



Scottsdale City Court

Annual Report

2013/14



3700 N. 75th Street

Scottsdale

Arizona

85251

480-312-2442

www.ScottsdaleAZ.gov

THE COURT AT A GLANCE



“I am proud to introduce the Scottsdale City Court’s Annual Report. On behalf of the leadership team, we would like to thank our staff and recognize the support the court receives from the Arizona Judiciary and the City of Scottsdale’s Council and Citizens.” ~ Joseph Olcavage, Presiding Judge

Scottsdale City Court

4th Largest Municipal Court in Arizona

Court Filings

99,063 Charges Filed
12,041 Criminal Cases
60,670 Civil Cases
956 Protective Orders
56.5 Employees

Court Hearings

8,773 Criminal Arraignments
8,501 Criminal Conference Settings
6,104 Criminal Hearings
2,012 Civil Traffic Hearings
463 Jury and Bench Trials

The Criminal Bench

Joseph Olcavage: Presiding Judge
Orest Jejna: Associate Judge
James Blake: Associate Judge
Statia D. Hendrix: Associate Judge

Civil Hearing Officers

Herbert Pierpan: Hearing Officer
Alicia Morrison Skupin: Hearing Officer

Court Administration

Julie A. Dybas: Court Administrator
Daniel Edwards: Deputy Court Administrator
Ken Kung: Deputy Court Administrator

City of Scottsdale, Arizona

“Simply Better Service for a World Class Community”

Population: 217,965

A HIGH PERFORMING COURT



“Quality Cycle” Steps: Identify the Problem, Collect the Data, Analyze the Data, Take Corrective Action, Test Corrective Action, Evaluate Results

High Performance Court: The Scottsdale City Court partnered with the State Justice Institute (SJI) and the National Center for State Courts (NCSC) to improve the administration of justice by implementing the High Performance Court (HPC) Framework, including the “quality cycle”, for continual self-examination and improvement. As a result of the project, the court adopted the following:

- EVIDENCE-BASED INNOVATIONS** to improve practices
- PERFORMANCE MEASURES** to identify problems
- NETWORKED APPROACH** to solve problems
- PUBLICIZING PERFORMANCE** to the public
- SUSTAINABLE PROCESSES** to monitor performance
- IMPLEMENTING STRATEGIES** to improve DUI case flow

“Scottsdale City Court is a High Performing Court....it means they take seriously the ideas of systematic problem solving & continuous Improvement” -
National Center for State Courts (NCSC)

Specialty 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.

Veterans Court

The Arizona Stand Down is Arizona’s largest outreach event targeting veterans experiencing unemployment and/or at-risk of homelessness.

Performance Measures

The court collects and publishes the 10 NCSC performance measures called CourTools

- 87%** satisfaction rating on access and fairness
- 100%** case clearance rate ratio of closed cases to filed cases
- 97%** cases disposed within 180 days
- 55.8** days median age for pending cases
- 80%** of trials held within 2 trial date settings or less
- NA** reliability and integrity of case files (Court went paperless)
- 62%** of assessments due collected
- 64%** of qualified and available jurors were used at least once in trial or voir dire
- 90%** employee satisfaction rating
- \$66.43** cost per case

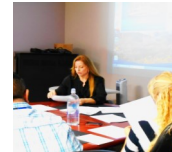


A COURT THAT INVESTS IN ITS WORKFORCE

Training and Education: The court developed a robust internal training program for calendar year 2014 that consisted of 20 classes which provided over 40 hours of continuing education for staff. The classes were developed and presented by judges, the management team and court staff, including but not limited to “Tracking a DUI Case Through the System”, “Minimum Accounting Standards”, “Cash Handling Safeguards”, “Caseflow Management” and “Common Operational Review Findings”.



Court employees completed 1,145 hours of continuing education/COJET training through in-house training and/or conferences in 2013.



