



Scottsdale City Court

FY 2011 - 2012 Annual Report

Table of Contents

Welcome from Presiding Judge 1

Court Workload 2

Staffing Resources 3

Revenue 4

Expenditures 5

Top Ten Accomplishments 6

Judiciary 7

Administration 7

Courtroom Services 8

Public Service 9

Case Processing 10

Finance..... 11

Technology/ IT Team 12

Security 13

Employee Recognition..... 14

Organizational Chart 14

Community Outreach 15

Appendix

 Courts Ranked by Charges

 Courts Comparison— Revenue and Expenditure Charts



The Court's mission is to serve the community by providing a dignified and professional forum for the efficient resolution of cases within the City's jurisdiction.

WELCOME

On behalf of our judges, court administration and staff, we are delighted to publish our first Annual Report. It is our hope that this document will provide you with a comprehensive summary of our operations and our accomplishments for Fiscal Year 2012 (“FY2012”—July 1, 2011 to June 30, 2012). During the FY2011 reporting period, the Arizona Supreme Court annual data report indicated that the Scottsdale City Court was the fourth busiest municipal court in the state with 104,301 filings. The Arizona Supreme Court report also shows that the Scottsdale City Court was second to only the Phoenix City Court in the number of driving under the influence filings. During the last year we have also been busy with these innovations:

- **Continued use and deployment of technology** allows us to continue our service levels, for the public and for our justice partners, within our limited staffing resources. Technology allows us to complete our required duties of document processing, information issuance, and reporting of case status to and from other justice agencies.
- **Continual training and cross training of our talented court staff** allows our staff to obtain new skills and better contribute to the organization as a whole. Our management team has recently sponsored a course on ‘tips to become a court supervisor,’ with the express purpose to expose and orient staff – who may want to be promoted – to expectations of those in a management position. Of course all of our staff complete Arizona Supreme Court required educational courses including an annual requirement on the code of conduct for the Arizona Judicial Branch.
- **Innovative and specialty programs** have been implemented and we continue to expand operational services in programs such as home detention and electronic monitoring, which offers litigants an additional way to comply with their sentence. Our court participates in the Regional Homeless court (where litigants who are homeless have an opportunity to complete community service, satisfy their financial sanctions, and become compliant with a court order), and in the annual Veterans’ special court (where Veterans can similarly take care of their court ordered obligations).
- **Performance measures and statistics and collection of data from court users and staff** are used to assess how we are doing. Each month I receive a comprehensive array of statistics, as does our entire group of judges and our court management. We review these sets of data and continually use them to make management and policy decisions and plan for change.

Among our objectives for the next year are continued solicitation of court users for their input to ensure we know the expectations and satisfaction levels with those citizens that use our court services or are part of the court system. We will continue to deploy technology, and use efficiencies in all areas. We have completed a long range space planning and assessment to guide us on our long term space needs. We have obtained a grant from the State Justice Institute to fund a program which will utilize the National Center for State Courts’ ‘High Performance Courts’ methods to assess, improve and report on operations in our criminal case flow management. We continue to experience high volumes of criminal charges for driving under the influence (DUI) so we will place added emphasis on addressing the needs of those cases. We will continue to explore ways to facilitate litigant compliance with their financial sanctions to ensure fine payments are occurring and the outstanding amounts due to the court are minimized.

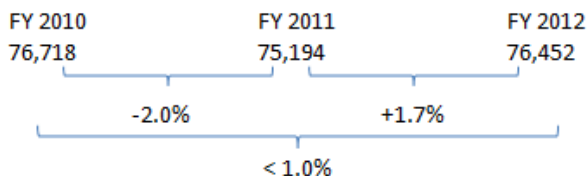
I want to thank the City of Scottsdale for support of our court. I want to thank and recognize all of our court staff, our judges and our pro tem judges for their dedication to excellence.

Joseph Olcavage, Presiding Judge

COURT WORKLOAD

This report covers the Court's activities and accomplishments over Fiscal Year 2012 ("FY2012"—July 1, 2011 to June 30, 2012).

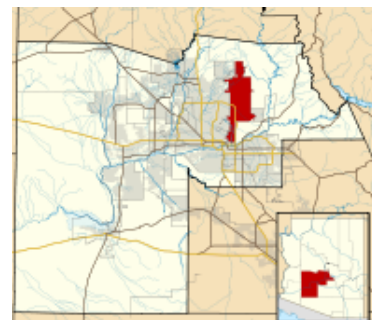
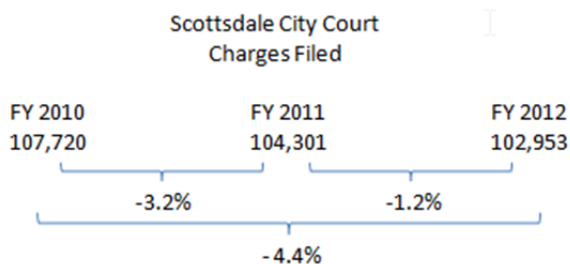
Scottsdale City Court's case volumes have essentially remained flat over the past three fiscal years. In FY2012, case filings of 76,452 were up 1.7% from FY2011 case filings of 75,194. In contrast, FY2011 case filings of 75,194 were down 2% from FY2010 case filings of 76,718.



The Court's criminal case volumes for FY2012 have increased 3.3% from the previous year while officer issued civil traffic cases have decreased 17% over the same period. Photo enforcement and parking case filings are up from the previous year, 11.4% and 10.5% respectively. DUI cases, which are the most resource intensive case type, have increased 16% in FY2012.

Case clearance rates, while remaining greater than 100% in FY2012, have declined when compared to the past two years, from 108% in FY2010, 109% in FY2011 to 107% in FY2012. Increasing DUI trial backlog of over 154 cases has had a significant impact case clearance rates.

The Court collects information based on the number and type of cases filed for internal reporting and performance measurement purposes. The Arizona Supreme Court's Administrative Office of the Courts (AOC) collects information from all Arizona courts by charges filed. Therefore, in order for the Court to compare itself to other municipal courts, it must utilize the AOC's reporting methodology. For comparison purposes, relative to the Court's case volumes, there are on the average 1.75 charges per case excluding photo enforcement and parking cases that typically have one charge per case.



