



## Scottsdale City Court

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# Annual Report

- Fiscal Year 2013 -

*“The Scottsdale City Court is a high volume award winning limited jurisdiction court that embodies the principles of Leadership, Innovation, Community, Performance, and Accountability in the daily operations of the court. We are proud to serve our customers and citizens of Scottsdale. Our mission is to serve the community by providing a professional and dignified forum for the timely resolution of cases.*

*In this annual report, you will see a sample of the court’s Fiscal Year 2013 accomplishments and efforts to achieve high performance.”*

*- Honorable Joseph Olcavage, Presiding Judge*

# Introduction

## Meeting Workload Demands

**Joseph Olcavage**

Presiding Judge

**Orest Jejna**

Associate Judge

**James Blake**

Associate Judge

**Statia D. Hendrix**

Associate Judge

**Herbert Pierpan**

Hearing Officer

**Alicia Morrison Skupin**

Hearing Officer

**Julie A. Dybas**

Court Administrator

**Daniel Edwards**

Deputy Court Administrator

**Ken Kung**

Deputy Court Administrator



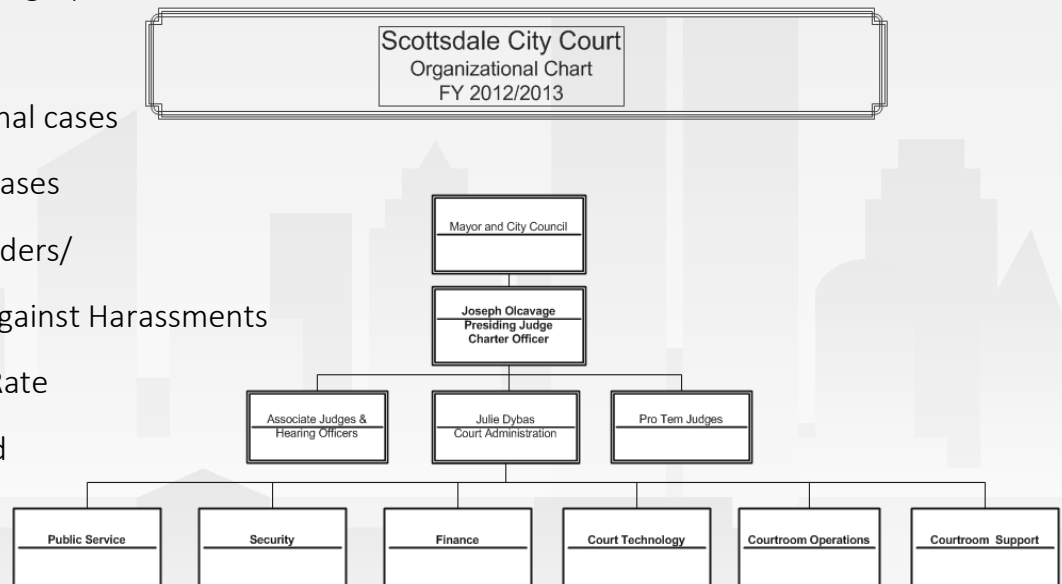
### Scottsdale Facts

- \* County: Maricopa
- \* Population: 217,965
- \* Incorporated: 1951
- \* Size: 184.5 square miles
- \* Slogan: "The West's Most Western Town"



## SCOTTSDALE CITY COURT 4TH LARGEST ARIZONA MUNICIPAL COURT

- ◆ 93,306 Filings (charges)
- ◆ 69,023 Cases
  - 12,512 Criminal cases
  - 56,511 Civil cases
- ◆ 936 Protective Orders/  
Injunctions Against Harassments
- ◆ 112% Clearance Rate
- ◆ 99 Jury Trials Held
- ◆ 56.5 Employees



Annual Report - 2013 -

# Leadership

## *Enhancing the Quality of Justice*

### Performance

- ◆ Agreement and application of core administrative principles
- ◆ Commitment to excellence for citizens, court customers and staff
- ◆ Heightened collegiality between court administration and bench
- ◆ Measuring performance and sharing results
- ◆ Ongoing performance improvement

### Planning

- ◆ Succession planning
- ◆ Hiring and promoting well-trained professional staff
- ◆ Continuity of operations through cross-training and back-up systems
- ◆ Making decision based on strategic planning and available resources
- ◆ Investing in a high performance work culture
- ◆ Fiscal responsiveness