Professional Development: The court supports staff development through training and accreditation with the Court Leadership Institute of Arizona (CLIA) and the National Center for State Courts (NCSC) by participating in programs such as the Arizona Court Manager (ACM) and the ICM Certified Court Executive (CCE) program. The court has 6 staff that either completed or in the process of completing one of the programs. Additionally, the Arizona Court Association (ACA); National Association for Court Managers (NACM) and the National Center for State Courts (NCSC) are supported by the court through staff participation at conferences and workgroups.

Staff Participation

Staff played an integral role in court projects and focus groups and city workgroups. In addition to court specific participation, staff also actively participate in the numerous county, city and Supreme Court committees, workgroups and initiatives.

- ◆ Committee on Limited Jurisdiction Court (LJC)
- ◆ Court Automation Coordinating Committee (CACC)
- ◆ Criminal Justice Team (CJT)
- ◆ Defensive Driving Board (DDB)
- ◆ City Workgroups
- ◆ Limited Jurisdiction Court Administrators Association (LJCAA)
- ◆ Judicial Review Board
- ◆ Technical Advisory Committee (TAC)
- ◆ State Regional Court
- ◆ Civil Traffic Hearing Officer Supreme Court Workgroup

A COURT SERVING PEOPLE

Providing a Safe Environment for staff and the public continues to be a court priority as evidenced by the establishment of a *comprehensive safety initiative*. Some of the highlighted achievements Included:

- ◆ Updated the court's evacuation procedures and simulating fire drills to maintain city fire compliance
- ◆ Established an internal safety team focusing on safety and risk identification and resolution
- ◆ Partnered with the City Fire Department to offer fire extinguisher and AED training
- ◆ Partnered with Scottsdale Health Care to offer signs of stroke awareness training
- ◆ Completed OSHA's material safety data sheet inventory identifying hazardous material storage
- ◆ Received safety grant to offer workplace violence and active shooter awareness training
- ◆ Partnered with the City Risk Department to offer Hazardous Communication training



Enhancing the Juror Experience: Using state funds, the court replaced the seating in the jury assembly and deliberations rooms, purchased a television for juror's videos, installed a water filtration system, coffee and ice machines, and provided additional shading and seating options on the court patio for jurors. In addition, the court partnered with the city library to provide literature for the jurors. The Court also created an opportunity for jurors to donate their mileage and per diem checks to a restricted use revenue fund, which is used to provide refreshments for our jurors. Scottsdale City Court is one of the few courts that utilize juror donations to fund the daily refreshments offered to our jurors. The court had 3,649 jurors report for duty, with 2,344 used at least once in trial or voir dire.

Recurring Billing

In the spirit of customer service, in January of 2014 the court implemented a recurring billing system that offered the payer a means of convenience by storing his or her payment card information on file for automatic billing. The court provided a safe and easy method for assured payment on the defendant's case. Since implementation, the court has collected over \$20,000.00 in revenue ensuring cases do not go into default status due to non-payment of fines and fees.

Language Access Services

The court served 2,423 Spanish speaking customers in the lobby and provided 775 hours of Spanish interpretation in the Courtrooms. Additionally, the court has a Spanish web site and forms. Finally, the court provided contract interpreter services for 28 distinct languages, including 192 hours for Spanish speakers and 314 hours of lesser used language services. The top five languages include: Spanish; Arabic; Russian; Mandarin and Romanian.

e-Services

The court expands access to customers by providing the following online services to the court's customers:

- ◆ Online calendars
- ◆ Payment contract schedule
- ◆ Upcoming payment due dates
- ◆ Receipts history
- ◆ DDC court date extension

Auto Dialer

In FY2013/2014, the court made 42,753 calls for missed payments and 11,970 calls for pre-delinquent reminders. In addition the court made 4,669 reminder calls for criminal arraignments. In the next fiscal year, the court will be implementing a new reminder service for upcoming court dates for specific calendar events such as civil traffic hearings.