Scottsdale, Arizona

Coordinates: 33°30'N 111°56'W

Source: www.wikipedia.com

Scottsdale Facts

- County: Maricopa
- Incorporated: 1951
- Slogan: "The West's Most Western Town"
- Population: 217,385 (6th largest city in AZ)
- Size: 184.2 square miles

Scottsdale City Court, while ranking sixth in population and fourth overall in charges filed among Arizona Municipal Courts, ranks second in the number of DUI volumes, only behind that of Phoenix Municipal Court. According to the 2010 Data Report from the International City/County Management Association (ICMA) Center for Performance Management, the City of Scottsdale has 9.72 DUI arrests per 1,000 residents. The ratio for reporting agencies with a population greater than 100,000 was 3.90 DUI arrests per 1,000 residents.

Charges filed have decreased over the past three years due to decreases in both total criminal traffic and civil traffic charges. For FY2012, both criminal and civil traffic charges have decreased 10.57% and 2.30% respectively from the previous year. The FY2011 charge clearance rate of 110% remained strong as compared to 112% in FY2010. The FY2012 charge clearance rate dipped slightly below 100% on higher photo enforcement filings toward the end of the reporting period and due to increasing DUI trial backlog.

STAFFING LEVELS

Current staffing levels are equal to or slightly below FY2002 levels. There were 60 full-time positions in FY2011 and 58 in FY2012. While staffing has decreased to FY2002 levels, charges filed have increased 31% from 79,632 in FY2002 to 104,301 in FY2011. DUI filings have increased 52% from 4,703 in FY2002 to 7,153 in FY2011. The Court moved 9.5 full-time positions into the Court Enhancement Fund in 2010 as part of budget strategies to temporarily provide cost savings in the general fund during the economic downturn. Currently there are 9.0 full-time positions in the fund, with plans to revert 6.0 full-time positions back to the general fund in FY2014.

The Court's number of cases filed has remained mostly stable during the past three years, with a small decrease of 4.4% in charges filed. Statewide municipal court charge filings were reported to have been down as much as 9.1% from FY2010 to FY2011. Scottsdale City Court's case volume stability can be attributed to a number of factors including that the City of Scottsdale is a unique city with large ebbs and flows of visitors on a daily basis.

The City of Scottsdale is a destination city for the influx of daily jobs, vacationers, day and extended stay visitors, and visitors to the Downtown District. The city's daily job influx amounts to 68,900 workers. Scottsdale ranks second in the number of workers coming to the city each day. The daytime population is estimated to be 286,301, a 31.7% increase over the census population of 217,385.

In addition, per the 2010 Scottsdale/Paradise Valley Tourism Study Part II Visitor Statistics, there were 17,534 daily visitors to the City or an estimated 6.4 million annually. According to the same study, total visitors to the City were estimated to be 7.6 million.

The expansion and contraction of the City's population is evident in court case filings. Of the 221,000 cases filed in the Court over a three-year period, only 38% of the filings were for Scottsdale residents. Over 52% of the case filings were for residents of other Arizona communities, and about 10% were for those who live outside of Arizona. The number of visitors to Scottsdale, whether for work or for leisure, is an important factor and source for the Court's case volume.



BUDGET INFORMATION - REVENUES

In FY2012, the total monies collected by the Court were \$18,429,116. The money collected is not all retained by the Court, but instead is distributed to other entities. The Court does collect money for its own Court Enhancement Fund from \$15 added to every case sentenced. The revenue for FY2012 was distributed as follows:

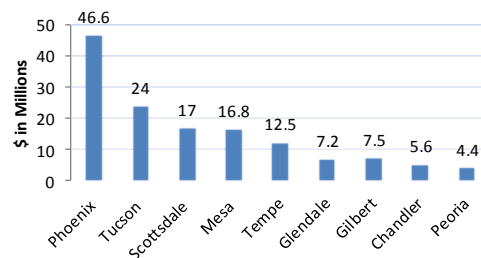
- City Revenue (to City of Scottsdale General Fund): \$10.3 Million
- State Surcharges paid to State & County (to State and County General Funds): \$7.9 Million
- Restitution Collected for victims (to victims listed on the case): \$260,000

- ⇒ Photo Enforcement fines collected were up \$360,000, or an 18% increase, despite only an increase of 11.0% in the number of citations issued
- ⇒ Parking fines collected were up \$38,860, or a 32% increase, despite an increase of only 11.5% in the number of citations issued
- ⇒ The above increases are directly attributable to collections activity, both from the **Fines/Fees and Restitution Enforcement program (FARE)** and the **Tax Interception Program (TIP)**
- ⇒ The Court's FY2011 ratio of revenue to expenditures, \$3.06:1 was second highest among the top 10 courts ranked by total charges filed. Tempe was first with a ratio of \$3.22:1.

The Court implemented several strategies in FY2012 in order to increase the collection of outstanding court fines and fees owed by defendants.

- Payment Contracts – Installment contracts are created when defendants are not able to pay the entire financial sanction ordered at time of sentencing
 - 8,685 payment contracts issued
 - \$4.3 Million in contract fines collected
- Automated Phone Dialer – Process by which defendants with contracts are reminded when scheduled payments are past due or at risk of becoming delinquent
 - 11,461 reminder calls
- FARE – Third party collections agency administered by Arizona Supreme Court
 - 8,005 cases were assigned and \$6.69 Million was collected
- TIP – Tax Intercept Program coordinated between the Arizona Department of Revenue and the Arizona Supreme Court's Administrative Office of the Court (AOC) to intercept a defendant's refund and use to offset an outstanding balance with Scottsdale City Court and other participating courts
 - 5,265 refunds were intercepted and \$1.0 Million was collected
- Social Security Number (SSN) acquisition projects - Two projects were undertaken to acquire the SSN for cases where no SSN previously existed
 - Over 14,000 case SSN's were updated from AZ Motor Vehicle Department and Experian Credit Bureau
 - More cases with SSN's equated to a 117% increase (in dollars) in tax interceptions from FY2011 to FY2012

FY11 Revenue Collected



Source: Supreme Court –
Administrative Office (AOC): FY
2010/2011 Annual Revenue
Summary (Includes all fines,
surcharges, and fees)

