

TRIAL COURTS OF ARIZONA IN MARICOPA COUNTY

SUPERIOR and JUSTICE COURTS
ADULT and JUVENILE PROBATION



ANNUAL STATISTICAL REPORT

FISCAL YEAR 2004

July 1, 2003 – June 30, 2004

Office of the Presiding Judge
Office of the Trial Courts Administrator

Trial Courts of Arizona In Maricopa County

We are pleased to publish the Annual Statistical Report, Fiscal Year 2004, for the Trial Courts of Arizona in Maricopa County. Presented here is detailed operational data on the Superior Court, Justice Courts, Adult Probation, and Juvenile Probation Departments, as well as highlights of many court programs and services provided to the citizens of Maricopa County. The Court prides itself on maintaining an exemplary level of customer service and continues to seek out innovative ways to improve the quality and timeliness of judicial branch services.

During the past year, Maricopa County grew by another 100,000 people and is now the fifth largest county in the United States. Over sixty percent of Arizona's population resides in Maricopa County, which measures over 9,220 square miles. With continued growth, the Court has encountered many unique challenges in providing effective court programs and services to residents. To help meet this demand for services, the Court has further reorganized and streamlined administrative services, including budget and finance, payroll, human resources, technology, and security. With the support of the Board of Supervisors, the Court has planned for a series of construction projects that will help ease over-crowding in the Downtown and Southeast Regional Facilities, as well as regionally co-locate Maricopa County Justice Courts throughout the county:

- A new Juvenile Court Center opened in July 2004 at the Durango Facility in Southwest Phoenix. The three-story building holds 12 electronic courtrooms and the adjacent two-story detention center will have 220 juvenile detention beds and 12 classrooms.
- In Northeast Phoenix, a shared Superior Court and co-located Justice Court Facility will open in July 2005. Twelve Superior Court divisions and three Justice Courts will occupy the one-story building.
- Later in 2005, the current Superior Court Regional Facility in Surprise will have an additional building added that will co-locate another four regional Justice Courts.
- New buildings are also planned in 2006/2007 to co-locate Justice Courts in Downtown Phoenix, the Southwest Valley, and two facilities in the Southeast Valley.

Co-locating the 23 Maricopa County Justice Courts, as well as planning for future growth precincts, will save substantial lease costs for the County over the next 20 years and improve operational efficiencies. In addition, the new Northeast Regional Facility will allow Civil, Probate, and Family Court divisions to be relocated away from the congested downtown court complex, thus substantially increasing service levels. The Court thanks the Arizona Supreme Court, Arizona State Legislature, the Maricopa Board of Supervisors and County Management for their continued commitment and support.

Respectfully Submitted,

Colin F. Campbell
Presiding Judge

Marcus W. Reinkensmeyer
Trial Courts Administrator

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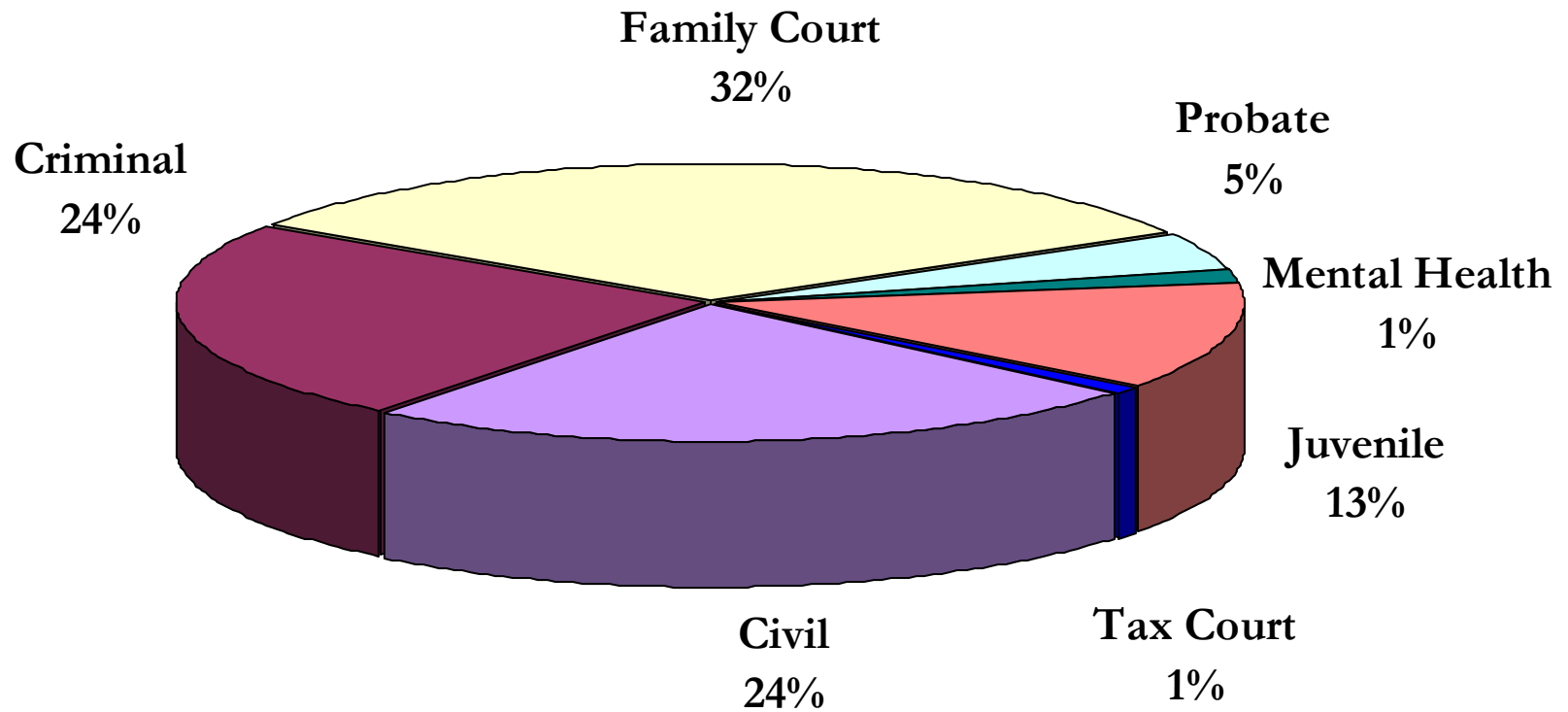
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SUPERIOR COURT CASE FILINGS

BY DEPARTMENT, FY 2004

Total Filings = 153,105 ¹

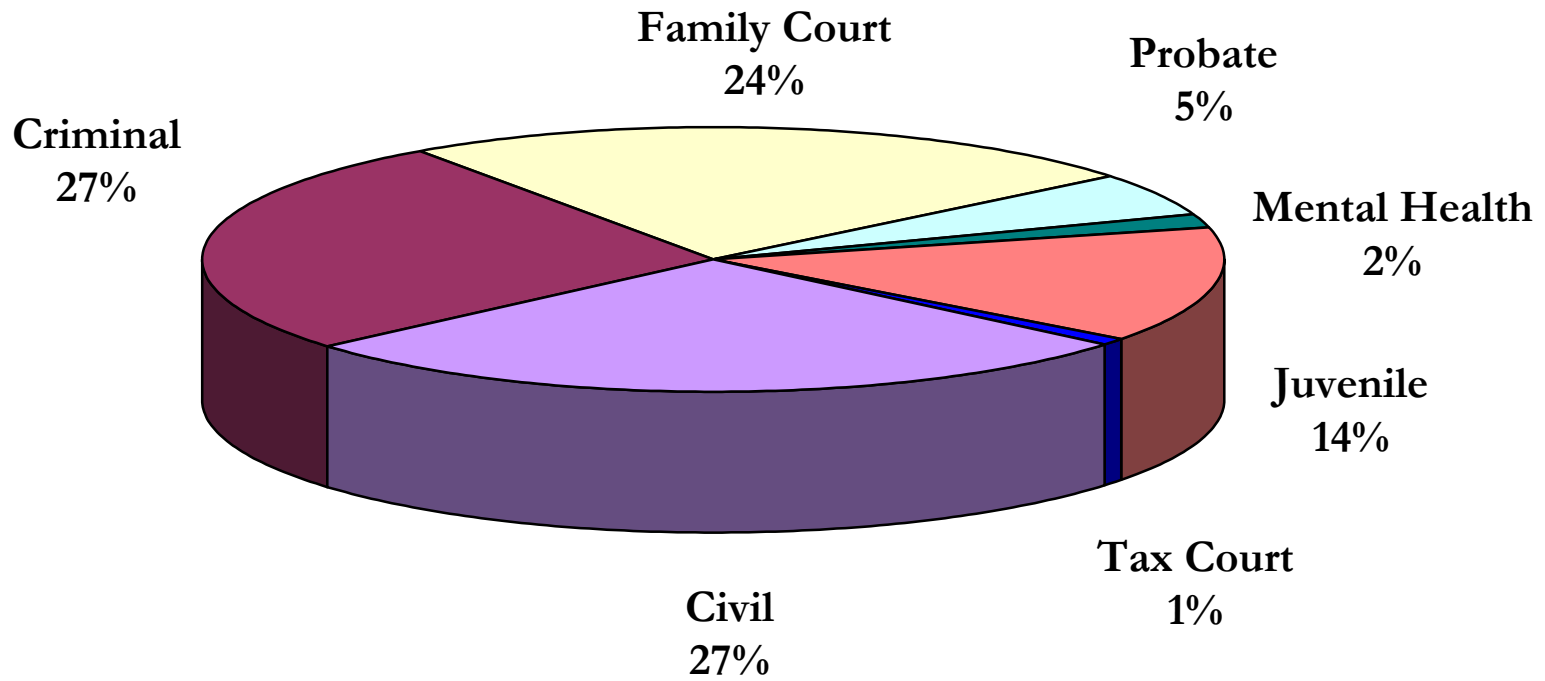


¹ Family Court case filing total includes “Subsequent (post-decree)” filings data provided by the Clerk of Court. Total for FY 2004 = 16,432. Totals do not include Petitions for Post-Conviction Relief and Lower Court Appeals.

