

Scottsdale City Court Annual Executive Summary

Fiscal Year 2009/2010

July 1, 2009 — June 30, 2010

Accomplishments—Perspectives on a High Performance Court



The Scottsdale City Court strives to be a 'High Performance Court' by exemplifying best practices in court management and performance assessment. According to the National Center for State Courts in Williamsburg, Virginia, High Performance Courts integrate performance improvement as a normal course of operations. Among high performance court operational perspectives is the evaluation of performance in these areas: **customer perspective, internal operating practices, ability to innovate, and responsibility to the public and community.** For this edition of the Annual Executive Summary, City Court accomplishments are categorized in these four perspective areas. Included in the accomplishments are statistical measurements known as CourTools. The CourTools performance measures are part of City Court's desire to be a High Performance Court.

Customer Perspective: Treatment of Participants

- Had Case Clearance Rate of 114.55% for FY 09/10. A clearance rate at or over 100% means the Court is disposing its cases in a timely manner. (CourTools #2 - actual 09/10 data)
- Improved juror utilization through process changes, saving both the Court and potential jurors time and money. (CourTools #8—projected 09/10 juror use rate to be 50%)
- Served 68% of lobby customers within 15 minutes; had average wait time of 9 minutes and 22 seconds, an improvement of 2 1/2 minutes over previous year
- Updated court instructions on traffic citations to make clearer and concise for defendants
- Remodeled court security entrance, creating a more comfortable and safe entry for court visitors
- Updated front entrance ramp, making it more accessible for people with mobility needs
- Enhanced court availability for protective orders petitions, decreasing wait times for petitioners

Innovation Perspective: Adapting to Challenges

- Obtained City Council approval of the Home Detention and Electronic Monitoring Ordinance. This program will provide an incarceration alternative for qualified defendants beginning October 2010
- Ensured ongoing education and training of court employees and judges (Judicial Branch requirement) with increased use of web conferences and online training, reducing travel expenses
- Developed and implemented technology innovations to maximize productivity (paperless processes, database audits, electronic data transfers)
- Received federal funds for Auto Phone Dialer - Automated system to remind defendants of financial obligations to the Court (implementation targeted early 2011)
- Used "green" ideas for cost savings (recycling file folders, replacing multi-part forms with on-line fill-able forms, scanning financial documents for digital storage)

Internal Operating Perspective: Managing Efficiently

- Evaluated court budget and operations monthly to maximize and control resources
- Collected 58.3% of monetary penalties assessed (CourTools #7 - April - June 2010 data sample)
- Implemented statewide judicial programs, including defensive driving school initiative, and FARE, the Judicial Branch's statewide on-line automated collection system
- Hosted a collections audit that confirmed Court collections program operational integrity
- Reviewed and updated over 200 procedures and 50 policies for operational efficiencies
- Evaluated courtroom caseloads daily to efficiently utilize and maximize staff resources
- Conducted 6th Annual Staff Satisfaction Survey to assess the quality of the work environment and relations between staff and management. (CourTools #9 - average of 82% positive results - actual 09/10 data)

Social Value Perspective: Responsibility to the Community

- Met FY 09/10 operating budget as directed by Scottsdale City Council and Budget Review Commission by cutting staff and other resources by 10%
- Ensured 100% of the restitution collected by the Court was sent to victims within 5 working days of receipt
- Emphasized community collaboration with City agencies and justice system partners, for system improvements to public access and accountability
- Published: FY 08/09 Executive Summary, Court Customer Service Report, Domestic Violence Safety Plan Brochure
- Presented sessions at community and civic groups: Scottsdale Citizen Police and Scottsdale 101 Citizen Academies, and Youth and Family Services
- Volunteer presentations with community and professional organizations: Boy Scouts and Arizona State Bar Association
- Ongoing monitoring and assessment of Continuity of Operations Plan so the Court can ensure operations in times of disaster or emergency

Scottsdale City Court is one of the largest municipal courts in Arizona (fifth in size based upon the number of charges filed, and fourth in the amount of revenue collected). The Court is part of the integrated judicial system for Arizona. The Court handles: civil traffic and misdemeanor violations, petty offenses, city ordinance and code violations, protective orders and search warrants. 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 jurisdiction.

Charges and Petitions Filed - FY 09/10, FY 08/09 and FY 07/08

Charge Types	FY 09/10 Charges and Petitions Filed	% of Total	FY 08/09 Charges and Petitions Filed	% of Total	FY 07/08 Charges and Petitions Filed	% of Total
Criminal (Traffic and Non-Traffic)	25,745	24%	25,357	22%	26,678	12%
Civil Traffic	48,344	44%	48,071	41%	52,140	23%
Civil Other (Photo Enforcement and Parking)	33,631	31%	41,891	36%	145,076	64%
Orders of Protection (all types)	1,055	1%	1,044	1%	1,046	0%
Total	108,775		116,363		224,940	

Note: The Loop 101 Photo Enforcement Program ended June 30, 2008, resulting in a decrease of civil filings.

Source: Administrative Office of the Courts Trend Summary Statistics and Court Photo Enforcement Monthly Trend Report, published 07/14/2010

Customer Service - FY 09/10, FY 08/09 and FY 07/08

Measurement	FY 09/10	FY 08/09	FY 07/08
Phone Calls Answered	174,543	171,261	199,581
Lobby Customers Served*	76,577	80,093	84,045
Court Visitors**	151,853	159,895	142,410
Payments by Phone	18,220	15,357	18,271
Payments via Website	30,218	27,218	36,287

*"Lobby Customers Served" is the number of people that were helped by customer service representatives at the Public Service windows.

**"Court Visitors" is the number of people that passed through the Court's lobby security system.

Source: Scottsdale City Court Statistics, Published 07/14/2010

Jury Service - FY 09/10, FY 08/09 and FY 07/08

Measurement	FY 09/10	FY 08/09	FY 07/08
Number of Jurors who Appeared for Jury Service	2,656	2,767	1,482
Number of Jurors Seated on a Trial	580	446	236
Number of Jury Trials	84	64	30

Jurors for the City Court are summoned from City residents by voter registration, driver license or government identification card lists.

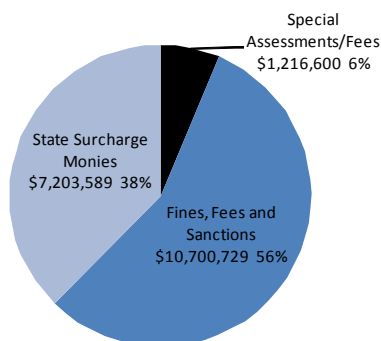
Source: Scottsdale City Court Monthly Jury Billing Records, July 2007 - June 2010

FY 09/10 Financial Information

The total monies collected by the Court is \$19,120,918.

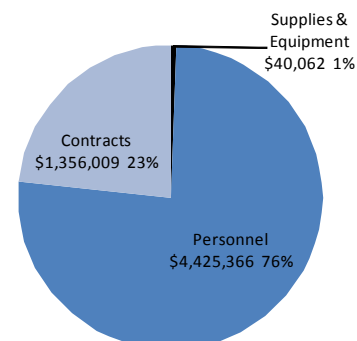
The total City General Fund and Special Fund expenditures for Scottsdale City Court for Fiscal Year 09/10 was \$5,821,437.

Revenue : What The Court Collects



Source: Scottsdale City Court Monthly Revenue Report, dated 8/11/2010

Expenditures: What City Budgets for Court



Source: Scottsdale City Court Monthly Expenditure Report, dated 8/11/2010