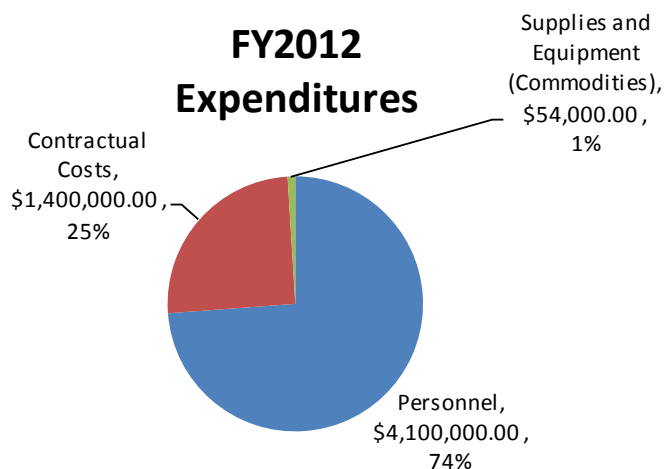
BUDGET INFORMATION - EXPENDITURES

The total City General Fund and Special Fund Expenditures for FY2012 for the Court was \$5,613,469. The Court utilized the funding for:

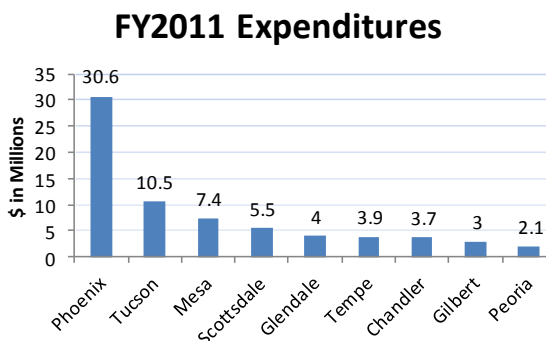
- Personnel: \$4.1 Million
- Contractual Costs: \$1.4 Million
- Supplies and Equipment (Commodities): \$54,000

The Court eliminated 1.5 positions during FY2012. For total expenditures there was a slight increase of 1.4% due to increasing employee benefit costs.

For the past several years, the Court has calculated a “cost per case” (CourTool Measure #10). Cost per case is calculated by dividing the total expenditures by the total number of cases. In FY2012, the cost per case was \$63.23, which is down 1% from FY2011.



Source: FY 2011/2012 Scottsdale City Court Monthly Expenditure Summary



Source: Supreme Court – Administrative Office (AOC): FY 2010/2011 Annual Expenditure Summary

TOP TEN ACCOMPLISHMENTS FOR FY2012

As the fourth largest municipal court in Arizona, the Court strives for operational excellence and innovation, while processing its caseload of misdemeanors, traffic violations, City code violations and protective orders. The Court has continued its use of the “CourTools” statistical measures of performance and self-assessment methodology known as “High Performance Courts.”

The Court uses statistics and performance measures to manage operations and to provide support for strategic planning and operational changes and improvements. The Court’s CourTools results are in the Fiscal Year 2011/2012 Executive Summary, located at www.scottsdaleaz.gov/courts/CourtPublications.

The 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. Below is a listing of the Court’s “Top Ten” accomplishments for the past fiscal year.

1. In conjunction with the National Center for State Courts, the Court completed a **space planning needs assessment** in preparation for a City bond election in the fall of 2013.
2. The Court installed an upgraded lobby queuing system which now includes calling numbers in Spanish and the installation of new large screen display monitors in the lobby.
3. **Increased resolution of jail court cases** was achieved by implementing changes in jail court proceedings. These changes resolved 27% more new cases at the initial appearance in jail court with a 15% savings to the police jail cost budget.
4. The Court received a \$50,000 **High Performance Court grant** from the State Justice Institute (SJI) to study criminal caseflow management.
5. Court management completed an **in-depth criminal case flow analysis** for both Driving Under the Influence (DUI) and Domestic Violation (DV) case types to study how best to manage these resource-intensive cases.
6. Security equipment upgrades and enhancements were installed, including the installation of a **new state of the art metal detector** that allows for streamlined screening of court visitors.
7. Superior Court’s **new electronic jury processing program** and software was installed and staff began to fully utilize its capabilities including checking in jurors online and retrieving accurate statistical data. This allows the Court to use jurors in a more efficient manner and reduces the financial impact on the Court.
8. At the National Association for Court Management Conference in July 2012, the Court received an Honorable Mention for implementation of its **Home Detention/Electronic Monitoring (HDEM) program** in October 2011. At the Arizona Supreme Court Leadership Conference, the Court received the 2012 Arizona Judicial Branch Award for Strengthening the Administration of Justice.
9. In March 2012, Presiding Judge B. Monte Morgan retired and the Court swore in a **new Presiding Judge**, Joseph Olcavage, who was previously an Associate Judge with the Court. Judge Olcavage’s vacancy was filled by Judge Statia Hendrix, a former prosecutor with Scottsdale City Attorney’s Prosecutor’s Office.
10. Customer service remains a high priority - the Court **handled 150,845 phone calls and served 62,448 customers** at the public service windows.



Scottsdale City Court Judges

Served on the Bench Since:

The Honorable Joseph Olcavage

Presiding, March 2012

Associate, December 1991

The Honorable James Blake

Associate, September 2001

The Honorable Orest Jejna

Associate, May 2001

The Honorable Statia Hendrix

Associate, March 2012

Hearing Officer Herbert Pierpan

September 2000

Hearing Officer Marie R. Martinez

June 2008

JUDICIARY

The Scottsdale City Court bench is comprised of four full-time criminal case judges and two civil traffic hearing officers. Judge Joseph Olcavage has served as presiding judge since March 2012. His current term as presiding judge continues through March 2014. Each criminal judge is responsible for their own dockets and trials. The hearing officers oversee civil traffic, parking and photo enforcement cases. The criminal judges and one of the hearing officers also preside over protective order hearings.

Scottsdale City Court is a court of limited jurisdiction. The court has jurisdiction over:

- Criminal Traffic cases including Driving Under the Influence (DUI) cases
- Misdemeanor cases
- Civil traffic cases
- Photo enforcement cases
- Parking cases
- Animal seizure cases
- Abatement cases
- Protective Orders and Injunctions Against Harassment cases

ADMINISTRATION

Court Administration is responsible for the overall administrative functions of court and its primary role is providing oversight of personnel, facility and space planning, project management, technology and automation, court security, jury management, policy, procedure- and strategic-planning tasks, and intergovernmental, community and public information functions. Court Administration is made up of one court administrator, two deputy court administrators. Support staff includes one executive secretary.