SUPERIOR COURT CASE FILINGS

BY DEPARTMENT, FY 2004

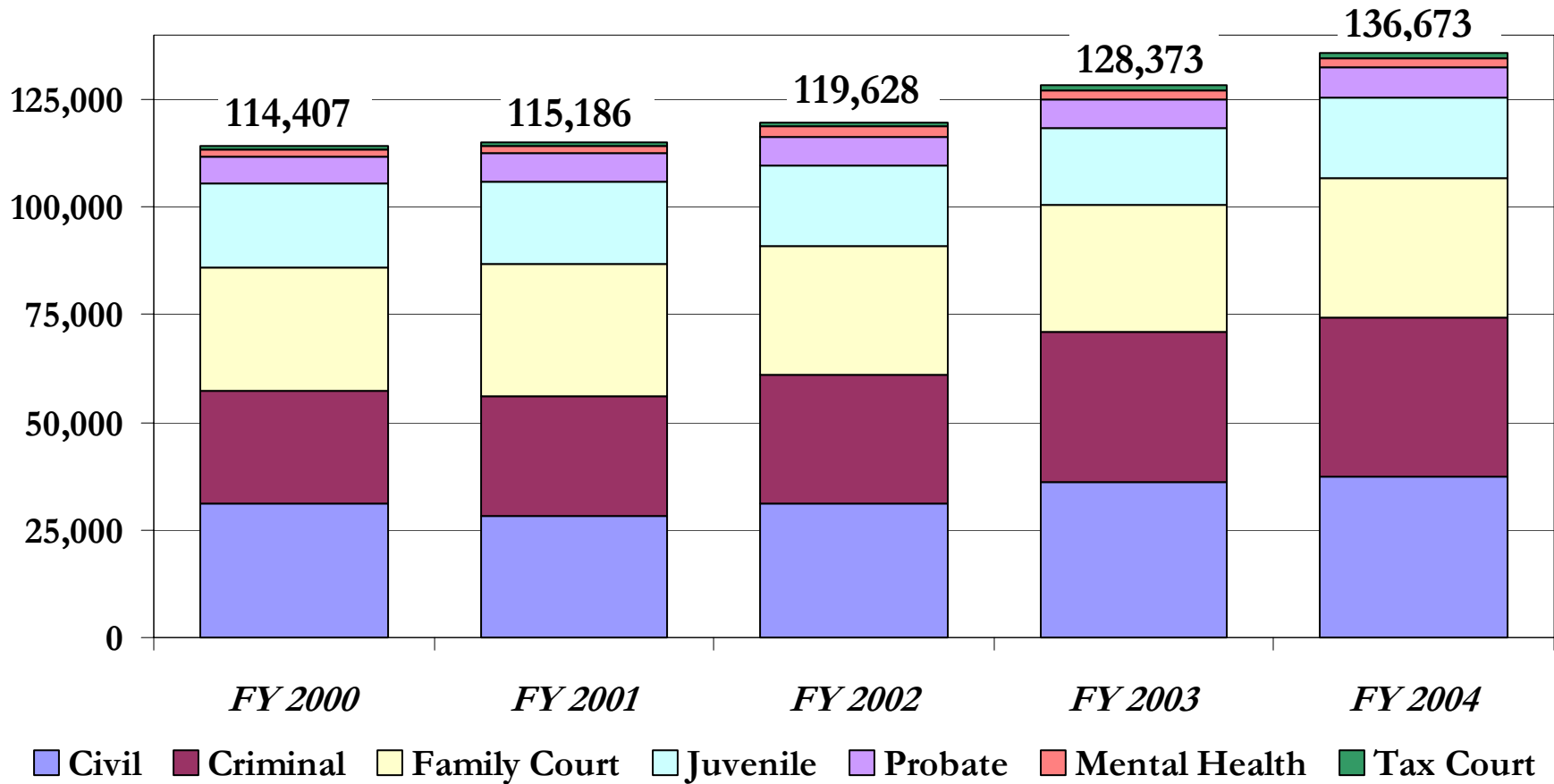
Total Filings = 136,673 ²



² Does not include Family Court “Subsequent (post-decree)” case filings data, which are primary modifications and enforcements. Totals do not include Petitions for Post-Conviction Relief and Lower Court Appeals.

SUPERIOR COURT

CASE FILINGS BY DEPARTMENT, FY 2000 – FY 2004



SUPERIOR COURT

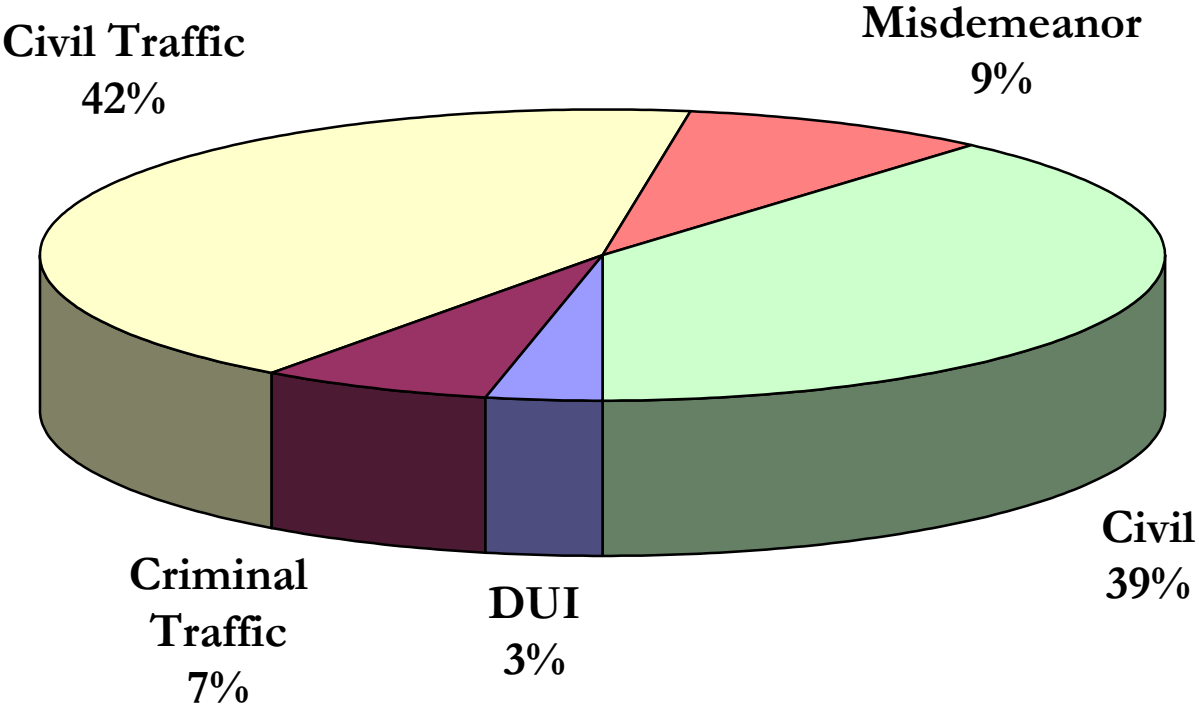
TOTAL ANNUAL CASE FILINGS BY DEPARTMENT, FY 2000 – FY 2004

COURT DEPARTMENT	<i><u>FY 2000</u></i>	<i><u>%</u></i>	<i><u>FY 2001</u></i>	<i><u>%</u></i>	<i><u>FY 2002</u></i>	<i><u>%</u></i>	<i><u>FY 2003</u></i>	<i><u>%</u></i>	<i><u>FY 2004</u></i>	<i><u>%</u></i>
Civil	31,258	27.3%	28,052	24.4%	31,188	26.1%	35,956	28.0%	37,422	27.4%
Criminal ³	26,184	22.9%	28,106	24.4%	30,020	25.1%	35,200	27.4%	36,748	26.9%
Family Court	28,551	25.0%	30,695	26.6%	29,894	25.0%	29,414	22.9%	32,666	23.9%
Juvenile	19,439	17.0%	18,984	16.5%	18,376	15.3%	17,847	13.9%	19,317	14.1%
Probate	6,414	5.6%	6,569	5.7%	7,047	5.9%	6,740	5.3%	7,067	5.2%
Mental Health	1,518	1.3%	1,640	1.4%	2,104	1.8%	2,163	1.7%	2,178	1.6%
Tax Court	1,043	0.9%	1,140	1.0%	1,008	0.8%	1,053	0.8%	1,275	0.9%
Annual Totals	<i>114,407</i>	<i>100%</i>	<i>115,186</i>	<i>100%</i>	<i>119,628</i>	<i>100%</i>	<i>128,373</i>	<i>100%</i>	<i>136,673</i>	<i>100%</i>

³ May 2002, Felony case processing changed to direct filing into Superior Court, as opposed to original filing into Justice Court and bindover to Superior Court.

