



# SCOTTSDALE CITY COURT

## Annual Report

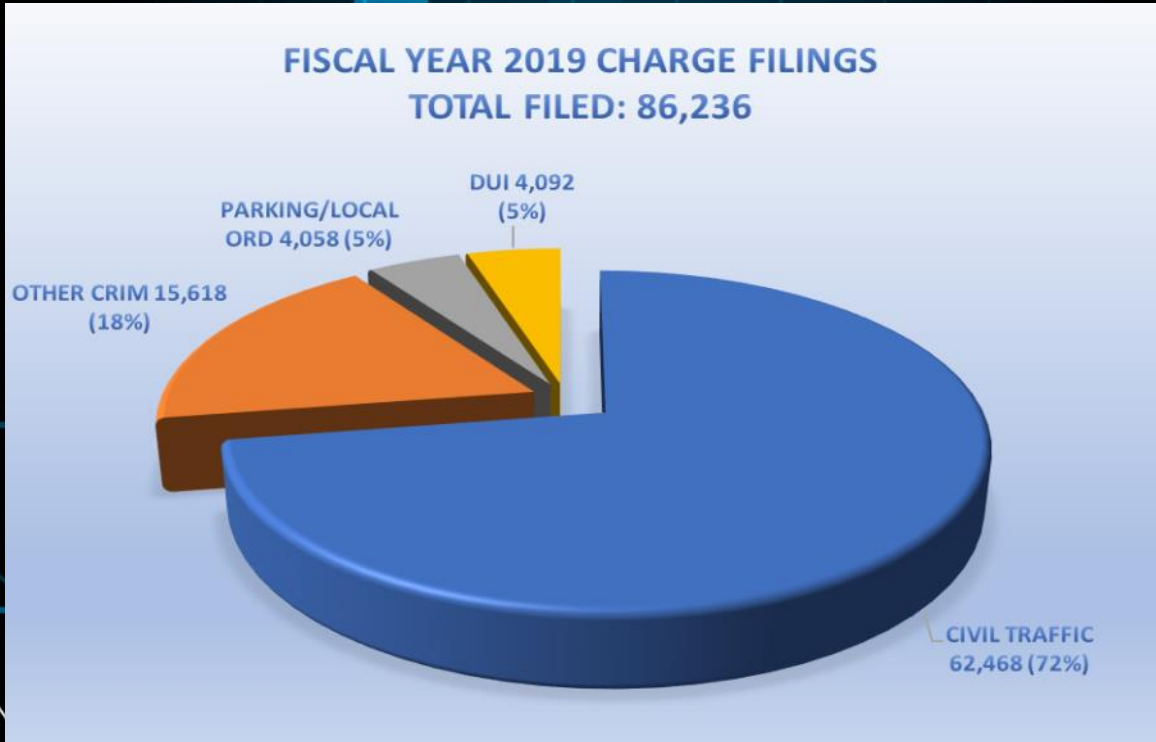
Fiscal Year 2018 – 2019

SCOTTSDALE JUSTICE CENTER

*"I am grateful to announce Scottsdale City Court's accomplishments for the Fiscal Year 2018/19. During this report year, we focused on community and how we served the community through Technology, Programs, and Training by offering simply better service."*