Accomplishments during the year included:

- The National Association for Court Management Justice Achievement Award Honorable Mention for the court's jail alternative program
- A grant from the State Justice Institute to implement the National Center for State Courts High Performance Courts methodology
- Facility improvements in the lobby and courtrooms
- A long range space planning study and analysis to assist the court in long range space needs.
- Publication of articles including: "Reengineering Court Security in a Fiscally and Spatially Challenged Environment," "10 Years of Transformation - A Retrospective 2001-2011," and "Limited Jurisdiction Courts – Challenges, Opportunities and Strategies for Action."

Groups and Committees on which the court had representation include:

- Arizona Magistrates Association
- Arizona Limited Jurisdiction Court Administrators Association
- National Association for Court Management committees
- Arizona Supreme Court committees – technology advisory committee, court automation coordinating council, defensive driving (school) board, the judicial staff education and training committee, and the limited jurisdiction courts committee

COURTROOM SERVICES

The Courtroom Services Team is charged with the smooth and efficient operations of four Criminal courtrooms and an In-Custody Courtroom. The In-Custody Courtroom operates 365 days per year including weekends and holidays.

The Courtroom Services Team has five key assignments: 1) File Preparation for courtrooms – preparing files and documentation to conduct criminal arraignments, pre calendar preparation, and abatement case preparation; 2) Bailiff Courtroom work – preparing files for judicial review and sentencing at pre and post adjudication calendars, processing adjudicated/sentenced defendants from the courtrooms, calendaring future court dates for defendants present in the courtrooms, and case initiation process for new cases heard in the In-Custody courtroom; 3) Bailiff Non-Courtroom work – calendaring future court dates for defendants not present in the courtroom, data entry of judges' rulings and minute orders, and warrant activity including issuing and quashing of warrants; 4) Data Clerk file processing – completing overflow data and calendaring work from the courtrooms, processing Motions to Set Aside Judgment, file movement to and from the courtrooms and the file repository, issuance of warrants, and 5 year old warrant review activity; and 5) Internal and external customer service – answering phones, emails, and correspondence from defendants, attorneys and internal and external justice partners.

Currently, the Courtroom Services Team is staffed by eight court services representatives (five courtroom bailiffs and three roving data clerks), two senior level court services representatives and one court services supervisor.

In FY2012, the Courtroom Services Team facilitated the following:

- 9,316 Criminal Arraignments held
- 366 Bench Trials and 79 Jury Trials held
- 1,026 Protective Order petitions filed, 285 Protective Order and Injunction Against Harassment Hearings held
- 3,204 post adjudication Probation Violation Arraignments/Hearings and Orders to Show Cause held
- 7,478 motions processed during walk-in calendars held daily
- 4,455 arrest warrants issued for failure to appear or to comply with court orders

Team achievements for FY2012 included:

- Involvement in the Maricopa County Regional Homeless Court with final resolution of 19 cases with the completion of 2,629.5 hours of community service in lieu of \$11,194.04 of fines and fees owed.
- Participation in the annual Arizona Veteran's Stand Down for Homeless Veterans which brought resolution to 21 cases with completion of community service at the event in lieu of \$14,192.95 of fines and fees owed.
- Paper reduction as well as budget savings by having forms electronically created and imaged in the case management system instead of being printed as 2 part-forms by the city.
- Revised the In-Custody court procedures for increased prosecutor presence in more cases to shorten the time to disposition and help facilitate budget savings for the Police Department Detention division.



PUBLIC SERVICE

The Public Service Team's four key assignments are: 1) Customer Service - providing customer service at the windows, receipting payments, issuing payment contracts, scheduling hearings, entering protective orders, and preparing defendants to go into courtrooms on a walk-in basis; 2) Civil Traffic Courtrooms - processing civil traffic cases in the civil courtrooms, with bailiffs in the civil courtrooms working with two hearing officers to process civil traffic, photo enforcement and parking arraignments and hearings, reviewing civil motions and preparing rulings; 3) Answering phones - answering the Court's general information phone line (480-312-2442), and 4) Civil Traffic Correspondence - processing civil traffic correspondence and motions, opening and distributing mail, stocking the Self Service Center in the lobby, managing exhibits and sending notices and rulings to defendants.

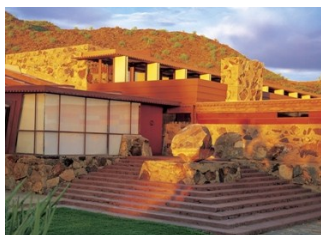
All civil traffic cases (civil traffic, photo enforcement and parking combined) are "paperless" – all documents for these cases are scanned and entered in to the Court's CMS (case management system). Hearing officers are trained to use the CMS to review cases and issue rulings.

The Team has fifteen staff members – twelve court services representatives (CSRs), two senior level court services representatives (senior CSRs) and one court services supervisor. There are two civil traffic hearing officers that preside over the two civil traffic courtrooms. All staff works together effectively and efficiently to get the Court's business done. During FY2012, the Public Service Team:

- Handled 7,661 civil traffic arraignments and 2,060 civil traffic hearings
- Processed 8,520 civil traffic walk-ins
- Answered 72,098 phone calls
- Adjudicated 60,236 civil traffic cases
- Assisted 62,448 customers at the windows

The Public Service Team constantly strives to improve its customer service. The Team's accomplishments for the past year. Include:

- In the spring of 2012, the Team worked with the IT Team in improving the lobby queuing system. The previous system spoke the customer number and window number in English only. Now, the system also speaks numbers in English and Spanish, and the Court's lobby contains large screen displays for customer numbers and window numbers.
- During the fall of 2011, the Team worked with the IT Team to streamline the photo enforcement process so that defendants who wanted to register for defensive driving school only have a single point of registration with the school (previously they signed up with the court and the school).
- Team staff absorbed tasks from other teams to include all civil traffic case processing. New tasks include: issuing parking summons and hearings, processing civil defaults, processing defensive driving school completions, and opening and distributing mail.



CASE PROCESSING

Case processing tasks range from the initial filing and creation of a case in the court, to the final termination of a case once all matters are complete; these tasks often cover both civil and criminal case types.

The seven major functions of the Case Processing Team are: 1) Appeals – processing all appeals filed and preparing all documentation for Superior Court; 2) Case Initiation – importing and processing all complaints filed in the Scottsdale City Court by law enforcement agencies, the city prosecutor’s office, local code and fire inspectors; 3) Compliance of Court Orders – overseeing and monitoring criminal cases for compliance or violations of court orders such as treatment programs, jail, probation, and home detention; 4) Criminal Motions – entering all criminal motions filed by fax, mail, or lobby drop box and forwarding to judges for rulings; 5) Customer Requests – distributing and help in processing all incoming faxes and emails, processing all records requests received by the court by fax, mail or email and processing all juror records for appearance and payment; 6) Disposition Reporting – reporting all criminal case dispositions to the Department of Public Safety, reporting all juvenile disposition reporting to Juvenile Office of Information Intake and correcting all Motor Vehicle Division rejected court dispositions; 7) File Wall Maintenance – maintaining the file system for all criminal files, pulling future courtroom calendars and electronically imaging terminated files.