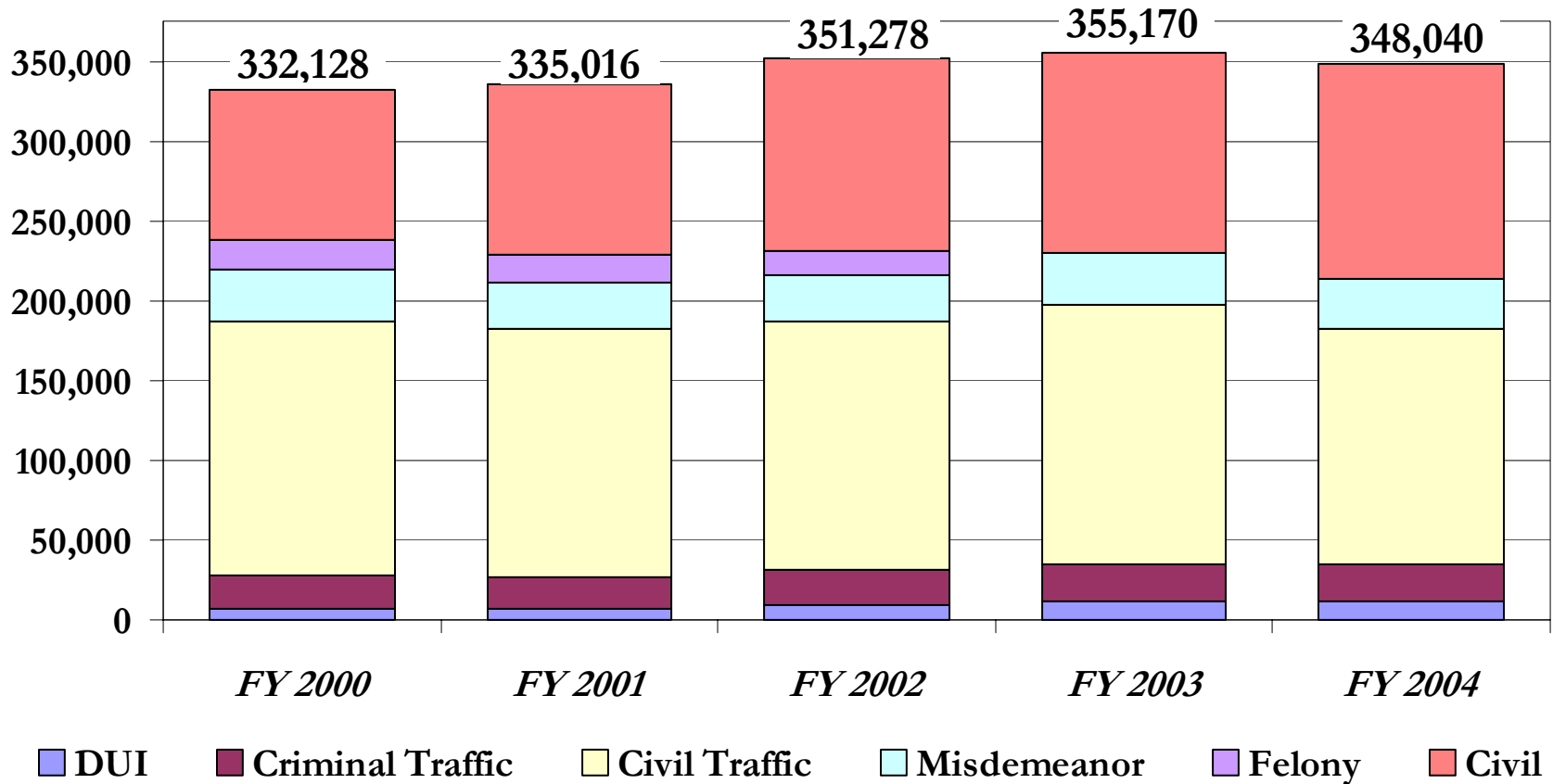
MARICOPA COUNTY JUSTICE COURTS
NEW FILINGS BY CASE TYPE, FY 2004

Total Filings = 348,040



MARICOPA COUNTY JUSTICE COURTS

NEW FILINGS BY CASE TYPE, FY 2000 – FY 2004



MARICOPA COUNTY JUSTICE COURTS

TOTAL ANNUAL NEW FILINGS BY CASE TYPE, FY 2000 – FY 2004

<u>CASE TYPE</u>	<u><i>FY 2000</i></u>	<u><i>%</i></u>	<u><i>FY 2001</i></u>	<u><i>%</i></u>	<u><i>FY 2002</i></u>	<u><i>%</i></u>	<u><i>FY 2003</i></u>	<u><i>%</i></u>	<u><i>FY 2004</i></u>	<u><i>%</i></u>
DUI	6,867	2.1%	7,383	2.2%	9,369	2.7%	11,392	3.2%	11,826	3.4%
Criminal Traffic	21,472	6.5%	19,751	5.9%	21,999	6.3%	23,631	6.7%	22,799	6.6%
Civil Traffic	158,204	47.6%	154,950	46.3%	155,291	44.2%	162,001	45.6%	148,230	42.6%
Misdemeanor	32,841	9.9%	29,681	8.9%	29,534	8.4%	32,566	9.2%	30,367	8.7%
Felony ⁴	18,111	5.5%	16,661	5.0%	15,279	4.3%	11	0.0%	1	0.0%
Civil	94,633	28.5%	106,590	31.8%	119,806	34.1%	125,569	35.4%	134,817	38.7%
Annual Totals	332,128	100%	335,016	100%	351,278	100%	355,170	100%	348,040	100%

⁴ As of May 2002, all felony cases were filed directly into Superior Court, as opposed to original filing in Justice Courts.

JUSTICE COURTS

Justice Court Case Activity, FY 2003 – FY 2004 *New Case Filings*

	FY 2003	FY 2004	FY03 to FY04
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
DUI	11,392	11,826	3.8%
Serious Traffic	1,132	944	-16.6%
Other Traffic	<u>22,499</u>	<u>21,855</u>	-2.9%
TOTAL CRIMINAL TRAFFIC	35,023	34,625	-1.1%
TOTAL CIVIL TRAFFIC	162,001	148,230	-8.5%
Misdemeanor	20,659	20,561	-0.5%
Misdemeanor FTA	4,574	2,740	-40.1%
Traffic FTA	<u>7,333</u>	<u>7,066</u>	-3.6%
TOTAL MISDEMEANOR	32,566	30,367	-6.8%
TOTAL FELONY ⁵	11	1	
Small Claims	20,327	21,546	6.0%
Forcible Detainer	77,473	82,303	6.2%
Other Civil/Non-Criminal Parking	<u>27,769</u>	<u>30,968</u>	11.5%
TOTAL CIVIL	125,569	134,817	7.4%
<u>TOTAL NEW CASE FILINGS</u>	355,170	348,040	-2.0%
Orders of Protection	6,498	6,280	-3.4%
Injunctions Against Harassment	5,235	5,557	6.2%

TRIALS COMMENCED

	FY 2003	FY 2004	FY03 to FY04
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Criminal Traffic (Non-Jury)	409	329	-19.6%
Criminal Traffic (Jury)	62	54	-12.9%
Misdemeanor (Non-Jury)	253	282	11.5%
Misdemeanor (Jury)	4	6	50.0%
Civil (Non-Jury)	22,115	40,627	83.7%
Civil (Jury)	<u>5</u>	<u>10</u>	
TOTAL NON-JURY TRIALS	22,777	41,238	81.1%
TOTAL JURY TRIALS	71	70	-1.4%

⁵ Effective May 2002, all new Felony cases were filed directly into Superior Court.

JUSTICE COURTS

Justice Court Case Activity, FY 2003 – FY 2004 *Total Cases Terminated*

	FY 2003	FY 2004	FY03 to FY04
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
DUI	10,620	10,773	1.4%
Serious Traffic	1,139	919	-19.3%
Other Traffic	<u>23,587</u>	<u>21,330</u>	-9.6%
TOTAL CRIMINAL TRAFFIC	35,346	33,022	-6.6%
TOTAL CIVIL TRAFFIC	163,567	153,627	-6.1%
Misdemeanor	21,420	20,088	-6.2%
Misdemeanor FTA	4,384	3,941	-10.1%
Traffic FTA	<u>7,299</u>	<u>6,239</u>	-14.5%
TOTAL MISDEMEANOR	33,103	30,268	-8.6%
TOTAL FELONY	18,069 ⁶	662	-96.3%
Small Claims	20,237	20,634	2.0%
Forcible Detainer	77,079	81,651	5.9%
Other Civil/Non-Criminal Parking	<u>26,262</u>	<u>28,970</u>	10.3%
TOTAL CIVIL	123,578	131,255	6.2%
<u>TOTAL CASE TERMINATIONS</u>	373,663	348,834	-6.6%
Orders of Protection Issued	5,646	5,412	-4.1%
Orders of Protection Denied	<u>823</u>	<u>841</u>	2.2%
TOTAL ORDERS OF PROTECTION	6,469	6,253	-3.3%
Injunctions Against Harassment Issued	4,338	4,518	4.1%
Injunctions Against Harassment Denied	<u>865</u>	<u>1,027</u>	18.7%
TOTAL INJUNCTIONS	5,203	5,545	6.6%

OTHER PROCEEDINGS

	FY 2003	FY 2004	FY03 to FY04
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Small Claims Hearings/Defaults	4,088	5,855	43.2%
Civil Traffic Hearings	4,763	4,354	-8.6%
Order of Protection/IAH Hearings	1,588	1,730	8.9%
Search Warrants Issued	3,691	3,073	-16.7%

⁶ Total terminations include monthly statistical corrections submitted to AOC/Supreme Court.
Felony pending cases were transferred to Superior Court.

ADULT PROBATION DEPARTMENT

Operational Highlights and Changes in FY 2004

- The state budget crisis of FY 2003 resulted in Arizona Supreme Court budget cuts of \$2.8 million to the Adult Probation Department (APD), which eliminated 125 positions. In FY 2004, primary funding of APD was transferred by the State legislature to Maricopa County and these positions were restored, which returned APD to December 2002 caseload capacities.
- As part of the continuing restructuring of the Trial Courts in Maricopa County and the consolidation of administrative and other functions within court departments, Pretrial Services Agency was moved to APD at the beginning of FY 2004. Adult Probation Human Resources and Payroll was consolidated with the Court's Administrative Services Division earlier this year, APD Staff Development and Training merged with Juvenile Court Center staff, and Presentence Units aligned with Court Divisions, resulting in improved communications and customer service.

