



Scottsdale City Court

2020 STRATEGIC PLAN

Fiscal Years

2017 through 2020

A Focus on the Future

Strategic Goals

- GOAL 1 Furthering Equal Access to Justice
- GOAL 2 Enhancing Professionalism
- GOAL 3 Improving Court Processes
- GOAL 4 Promoting Public Confidence
- GOAL 5 Leading Technological Innovations
- GOAL 6 Providing a Safe Environment

Strategic Plan



GOAL 1:
Furthering
Access to Justice

1A. Enhance customer service

1B. Assist low income customers

1C. Support special populations

1A. Enhance customer service

Action Items:

- Increase e-services to court customers
- Expand customer service options
- Support customer automated payment options
- Improve court lobby services by reconfiguring public service space
- Provide user friendly signage and public information access
- Add additional Kiosk in court lobby

1B. Assist low income customers

Action Items:

- Implement community restitution program in lieu of fines and fees
- Improve court documents to identify the customer's economic status
- Expand court services and community services for this population

1C. Support special populations

Action Items:

- Implement the Domestic Violence Specialty Court
- Participate in the Regional Veteran's Court and Homeless Court
- Participate in the Stand Up and Stand Down for Veterans
- Propose a Treatment Court
- Implement the Arizona Supreme Court's interpreter credentialing program

Strategic Plan



GOAL 2:
*Enhancing
Professionalism*

*2A. Appreciate
and value
employees*

*2B. Hire and
keep good
people*

*2C. Expand
staff's depth of
knowledge*

2A. Appreciate and value employees

Action Items:

- Continue to recognize employees
- Conduct annual employee appreciation event
- Continue to Implement CourTools: Employee Survey and take action
- Support employee participation on workgroups and training
- Enhance staff work stations

2B. Hire and keep good people

Action Items:

- Utilize comprehensive recruitment practices
- Reward staff through pay for performance and internal promotions
- Ensure staff are properly trained and challenged
- Maintain a proper workload

2C. Expand staff's depth of knowledge

Action Items:

- Ensure the court's training program is fully implemented
- Continue to cross train staff on other operational teams
- Create classes for staff development training
- Support ACA, NACM and other external training opportunities
- Ensure compliance with Arizona Supreme Court's mandated training

Strategic Plan



GOAL 3:
Improving Court Processes

3A. Identify and improve operational processes

3B. Enhance collection practices through training and tools

3C. Expedite case disposition

3A. Identify and improve operational processes

Action Items:

- Increase efficiencies in the courtroom
- Add additional signature capability for court clerks
- Dispose of paper files in compliance with administrative codes
- Improve jail court proceedings
- Enhance jury practices

3B. Enhance collection practices

Action Items:

- Create comprehensive collection practices and tools
- Continue to train clerks to improve financial processing
- Create a program that increases collections and/or reduces receivables
- Integrate Automated Recurring Billing setup and receipting with CMS
- Standardize payment plans through tools and training

3C. Expedite case disposition and reporting

Action Items:

- Partner with ADOT for real time disposition reporting
- Improve processing for court orders that have to be emailed or faxed
- Fully implement paperless criminal history disposition reporting

Strategic Plan



GOAL 4:
**Promoting Public
Confidence**

*4A. Maintain
fiscal &
operational
accountability*

*4B. Provide for
operational
transparency*

*4C. Ensure
continuity of
operations*

4A. Maintain Fiscal and Operational Accountability

Action Items:

Complete a balanced budget timely
Conduct an internal operational review (audit)
Respond to customer complaints timely

4B. Provide for Operational Transparency

Action Items:

Complete an annual report
Provide council and city management monthly financial reports
Ensure publication of all ten CourTools
Publish courtroom etiquette guidelines

4C. Ensure Continuity of Operations

Action Items:

Implement a Continuity of Operations Plan
Provide an alternative solution in case of a disaster

Strategic Plan



GOAL 5:
**Leading
Technological
Innovations**

*5A. Continue to
enhance the
case
management
system*

*5B. Increase
integration with
business
partners*

*5C. Expand
technology
solutions*



5A. Continue to enhance the case management system

Action Items:

Migrate Informix database and rely solely on SQL Server
Partner with AOC to implement interfaces with CourtEZ
Create a predictive electronic calendaring system

5B. Increase integration with business partners

Action Items:

Develop automated check-in system for defendants
Utilize data transfers for long form citation filing
Increase Tax Intercept Program CMS Integration
Improve electronic communication with criminal justice partners
Simplify the system used to verify and print warrants

5C. Expand technology solutions

Action Items:

Automate statistical reporting for standardized reports
Computerize employee training plan and trainings
Integrate to more external sources
Implement the Court Innovation Team's recommendations

Strategic Plan



GOAL 6:
*Providing a Safe
Environment*

*6A. Support the
city's safety
initiatives*

*6B. Provide a
safe
environment for
staff and public*



6A. Support the city's safety initiatives

Action Items:

Provide a safe work environment for its employees
Comply with workplace health, safety and environmental regulations
Implement effective injury prevention measures as a standard business practice

6B. Provide a safe environment for staff and public

Action Items:

Update the court security camera system
Manage and minimize the generation of hazardous materials and waste
Encourage employee safety initiatives
Provide regular safety training to staff on reacting to emergency situations
Provide resources that improve workplace safety practices