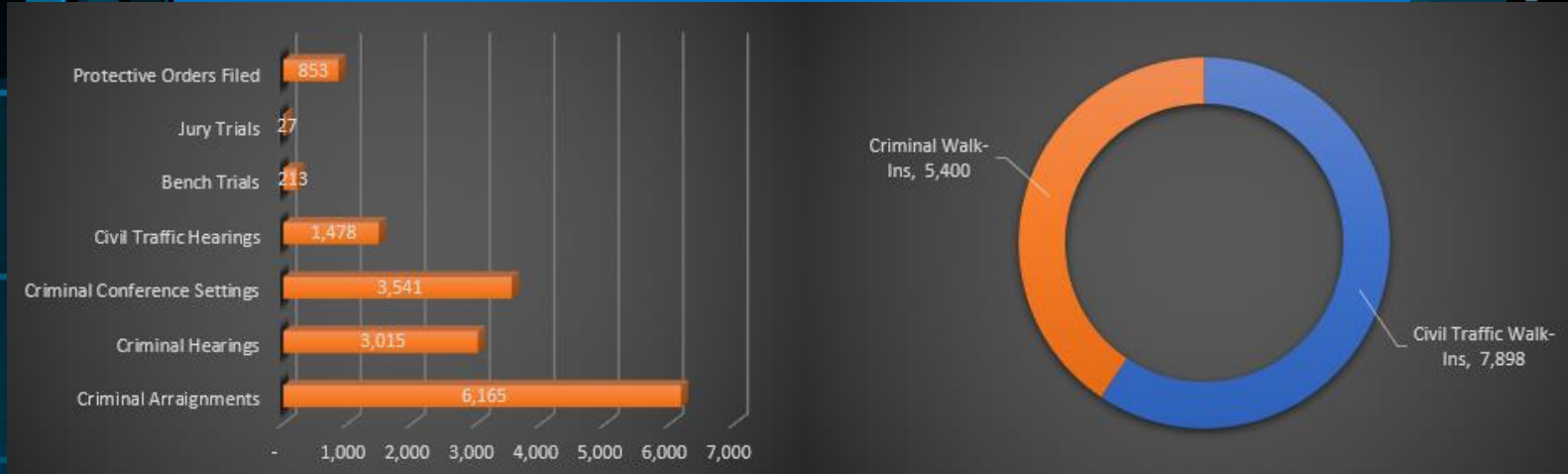
Ken Kung, Court Administrator

Simply Better Service   
for a World-Class Community



## HEARINGS HELD

## WALK-IN'S



PROGRAMS	BUDGET (MILLIONS)
Community Restitution Hours Completed:	<b>Total Revenue: \$16.4</b>
Ordered: <b>19,650</b> In lieu of Fine: <b>3,431</b>	City: \$8.8
FTE Equivalent: <b>1.65</b>	State: \$6.3
Defensive Driving Completed: <b>17,796</b>	County: \$0.5
Online Motions Filed: <b>4,289</b>	Restitution: \$0.2
New Automated Recurring Billing Enroll: <b>629</b>	<b>Total Expenditure: \$ 5.9</b>

## ...Simply Better Service through TECHNOLOGY

### ONLINE DISPUTE RESOLUTION

This pilot program allows defendants from out-of-state, resides more than 100 miles away from the court, and/or experiencing a medical condition that prevents them from attending court; an opportunity to resolve their criminal cases online without the need to appear in court. This program enables defendants to receive their paperwork via online and allows for a faster delivery method than the standard mail. Defendants will be sent a text and/or email with a link to the website portal used for case resolution. The court, defendant, prosecutor and officer can upload and view documents needed for court proceedings. The parties can also communicate back and forth in this portal, including the court having the ability to upload hearing notices and post sentencing documents

#### ODR STATS

Cases Entered to ODR: 86

Cases Completed: 40

Cases Pending: 46



### TABLET USE...

Using iPads the Court is able to extend its access to the Court through Remote Hearings, Appearances, and Records Requests.

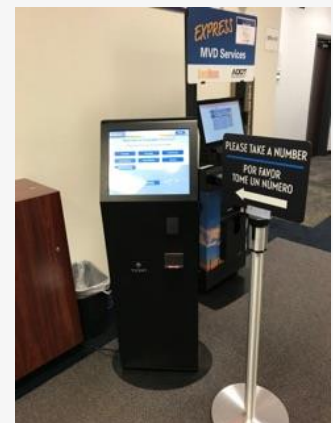
**Remote Hearings** – The Court partnered with a local domestic violence shelter and the Scottsdale Police Crisis Intervention Team, to allow victims of crime to obtain a Protective Order remotely without having to appear in person.

**Jail Court Proceedings** – Scottsdale City Court can hold In-Custody hearings via FaceTime. The Judge, located in the courthouse, can speak to the Defendant, located in the city jail, and conduct the hearing as if they were in front of the judge.

**Records Requests** - The public can now make an appointment to come in or appear at a window to view court records via an iPad. The Court no longer needs to print documents for viewing. Staff can now pull up the requested documents on the iPad and the requester can read, scroll and zoom, and request the document to be printed.

### MVD KIOSK & REAL TIME DISPOSITION

Utilizing the MVD Kiosk located in the court's lobby and working with Motor Vehicle Division (MVD), Scottsdale City Court has a pilot program that assists customers with getting their license reinstated without the need to travel to MVD. In certain circumstances, when a defendant resolves their defaulted traffic offense, the Court contacts MVD to report resolution in real-time. The defendant can then use the MVD Kiosk in the court's lobby to get their license reinstated. This service provides customers a convenient and effective solution to reinstating their license while saving them time and making them compliant with the court and MVD.



### LOBBY QUEUING SYSTEM

The Court went through an RFP process replaced its lobby queuing system, with a new lobby management software. The new software called Q-Flow, is a total solution package that strives for customer experience optimization. Q-Flow electronically manages the dispensing and call of numbers, and also provides the customers the ability to make online appointments. Customers are able to receive text notifications and see live lobby wait times online.

#### WAIT TIMES AND APPOINTMENTS

Scheduling an appointment will provide you faster service when visiting the Scottsdale City Court.

Schedule an Appointment		
Current Wait Times		
Service	# Waiting	Avg. Wait
Cashier	2	0:04:25
General Questions	1	0:03:22
Human Services	0	0:00:00
Post Bond	0	0:00:00
Protective Orders	0	0:00:00
See Judge	0	0:00:00
Submit Documents	0	0:00:00

## DOMESTIC VIOLENCE COURT

This is a specialty court that follows the problem-solving court model seeking to reduce recidivism and increase compliance with the court's treatment orders. All offenders convicted of a domestic violence related charge are required to participate in post-adjudication hearings called DV (Domestic Violence) Review. This court also seeks to improve the victim's court experience and victim safety by partnering with both prosecution and community-based victim advocates. For the fiscal year, there has been 352 hearings held to ensure court compliance.