Continued Growth

- Consistent with Court goals in FY 2004, many specialty courts expanded. Drug Court increased from 400 to 650 average daily participants. Retention rates also dramatically improved, through the use of Motivational Interviewing, as the percentage of participants who failed to show up was reduced from 40 percent to 10 percent. Also, the DUI Court program doubled in size, from an average daily population of 150 to over 300. In addition, the average daily population of offenders on Intensive Probation Supervision increased from 877 to 1,398 during the year. Much of this increase in population can be attributed to rebounding from last year's state budget cuts that dramatically reduced these services.

Achievements and Awards

- **Safety training** was a major focus in FY 2004. APD, in cooperation with the State Administrative Office of the Courts and Juvenile Probation Department, implemented a department-wide Defensive Tactics and Firearms training, graduating 474 officers. **Timeliness of Presentence Reports** allowed 99 percent of court sentencings to be completed without a delay. High marks were given to APD through a **Strategic Fitness Award** from County management and certification from County auditors for key performance measures.
- **Impressive new technologies** were implemented during the year, including SCRAM (Secure Continuous Remote Alcohol Monitoring) for DUI Court participants and domestic violence cases, a sex offender address clustering database application that increases awareness and control of this residential population, and an interface between APD and the Arizona Department of Public Safety (DPS) that provides probation officers with immediate access to current DNA data maintained by DPS. APD is mandated by law to conduct DNA tests on felons placed on probation, and is required to avoid testing offenders who have already been tested.

ADULT PROBATION DEPARTMENT

- The new DPS/MCAPD DNA interface received both state and national recognition: The Arizona Criminal Justice Commission presented APD with a **Criminal Justice Innovation Award in Technology** and the National Association of Counties presented a **NACo Achievement Award**.
- APD's SMI Unit, which provides specialized probation supervision of approximately 500 seriously mentally ill offenders in Maricopa County, also received state and national recognition in FY 2004. The Unit assisted in developing and operating emergency housing, transitional housing, a conditional jail release program, and the Mental Health Court. These efforts enable SMI offenders to function in the community while participating in community-based treatment. The Arizona Judicial Council recognized the SMI Unit with a **Justice for a Better Arizona 2004 Award** *for Protecting Children, Families and Communities*. In addition, the American Probation and Parole Association honored the APD SMI Program with its distinguished **President's Award**.
- The Arizona Judicial Council presented a **Justice for a Better Arizona 2004 Award** *for Connecting with the Community* to the Community Rehabilitation Housing Program, which provides community service work and training in construction skills for probationers, while rehabilitating properties for nonprofit agencies.
- Adult Probation's Literacy Education and Resource Network (LEARN) was recognized by the Arizona Department of Education for **Excellence in Education**. The program achieved 100 percent of the Core Educational Goals, had the second highest percentage of student gains in Arizona, and 94 percent of students successfully obtained their General Education Degree.
- Over the years, below market salaries for probation officers has negatively impacted both recruitment and retention of qualified staff. During the year, a significant salary increase was effective for entry-level probation officers, surveillance officers, and counselors. Recruitment increased almost immediately and departures due to inadequate pay decreased noticeably throughout the year. A market study has also been completed for administrative personnel in APD.

ADULT PROBATION DEPARTMENT

Adult Probation Selected Operational Statistics, FY 2004 Standard and Intensive

	<u>ACTIVE</u>	<u>ABSCONDERS</u>	<u>TOTAL</u>
PROBATIONERS (as of 7/01/03)	22,824	7,392	30,216
ADDED DURING FY 2004	24,182	9,694	33,876
<i>Full Term Discharge</i>	(3,040)		(3,040)
<i>Early Discharge</i>	(2,422)		(2,422)
<i>Revoked</i>	(4,263)		(4,263)
<i>Modified</i>	(3,600)		(3,600)
<i>Other Terminations</i> ^(a)	(9,962)		(9,962)
<i>Absconder Warrants Closed</i>		(8,804)	(8,804)
TOTAL TERMINATIONS	(23,287)	(8,804)	(32,091)
PROBATIONERS (as of 6/30/04)	23,719	8,282	32,001^(b)

^(a) Other terminations include imprisoned, transfers out of county/state, death, and modified to unsupervised.

^(b) Excludes 13,531 Probationers on supervision in another county or state.

PETITIONS TO REVOKE PENDING (as of 7/01/03)	1,368
FILED DURING FY 2004	10,952
TOTAL DISPOSITIONS^(c)	10,733
PETITIONS TO REVOKE PENDING (as of 6/30/04)	1,585

^(c) Includes 4,088 Revoked to the Department of Corrections.

ADDITIONAL PROBATION DEPARTMENT ACTIVITIES

	<u>FY 2003</u>	<u>FY 2004</u>	<u>FY03 to FY04</u>
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
PRESENTENCE REPORTS	18,911	19,022	0.6%
COMMUNITY SERVICE HOURS	853,041	769,314	-9.8%
<i>Collections:</i>			
<i>Reimbursement</i>	\$ 461,934	\$ 492,618	6.6%
<i>Restitution</i>	\$ 8,762,168	\$ 8,373,917	-4.4%
<i>Fines/ Surcharges</i>	\$ 6,325,302	\$ 7,776,363	22.9%
<i>Probation Fees</i>	\$ 6,907,640	\$ 7,534,498	9.1%
<i>Taxes Paid</i>	\$ 1,315,332	\$ 1,172,243	-10.9%
TOTAL COLLECTIONS	\$23,772,376	\$25,349,639	6.6%

PRETRIAL SERVICES AGENCY

Fiscal Year 2004 Highlights

- The Pretrial Services Division (PSA) continues to experience unprecedented increases in pretrial supervision of defendants. PSA has had a 42 percent increase in referrals from the court in Fiscal Year 2004, a 59 percent increase in the average daily caseload of supervised defendants, and a 58 percent increase in defendants supervised on Electronic Monitoring caseloads.
- As a result of Superior Court reorganization, the Pretrial Services Agency was merged with Maricopa County Adult Probation, becoming a division under programs. All PSA officers attended the Adult Probation Certification Academy.
- The Division has been active in preparing for the opening of the new Maricopa County 4th Avenue Jail, scheduled for September 1, 2004. The new jail provides expanded space for PSA.
- The Division has been involved in securing an Intergovernmental Agreement (IGA) with the City of Phoenix to interview all City of Phoenix domestic violence arrestees. Phase II of this agreement calls for PSA to add a supervision component to be implemented in FY05.
- PSA has been actively involved in working on enhancements to the Pretrial Automated Case Management System (PACTS), and plans to integrate the database within the Court's iCIS technology platform.

Pretrial Service Agency Selected Operational Statistics, FY 2003 – FY 2004

	FY 2003	FY 2004	<i>FY03 to FY04</i>
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Initial Appearances	74,624	70,844	-5.1%
Interviews/Criminal Histories	41,901	43,452	3.7%
Defendant Monitoring Referrals	11,994	16,982	41.6%
Intakes	6,209	7,812	25.8%
Office Visits	13,397	16,296	21.6%
Average Daily Caseload: General	700	990	41.4%
Average Daily Caseload: Intensive	428	657	53.5%
Average Daily Caseload: EM	97	153	57.7%
Bond Motions Completed	426	464	8.9%

JUVENILE PROBATION DEPARTMENT

Juvenile Probation Selected Operational Statistics, FY 2003 - FY 2004

	FY 2003 <u>Totals</u>	FY 2004 <u>Totals</u>	FY03 to FY04 <u>% Change</u>
JUVENILE POPULATION (estimates)			
County Population under 18 years old	878,683	896,257	2.0%
County Population age 8 through age 17	470,311	479,718	2.0%
REFERRALS			
Incorrigibility/Delinquent Complaints Received	34,508	34,759	0.7%
Juveniles Involved	24,666	24,753	0.4%
Complaints per Juvenile	1.40	1.4	0.0%
DISPOSITIONS			
Juveniles Placed on Standard Probation	4,726	4,836	2.3%
Juveniles on Standard Probation (end of year)	4,288	4,243	-1.0%
Juveniles Supervised per Probation Officer (avg)	28	29	3.6%
Placements: Day and Evening Care	216	334	54.6%
Residential	431	499	15.8%
Committed to Department of Juvenile Corrections	324	355	9.6%
Remands to Adult Court	52	54	3.8%
Filed directly in Superior Court (Adult)	303	252	-16.8%
DETENTION			
Juveniles Brought to Detention	10,119	9,916	-2.0%
Detained	9,589	9,144	-4.6%
<i>Average Daily Population</i>	396	431	8.8%
<i>Average length of detention (days)</i>	15	17	10.7%
Home Detention (includes Electronic Monitoring)	2,357	2,555	8.4%
<i>Average Daily Population</i>	266	293	10.2%
<i>Average length of home detention (days)</i>	41	41	0.0%

JUVENILE PROBATION DEPARTMENT

	<u>FY 2003</u>	<u>FY 2004</u>	
	<u>Totals</u>	<u>Totals</u>	
TYPE OF JUVENILE OFFENSE (% to total)			
Violent Offense	4.1%	4.0%	
Grand Theft	9.9%	9.7%	
Obstruction of Justice	10.4%	9.3%	
Fighting	7.0%	6.7%	
Drug Offense	7.0%	8.1%	
Disturbing the Public Peace	25.4%	25.8%	
Petty Theft	13.9%	14.1%	
Status (Truancy)	21.5%	21.5%	
Administrative Hold	0.8%	0.8%	
 GENDER			
Male	70.2%	70.5%	
Female	29.8%	29.5%	
 AGE AT TIME OF COMPLAINT			
8 – 10 years old	1.7%	1.3%	
11 – 12 years old	6.0%	5.9%	
13 – 14 years old	24.2%	24.9%	
15 – 16 years old	42.5%	43.3%	
17 – 18 years old	25.6%	24.6%	
 RECIDIVISM			
	<u>FY 2001</u>	<u>FY 2002</u>	<u>FY 2003</u>
All Juveniles	35.8%	34.1%	34.8%
First Time Offenders	27.9%	26.3%	27.0%

Recidivism is defined as the probability of getting a second complaint within 365 days of the first complaint. Excluded, are Juveniles who are 17 years old at the time of the first complaint and also, complaints alleging Violation of Probation. Juveniles referred in FY 2004 are not shown since they are less than 365 days at risk.