Currently the team consists of twelve staff members – nine court service representatives (CSR’s), two senior level court services representatives (senior CSRs) and one court services supervisor. During the FY2012, the Case Processing Team:

- Processed 318 appeals
- Imported and processed 29,038 complaints
- Interacted with contracted program providers to process over 98,000 records
- Accepted and entered 11,648 criminal case motions
- Entered and processed 13,765 final disposition reports for the Department of Public Safety
- Processed 2,844 records requests (1,478 were processed in a paperless format)
- Electronically imaged over 3,800 completed case files

Some of the team’s achievements over the last year include:

- Trained with Superior Court on the new electronic jury processing program and software
- Began monitoring all court ordered community restitution compliance in the court’s case management system
- Worked with the Court Information Technology Team to automate the reporting of final dispositions on juvenile criminal cases
- Oversaw a cross team project to reduce backlog of terminated files to be electronically imaged
- Updated the records request form to comply with Arizona Rules of Court Rule 123



FINANCE

The Financial Team is responsible for all financial transactions specific to the Court and functions as the liaison to the City of Scottsdale Accounting office. Additionally, the team coordinates with the Administrative Office of the Arizona Supreme Court (AOC) regarding the mandated 3rd party collections process called FARE (Fines/Fees and Restitution Enforcement), Tax Interception Program, and to ensure Minimum Accounting Standards are maintained. Primary areas of responsibilities include:

- Cash handling and deposit preparation
- Accounts payable and accounts receivable
- Collections of court ordered financial sanctions
- Creating and monitoring of Court's budget as a component of overall City of Scottsdale budget
- Financial analysis and reports generation

The Financial team is staffed by a senior court services representative, a senior account technician, and a senior management analyst.

In the past year, \$19.6 million dollars flowed through the Court:

- Revenues of \$10.3 million
- State & County Surcharges of \$7.9 million
- Victim restitution of \$260,000
- Appearance bonds of \$1.2 million

Team achievements in the past year included:

- Collected \$716,000 through the FARE program
- Intercepted State of Arizona Income Tax refunds and lottery winnings of almost \$1 Million from defendants with outstanding balances
- Generated 22,377 automated phone calls to defendants reminding of scheduled payments due
- Processed/reviewed 3,251 financial based transactions in the Court's case management system (CMS)
- Processed 15,931 Defensive Driving School receipts from over 50 third party providers



TECHNOLOGY / IT TEAM

Currently, the IT Team consists of: Court Automation Manager, Systems Integrator, and Technology Coordinator. Technology tasks vary widely among team members and range from resolving PC and printer issues to maintaining the server and database that supports that court's case management system.

Some of the major functions of the IT Team are: Court automation/software development; technology project coordination; server monitoring and maintenance; technical assistance/desktop assistance and support; service on technical committees (Court, City, State, and National); monthly statistics, CourTools, and ad-hoc statistical data origination; and Court intranet.

During the past year, the IT Team:

- Handled 6,800 email requests for support and/or information.
- Upgraded court PC's to the Windows 7 operating system and Office 2010 productivity suite.
- Upgraded the lobby queuing system (which included adding Spanish language ability).
- Assisted the City Information Technology department in the rewire of the court building, replaced aging network switches, and migrated phone system to a VOIP (Voice Over Internet Protocol) solution.
- Assisted in the redesign of the staff workspace in the courtrooms to allow better utilization of space, increased utilization of automation equipment, and easier access by two staff members working simultaneously.
- Continued development of the case management system to increase functionality and efficiency.



SECURITY

The court security staff consists of five armed security officers. All of the current staff is retired law enforcement personnel, retiring with ranks of Chief and Deputy Chief of Police and Police Lieutenant with a total of 122 years of sworn law enforcement experience. The current security screener staff is comprised of contract state certified security officers trained by court security officers using Transportation Security Administration (TSA) guidelines for screening court visitors:

2012 statistics include:

- Total number of court visitors screened: 121,485
- Total number of questionable items detected: 3,739
- Total number of searched objects coming into the court: 3,884
- Total number of hand-wanded searches: 3,091
- Average number of court visitors a day: 481

Accomplishments related to efficiencies and cost reductions:

- Incorporated new contract security screeners replacing hourly city employees.
- Obtained at no cost surplus lockers for armed security guards to store equipment and weapons.
- Answered a total of 780 calls for courtroom assistance
- Reduced the number of false alarms by 50 percent.
- Implemented security staffing reduction for days when the court has minimal traffic due to training and other related tasks.



EMPLOYEE RECOGNITION

Scottsdale City Court is committed to the training and development of its employees. Employees must complete yearly Judicial Branch education classes that focus on gathering the knowledge and skills needed to deal with the public and cases. Employees attend local conferences and classes on the Arizona Court System, Dealing with the Public and Customer Service, Local Court Issues, Working and Communicating with Others and Ethics.

Every spring Court management recognizes employees whose dedication and excellence make them role models for all employees. The 2012 recipients are:

Employee Excellence Award - Candace Schafer for her tireless efforts to ensure we are compliant with Minimum Accounting Standards as prescribed by the Supreme Court; coordinating the Tax Intercept Program that recovered almost \$1 million; and her critical role in processing key financial aspects in the case management system including month end processing, bond refunds, and restitution payments to defendants.

