

Scottsdale City Court

“How Can I Help You?”

Scottsdale City Court’s Dedication to Customer Service



Customer Service is Resolving Cases

Scottsdale City Court’s Customers

The Scottsdale City Court served over 300,000 customers in FY 2008/2009. For the most part, the only contact these people will have with the court system is with the city court. Because opinions about the courts are formed at the limited jurisdiction level, our mission and dedication to customer service enhances public satisfaction and perception for not only Scottsdale, but the court system as a whole.

The approach to public satisfaction begins with customers. The Scottsdale City Court’s customers include: defendants, attorneys, victims, law enforcement officers, family members, jurors, and any member of the public visiting or attending court.

The City Court handles misdemeanor and traffic violations (including DUI, serious traffic and photo enforcement citations) and petty offenses that occur within City limits. It also hears City code or ordinance violations, parking violations, and issues search warrants, orders of protection and injunctions prohibiting harassment. The City Court

conducts jury trials, bench trials and hearings where litigants may contest their violation. The court can issue warrants for failure to comply with a court order. In 2008, the Scottsdale City Court was the 3rd largest municipal court, by case volume, in Arizona, following Phoenix (1st) and Tucson (2nd). The court has five judges, two hearing officers, and 64 staff members.

Inside and Outside The Courtroom

The Scottsdale City Court is focused on dispute resolution services for the public. Customers are able to resolve their cases through: 1) appearing before a judge, 2) paying fines in person at the court, via the web or over the phone, or 3) attending defensive driving school without ever appearing at the court. These services are provided to the public according to applicable laws and rules.

Official court proceedings are conducted by a law trained City Court judge or a civil traffic hearing officer trained on civil traffic and parking matters. Court staff is authorized to handle court paperwork, conduct preliminary review of case information and provide information to the litigants. On occasion, following document review, the court staff is authorized to indicate case compliance and update case status.

Disposing of cases is a priority in Scottsdale. The Court’s clearance rate (number of charges adjudicated divided by the number of charges filed) has been over 100% for the past three fiscal years, which means that the Court is resolving matters faster than they are being filed. In FY 08/09, the clearance rate was 128%. In FY 07/08, the clearance rate was 108% and in 06/07, the clearance rate was 109%.

Our mission is to serve the community of Scottsdale with a dignified, professional forum for the efficient resolution of cases.

Customer Service is Expanding Access to All

Key Service Improvements

- The Court utilizes a state of the art customer flow management system, **Qmatic**, for the public/customer service counter. Litigants take a number via an electronic printer or are provided one in the courtroom at the conclusion of their scheduled matter. The system automatically queues the numbers and when the number is “announced” litigants are directed visually and audibly to a service window. English and Spanish speaking customers can be accommodated. The system also provides real time volume and wait times reports which help the Court determine staff resources.
- The Court’s daily **courtroom calendar is electronically displayed** in the lobby on large monitors, similar to airport information screens. The information provided helps direct litigants to the proper courtroom. The calendar system is updated each morning prior to opening and at midday for afternoon proceedings with information from the case management system.
- Two **public access computers** located in the Court lobby provide access to

the payment website for litigants to make fine payments by credit card.

- A newly remodeled front entrance provides a **spacious and secure environment** for litigants during the screening process and provides security staff greater visibility and control over lobby activities. Effective security measures help ensure a safe place for litigants, court staff and judiciary to conduct court business.
- Staff provide “triage” help to litigants with questions to determine the nature of their visit, if they have the proper paperwork to conduct their business. Senior staff members have the authority to create **specialized customer windows** such as payments only-cash/credit card/checks in order to help alleviate heavy volumes and long wait times.
- In telecommunications, an **interactive voice response system (IVR)** allows customers to access the database via a telephone touchtone keypad or by speech recognition. The IVR system provides litigants with court information as well as future court dates, extensions to attend defensive driving

school, and the ability to make credit card payments.