AN ACCOUNTABLE COURT

Accountability: The court promoted accountability by conducting an in-depth internal review of its case and financial management practices in determining compliance with statutes, rules, orders, and codes. Findings of the internal review identified strong financial safeguards, internal controls, and well defined practices and procedures.

Fiscal Year 2013/14 Budget Summary

Revenue	Expenditure	Collections
\$17.6 Million Collected	\$5.9 Million Budget	\$2.4 Million FARE collections
\$9.1 Million to Scottsdale	\$5.4 Million Actual Expense	\$825,331 intercepted from defendants' Arizona tax refunds
\$7.1 Million to Arizona	8.5% under budget	
\$0.7 Million to Maricopa County		
\$0.2 Million to Victims		
<p>For every \$1 spent on court operations, the court collected \$2.98 in fines and fees, of which \$1.54 was designated for the city</p>		



Dollars to Victims

The court places the highest priority on ensuring all monies collected for restitution are paid to victims timely. In FY 2014, the court collected and distributed over \$224,000 to victims.

Community Work Hours: Defendants ordered to complete community restitution are referred to Scottsdale Parks and Recreation to complete their service. In FY 2014, the City of Scottsdale benefitted from 7,141 hours of community restitution completed at Scottsdale Parks. This includes 4,761 hours from adult defendants and 2,380 hours completed by juvenile defendants. An additional 648 community restitution hours were completed at other community agencies when defendants were unable to complete the hours at Scottsdale Parks.



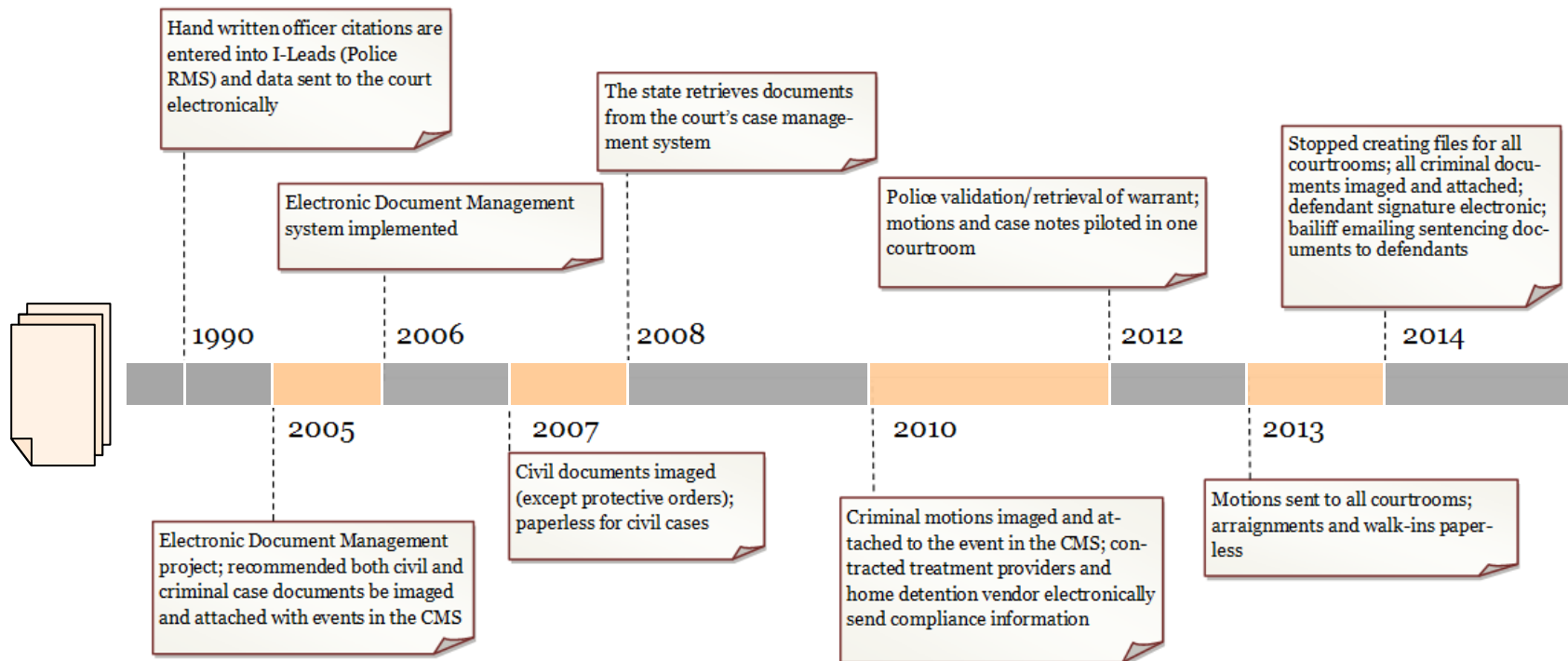
The court's Home Detention Electronic Monitoring (HDEM) program is an award winning jail alternative program for DUI offenders. Estimated jail cost avoidance for FY 2014 is \$1,820,338.53, with a total estimated jail cost avoidance of \$6,723,042.20 since implementation of the program in October 2010. As important, 98% of the participants have either successfully completed the HDEM program or are still enrolled. In FY 2014 the HDEM program had 0 violation for tampering with the ankle bracelet and a DUI recidivism rate of less than 1%.