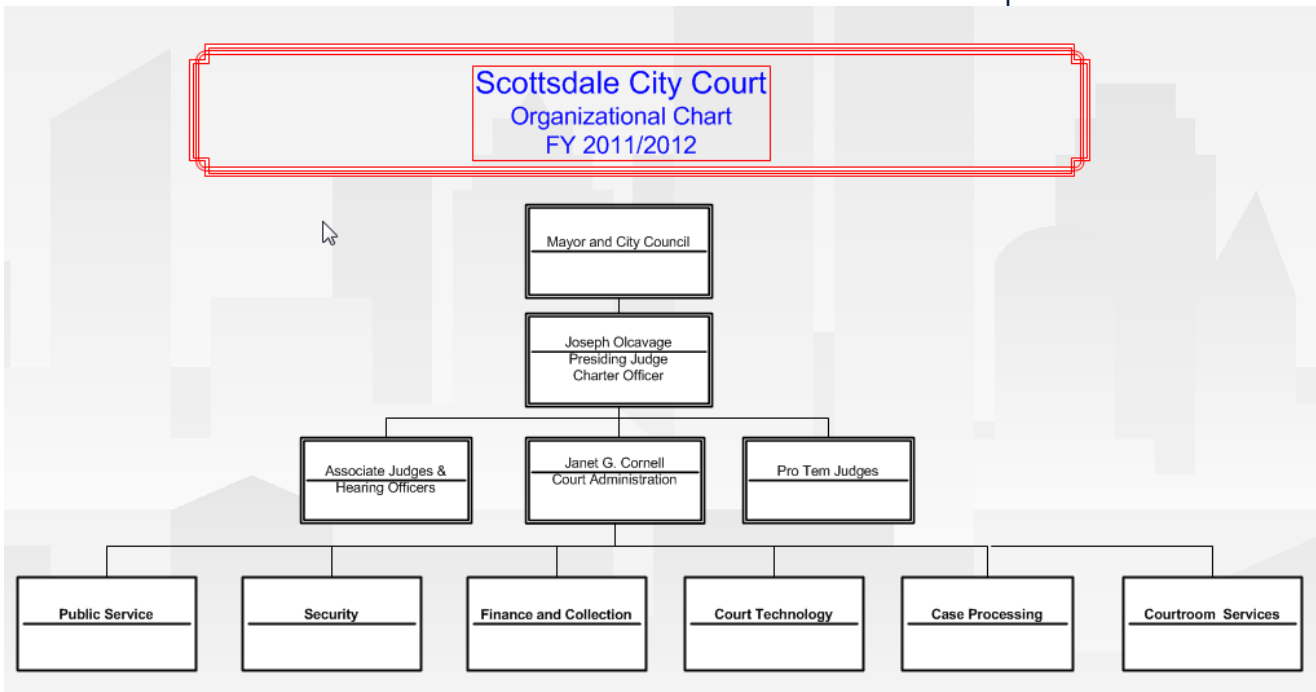
Employee Attendance Award - Veronica Villa was recognized for using the least amount of unscheduled medical leave during the past year. Veronica’s commitment to her job as courtroom bailiff was praiseworthy.

Employee “Green” Award – Since taking on his assignment as Records Request Clerk over a year ago, Josh Wilkins updated his processes so that over half of his monthly output is paperless. His dedication to customer service and efficiency was outstanding.

Employee Attitude Award - Matthew Ortiz won because he takes on all tasks with a friendly, positive attitude. He’s able to get his job done and “roll with the punches”. It’s wonderful to come to work with coworkers like Matt.

STAFF MILESTONES

- ◇ 17 employees with 5-9 years of service
- ◇ 15 employees with 10-14 years of service
- ◇ 3 employees with 15-19 years of service
- ◇ 2 employees with 20 or more years of service



COMMUNITY OUTREACH

Scottsdale City Court works with other courts and agencies in the community to assist in the resolution of pending cases. These partnerships are vital to support the disposition of some of the Court's most complex cases.

- Homeless court - The Maricopa County Regional Homeless Court (RHC) was implemented by the Phoenix Municipal Court in 2006 in collaboration with the Tempe Municipal Court. The RHC gives people affected by homelessness the chance to resolve old misdemeanor charges in exchange for their compliance while in approved agencies' programs. Scottsdale City Court began its participation in the RHC in November 2011. In FY2012, the RHC adjudicated 19 cases referred by the Scottsdale City Court suspending \$11,195.04 in fines and fees for a total of 2,629.5 hours of community service work completed.
- Veterans Court - The Arizona Stand Down is Arizona's largest outreach event targeting veterans experiencing or at-risk of homelessness. The Stand Down Court operation uses the same model as the Regional Homeless Court in that the objective is to enable the homeless and at-risk veterans to clear up court matters that are affecting their ability to obtain or reinstate driving privileges in Arizona. In 2012, the Arizona Veterans Stand Down adjudicated 21 cases referred by the Scottsdale City Court suspending \$14,192.95 in fines and fees for community services hours performed.
- Community Restitution—On December 5, 2011, the Court implemented new referral processes by which all defendants ordered to complete community restitution are initially screened by Scottsdale Parks and Recreation to increase community restitution served for the City of Scottsdale. In FY2012, there were 8,388 hours community restitution hours completed on 407 cases.
- Mentally Ill – Since February 2012, the Court and Magellan, Maricopa County's Regional Behavioral Health Authority, have been working together to identify defendants who had been diagnosed with a serious mental illness (SMI). Case workers appear at the next court hearing date and provide information to defense council and/or the court for the purpose of expeditiously linking services to the defendant. As of August 15, 2012 (5 months) there were 8 responses from Magellan indicating the defendant was SMI and a client that is or was receiving services from Magellan.

Community Outreach efforts also included the following:

- Scottsdale 101 for Scottsdale Realtors Association presentation
- Scottsdale Police Citizens Academy presentation
- Mayor's Youth Council
- Tours and site visits for other Arizona Courts
- Tours for local scout troops and schools
- Sponsorship of a Scottsdale Youth Corps student



**Arizona Municipal Courts
Top 10 Ranked by Total Charges Filed
Fiscal Year 2011**

Source: Arizona Supreme Court, Administrative Office of the Courts (AOC)