- The **Court’s website** provides information on court processes, jury duty, records requests, forms and other court and legal information and a link to make credit card payments. Over 50% of the Court’s fine and fee payments are made by credit card through the IVR and website.
- The Court has a **lobby drop box** that provides an easy and secure method for litigants to deliver payments and documents without waiting in line. A time/date stamp machine is available for the public’s use.
- **Payment plans** provide litigants an option to meet their financial obligations to the Court by allowing payment schedules following a financial review.
- The Court provides the Scottsdale Police Department space for **on-site litigant fingerprinting** if court-ordered.
- The Court has two Spanish interpreters and ten Spanish-speaking staff. Access to a translation phone service is also used and the Court can schedule **interpreters** in any language, including American Sign Language.
- **Assisted hearing devices** are available to help customers during court proceedings.
- Customer survey cards are available in the lobby for **instant customer feedback** on staff and services.

The Court’s IVR System averages 14, 271 calls a month (about 50% of calls are handled by IVR alone and the other 50% are handled by a court representative). The average hold time was 1 minute, 27 seconds. The average lobby wait time is 12 minutes and the average transaction time with a court representative was 6 minutes, 16 seconds. 70% of lobby customers were called within 15 minutes.

Source: Scottsdale City Court Statistics for FY 08/09, Published 7/17/2009

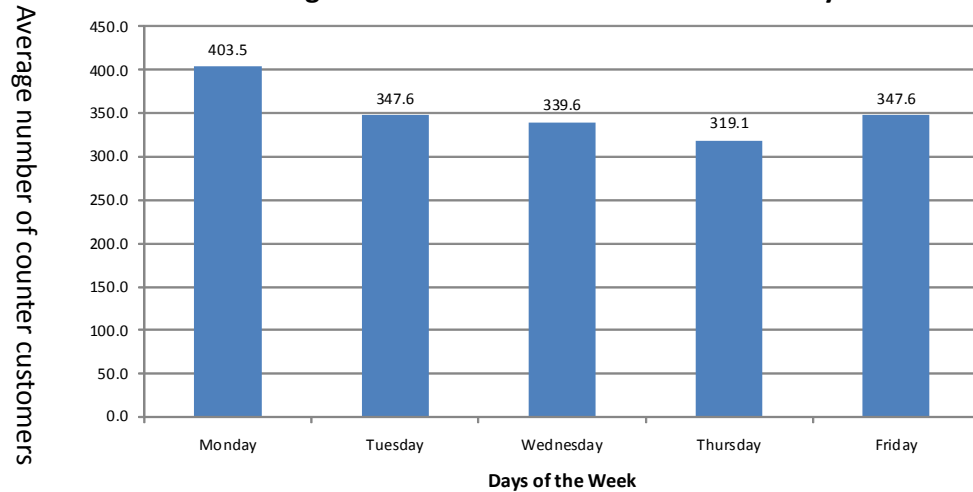
Service Delivery Times

The Court is open from 8 a.m. – 5 p.m. every weekday except for state and federal holidays. Court personnel arrive at 7:30 a.m. and work until 5:30 p.m. or later to accommodate customers. In-custody proceedings are held 7 days a week for 2 hours a day - ultimately the Court’s actual “work hours” are 55 or more hours a week.

The Court serves over 400 customers at its counters every Monday, the busiest day of the week. Besides the customers at the counters, another 200 lobby customers enter each day. These customers come to file motions, obtain paperwork at our Self Service Center, request police reports from the adjoining Police Department station, and attend proceedings. High volume times are around 10 a.m. and 3 p.m. as scheduled proceedings conclude.