CRIMINAL DEPARTMENT

Fiscal Year Filings, Dispositions, and Time Standards

- New case filings increased again this fiscal year, surpassing 36,700 and the Court now routinely reaches over 3,000 new filings a month. Filings increased four percent over fiscal year 2003, which reflected a 17 percent increase over fiscal year 2002. Although case terminations increased by 12 percent over fiscal year 2003, reliance on Civil Department judges for overflow cases (e.g. case transfer) has been cut to an absolute minimum.
- The inventory of active pending cases has inched upward due to the increase in filings. Despite the increase, approximately 87 percent of all active pending cases are less than 180 days old. This inventory now reflects case aging from arraignment (rather than filing) due to amendments to Speedy Trial Time Limits, effective October 2002.

Regional Court Centers (RCC)

- The RCC program has completed its third year of operation and plays a crucial role in felony case processing. By conducting preliminary hearings and arraignments on the same day, the three RCC sites (Downtown, Glendale and Mesa) continue to dramatically shorten felony case processing times and pretrial jail days for in-custody defendants, while receiving pleas or dismissals in over half of the cases processed.

Early Disposition Court (EDC)

- Drug-related offenses account for about 30 percent of all defendants sentenced. Over 10,000 drug cases were assigned to EDC last fiscal year. The two downtown EDC commissioners along with the two EDC/RCC commissioners in the Southeast Facility resolve most simple possession and drug use cases in approximately 20 days rather than the court-wide average of 71 days for other case types. EDC also hears welfare fraud and spousal support fugitive matters.

The Integrated Court Information System (iCIS)

- Criminal Department iCIS turned one year old in March 2004. This huge undertaking consolidated two independent computer mainframe legacy systems, the *Automated Calendaring System* (ACS) and the *Case Management System* (CMS) into a single new, browser based system. The link to Initial Appearance Court On-Line system has been completed. This system has streamlined numerous business practices. The Criminal Department is now able to run scheduled and ad hoc operational reports and produce the monthly statistical report within 14 days of the monthly close.

The Common Case Number

- In January of 2003, Maricopa County instituted a *common case number* between the various criminal justice agencies. The *common case number* allows for more efficient tracking of criminal cases and defendants, as well as providing more effective information exchanges between the various Court's, Sheriff's Office, County Attorney, and the Public Defender.

CRIMINAL DEPARTMENT

- The new Fourth Avenue Jail will open on September 1, 2004 and the Initial Appearance Court (IA Court) will move from the old Madison Street Jail to the new jail at that time. By the time IA Court moves to the new jail, the *common case number* will have been extended to IA Court.

Electronic Records

- Using electronic audio and video recordings as the official court record, already utilized in a number of electronic courtrooms, was extended to the Early Disposition Court and the Regional Court Center Downtown. Electronic recording quickly produces a quality reproduction of the proceedings for counsel and the appellate courts, while freeing court reporters to focus on trial divisions where there is a greater potential need for appellate court transcripts.

Initial Appearance (IA) Court

- Several processes will be improved with the planned move to the new jail. IA Court will increase the number of its daily calendars from six to eight. Increasing to eight calendars daily will create a virtually continuous IA Court operation. Arresting agencies will also *pre-book* defendants, which will include completing a Release Questionnaire for the court. The questionnaire information will electronically pass to IA Court for docketing and calendaring defendants. Pre-booking will provide consistent and accurate data transfers between the Sheriff's Office and the Court. Work has also progressed on implementing an electronic version of the *Form-IV* (charging document). The electronic Form-VI will reduce the workload of IA Court staff and increase the accuracy of data captured early in the felony process.

Consolidated Felony DUI Center

- As a result of partnering with the County to address the impact of the Supreme Court's *Ring v. Arizona* decision, the Court received funding for two commissioners and staff. With that funding the Court established a DUI Center to handle exclusively felony DUI cases. The Center, composed of two divisions, went fully operational in December of 2003. It handles class four felony aggravated DUI cases, or below and in some isolated instances, class three felonies, from Initial Pretrial Conference through sentencing. The Center allows other trial divisions the time to handle more complex matters such as the *Ring* death penalty cases.

Initial Pre-Trial Conference Center (IPTC)

- The Court implemented a pilot program in June 2004 in the IPTC Center. The pilot entails both attorneys and defendant agreeing to a trial management conference and trial date by signing a *Trial Date Acknowledgement* form that is entered into record and placed in the file. In probation violations, a *Probation Violation Hearing Acknowledgement* form is filled out as well. This simple process is administered completely by the bailiff in the courtroom prior to the commissioner taking the bench, freeing the commissioner time to conduct settlement conferences.

CRIMINAL DEPARTMENT

Trial Transfer

- Maximizing judicial resources requires the Court to “multi-book” trial judges for scheduled trials. With an average 1.4 percent criminal trial rate, most scheduled trials settle prior to the scheduled date. Occasionally though, more trials remain scheduled than a judge can handle on a given day. To maximize judicial resources, maintain trial time standards set by rule, and spread trials to available divisions, judges will place overflow cases into *Trial Transfer* for placement with other available judges.

Forensic Services

- The Court frequently orders evaluations by mental health experts to determine whether defendants are competent to stand trial. To be declared competent defendants must be able to understand the nature of the proceedings against them and assist counsel in their own defense. Historically, defendants determined unable to stand trial, but able to be restored to competency, were ordered to the Arizona State Hospital for treatment. Due to limited hospital space and the delays occasioned by those limits, a treatment alternative was needed. The Court partnered with the County to create a *Restoration to Competency Program* (RTC) for jailed defendants. Approaching its second year of operation, the RTC Program has been transferred under Correctional Health Services (the medical support for the jails), so defendant treatment begins immediately upon a determination of incompetence. The RTC Program results in quicker restoration of defendants, lower costs to the County, and shorter delays in transferring defendants who do ultimately go to the State Hospital.

Probation Revocation Center

- The Probation Revocation Center, established in July 2003 and averaging over 1,200 probation arraignments a month, has become the court’s centralized processing unit for all probation violations in the Superior Court. Three commissioners expedite the probation revocation process and ensure that offenders accused of violating their probation are seen in a timely manner.

Specialty Courts

- *Mental Health Court* (MHC) is one of two specialty courts within the Probation Revocation Center developed to address the needs of a specific sector of the probation population. The MHC focuses on seriously mentally ill (SMI) probation violators. A Mental Health team (MH team), comprised of the judge, prosecutor, defense counsel, probation officer, and Value Options case managers, meet to discuss each SMI defendant’s case blending issues of treatment and jurisprudence. Specially trained probation officers working in the Adult Probation Departments’ SMI Unit supervise probationers assigned to this court. The Court conducts review hearings for those falling out of compliance with the terms of their probation in order to identify if treatment plans should be modified. If a new offense is committed or if there is repeated non-compliance to the terms of probation, a formal Petition to Revoke probation is ordered by the court.

CRIMINAL DEPARTMENT

- *Family Violence (FV) Court*, the other component of the Probation Revocation Center, handles misdemeanor cases involving Family Violence offenses that have been transferred from the Justice Courts to the Superior Court. The Probation Department effectively monitors these defendants and the court can oversee and intercede with uniformity with one judicial officer making the determinations in all cases.
- Superior Court maintains two of the nation's most well-established *Drug Courts*. Both courts run on the classic team model in partnership with the Adult Probation Department. One court oversees regular drug clients; the other oversees clients under Proposition 200, which limits the use of jail time as a sanction.
- Beginning in March 1998 with three defendants, *DUI Court* now has over 215 active participants, including a Spanish-speaking DUI Court. The program is a post-conviction model open to felony offenders with DUI offenses. Defendants are selected at the presentence level by Probation. This four-phase program entails treatment and education, relapse prevention and victim impact along with mandatory attendance to pro-social activities weekly. Graduation from the program requires participants to have a minimum of six months sobriety and no driving on a suspended license.
- *The Juvenile Transferred Offender Program (JTOP)* is a response to the inability of the adult criminal justice system to successfully address the needs of juveniles (ages 14 to 18) placed on adult probation. It is a premier program in the nation and an additional vital link in the chain of specialty courts that the Superior Court now operates to help preserve community safety. In the three short years that JTOP has been in operation, it has positively affected the community's safety and the lives of at-risk youths. The program decreases substance abuse and involvement in the criminal justice system; it increases satisfactory completion of probation, high school graduation, and juvenile employment.

