



Scottsdale City Court



Annual Executive Summary Fiscal Year 2007/2008 July 1, 2007 – June 30, 2008

Scottsdale City Court is the third largest municipal court in Arizona, based upon the numbers of charges filed. The Court is part of the integrated judicial system for Arizona, and serves as the judicial branch for the City of Scottsdale. **The cases the Court handles** consists of: civil traffic and misdemeanor violations, petty offenses, city ordinance and code violations and the issuance of orders of protection, injunctions against harassment 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. Our goal is to treat all persons equally and fairly, in accordance with the laws and administrative authority given by the Arizona Supreme Court, so that we promote public trust and confidence in our court. We work efficiently through the use of technology and continually enhance our operational practices, based upon customer feedback and a review of industry best practices.

One of the highest priorities of the Fiscal Year 07/08 was the continuation of **technology enhancements**. The implementation of an electronic document management system (EDM) for civil filings provided ease and speed of document access and retrieval. During the year, staff scanned over 515,235 documents. Technology staff continued the development of AZTEC WIZARD™ case management modules for use by city court staff, as well as other city criminal justice agencies - five other city courts (the West Valley Courts) in Maricopa County (under a intergovernmental agreement). Electronic filing was implemented via hand-held devices used by the Scottsdale Police Department. In addition, electronic access to court warrants was implemented for use by the Police Department Dispatch Unit, eliminating the need for Police staff to validate warrant data. The use of video court equipment was instituted for both civil traffic courtrooms and Police District 2 and District 3, allowing officers to appear remotely for court hearings.

In the next fiscal year, the Court will continue its technology development and deployment, including continued use and expansion of the EDM system, and AZTEC WIZARD™ case management system for both the City Court and West Valley Courts. Staff will maintain its analysis and implementation of streamlined processes in court document handling and work with Police and Prosecution for efficient data and document information sharing.

The Court continued court operations in support of the **photo enforcement program** including collaboration between the Court, Police, Prosecution, Department of Transportation, photo vendor (ATS), Department of Public Safety (DPS) and various process servers for program operations and enhancements. Staff oversaw the migration of program operations to DPS oversight of the Loop 101 program, and migrated from one photo enforcement vendor to a new vendor for both the City 'street' program as well as the State Loop 101 program, effective Fiscal Year 08/09. The City Court continued collaboration with the State – both DPS and the Arizona Supreme Court - for program functions.

In addition to technology enhancements and supporting City and State photo enforcement, a priority for the Court is always customer service. The Court enhanced and expanded **customer service features** such as: facility upgrades including carpet for Court work areas, courtrooms and staff work areas, customer lobby refurbish, signage and paint upgrades. Additional customer service enhancements included staff triage functions during high volume customer service times, the creation of an on-line defensive driving school and an updated Court Web page.

This Executive Summary is our "inaugural issue." The Court plans to publish executive summaries on a regular basis, with one issue highlighting fiscal year achievements and other issues highlighting a particular topic. For more information on the Court, please visit our website at www.scottsdaleaz.gov/courts.

Charges and Petitions Filed - FY 07/08 and FY 06/07

Charge Types	FY 07/08 Charges & Petitions Filed	Percentage	FY 06/07 Charges & Petitions Filed	Percentage
Criminal (Non-Traffic)*	8,935	4%	7,092	3%
Criminal Traffic*	17,743	8%	21,826	10%
Civil Traffic	191,305	85%	180,456	84%
Parking and Other Local Ordinances	5,911	2.5%	4,697	2%
Orders of Protection (all types)	1,046	0.5%	1,154	1%
Total	224,940		215,225	

Source: Summary of Administrative Office of the Courts Reported Statistics, Fiscal Year 2008, published 07/21/2008

In Fiscal Year 07/08, 186,501 cases were filed at Scottsdale City Court and there were 224,940 charges and petitions associated with these filings. The table above displays the number of charges and petitions filed and their percentage of the total, including data from Fiscal Year 06/07 for comparison.

* While criminal cases (traffic and non-traffic) make up only 4-8% of charges filed at the Court, these cases consume many court resources. A criminal case can have up to 5 appearances (arraignment, pretrial conference, trial readiness conference, trial, sentencing) and each of these proceedings requires a judge and court staff. The resources required by the Court, Police, Prosecution, defendants and their attorneys are not easily quantifiable, but each criminal case requires many staff hours as it moves its way from initiation to disposition. In fact, criminal cases can use two to four times the amount of resources as a typical civil case, since most civil cases are resolved via payment by phone, over the internet, or at a window with a customer service representative.

Customer Service - FY 07/08 and FY 06/07

Measurement	FY 07/08	FY 06/07	% Difference
Phone Calls Answered	199,581	183,695	9%
Lobby Customers Served*	84,045	80,332	5%
Court Visitors*	142,410	139,849	2%
Payments by Phone	18,271	18,532	-1%
Payments via website	36,287	32,458	12%

Source: Scottsdale City Court Monthly Statistics Summary, published 07/21/2008

* "Court Visitors" is the number of people that passed through the Court's lobby security system. "Lobby Customers Served" is the number of people that were helped by customer service representatives at the Public Service windows.

The Court prides itself on providing excellent customer service. We have instituted numerous ways for the public to both get information about the Court as well as pay their obligations. The public can receive information about the Court via our website (www.scottsdaleaz.gov/courts), over the phone with our customer service representatives, or by stopping by the Court for in-person assistance and materials in our Self-Help Center. The public can also request information about court cases through the public records request process. Court users can pay their monetary obligations on the Court website, in person, or by phone with the Court's telephone payment system.