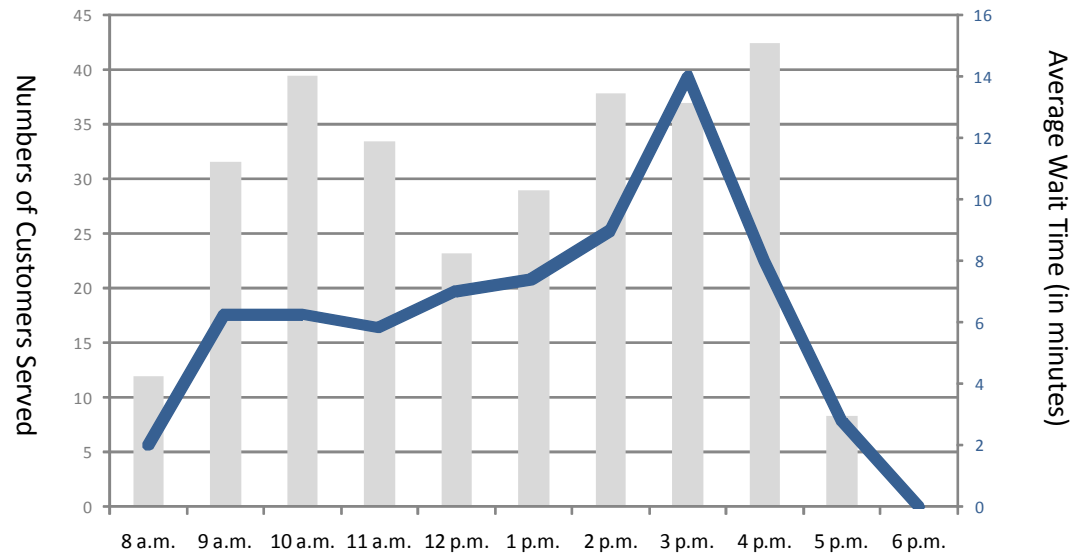


Average Number of Counter Customers Per Day



Source: Data sampling from January, April, July and October of 2007, 2008 and 2009, Qmatic Queue Management Systems Reports

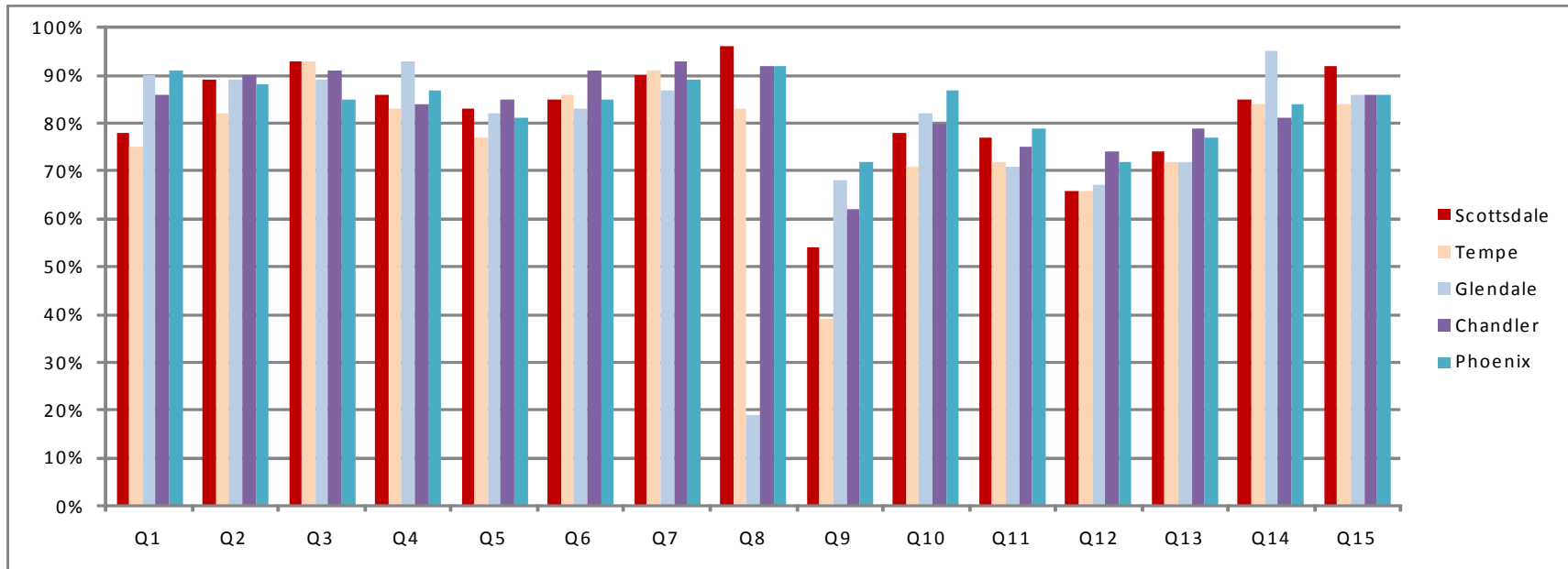
Customers Served and Average Wait Time for October 5 -9, 2009