CRIMINAL DEPARTMENT

Criminal Department Selected Operational Statistics, FY 2003 – FY 2004

	FY 2003 <u>Totals</u>	FY 2004 <u>Totals</u>	FY03 to FY04 <u>% Change</u>
Total Case Filings	35,200	36,748	4.4%
Total Terminations	27,959	31,306	12.0%
Clearance Rate ⁷	79.4%	85.2%	7.3%
Active Pending Caseload	7,964	9,791	22.9%
Total Trials Completed	707	498	-29.6%
Trial Rate ⁸	2.0%	1.4%	-30.0%
Defendants Sentenced	24,271	26,736	10.2%
Acquitted/Dismissed	3,660	4,570	24.9%
Pleas	19,352	17,437	-9.9%
Notices of Change of Judge	483	723	49.7%
Settlement Conferences Held	2,583	4,389	69.9%
Lower Court Appeals Filed	769	662	-13.9%
Petitions for Post-Conviction Relief Filed (Rule 32)	1,207	1,937	60.5%
Bond Forfeiture Hearings	1,506	1,352	-10.2%
Amount of Bonds Forfeited	\$3,651,173	\$3,187,875	-12.7%

Case Aging Statistics (in days) ⁹ for Terminated Criminal Cases

50 th Percentile	63	66	6.5%
90 th Percentile	182	187	6.5%
98 th Percentile	389	379	10.8%
99 th Percentile	474	466	26.8%

⁷ Clearance rate equals total terminations divided by total case filings.

⁸ Trial rate equals total trials completed divided by total case filings.

⁹ Case aging days in FY 2003 are computed from Arraignment Date in Superior Court to Termination Date, which includes days to sentencing for guilty defendants. In addition, case aging days include all elapsed calendar time except days out on bench warrants, Rule 11 competency treatments, adult diversion programs, and appeals pending in a higher court

CIVIL DEPARTMENT and TAX COURT

Fiscal Year Civil Filings, Caseload, and Workload

- New Civil case filings in FY 2004 were 4 percent higher than the previous year, which appears to correlate with population growth in Maricopa County. This trend is expected to continue, barring any unforeseen changes in jurisdictional limits and statutory changes.
- During 2004, the Civil Department consisted of seventeen full-time civil calendar judges and three judges who each carry a partial civil calendar that, collectively, are equivalent to an additional civil division. By the end of FY 2004, each full-time civil judge had a caseload of approximately 660 cases. Each of the two civil commissioners had an average caseload of 1,100 cases, and the remaining 6,880 pending cases are assigned to the arbitration calendar. While under the supervision of civil judges, all cases on the arbitration calendar are managed by attorneys appointed to serve as arbitrators by the court.
- Over the past several years, the number of civil case matters handled exclusively by civil commissioners has increased dramatically, nearly 25 percent between FY 1999 and FY 2003. These matters include forcible detainer, change of name, and transcripts of judgment. To help meet this increased demand for service, beginning in early FY 2005, the three commissioners assigned to the Probate Department will consolidate with the two civil commissioners to hear a blended calendar of probate and civil case matters routinely handled by court commissioners. Also added to the types of matters being heard on these new calendars will be injunctions against harassment, which have been previously heard by civil judges.

Tax Court Trends

- The Tax Court Department of the Superior Court in Maricopa County serves as the State-wide “Arizona Tax Court,” exercising original and exclusive jurisdiction over all cases involving tax matters except property tax cases. Property tax cases may be filed either in the Tax Court or in any Arizona Superior Court as a civil case. Tax Court also hears Small Claims involving disputes concerning the valuation or classification of property in which the full cash value does not exceed one million dollars. Prior to September 2003, the threshold amount for these types of small claims matters was \$300,000.
- Over the previous five years, the number of tax cases has remained fairly constant, with total new filings averaging between 1,000 and 1,300 cases. However, between this fiscal year and last, there was a 34 percent increase in the number of property tax cases filed, and an overall increase in new case filings of 21 percent.

CIVIL DEPARTMENT and TAX COURT

Civil Department Selected Operational Statistics, FY 2003 - FY 2004

	New Case Filings			Case Terminations		
	<u>FY 2003</u>	<u>FY 2004</u>	<i>FY03 to FY04 % Change</i>	<u>FY 2003</u>	<u>FY 2004</u>	<i>FY03 to FY04 % Change</i>
Tort						
Motor Vehicle	6,027	6,107	1.3%	5,629	7,247	28.7%
Tort						
Non-Motor Vehicle	2,822	2,807	-0.5%	2,762	2,990	8.3%
Medical						
Malpractice	534	481	-9.9%	451	516	14.4%
Contract	9,867	10,216	3.5%	9,520	11,608	21.9%
Tax	13	19	46.2%	63	16	-74.6%
Eminent						
Domain	276	215	-22.1%	295	262	-11.2%
Lower						
Court Appeals ¹⁰	375	68	-81.9%	468	100	-78.6%
Unclassified						
Civil	16,042	17,509	9.1%	15,867	17,656	11.3%
TOTALS	35,956	37,422	4.1%	35,055	40,395	15.2%
Civil Trials Completed	357	394	10.4%			
Trial Rate	1.0%	1.1%	10.0%			

Tax Court Selected Operational Statistics, FY 2003 - FY 2004

	New Case Filings			Case Terminations		
	<u>FY 2003</u>	<u>FY 2004</u>	<i>FY03 to FY04 % Change</i>	<u>FY 2003</u>	<u>FY 2004</u>	<i>FY03 to FY04 % Change</i>
Cases of Record						
Property	332	445	34.0%	506	326	-35.6%
Other	407	509	25.1%	328	547	66.8%
Small Claims						
Property	293	315	7.5%	234	313	33.8%
Other	18	6	-66.7%	5	7	40.0%
TOTALS	1,050	1,275	21.4%	1,073	1,193	11.2%

¹⁰ Lower Court Appeals total does not include appeals from limited jurisdiction courts set and heard by the LCA calendar judge, who handles lower court appeals (both criminal and civil) and administrative reviews.

PROBATE and MENTAL HEALTH

Increased Monitoring and Oversight

- Recognizing the need for greater protection of vulnerable adults, the Arizona Supreme Court in 2001 mandated increased monitoring of all private fiduciaries. To meet this objective, the Probate/Mental Health Department of Superior Court employs Probate Examiners, consisting of attorneys and paralegals, who are charged with reviewing all pending probate cases to ensure compliance with statutory reporting requirements and court orders. Over 900 case monitoring reviews were conducted each month in FY 2004.
- Court Accountants also review financial accountings in pending conservatorship, decedent estate, and trust administration cases, and make recommendations to the court regarding whether to approve those accountings. During FY 2004, a total of 2,170 accounting reviews were conducted of estates collectively valued over \$423M.
- Court Investigators and contract investigators, who conduct investigations and prepare written reports to the Court regarding whether proposed wards are in need of guardians or conservators to protect them, conducted 735 initial investigative reports during FY 2004. An additional 34 reports were conducted by certified fiduciaries who serve as contract investigators.
- The Department continues to implement new case monitoring and case processing procedures through the iCIS database, first implemented in the Probate Department in June 2002. During 2004, the Department added an Advance Notice Screen that assists staff in reviewing cases where reminder notices need to be sent to advise fiduciaries that they have annual guardian reports or accountings coming due in 60-90 days.
- Supervision of Court Volunteers in the Guardian Review Program help the Court oversee adult guardianships and conservatorships to monitor the welfare of vulnerable adults. During the year, these volunteers conducted 1,159 case file reviews.

Regional Expansion of Mental health Court Services

- To provide better regional access to Probate and Mental Health Court services during FY 2004, the Court created a full time mental health court facility at Desert Vista Behavioral Health Center in Mesa. This is in addition to weekly court operations at the Arizona State Hospital in downtown Phoenix. During the year, a total of 2,176 initial mental health evaluation petitions were filed and 1,625 mental health hearings were conducted, with 1,519 treatment orders being entered. The two Mental Health Courts provide greater convenience to the patients and hospital staff by conducting hearings in courtrooms located at the facilities where patients receive treatment services.

Future Objectives

- Implement additional technology enhancements to expand the Department's case monitoring capabilities and improve oversight of fiduciaries and the estates they administer.

PROBATE and MENTAL HEALTH

- Expand the number of Court Accountants and designate a Court Auditor, who would conduct random audits of selected probate case files administered by public and certified fiduciaries, to assure that the accountings are adequately supported by required documentation.
- Expand new digital recording equipment in all Probate courtrooms to provide convenient and affordable recordings of all court proceedings. Also, expand the availability of probate court forms and instructions through the Court's regional Self Service Centers. In addition, restore Southeast Probate cases to the two civil divisions at the Southeast Facility to allow those litigants the convenience of not having to travel to downtown Phoenix for hearings.

Probate and Mental Health Selected Operational Statistics, FY 2003 – FY 2004

	New Case Filings			Case Terminations		
	<u>FY 2003</u>	<u>FY 2004</u>	<i>FY03 to FY04 % Change</i>	<u>FY 2003</u>	<u>FY 2004</u>	<i>FY03 to FY04 % Change</i>
Estate Probates and Trust Administrations	4,084	4,270	4.6%	361	14,453 ¹¹	3,903.6%
Guardianships and Conservatorships	2,639	2,776	5.2%	1,833	2,436	32.9%
Adult Adoptions	17	21	23.5%	8	46	475.0%
TOTALS	6,740	7,067	4.9%	2,202	16,935	669.1%

	<u>FY 2003</u>	<u>FY 2004</u>	<i>FY03 to FY04 % Change</i>
Mental Health Case Filings	2,163	2,178	0.7%
Mental Health Case Terminations	14	4,043 ¹²	28,778.6%

¹¹ Approximately 11,000 Estate Probates and Trust Administrations were administratively terminated in September 2003 as part of continuing efforts to clean-up older Probate cases.

¹² Mental Health case terminations during FY 2004 were also much higher than new filings for the same reasons.

ALTERNATIVE DISPUTE RESOLUTION (ADR)

Family Court Settlement Conference Program

- During the fiscal year 2004, ADR continues to hold Family Court settlement conference marathons. The first marathon was held in October 2003, 63 cases were scheduled and 44 settlement conferences were conducted. The second marathon in May 2004, which was conducted in conjunction with Law Week, had 65 cases scheduled and 38 settlement conferences.
- ADR also conducted its first-ever settlement conference training program for new Judges Pro Tempore in January 2004.