| Court Name | Ranked Order (Charges) | Total Charges Filed | Total Charges Adjudicated | Clearance Rate | Court FTE's (fulltime) | Charges per Court FTE | Number of Sworn Officers | Charges per Sworn Officer | Population (2010 US Census Bureau) | Population Ranking | Charges Filed Per Capita | Estimated Daily Net Job Inflow* | Estimated Daytime Population* | Daytime Population Ranking* |
|-------------------|------------------------|---------------------|---------------------------|----------------|------------------------|-----------------------|--------------------------|---------------------------|------------------------------------|--------------------|--------------------------|---------------------------------|-------------------------------|-----------------------------|
| Phoenix | 1 | 293,635 | 301,877 | 103% | 295 | 995.4 | 3,274 | 89.7 | 1,445,632 | 1 | 20% | 75,379 | 1,521,011 | 1 |
| | DUI Charges | 17,872 | | | | | Swrn Off. To Court FTEs | 11:1 | | | | | | |
| Tucson | 2 | 225,023 | 329,146 | 146% | 133 | 1,691.9 | na | na | 520,116 | 2 | 43% | na | na | na |
| | DUI Charges | 6,059 | | | | | Swrn Off. To Court FTEs | na | | | | | | |
| Mesa | 3 | 138,370 | 144,549 | 104% | 80 | 1,729.6 | 777 | 178.1 | 439,041 | 3 | 32% | (48,509) | 390,532 | 2 |
| | DUI Charges | 5,783 | | | | | Swrn Off. To Court FTEs | 10:1 | | | | | | |
| Scottsdale | 4 | 104,301 | 114,984 | 110% | 60 | 1,738.4 | 413 | 252.5 | 217,385 | 6 | 48% | 68,916 | 286,301 | 3 |
| | DUI Charges | 7,153 | | | | | Swrn Off. To Court FTEs | 7:1 | | | | | | |
| Tempe | 5 | 97,554 | 97,845 | 100% | 36 | 2,709.8 | 341 | 286.1 | 161,719 | 8 | 60% | 61,856 | 223,575 | 4 |
| | DUI Charges | 3,756 | | | | | Swrn Off. To Court FTEs | 9:1 | | | | | | |
| Glendale | 6 | 39,622 | 47,780 | 121% | 39 | 1,015.9 | 416 | 95.2 | 226,721 | 5 | 17% | (40,518) | 186,203 | 6 |
| | DUI Charges | 1,971 | | | | | Swrn Off. To Court FTEs | 11:1 | | | | | | |
| Chandler | 7 | 30,769 | 29,472 | 96% | 41 | 750.5 | 320 | 96.2 | 236,123 | 4 | 13% | (35,082) | 201,041 | 5 |
| | DUI Charges | 2,411 | | | | | Swrn Off. To Court FTEs | 8:1 | | | | | | |
| Prescott Valley | 8 | 25,602 | 23,443 | 92% | 6 | 4,267.0 | na | na | 38,822 | 10 | 66% | na | na | |
| | DUI Charges | na | | | | | Swrn Off. To Court FTEs | | | | | | | |
| Peoria | 9 | 23,664 | 26,853 | 113% | 20 | 1,183.2 | 187 | 126.5 | 154,065 | 9 | 15% | (35,922) | 118,143 | 8 |
| | DUI Charges | 750 | | | | | Swrn Off. To Court FTEs | 9:1 | | | | | | |
| Gilbert | 10 | 23,309 | 27,593 | 118% | 30 | 777.0 | 226 | 103.1 | 208,453 | 7 | 11% | (56,788) | 151,665 | 7 |
| | DUI Charges | 2,340 | | | | | Swrn Off. To Court FTEs | 8:1 | | | | | | |

Prepared August 9 2012

Notes: Arizona Supreme Court collects filing information by charge and not by case. Therefore AOC filings by charge information is used to compare Scottsdale City Court to other municipal courts within the state. Case filing data is use by Scottsdale City Court for internal comparison and is a better indicator of workload; the court moves cases through the system not individual charges.

Total Charges filed do not include petitions filed for protective orders. They were excluded from the AOC's municipal court ranking report.

na = not available

Number of sworn officers was obtained from the Scottsdale Police Dept.

Estimated Daily Net Inflow, Estimated Daytime Population were obtained from a City Manager's report to City Council dated April 17 2012

Tucson and Tempe have unusually high city ordinance violations (parking) due to university activity within their jurisdictions. See next page.

Municipal Court Filing Volumes FY 2011

Source: Arizona Supreme Court, Administrative Office of the Courts Annual Reports

| Court Filings | <u>Criminal</u> | <u>Misdemeanors</u> | <u>Civil</u> | <u>City</u> | <u>Protective</u> | <u>Total Before</u> | <u>Total</u> |
|--------------------|-----------------|---------------------|----------------|------------------|-------------------|--------------------------|----------------|
| | <u>Traffic</u> | | <u>Traffic</u> | <u>Ordinance</u> | <u>Orders</u> | <u>Protective Orders</u> | |
| Phoenix | 46,860 | 35,303 | 181,539 | 29,933 | 3,739 | 293,635 | 297,374 |
| Tucson | 15,068 | 64,593 | 106,572 | 38,790 | 3,013 | 225,023 | 228,036 |
| Mesa | 12,746 | 17,444 | 104,594 | 3,586 | 1,699 | 138,370 | 140,069 |
| Scottsdale | 13,531 | 10,320 | 77,044 | 3,406 | 1,027 | 104,301 | 105,328 |
| Tempe | 6,938 | 12,597 | 57,099 | 20,920 | 942 | 97,554 | 98,496 |
| Glendale | 5,165 | 7,759 | 24,346 | 2,352 | 2,709 | 39,622 | 42,331 |
| Chandler | 3,931 | 5,955 | 20,304 | 579 | 1,083 | 30,769 | 31,852 |
| Peoria | 2,104 | 2,145 | 18,410 | 1,005 | 526 | 23,664 | 24,190 |
| Gilbert | 4,516 | 3,925 | 14,718 | 150 | 630 | 23,309 | 23,939 |
| Maricopa Co. Total | 102,698 | 104,394 | 574,618 | 66,192 | 14,527 | 847,902 | 862,429 |

Court Filings-Percent of Totals

| | <u>Criminal</u> | <u>Misdemeanors</u> | <u>Civil</u> | <u>City</u> | <u>Protective</u> |
|-------------------|-----------------|---------------------|----------------|------------------|-------------------|
| | <u>Traffic</u> | | <u>Traffic</u> | <u>Ordinance</u> | <u>Orders</u> |
| Phoenix | 15.8% | 11.9% | 61.0% | 10.1% | 1.3% |
| Tucson | 6.6% | 28.3% | 46.7% | 17.0% | 1.3% |
| Mesa | 9.1% | 12.5% | 74.7% | 2.6% | 1.2% |
| Scottsdale | 12.8% | 9.8% | 73.1% | 3.2% | 1.0% |
| Tempe | 7.0% | 12.8% | 58.0% | 21.2% | 1.0% |
| Glendale | 12.2% | 18.3% | 57.5% | 5.6% | 6.4% |
| Chandler | 12.3% | 18.7% | 63.7% | 1.8% | 3.4% |
| Peoria | 8.7% | 8.9% | 76.1% | 4.2% | 2.2% |
| Gilbert | 18.9% | 16.4% | 61.5% | 0.6% | 2.6% |