### Participation

- ◆ Limited Jurisdiction Court (LJC)
- ◆ Court Automation Coordinating Committee (CACC)
- ◆ Defensive Driving Board (DDB)
- ◆ Limited Jurisdiction Court Administrators Association (LJCAA)
- ◆ Judicial Review Board
- ◆ Technical Advisory Committee (TAC)
- ◆ Criminal Justice Team (CJT)
- ◆ State Specialty Courts
- ◆ State Initiatives
- ◆ Youth Corps Volunteer Program
- ◆ City Workgroups

## Programs

The court's home detention cost saving program recognized by:

National Association of Court Management's Justice Achievement Award (2012) - Honorable Mention

Administrative Office of the Court's LJC award for Strengthening the Administration of Justice (2012)

## Experience

### Judicial Bench:

Four Judges and two Hearing Officers with 60 + years judicial service

### Court Administration:

Three individuals with 50 + years court experience including Supreme Court, Superior Court, Justice Court and 5 Limited Jurisdiction Courts

### Court Managers:

Six individuals with 60 + years court experience

### e-Bench



In FY12/13 the court committed to a paper-on-demand initiative for the criminal bench. The judges' motion and correspondence filings moved to a workflow queue model. Using the new process, filings are available almost immediately and judges may process motions in their queue at any time and from any computer in the court. The process has saved the court approximately 8 staff hours per week by reducing the need to place paper filings in case files and deliver to judges for ruling. The civil traffic hearing officers are currently file-less.

### e-Services

- ◆ Case lookup by name
- ◆ Case lookup by case number
- ◆ Contract payment schedule
- ◆ Receipting activity
- ◆ DDC court date extension
- ◆ Self-assessment of photo enforcement service fee

### Auto Dialer

In FY2012/2013, the court made 24,559 calls for missed payments and 9,908 calls for pre-delinquent reminders.

In the next fiscal year, the court will be implementing a new reminder service for upcoming court dates starting with criminal arraignments (the first court appearance).

### e-Compliance Reporting

The court created an electronic data transfer system with the court's contracted providers to track the ongoing progress of defendants and to reduce manual processing. The data exchange is bidirectional in that the court sends updates to the providers and the providers send updates to the court. The vast majority of records received only require the update to be recorded in the system (e.g. completion of a class or a note about progress).

This process allows staff to rapidly process the cases that need intervention and increases the accuracy of the CMS. Additionally, non-compliance entries received through the data transfer are immediately put into a workflow queue for staff to review and route for further action. The court averages 133 records a day from the providers for programs and 101 records a day for home detention.

### Resulting Court Settings

The court implemented a technology solution that electronically documents the result of a court date. Specifically, the court is now able to determine the result of each and every court date (e.g. if a PTC was held, continued or vacated). This data will ensure the court is effectively utilizing courtroom capacity and maintaining case processing timelines per established guidelines.

## Problem Solving Courts

Scottsdale City Court participated in two community based problem solving courts in order to resolve cases and address community needs.

*Homeless Court* - The Maricopa County Regional Homeless Court (RHC) gives people affected by homelessness the chance to resolve old misdemeanor charges. In FY 2013, the court resolved 10 cases by suspending fines and fees for community services hours performed.

*Veterans Court* - The Arizona Stand Down is Arizona's largest outreach event targeting veterans experiencing or at-risk of homelessness. In FY 2013, the court resolved 13 cases by suspending fines and fees for community services hours performed.

## Language Access Services

The court ensured access to justice by providing interpreter services for 28 distinct languages, including 527 hours for Spanish speakers and 325 hours of lesser used language services, totaling 852 hours of interpreter services. The top five languages include: Spanish; Arabic; Farsi; Mandarin and Somali. The court also served 2,514 Spanish speaking customers in the lobby.

## Volunteerism

- ◆ Going Green
- ◆ Youth Corps Program
- ◆ Adopt a Senior Program
- ◆ City Charitable Campaign

## *Attention to Needs*

### Jail Alternative Program

The court's Home Detention Electronic Monitoring (HDEM) program is an award winning jail alternative program for DUI offenders. Estimated jail cost avoidance for FY 2013 is \$1,941,460.78, with a total estimated jail cost avoidance of \$4,902,703.67 since implementation of the program in October 2010. As important, 90% of the participants have either successfully completed the HDEM program or are still enrolled and 93% have completed mandatory alcohol education or are still enrolled. In FY 2013 the HDEM program had 1 violation for tampering with the ankle bracelet and zero incidents of re-offenders in Scottsdale for DUI's.