Source: Data sampling from October 5—9, 2009, Qmatic Queue Management Systems Reports

Customer Service is Measuring Customer Feedback

Source: Arizona Supreme Court and Scottsdale City Court data



National Center for State Courts—CourTools Performance Measure 1 - Access and Fairness - Percent "Agree" or "Strongly Agree"

- Q1 Finding the courthouse was easy.
- Q2 The forms I needed were clear and easy to understand.
- Q3 I felt safe at the courthouse.
- Q4 The court makes reasonable efforts to remove physical and language barriers to service.
- Q5 I was able to get my court business done in a reasonable amount of time.
- Q6 Court staff paid attention to my needs.
- Q7 I was treated with courtesy and respect.
- Q8 I easily found the courtroom or office I needed.
- Q9 The court's website was useful.
- Q10 The court's hours of operation made it easy for me to do my business.
- Q11 The way my case was handled was fair.
- Q12 The judge listened to my side of the story before he or she made a decision.
- Q13 The judge had the information necessary to make good decisions about my case.
- Q14 I was treated the same as everyone else in the courtroom.
- Q15 As I leave the court, I know what to do about my case.

The Scottsdale City Court asked its customers to “judge the court” through a customer satisfaction survey on Thursday, August 21, 2008. The CourTools Access and Fairness survey was used. This survey focus is one of ten trial court performance measures published by the National Center for State Courts in Williamsburg, Virginia. The same survey has been used within Arizona and nationally. The survey’s intent is to provide performance measures for a balanced assessment of court operations, by determining court user satisfaction on accessibility and the treatment of customers. Over 140 customers who used City Court services on that day were given the opportunity to complete the survey as they exited the building. The survey results noted above provide an opportunity for the court to assess itself, compare to other courts, and examine areas for improvements.

Scottsdale City Court exceeded other like-sized courts in the percentage that agree or strongly agree to questions 3 (I feel safe at the courthouse), 8 (I easily found the courtroom or office I needed) and 15 (As I leave the court, I know what to do about my case). Scottsdale met other like-sized courts in the average percentage who agree or strongly agree to questions 2, 4, 5, 6, 7, 10, 11, 13, and 14.

Customer Service is Working with Justice Partners on System Improvements

To conduct its business, the City Court sends and receives data and information to and from a variety of entities, both public sector and private agencies. Citations issued by the Scottsdale Police Department are filed electronically with the Court by transmitting data directly to the Court's case management system. Photo enforcement violations issued on the City thoroughfares are filed electronically in conjunction with the Police and photo enforcement vendor. Parking violations issued within the City are also filed electronically with the Court, if the litigant has taken no action within 30 days of the violation. The Court case management system data is available to both the Police and Prosecutor, as well as for City Youth and Family Services and Code Enforcement.

Nightly case information is fed to a master database (a data warehouse) at the Arizona Supreme Court, Administrative Office. The Court, Police and Prosecutor have created an "eSubpoena" program whereby a police officer's court dates are provided electronically. The court sponsors video proceedings in its civil traffic divisions for a police officer remote appearance from an outlying police district office, saving on travel time for the required court proceeding. The Court and Police have a 'Warrant Validation' process, whereby the police dispatch and records departments confirm a warrant's validity in preparation for police interaction with a litigant, and possible arrest.

The Court publishes data to the Arizona Department of Public Safety (DPS) and the Arizona Department of Motor Vehicles (MVD), providing status and outcomes on both civil and criminal cases adjudicated at the court.

Status reports and data updates are provided to the court by contracted agencies, for example the screening and treatment (social service) agencies. Collections data is received from the court's collection vendor. Defensive driving schools also provide data.