Civil Court Settlement Conference Program

- The number of Civil Court settlement conferences reached an all-time high in fiscal year 2004. There were 1,601 cases received, and 969 settlement conferences were held. Compared to fiscal year 2003, this represents an overall increase of approximately 40 percent.
- In Civil Court, ADR held a very successful settlement conference marathon in March 2004. Approximately 85 cases were scheduled, and 75 settlement conferences were conducted with an overall agreement rate of 50 percent.
- A Judge Pro Tempore recruitment project was established to increase the number of civil Judges Pro Tempore for the year 2005.

Short-Trial Program

- The ADR Short Trial program received 94 cases in fiscal year 2004, with 40 Short Trials being held, and 400 volunteer (pro bono) hours being provided. Types of cases referred included contracts, medical malpractice, tort motor vehicle (property damage) and tort non-motor vehicle.

Probate Mediation Program

- The number of cases the Probate Mediation program had increased 33 percent compared to FY 2003. The number of cases received was 92 with a total of 68 mediations being conducted.
- The program also held an 8-hour training class for new mediators in October 2003. This resulted in adding approximately 30 new mediators to the program.

ALTERNATIVE DISPUTE RESOLUTION (ADR)

Justice Court Mediation Program

- One new Justice Court was added to the Volunteer Mediation Program in FY 2004, bringing the total to 12 (out of the 23) Maricopa County Justice Courts participating in the program.
- The program also coordinated with the Arizona Supreme Court and the Office of the Arizona Attorney General to conduct three 40-hour basic mediation skills trainings, which has resulted in adding more than 60 new ADR mediators.
- Procedures were updated to include access to the Justice Court calendar on-line. The assignment of specific case numbers to mediators was also initiated.
- To maximize volunteer availability, court calendars were rescheduled through the use of “mini mediation marathons”.

ADR Selected Statistics, FY 2004

	<u>Family Court</u>	<u>Civil</u>	<u>Shorttrial</u>	<u>Probate Mediations</u>	<u>Justice Court Mediations</u>	<u>TOTAL</u>
Cases Received	1,408	1,601	94	92	1,641	4,836
Conferences Held	1,045	968	40	68	1,078	3,199
Full Settlement	550	405	40	43	550	1,588
Percent Full	<i>53%</i>	<i>42%</i>	<i>100%</i>	<i>63%</i>	<i>51%</i>	50%
Partial Settlement	165	66		4	13	248
Percent Partial	<i>16%</i>	<i>7%</i>		<i>6%</i>	<i>1%</i>	8%
Pro Bono Hours	2,613	2,420	400	170	2,156	7,759

FY 2003 - FY 2004 Comparisons

	<u>FY 2003</u>	<u>FY 2004</u>	<i>FY03 to FY04 % Change</i>
Cases Received	4,185	4,836	<i>15.6%</i>
Conferences Held	3,027	3,199	<i>5.7%</i>
Full Settlement	1,463	1,588	<i>8.5%</i>
Percent Full	<i>48%</i>	50%	
Partial Settlement	252	248	<i>1.6%</i>
Percent Partial	<i>8%</i>	8%	
Pro Bono Hours	7,893	7,759	<i>1.7%</i>

FAMILY COURT

Integrated Family Court

- Since its inception in March of 2001, the Integrated Family Court (IFC) project has demonstrated the value of consolidating family, juvenile and probate cases that have a direct legal connection. The goal has been to have one court hear the full range of family-related cases. Benefits include eliminating or reducing some of the fragmentation and inefficiencies that currently exist in the court system, having a much more knowledgeable and informed judiciary presiding over all of the various family-related issues, and creating a judicial assignment that is more diverse, challenging and attractive to Family Court judicial officers.
- In Fiscal Year 2004 the IFC Program utilized the Superior Court website, adding a referral sheet, making the process easier and more accessible to the public. In addition, brochures have been created and distributed to various locations in both family and juvenile court, making information about the program accessible to the public. These brochures are also included in the IFC notices upon a new case assignment.
- IFC was originally piloted at the Southeast Court Facility. Through the end of FY 2004, a total of 386 cases have entered into the program, involving 159 families with 268 children. Family Court cases (173) and Juvenile Court dependency cases (115) are by far the majority issues in IFC. However, the program has also involved Probate, and Juvenile delinquency, severance, and adoption cases. During FY 2004, 98 cases were referred to IFC with 68 cases accepted into the program.

Family Drug Court

- The Family Drug Court (FDC) has been busy in its first full year of operation following over two years of planning. FDC serves parents and children involved in a dependency action or a divorce/custody action who are struggling with drug and/or alcohol problems. One Superior Court judge presides over FDC with program staffings held weekly prior to court and hearings. The administrative unit is comprised of a Program Manager, primarily responsible for contract management, a Court Liaison Officer, who monitors client compliance of mandatory program components, and a Parent Effectiveness Trainer, who holds weekly parenting classes.
- Since the initiation of the program, the FDC has received 181 referrals. Of the referral population, 124 parents have been evaluated for FDC participation, 88 were accepted into the program and the remainder are pending evaluation or staffing. Currently there are 57 parents actively participating in the program.

FAMILY COURT

Family Court Navigator

- During FY 2004, the Navigator responded to 977 public inquiries: 61 walk-in customers, 612 telephone calls, 52 written correspondence, and 252 e-mails. This total was nearly 30 percent greater than the previous year, attesting to the continued value of this customer service. Issues raised encompass a wide variety of family issues, with approximately one-third (315) focused on child support enforcement concerns. This year the Navigator also fielded 67 specific complaints regarding Court procedure, process, and/or personnel, primarily involving judicial divisions. Beginning July 1, 2004 the Navigator will employ an internally supported automated tracking system to help reduce any delay in successfully dealing with customer inquiries, concerns, or complaints.

Settlement Conference Program

- Fiscal Year 2004 continued to be a productive year for Alternative Dispute Resolution services provided on behalf of Family Court. Commissioners and Judges joined judge pro tems to work to resolve cases as expeditiously as possible, thus avoiding costly trials. For the year, 69 percent of the 1,045 settlement conferences held resulted in either full or partial settlements.

Family Violence Prevention Center

- In November 2003, the Family Violence Prevention Center was opened at the Southeast Regional Facility, which now provides three locations where customers can obtain orders of protection and injunctions against harassment, and request hearings. During FY 2004, there were 10,800 requests for some type of protective order at one of the three courthouse locations.

Future Family Court Enhancements

- Family Court is committed to expanding its Attorney Case Manager Program, begun last fiscal year. Attorney Case Managers have successfully assisted Family Court judges over the course of the year to provide more streamlined and efficient management of Family Court cases through this often confusing court system. Future plans are to phase out the work of two staff Differentiated Case Managers in the first quarter of FY 2005, moving them to other case management activities.
- A new Family Court Presiding Judge assumed leadership in FY 2005 and, among other administrative duties, continues to work with the Arizona State Rules Committee on revising and adopting new Family Court Rules.
- The Arizona Supreme Court engaged the services of an outside consultant to review the Court's Family Court case flow and case management practices and suggest ideas for re-engineering our processes and procedures to make them more customer-oriented and timely.

FAMILY COURT

Family Court Selected Operational Statistics, FY 2003 – FY 2004

	FY 2003 <u>Totals</u>	FY 2004 <u>Totals</u>	FY03 to FY04 <u>% Change</u>
Dissolution Filings	17,101	17,212	0.6%
Other Case Filings	12,313	15,454	25.5%
TOTAL CASE FILINGS	29,414	32,666	11.1%
Dissolution Terminations	19,008	18,916	-0.5%
Other Case Terminations	12,082	14,392	19.1%
TOTAL TERMINATIONS	31,090	33,308	7.1%
Clearance Rate	105.7%	102.0%	-3.7%
Active Pending Caseload	19,540	19,247	-1.5%
Subsequent Filings ¹³	14,695	16,432	11.8%
Domestic Violence: Orders of Protection			
Total Filings	5,115	5,266	3.0%
Orders Issued	4,875	4,699	-3.6%
Orders Denied	770	567	-26.4%
Emergency Orders Issued	142	79	-44.4%
Domestic Violence: Requests for Hearings to Revoke/ Modify Orders of Protection			
Requests for Hearings	2,526	2,374	-6.0%
Hearings Commenced	1,813	1,639	-9.6%
Case Aging (filing to termination)			
Median (50 th percentile)		183 days	
90 th percentile		461 days	
95 th percentile		622 days	

¹³ Post-decree matters filed after original case has reached resolution.

FAMILY COURT CONCILIATION SERVICES

Educational Services

- Currently, there are eleven contract providers offering Parenting Information Classes at multiple locations across Maricopa County. Classes are offered in both English and Spanish. Also, for “high conflict” parents, Conciliation Services offers a Parental Conflict Resolution Class in downtown Phoenix and at the Southeast Facility. These classes are a joint collaboration between Conciliation Services and the Clerk of Court’s Family Support Center.

Enhancing and Expanding Services

- Brown bag meetings were implemented to allow Conciliation Services staff and judicial officers to participate in informal discussions about issues affecting the quality of services provided to the Court, and to share updates in the law and social sciences.

Future Department Goals and Programs

- Staff will attend a minimum of two training sessions each year. One is the Governor’s conference on Domestic Violence, held each September. Another training session involves a statewide, one-day education seminar for evaluators and mediators. Guest speakers and presenters from Arizona State and the University of Arizona Law Schools discuss issues ranging from children’s rights to successful mediation techniques. There is also an annual Arizona Family Court Conference.
- A pilot project was implemented at the Northwest and Southeast facilities whereby referrals to Conciliation Services were either for Mediations or Parenting Conferences.