## VETERANS' COURT

**East Valley Regional Veterans' Court** – A collaboration of East Valley Municipal Courts and surrounding community veterans' services to offer a specialized court calendar dedicated to handle veterans' cases. The Veterans' Court program is designed to expedite access to veteran-specific resources such as benefits and treatment. *During this fiscal year, the court has referred 113 cases and successfully.*

**Veterans' Stand Down** - This large annual event 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.

**Veterans' Stand Up** - This event 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.

### DUI ARRAIGNMENT

#### CALENDAR

This is a dedicated calendar designed to offer the defendant the opportunity to speak to a prosecutor as well as a public defender during their arraignment setting. Due to this model, 40% of the applicable cases this fiscal year was able to be resolved at arraignment.

### HOMELESS COURT

The court participates in the Maricopa County Regional Homeless Court that focuses on resolving post-adjudicated misdemeanor (victimless offenses) and civil traffic cases for homeless individuals who primarily owe money for their offenses.

### JUVENILE COURT

The court dedicates a calendar to hear cases for individuals under the age of eighteen years old. The court hears charges for juveniles that typically range from truancy and curfew violations, to possession or consumption of spirituous liquor. A parent or legal guardian must be present at all court appearances.

## SCOTTSDALE YOUTH & FAMILY SERVICES

Scottsdale City Court in partnership with the City's Human Services, has created two offices to offer screening services and various programs. Screening includes substance abuse, alcohol, drug, and anger management. During this fiscal year, two new additional on-site services was added.

### Shoplifting Theft Offender Program (STOP)

This program is for offenders convicted with misdemeanor shoplifting or theft offenses. The program includes an Intake/Screening performed within 1 month of the adult's initial Court Order and a 6-hour education program delivered through a written packet of materials. Since implementation in 08/2018, there have been 117 Orders for Intake/Screening.

### Anger Management Screening and Referral Program

This screening and referral program includes an assessment interview for Testing Your Anger Control, Adverse Childhood Experiences, and a survey of Adult Experiences. After the anger management screening, adults are referred to treatment providers in the community to complete 12, 18, or 24 treatment sessions. Since implementation in 10/2018, there have been 73 Orders for Intake/Screening.

## ...Simply Better Service through **TRAINING**

### COMMITTEE ON JUDICIAL EDUCATION AND TRAINING (COJET)

Court employees are mandated to receive active annual training in accordance to the Arizona Code of Judicial Administration. For Calendar Year 2019:

Total hours of education received- 2,916

Total number of internal taught classes - 39

Total number of Guest Sponsored classes taught on-site – 9

All employees receive Ethics, Computer Network, Active Shooter Awareness, Responding to Building Threats, and Anti-Discrimination and Harassment Training as part of their required annual training.

#### COURT EDUCATION COMMITTEE

The Court formed a committee comprised of staff from all levels to focus on the development and coordinating of court education trainings. The committee's purpose is to *Effectively manage and sustain the Court's training program and to provide exceptional continuing education for staff based on operational and developmental needs.*

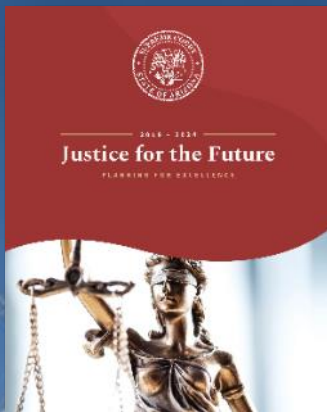


#### JUDICIAL MEMBERSHIP AND MENTORSHIP

The Scottsdale City Court Judicial Bench presides over cases filed in the Scottsdale City Court as their daily responsibilities, but also serve as mentors to other judges and standing members of AZ Supreme Court Committees. Below is a list of memberships and mentorships for this year:

- \* Mentor for New Judge Orientation
- \* Fellow of Judicial Engagement Network
- \* Speaker for 2019 Maricopa County Pro-Tem Justice of the Peace Conference
- \* Speaker for 2019 Annual Judicial Conference
- \* Speaker for 2018 Governor Office of Highway and Safety Judicial Traffic Conference
- \* Speaker for 2019 Arizona Justice of the Peace Judicial Conference
- \* Speaker for 2019 Arizona Magistrates Conference
- \* Member of Advisory Committee on Rules of Evidence
- \* Member of Committee on Impact of Domestic Violence and the Courts
- \* Member of American Bar Association
- \* Member of Arizona Bar Association





...A Glimpse into the **FUTURE**

## FUTURE PROJECTS

- Expand Protective Order Remote Hearings to additional shelters
- Offer Online Parking Hearings
- Collaborate with community partners to address homelessness and mental health in the court
- Enhance Customer Service by offering Online Chat Support
- Automate Predictive Criminal Calendar Settings
- Expand Victim Access with the use of tablets
- Work with AZ Department of Corrections for Pre-Release case resolution
- Implement Defendant Check-In automated system



*Thank you from all of us!*