Among additional partners are contract public defenders, pro tem judges and per diem court interpreters.

Collaboration, data receipt and publication as well as information sharing represent the hallmark of the court operations. These partnerships make it possible for the court to complete case processing and bring cases to a resolution.

On the Drawing Board

Future Plans/Projects for Customer Service:

- Updated contracts processing
- E-Filing
- Community restitution in lieu of fines
- Electronic monitoring
- Public access to the court database

JUSTICE PARTNERS:

Arizona Supreme Court
Administrative Office of the Courts (AOC)
Maricopa County Superior Court
Other Arizona Courts
Maricopa County Jail System
Maricopa County Probation Services
Arizona Department of Public Safety
Arizona Motor Vehicles Division
Public Defender Contractors
Defensive Driving Schools
Photo Enforcement Vendors
Local Law Enforcement Agencies
Local Treatment Providers
Collection Agencies
Language Interpretation Contractors
Scottsdale City Prosecutor's Office
Scottsdale City Police Department
Scottsdale Victims Assistance Office
Scottsdale City Attorney's Office
Scottsdale City Council
Other Scottsdale City Departments

Customer Service Statistics

Source for all tabled data: Scottsdale City Court Case Management System

In The Courtroom (Matters Decided by a Judge)	FY 06/07	FY 07/08	FY 08/09
	Total	Total	Total
Hearings and Trials	2,876	2,373	3,165
Correspondence and Walk in Motions	54,607	56,607	58,007

Urgent Matters (A subset of Hearings and Trials above)	FY 06/07	FY 07/08	FY 08/09
	Total	Total	Total
Protective Order Hearings	1,154	1,048	1,044
Search Warrants Issued	470	356	363
In Custody Proceedings (number of cases called)	5,877	7,404	6,782
Emergency Abatements Filed	n/a	n/a	49

Customer Service	FY 06/07	FY 07/08	FY 08/09
	Total	Total	Total
Court Visitors	139,779	142,410	159,895
Lobby Customers Served	80,332	84,045	80,093
Phone Calls Answered	183,695	199,581	171,261
Receipts Issued	161,475	166,954	117,221
Contracts Issued	10,935	13,782	14,192

Payment Collection	FY 06/07	FY 07/08	FY 08/09
	Total	Total	Total
Amount of Restitution Collected	\$ 252,821	\$ 222,101	\$ 215,586
Number of In-Person Payments	95,329	112,396	74,646
Number of IVR Payments	18,532	18,271	15,357
Number of Website Payments	32,458	36,287	27,218
Total Number of Payments Collected	146,319	166,954	117,221

Other Statistics	FY 06/07	FY 07/08	FY 08/09
	Total	Total	Total
Number of Times Interpreters Were Needed	n/a	n/a	1,841
Number of Website Hits	n/a	56,939	57,719
Number of Times Public Defenders Appointed	404	487	637
Number of Prohibited Items Found by Security	5,516	4,689	4,933
Number of Driving School Completions	34,780	37,181	19,958
Number of Program Referrals	6,135	5,785	6,436

Where Our Defendants Reside	FY 08/09 % of Total
	Percent of Defendants who are Scottsdale residents
Percent of Defendants who are Phoenix residents	22%
Percent of Defendants who are Maricopa County residents not from Scottsdale or Phoenix	21%
Percent of Defendants who are Arizona residents living outside Maricopa County	8%
Percent of Defendants living outside Arizona -	12%
Residents of IL, TX, CO, NY, FL, NV, WA, MI, MN, NM, PA	(4%)
Residents of California	(2%)
Residents of NJ, OH, MA, WI, UT, MO, VA, GA, CT, IN, AB, OR, IA	(2%)
All other states (less than 100 citations)	(4%)

Note: Numbers are from citations filed between July 1, 2008 and June 30, 2009 with the court that have demographic information present.

Defendants' Ages	FY 08/09 % of Total
	Age (in years)
16-21	9%
22-30	23%
31-40	21%
41-50	19%
51-60	14%
61-70	8%
71-80	3%
81 +	2%
Other *	1%

* Less than 16 years of age or no date of birth listed on citation