A PAPERLESS COURT

Case Files Extinct: Case files are no longer purchased, created or utilized as of January 2, 2014. Judicial officers and staff utilize the case management system and an electronic document management system to process cases electronically. This new approach resulted in savings to the tax payers due to paper savings and reduction in staff time previously utilized to find and retrieve files. The court strategically adopted key components of a paper-less process as technology and resources became available over time.

Judicial Feedback
 “Light years ahead of paper”
 “Access to a global calendar”
 “Able to see the functions of the court”
 “Don’t have to dig for files”

Pro Tem Feedback
 “Very user friendly...one of the easiest CMS to use.”



AN ACCOMPLISHED COURT

2013/2014

Partnered with the National Center for State Courts and the State Justice Institute to implement the High Performance Court Framework for improving the administration of justice.

Implemented new technology and programming of the court's case management system which eliminated the need to create case files and allowed the court to conduct business electronically. This new technology reduced the need for paper and ultimately allowed the court to reduce 1 FTE and enjoy savings of over \$40,000 in expenditures.

Ensured defendants completed 7,789 hours of community service, of which 7,141 hours were performed in Scottsdale, translating to the equivalent of 3.0 FTE.

Established a recurring billing process that offers payers the ability to safely provide their payment card information for automated billing resulting in over \$9,500 in revenues.

Revamped the court's payment contract practices resulting in an additional collection of \$200,000 in revenues.

Completed the court's first safety initiative to foster improved staff and public safety by partnering with City Risk, City Fire, and Scottsdale Healthcare.

Expanded online services to offer defendants the option to lookup their payment history including any upcoming payment due dates to ensure compliance.

Published the court's daily calendar online to allow attorneys and defendants to view their upcoming court dates for improved customer service and compliance to hearing dates.

Promoted accountability by conducting an in-depth internal review of the court's case and financial management practices in determining compliance with statutes, rules, order, and codes.

Conducted a statewide fee study among comparable city courts and updated the court's rates and fee schedule to be more in-line with similar courts.



AN INNOVATIVE COURT THAT PLANS

The court's 2014—2016 strategic plan drives the court's future initiatives, which include:

Install MVD Kiosk by partnering with Arizona Department of Motor Vehicle

Promote staff and customer safety through training programs

Enhance indigent defendant services

Adopt new case flow policy

Expand online services

Increase case management system functionality

Create a comprehensive employee training manual

Focus on financial and operational internal controls and efficiencies

