



Scottsdale City Court

Fiscal Year 2010/2011 Executive Summary



Scottsdale City Court is one of the largest municipal courts in Arizona (fourth in size based upon the number of charges filed, and third in the amount of revenue collected). The Court is part of the integrated judicial system for Arizona and 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.**

Scottsdale City Court is a 'High Performance Court' exemplifying best practices in court management and performance assessment as outlined by the National Center for State Courts (NCSC) (www.ncsc.org). High performance courts evaluate their operations by embracing four perspectives: customer, internal operating practices, ability to innovate, and responsibility to the public and community. The Court utilizes CourTools, NCSC's statistical measurement system, for quantifying and evaluating court operations. The Court's fiscal year runs from July 1st to June 30th.

105,328
Charges and Petitions Filed
\$17,405,051
Total Revenue
149,800
Phone Calls Answered
131,413
Court Visitors
\$1,636,029
Saved Since Home Detention Program Started October 1st
6
Average interactions per case

» Customer Perspective: Treatment of Participants «

- When customers were surveyed December 1-3, 2010, over 81% of respondents said they were treated fairly and had easy access to the Court. The Court scored equal or higher to other courts in the Phoenix area (CourTool #1).
- In December 2010, the Court started an automated telephone reminder system for payments using federal stimulus funding. Since then, the system has made over 12,000 calls. 71% of cases that received a reminder call had a payment made within 10 days.
- The Court issued summons to 10,437 people for jury service, and 3,893 people were available to serve - a juror yield of 37.3% (CourTool #8).
- 85% of the Court's bench and jury trials happened within two trial settings or less (CourTool #5).

» Innovation Perspective: Adapting to Challenges «

- On October 1, 2010, the Court implemented the Home Detention Electronic Monitoring Program (HDEM) for qualified DUI defendants. This program has been successful for the City, decreasing future jail expenses by over \$1.6 million.
- In January 2010, the Court decreased the number of judge positions from 5 to 4 while maintaining high service levels for case disposition and age of pending cases.
- The Court disposed of 99% of its cases within 180 days, with the average case being disposed within 58 days (CourTool #3).
- The average age of a pending case was 43 days and as of July 1, 2011, only 280 cases were older than 180 days (less than 2% of total caseload) (CourTool #4).

» Internal Operating Perspective: Managing Efficiently «

- In December 2010, the Court conducted its 7th annual staff satisfaction survey to assess the quality of the work environment and relations between staff and management. Staff answered the questions with an overall positive rate of 87%, an increase of 5% from last year (CourTool #9).
- Technology projects focused on creating efficiencies in the Court's business practices. One project was the migration of the main database to a new, virtual server, saving \$22,000 a year on support costs.
- The Court had a case clearance rate of 109%. A clearance rate at or over 100% means the Court is disposing its cases in a timely manner (CourTool #2).
- The net cost per case for FY 10/11 was \$63.80, a decrease of almost \$2.00 from the previous year (CourTool #10).
- Audits conducted showed staff locate files in less than 1 minute 95% of the time (CourTool #6).

» Social Value Perspective: Responsibility to the Community «

- The Court met its FY 10/11 operating budget as directed by the Scottsdale City Council and Budget Review Commission by cutting staff and other resources by 10%. The Court automated additional processes and enacted other improvements to meet mandated duties.
- The Court ensured 100% of the restitution collected by the Court was sent to victims within 5 working days of receipt.
- The Court collected an average of 69% of monetary penalties assessed (CourTools #7), thereby holding convicted defendants responsible for their actions.
- The Court provided improved access to non-English speakers through Spanish translation of its website, implementation of a Limited English Proficiency Plan and development of Language Identification Cards (which identify 38 languages).

Charges and Petitions Filed - FY 10/11 and FY 09/10

Charge Types	FY 10/11 Charges and Petitions Filed	% of Total	FY 09/10 Charges and Petitions Filed	% of Total
Criminal (Traffic and Non-Traffic)	23,851	23%	25,745	24%
Civil Traffic	39,536	38%	48,344	44%
Civil Other (Photo Enforcement and Parking)	40,914	39%	33,631	31%
Orders of Protection (All Types)	1,027	1%	1,055	1%
Total	105,328		108,775	

During Fiscal Year 10/11 there were 105,328 charges and petitions filed in 75,194 cases.

Customer Service - FY 10/11 and FY 09/10

Measurement	FY 10/11	FY 09/10
Phone Calls Answered	149,800	174,543
Lobby Customers Served*	67,541	76,577
Court Visitors**	131,413	151,853
Payments by Phone	17,578	18,220
Payment via Website	35,731	30,218

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

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

Jury Service - FY 10/11 and FY 09/10

Measurement	FY 10/11	FY 09/10
Number of Jurors who Appeared for Jury Service	2,434	2,656
Number of Jurors Seated on a Trial	570	580
Number of Jury Trials	84	84

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

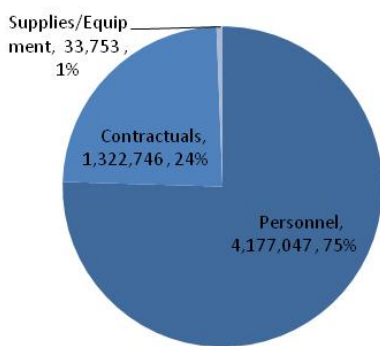
Court-Ordered Treatment Programs

Measurement	FY 10/11
Number of Referrals to Court-Ordered Treatment Programs	9,706
Number of Defendants Referred to HDEM	827
Number of Days Defendants Sentenced to HDEM	27,970
Money Saved By HDEM (no jail costs incurred by City)	\$1,636,029

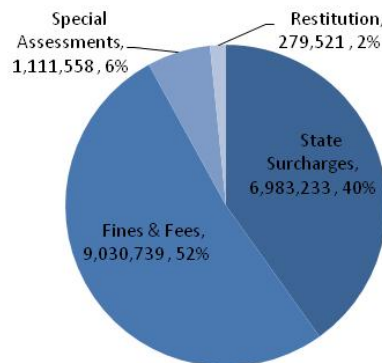
HDEM = Home Detention Electronic Monitoring. Court-Ordered Treatment Programs include substance abuse, domestic violence, anger management, underage drinking, and other treatment classes and programs.

FY 10/11 Financial Information

The total monies collected by the Court is \$17,405,051. The total City General Fund and Special Fund expenditures for Scottsdale City Court for Fiscal Year 10/11 was \$5,533,547.



Expenditures: What City Budgets for Court



Revenue: What The Court Collects

Looking Forward to FY 11/12

- Workload Analysis
- Migration of Criminal Case Files to Electronic Document Management System
- Fines and Fees Benchmark Study
- Photo Enforcement Program Review
- High Performance Courts Survey by National Center for State Courts
- Facility and Space Needs Assessment-Analysis by National Center for State Courts

Sources: Administrative Office of the Courts Trend Summary Statistics and Court Photo Enforcement Monthly Trend Report (07/11/2011); Scottsdale City Court Statistics (07/11/2011), Scottsdale City Court Monthly Jury Billing Records, July 2007 - June 2011; Scottsdale City Court Auto-Dialer Report from Case Management System; Scottsdale City Court Monthly Expenditure Report (8/15/2011), Scottsdale City Court Monthly Revenue Report (8/15/2011); Scottsdale City Court CourtTools Trend Data (7/11/2011); and Scottsdale City Court HDEM Jail Fee Info Report from Case Management System (8/15/2011).