislation effective January 1, 2016. Since implementation, there has been over 940 community service hours ordered in lieu of fines, fees, and assessments.

The court revised its payment agreement procedure to include a disposable income matrix to assist clerical staff in administering customized payment agreements for court customers.



EQUATES TO



TOTAL HOME DETENTION HOURS ORDERED

14,266



## GOAL 5

### ENCOURAGE TECHNOLOGICAL INNOVATIONS AND SOLUTIONS

The court's innovation focus has resulted in several technological advancements that benefited the court user and staff. The court maintained a completely digital case record reducing the paper usage and storage with the court, thus increasing staff efficiencies. To assist court users, the court created and published online videos with answers to the most common questions. In addition, the court conducted jail court proceedings using interactive audio-visual technology.

#### **Online Motions**

Created an online motion functionality that allowed a court customer to submit a motion while looking at their case details online. The motions are fed directly into the courts' case management system. The system has allowed 2,925 online motions to be processed and is a direct result of the court's innovation and commitment to services for the public.

#### **Auto Dialer**

Upgraded the court's autodialer to include reminder services for all upcoming court dates for non-attorney represented cases thereby enhancing the court's auto dialer that already made calls for missed payments, pre-delinquent reminders, and criminal arraignments.

#### **Online Payments**

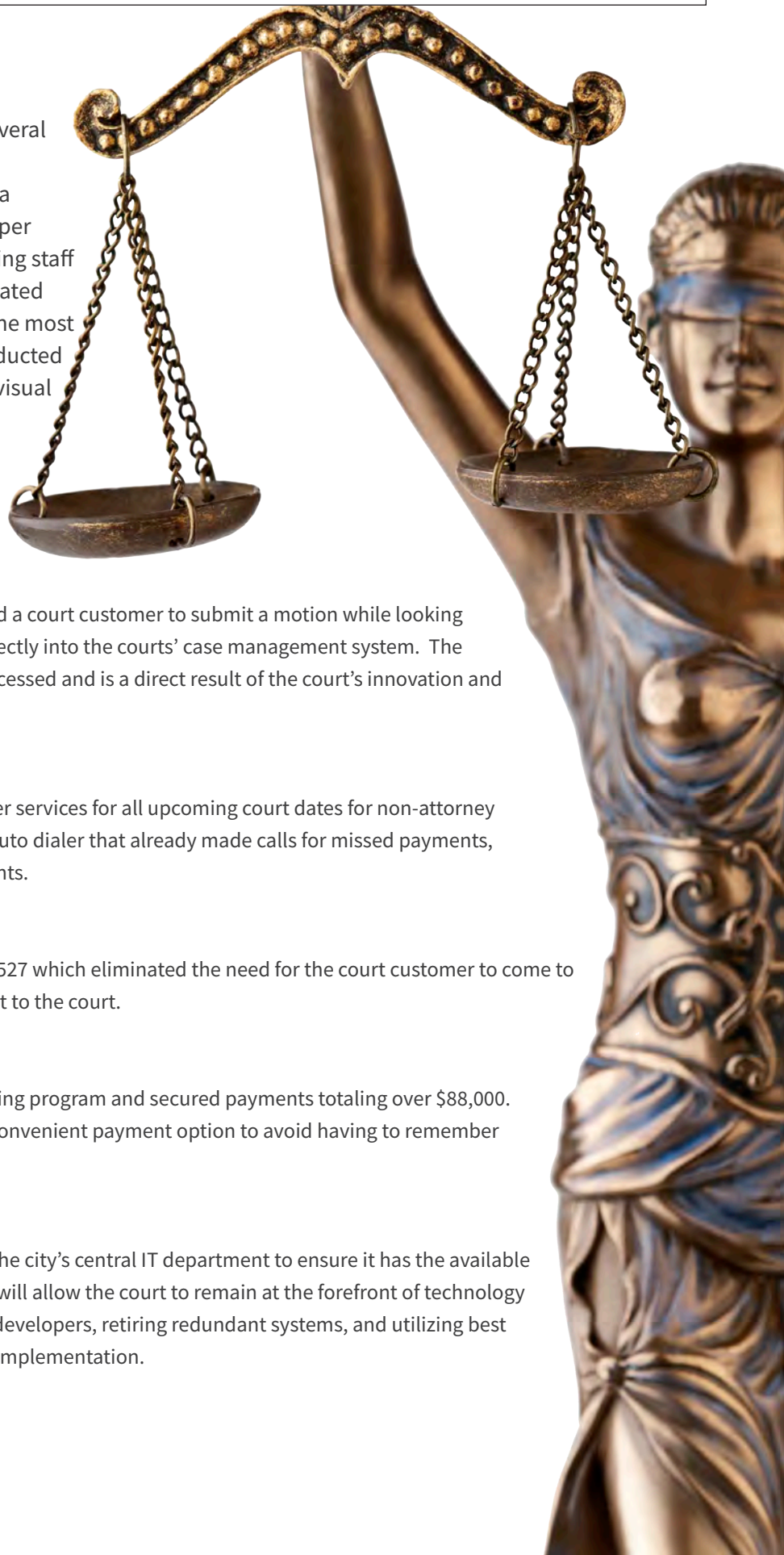
Processed 42,382 payments online totaling \$6,276,527 which eliminated the need for the court customer to come to the court to make the payment or mail the payment to the court.

#### **Recurring Billing**

Added 158 participants to the court's recurring billing program and secured payments totaling over \$88,000. Recurring billing also provided court customers a convenient payment option to avoid having to remember periodic payments.

#### **IT Staffing**

The court realigned its IT staff and partnered with the city's central IT department to ensure it has the available staffing, infrastructure, support, and software that will allow the court to remain at the forefront of technology in the foreseeable future. This included dedicated developers, retiring redundant systems, and utilizing best practices for software development and hardware implementation.



# LOOKING FORWARD

As we move forward and introduce the [2020 Strategic Plan: A Focus on the Future](#), the court will continue to serve as a High Performance Court. The court is dedicated to continuing its groundbreaking technological improvements and effective practices for all court customers. Some specific initiatives for the upcoming year are detailed below:

## **Implementing Fair Justice For All Task Force recommendations**

### **Replacing current lobby queuing system with a more technologically advanced system**

#### **Increasing services to specialized populations:**

- Implement the Regional Veterans' Court
- Implement the Scottsdale Domestic Violence Court

#### **Enhancing the courts case management system:**

- Implement predictive calendaring
- Advance statistical reports for trending
- Enhance user efficiency and customization
- Increase integration
- Advance online services

#### **Completing four capital improvement projects:**

- Two customer service information windows in the court lobby
- Office space for the human services specialist for customer treatment assistance
- State-of-the-art closed circuit camera system to assist court security
- New conference room and a network equipment room





IN GOD WE TRUST



CITY OF  
**SCOTTSDALE**