| | | | | | |
|--------------------|-------|-------|-------|------|------|
| Maricopa Co. Total | 11.9% | 12.1% | 66.6% | 7.7% | 1.7% |
|--------------------|-------|-------|-------|------|------|

| | | | | | | | | | |
|---------------------------|---------|---------|-------|--------|-------|---------|-------|------------------|------|
| Mean (w/o Maricopa Co.) | 11.5% | 15.3% | 63.6% | 7.4% | 2.3% | | | | |
| Median (w/o Maricopa Co.) | 12.2% | 12.8% | 61.5% | 4.2% | 1.3% | | | | |
| Highest | Gilbert | Tucson | 28.3% | Peoria | 76.1% | Tempe | 21.2% | Glendale | 6.4% |
| Lowest | Tucson | Peroria | 8.9% | Tucson | 46.7% | Gilbert | 0.6% | Scottsdale/Tempe | 1.0% |

| <u>Court Revenue/Expenditures</u> | <u>Revenue</u> | <u>Expenditures</u> | <u>Revenue Per Charge</u> | <u>Expenditure Per Charge</u> | <u>Revenue to Expenditure</u> |
|-----------------------------------|---------------------|---------------------|---------------------------|-------------------------------|-------------------------------|
| Phoenix | \$46,629,761 | \$30,602,499 | \$156.81 | \$102.91 | \$1.52:1 |
| Tucson | \$23,948,864 | \$10,500,411 | \$105.02 | \$46.05 | \$2.28:1 |
| Mesa | \$16,819,385 | \$7,379,550 | \$120.08 | \$52.69 | \$2.28:1 |
| Scottsdale | \$16,956,217 | \$5,544,546 | \$160.98 | \$52.64 | \$3.06:1 |
| Tempe | \$12,535,086 | \$3,889,636 | \$127.26 | \$39.49 | \$3.22:1 |
| Glendale | \$7,233,449 | \$3,998,222 | \$170.88 | \$94.45 | \$1.81:1 |
| Chandler | \$5,913,447 | \$3,660,138 | \$185.65 | \$114.91 | \$1.62:1 |
| Peoria | \$4,357,778 | \$2,000,488 | \$180.15 | \$82.70 | \$2.18:1 |
| Gilbert | \$7,228,064 | \$2,958,510 | \$301.94 | \$123.59 | \$2.44:1 |
| Maricopa Co. Total | \$131,576,514 | \$67,529,744 | \$152.57 | \$78.30 | \$1.95:1 |

| <u>Staffing</u> | <u>Judges</u> | <u>Hearing Officers¹</u> | <u>Non-Judicial Staff (FTE)</u> | <u>Criminal Charges Per Judge</u> | <u>Civil Charges Per Hearing Off.</u> | <u>Charges Per Jud. Officer</u> | <u>Charges Per Non-Jud Staff</u> |
|--------------------|---------------|-------------------------------------|---------------------------------|-----------------------------------|---------------------------------------|---------------------------------|----------------------------------|
| Phoenix | 22 | 5 | 262 | 3,905 | 42,294 | 11,014 | 1,135 |
| Tucson | 12 | 2 | 118 | 6,890 | 72,681 | 16,288 | 1,933 |
| Mesa | 7 | 1 | 69 | 4,556 | 108,180 | 17,509 | 2,030 |
| Scottsdale | 4 | 2 | 52 | 5,963 | 40,739 | 17,555 | 2,026 |
| Tempe | 2 | 1 | 33 | 9,768 | 78,961 | 32,832 | 2,985 |
| Glendale | 3 | 1 | 35 | 5,211 | 26,698 | 10,583 | 1,209 |
| Chandler | 4 | 1 | 35 | 2,742 | 20,883 | 6,370 | 910 |
| Peoria | 1 | 0 | 19 | 4,775 | 19,415 | 24,190 | 1,273 |
| Gilbert | 4 | 1 | 25 | 2,268 | 14,868 | 4,788 | 958 |
| Maricopa Co. Total | 57 | 9 | 610 | 3,888 | 71,201 | 13,067 | 1,414 |

Prepared August 7 2012

| Trials/Hearings | <u>Non-Jury</u> | | <u>Protective Order</u> | <u>Civil</u> | <u>Total</u> | <u>Total</u> | <u>Percent Filings</u> | <u>Percent Filings</u> | <u>Percent Filings</u> |
|------------------------|------------------------|---------------------------|--------------------------------|------------------------|-------------------------------|------------------------|-------------------------------|-------------------------------|---------------------------------|
| | <u>Trials</u> | <u>Jury Trials</u> | <u>Hearings</u> | <u>Hearings</u> | <u>Trials/Hearings</u> | <u>Hearings</u> | <u>Go to Trial</u> | <u>Go to Hearing</u> | <u>to Trial/Hearings</u> |
| Phoenix | 782 | 361 | 932 | 4,229 | 6,304 | 4,229 | 1.33% | 2.00% | 2.12% |
| Tucson | 356 | 152 | 1 | 1,860 | 2,369 | 1,860 | 0.61% | 1.28% | 1.04% |
| Mesa | 526 | 82 | 198 | 2,311 | 3,117 | 2,311 | 1.91% | 2.14% | 2.23% |
| Scottsdale | 364 | 84 | 734 | 2,081 | 3,263 | 2,081 | 1.88% | 2.55% | 3.10% |
| Tempe | 381 | 12 | 77 | 1,695 | 2,165 | 1,772 | 2.01% | 2.24% | 2.20% |
| Glendale | 38 | 2 | 937 | 333 | 1,310 | 333 | 0.26% | 1.25% | 3.09% |
| Chandler | 1,029 | 7 | 331 | 953 | 2,320 | 953 | 9.44% | 4.56% | 7.28% |
| Peoria | 59 | 5 | 183 | 296 | 543 | 296 | 1.34% | 1.52% | 2.24% |
| Gilbert | 121 | 29 | 200 | 776 | 1,126 | 776 | 1.65% | 5.22% | 4.70% |
| Maricopa Co. Total | 3,368 | 591 | 4,076 | 15,093 | 23,128 | 15,093 | 1.79% | 2.36% | 2.68% |

Prepared August 7 2012

Note 1: Per the AOC's report on court personnel where no hearing officer was noted as on staff, one judicial position was transferred to the hearing officer column from the judges column. It is assumed that the civil traffic charges are adjudicated by a judge. In these situations charges per judicial officer would be the better number to use.