FY 07/08 Trial Statistics

Our mission is to serve the community by providing a dignified and professional forum for the efficient resolution of cases within the City jurisdiction. The manner in which cases are resolved depends on many things, including the type and complexity of the case. Most of the Court's cases are resolved through guilty pleas, diversion programs, or plea negotiations. It is only a small percentage of cases that proceed to trial.

A trial can be either a bench trial or a jury trial. In a bench trial, the judge is both the finder of law and fact. At a jury trial, the judge is the finder of law and the jury is the finder of fact. In Fiscal Year 07/08, there were 321 bench trials and 30 jury trials.

Jury service is an integral part of public involvement in the judicial process. The Court recognizes the sacrifices made by our jurors and we appreciate their service regardless if they are seated on a trial. We do our best to make jury service as convenient as possible. In Fiscal Year 07/08, 1,333 jurors appeared for service at the Court. There were 30 jury trials that required the service of 229 jurors.

Source: Scottsdale City Court Monthly Jury Billing Records dated July 2007 to June 2008.

FY 07/08 Photo Enforcement Statistics

Photo enforcement on various city streets began in Fall 1996 with four mobile vans. Over the years, it has grown to include six cameras on the Loop 101 Freeway, eight intersection cameras, and two mid-block cameras. Below are some statistics for the Loop 101 Freeway program in Fiscal Year 07/08: citations filed with the court, the number of successful case dispositions, and the total City revenue generated from the disposition of the citations.

	Non Loop 101	Loop 101
Citations Filed	36,493	102,625
Successful Dispositions*	22,838	55,229
Total City Revenue Generated	\$ 2,041,550	\$ 4,860,632

*Defendant plead responsible, was found responsible by the Court or attended driving school.

Source: Scottsdale City Court Photo Enforcement Worksheet, published 8/4/2008.

2008 Staff Satisfaction Survey Results

Each year, Court employees are given the opportunity to assess the quality of the Court as a place to work and provide their opinions on how to improve their work environment. Below are the results from the 2008 staff survey.

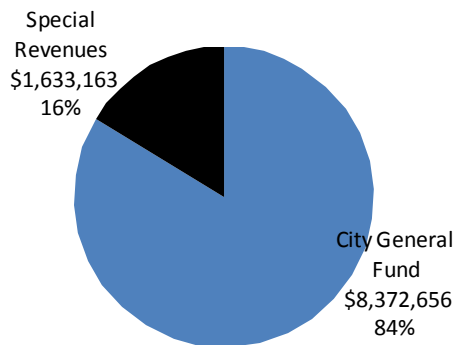
Question	% Affirmative
I know what is expected of me at work.	100%
I have the materials and equipment I need to do my work efficiently.	100%
Someone at work seems to care about me as a person.	92%
There is someone at work who encourages my development.	96%
At work, I can express opinions and my opinions are considered.	100%
I feel my job is important.	100%
Overall, court staff are committed to doing quality work.	100%
In the last 3 months, someone at work has talked to me about my progress.	92%
In my position, and during the last 12 months, I have had the opportunity to learn and grow.	100%
I am proud to be part of this organization.	100%

Source: Scottsdale City Court 2008 Staff Satisfaction Survey Results, published 08/25/2008.

FY 07/08 Financial Information

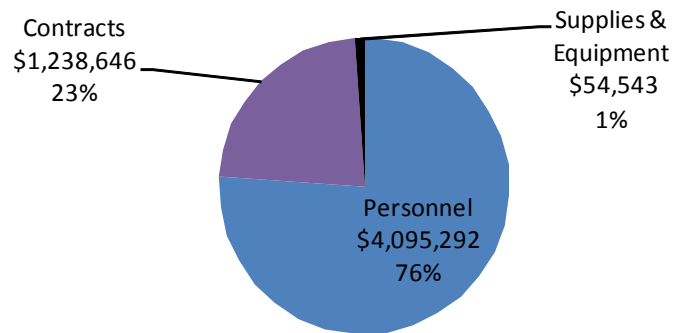
The total City General Fund expenditure for Scottsdale City Court for Fiscal Year 07/08 was \$5,388,481. Every year, court managers and supervisors develop the budget, which is then presented and approved by the City Council. The Court's budget has three components: personnel (salaries and benefits), contracts, and supplies and equipment. The Court generates revenue through the collections of fines, fees and surcharges paid on cases. These funds are then distributed to various State, County and local government entities and funds.

Funding - Money Comes From:



Source: Scottsdale City Court Monthly Revenue Report, dated 8/4/2008

Expenditures - Money Spent On:

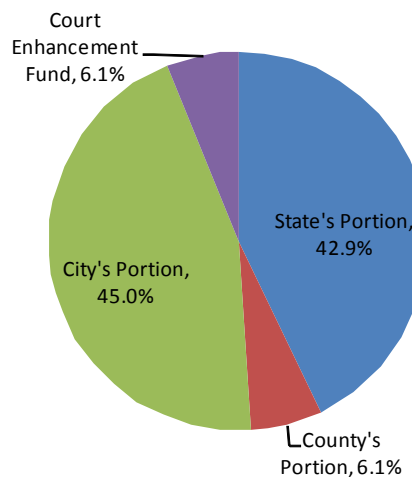


Source: Scottsdale City Court Monthly Expenditure Report, dated 8/4/2008

Distribution - Money Goes To:

Typical Speeding Fine of \$165.00 (in effect in 2007)

State's Portion	40.4%	\$ 70.76
County's Portion	flat rate	\$ 10.00
City's Portion	42.4%	\$ 74.24
Court Enhancement Fund	5.7%	\$ 10.00
Total	100.0%	\$ 165.00



Source: Scottsdale City Court Photo Enforcement Fine Pie Chart, dated 10/15/2007