### Customer Feedback

The court recognizes the best ideas for improvement come from our customers. Customer feedback via the court's website drove improvements to e-services such as on-line receipting. In June 2013, the court conducted a "customer survey blitz" and collected more than 300 surveys from lobby customers in 2 weeks. Focus on the customer feedback help guide new projects and improvements. The survey also showed that 97% of the respondents thought the court's overall customer experience was excellent or satisfactory.

### Restitution

*Community Work Hours*: Defendants ordered to complete community restitution are referred to Scottsdale Parks and Recreation to complete their service. In FY 2013, the City of Scottsdale benefitted from 4,152 hours of community restitution completed at Scottsdale Parks. This includes 2,332 hours from adult defendants and 1,820 hours completed by juvenile defendants. An additional 1,812 community restitution hours were completed at other community agencies when defendants were unable to complete the hours at Scottsdale Parks.

*Dollars to Victims*: The court places the highest priority on ensuring all monies collected for restitution are paid to victims timely. In FY 2013, the court collected and distributed \$200,000 to victims.



## *Strengthening, Modifying, Improving*

### Awarded \$50,000 grant for the High Performance Court Project

The Court partnered with the National Center for State Courts (NCSC) and was awarded a \$50,000 State Justice Institute (SJI) grant to implement the High Performance Court Framework. The project was kicked off March 2013 when the NCSC conducted a workshop for the judges and leadership team on procedural fairness and courthouse culture. The project focuses on improving the administration of justice by creating an enhanced collegiality between judges and administration and implementing a sustainable process for continued self-examination and improvement. The project will be completed December 2013.

### **CourTools**

#### Measures

- 1 87% - satisfaction rating on access and fairness
- 2 112% - case clearance rate ratio of closed cases to filed cases
- 3 98% - cases disposed within 180 days
- 4 61 days median age for pending cases
- 5 76% of trials held within 2 trial date settings or less
- 6 98% reliability and integrity of case files
- 7 60% of assessments due collected
- 8 81% of jurors who report are examined for qualifications
- 9 90% employee satisfaction rating
- 10 \$68.70 cost per case

### Initiatives

- ◆ Established a **DUI expedited trial calendar** to ensure timely jury trials in response to the increase in DUI case volume
- ◆ Initiated **case flow strategies**, such as case audit tasks, notices addressing discovery issues and case flow policies, by working collaboratively with judges and staff
- ◆ Created a workgroup focused on **enhancing the juror's experience**, which reviewed and responded to over 215 jury surveys
- ◆ Developed **work flow queues** to decrease the use of paper and streamline employee resources
- ◆ Focused on **customer feedback** through on-line outreach and in-person feedback from over 300 customers in a 2 week period
- ◆ Ensured **staff inclusion** by creating employee focus groups that addressed morale, training, employee survey, dress code, and web services
- ◆ Reorganized to **maximize staff's knowledge and skillsets**, thus increasing efficiencies and ensuring secondary and tertiary operational coverage
- ◆ Implemented efficiencies in jail court by **partnering with stakeholders** to offer pleas at initial arraignment thereby saving over \$400,000 in 1 year
- ◆ Revised the court's website to **maximize information dissemination and inform citizens** of court expectations

Public Trust and Confidence

Responsible oversight of public monies

- 5% under budget
- For every \$1 spent on court operations, the court collected \$3.20 in fines & fees, of which \$1.71 was designated for the city
- Over 1 million savings in budget due to jail cost savings programs
- Compliance to Minimum Accounting Standards
- Favorable outcomes for local and state financial audits
- \$16,600 collected due to a social security program costing \$1,300

BUDGET  
FY 12/13

Total Court Budget

\$5.7 Million

Revenue

- \$9.3 Million to Scottsdale
- \$7.3 Million to Arizona
- \$7.7 Million to Maricopa
- \$2.2 Million to Victims

Expenditure

\$5.425 Million  
5% under budget

Collections

- \$643,000 FARE collections
- \$800,000 intercepted from defendants' Arizona tax refunds

Jail Savings

- Home Detention
- Electronic Monitoring
- \$1 Million budget savings

Connecting to the public

- 28 language services provided to litigants
- e-Services
- Telephonic pleas/appearances and motions filed by email
- Juvenile calendar
- Litigant and citizen assessment through feedback
- Improved juror services

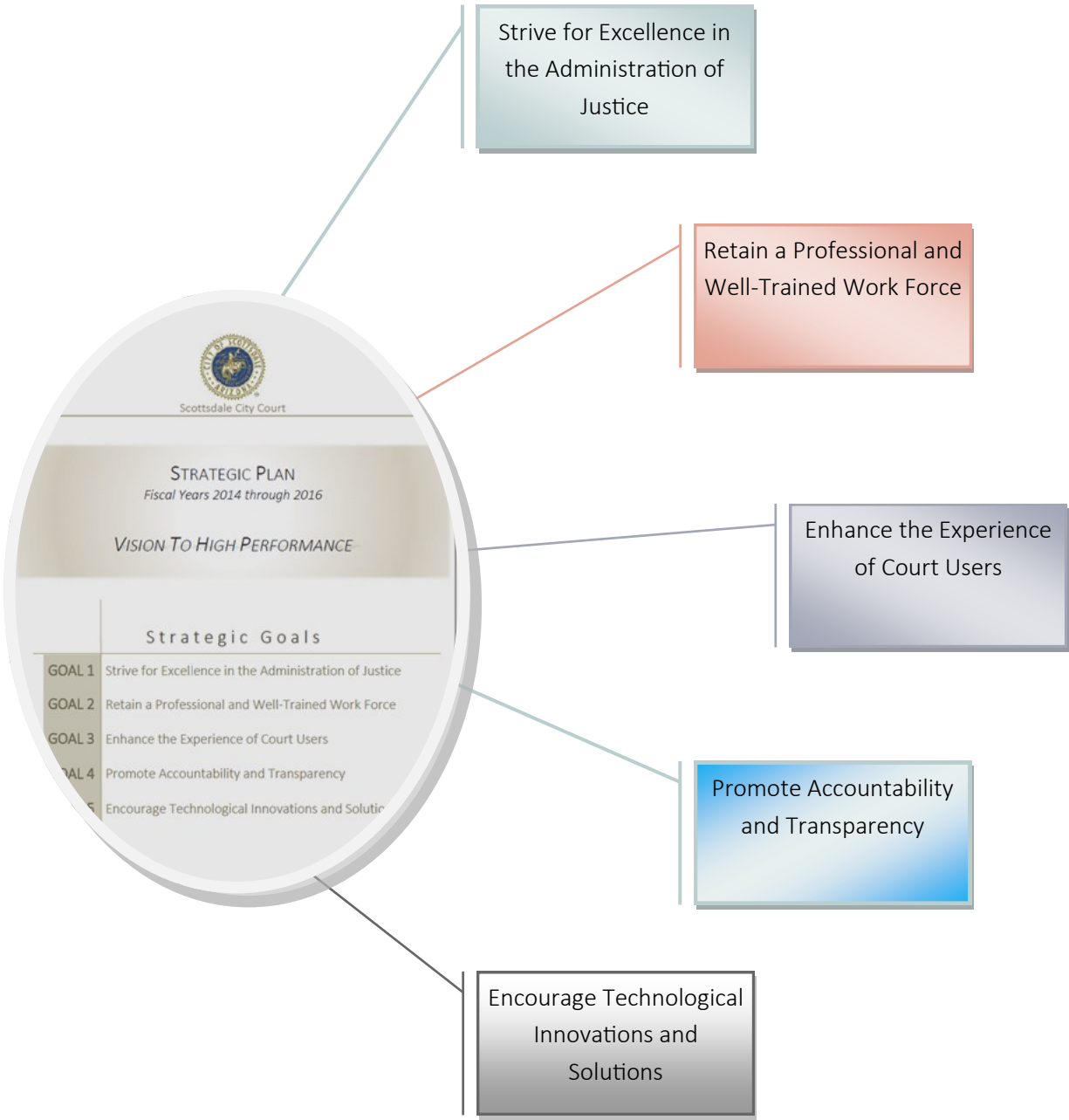
Public access

- Access to judges 8 to 5 (even after 5 with OP/IH hearings) , Monday—Friday, via walk-in calendar
- Publish monthly statistics, including performance data
- Provide access to court records while securing confidential information

Enforcement of court orders

- Comprehensive collection efforts for delinquent accounts
- Tracking, monitoring and addressing non-compliance to programs
- Streamlining and formalizing community restitution efforts
- Ensuring compliance with court orders

*Today's Vision of Tomorrow*



*Vision to High Performance*