Conciliation Services Selected Statistics, FY 2003 – FY 2004

	FY 2003 <u>Totals</u>	FY 2004 <u>Totals</u>	FY03 to FY04 <u>% Change</u>
Conciliation Counseling	487	342	-29.7%
Mediation/Open Negotiation	3,510	2,129	-39.3%
Dispute Assessment-Evaluation	1,561	2,934	87.9%
Early Post-Decree Conference	225	214	-4.9%
Emergency Child Interview ¹⁴	<i>n.a.</i>	214	
TOTAL CASELOAD	5,783	5,833	0.9%

¹⁴ Emergency Child Interviews began in FY 2004.

JUVENILE COURT

Dependency

- As was the case last fiscal year, dependency case petitions continue to increase significantly. Fiscal Year 2004 totals increased over 26 percent from 2003. Reforms at the state's Child Protective Services (CPS) refocused dependency issues on making safety of the children come first. Therefore, increased dependency filings are expected to continue. *Preliminary Protective Conferences (PPC) and Preliminary Protective hearings (PPH)*, scheduled within 5 to 7 days of the children's removal from the home, are scheduled and heard at three court locations. Last year 1,651 cases were scheduled: 48 percent were at the Durango Juvenile Complex, 42 percent at the Southeast Complex in Mesa, and the remaining 10 percent in downtown Phoenix.
- One of the featured programs operated by Juvenile Court Administration is **Children's Resource Assistance**, whereby parties who appear at Juvenile Court seeking information about the dependency process are put in touch with a Court Administration staff person. Referrals are often made by other court departments, law enforcement agencies, and even CPS, when there are concerns about the welfare of a child. These unscheduled and impromptu meetings help answer questions for prospective petitioners, who are typically grandparents or other relatives. In FY04, 161 individuals availed themselves of these services.
- **Children's Resource Staffing** is another court program where various juvenile agencies, such as Juvenile Probation and CPS, collaborate to provide information and referrals to guardians ad litem and other persons who are contemplating filing a dependency petition. The goal is to explore options available to the family that may eliminate the need to file a formal dependency petition.
- **Mediation** of contested dependency cases continues to be a popular alternative dispute resolution program within Juvenile Court. All legal parties in a dependency or severance case meet to discuss a mutually acceptable resolution, keeping the safety and protection of the child as the primary focus. Any agreements are forwarded to the Court for judicial approval. 942 mediations were held in FY04, with 80 percent (752) reaching either full or partial agreement.
- The first ever **jury trial** to terminate parental rights was held in Juvenile Court during 2004. Due to new legislation, a parent now has a right to request a jury trial prior to the initial termination hearing. The trial lasted 5 days and the unanimous verdict severed the parent's rights. All other jury trials requested in 2004, although very few, were resolved prior to the trial date.
- **Open hearings in dependency cases** also took effect in December 2003 as part of new legislation. The new law allows any parent the right to request that a hearing be held in open court, as opposed to closing the court to the public as had been the norm due to the sensitive nature of dependency hearings.

JUVENILE COURT

Court Appointed Special Advocate (CASA) Program

- The CASA Program continues to recruit, train and manage community volunteers assigned to juvenile dependency cases. At the end of 2004, 231 CASAs were actively serving dependent children, a six percent increase from the previous year. Including the CASAs who are currently between case assignments, and the administrative volunteers who participate on Speaker's Bureau or in another recruitment capacity, the total number volunteers as of June 30, 2004 was 280.
- CASA volunteers come to the program with varied backgrounds and education. A snapshot as of June 30, 2004 shows that sixty percent of CASAs have a college degree; thirty percent are Master's level or higher. Fifty-two percent of CASAs work full time and twenty-five percent are retired. Women represented eighty-four percent of CASA volunteers, and the program continues to encourage more males to volunteer. Eighty-six percent of CASA volunteers are Anglo, which reflects the numbers on the national level.
- CASA volunteers undergo an extensive interview, background check and training process. CASAs must complete 30 hours of initial training before being assigned a case, and must complete 12 hours of continuing education throughout the year. The CASA Program makes available a Yearly Training Calendar that brings specialists, educators and treatment providers to the CASA volunteers. In addition, the program offered tours of juvenile facilities, agencies and community programs to continually educate CASAs on available services for children. Other events for CASAs and their children included a fall picnic and an evening at Zoolights. A Recognition Banquet was held in the fall, and a Light of Hope event was coordinated in the spring, coinciding with National Child Abuse Prevention and Awareness Month.
- CASAs continued to strongly advocate for their CASA children. CASAs attend CPS staffing, Child and Family Team meetings, Foster Care Review Board hearings and Juvenile Court hearings for their children. In 2004, 518 court reports were filed with Juvenile Court by CASA volunteers, an increase of twenty-seven percent from the previous year. CASAs visit their children at least twice monthly, forming a relationship with the child that enables them to present an objective opinion on the best interests of the child. In 2004, CASAs donated 13,482 volunteer hours to their cases, and drove 137,137 miles in their CASA work.
- The CASA Program is currently participating in a study with the School of Justice Studies at Arizona State University involving those kids who will "age out" of the dependency system. With the results of this study, the CASA Program will implement an "Independent Living" focus among CASAs who will specialize in working with older youth, ensuring that they leave the CPS system with the skills they need to be successful.

JUVENILE COURT

Juvenile Court Selected Operational Statistics, FY 2003 – FY 2004

	FY 2003	FY 2004	FY03 to FY04
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Delinquency and Citations	13,778	14,587	5.9%
Dependency (Petitions)	1,367	1,730	26.6%
Adoption	887	963	8.6%
Severance	244	249	2.0%
Certifications	925	1,069	15.6%
Non-Petition Matters	646	719	11.3%
TOTAL CASE FILINGS (Petitions)	17,847	19,317	8.2%
TOTAL DEPENDENCY FILINGS (Count of Juveniles)	2,222	2,953	32.9%
Delinquency and Citations	12,875	13,391	4.0%
Dependency (Petitions)	1,487	1,680	13.0%
Adoption	867	845	-2.5%
Severance	286	245	-14.3%
Certifications	945	1,004	6.2%
TOTAL CASE TERMINATIONS (Petitions)	16,460	17,165	4.3%
DEPENDENCY TERMINATIONS (Count of Juveniles)	1,480	2,155	45.6%

SOUTHEAST REGIONAL COURT

The Southeast Regional Court has operated in Mesa, Arizona since 1991. There is both an adult and a juvenile court facility at Southeast. At the close of Fiscal Year 2004, there are 21 judges and 6 commissioners assigned to the Southeast: The Presiding Southeast Judge, six criminal department judges and two commissioners, two civil judges, six Family Court judges and one commissioner, and six Juvenile Court judges and two commissioners. There is also a full time commissioner assigned to a Mental Health calendar at Desert Vista Regional Hospital in Mesa.

Southeast Regional Court Selected Operational Statistics, FY 2003 - FY 2004

	New Case Filings		<i>FY03 to FY04 % Change</i>
	<u>FY 2003</u>	<u>FY 2004</u>	
Criminal Court	11,060	10,924	-1.2%
Family Court	8,397	10,079	20.0%
Civil Court	3,411	3,253	-4.6%
TOTALS	22,868	24,256	6.1%

NOTE: Juvenile case filings at Southeast are reported within the Juvenile Court totals on page 26.

NORTHWEST REGIONAL COURT

The Northwest Regional Court Facility opened in July 2003 in Surprise, Arizona. At the close of Fiscal Year 2004, there are three judges and one commissioner assigned to Northwest. Two judges handle full Family Court calendars, while the Northwest Presiding Judge has civil and probate case calendars. The commissioner hears Family Court, Civil, and Probate cases.

Northwest Regional Court Selected Operational Statistics, FY 2003 - FY 2004

	New Case Filings		<i>FY03 to FY04</i>
	<u>FY 2003</u>	<u>FY 2004</u>	<u>% Change</u>
Family Court	1,331	3,048	129.0%
Civil Court	490	771	57.3%
Probate Court	485	833	72.6%
TOTALS	2,306	4,656	101.9%

JUDICIAL SUPPORT TEAM

Fiscal Year 2004 Highlights

- During FY 2004, the Bailiff Pool was renamed Judicial Support Team (JST) to better reflect its core functions of providing support services to both division judicial assistants and court bailiffs. JST is responsible for maintaining a group of qualified and trained individuals with multiple talents that can fill in whenever division staff is absent, thus avoiding unnecessary delays in court proceedings. In addition, the Team is responsible for the administrative support of court commissioners.
- The Court's expanding use of "specialty courts," primarily in the Criminal Department, placed increasing pressure on the Team to fulfill commissioner division staffing commitments during the year. In addition, staffing needs at the Northwest Facility, the Rule 11/competency Commissioner calendar, new Probation Revocation calendars and the anticipated opening of the new 4th Avenue Maricopa County Jail also substantially strained existing resources.

Training

- The Judicial Support Team conducts extensive training every year, which coincides with the annual rotations of judicial officers and staff between court departments. Specialized training is received in case processing in the Regional Court Centers, Early Disposition Court, Probation Revocation Center, DUI Courts, and the Initial Pretrial Conference Courts. JST also participates in extensive training in various types of electronic courtrooms, such as JAVS (Jefferson Audio/Video Systems) with Evidence Presentation, JAVS Video, and For-The-Record (FTR) recording in both audio and video formats. Currently, the Court has approximately 70 courtrooms equipped with some kind of electronic recording capability.

Meeting the Needs of the Growing Court

- During 2004, the primary focus of JST was to meet the needs of additional court commissioners, eight of which were added since last year. Currently, JST regularly staffs fourteen full time commissioner divisions and two additional long-term judicial staff assignments. With a core staff of only twenty positions, there is little left in reserve to support the remaining 120 judicial officers. Additional employees will be added to JST as funding allows

SELF SERVICE CENTER

- The Self-Service Center (SSC) offers court forms, instructions and information on legal service to those who are representing themselves in cases involving Family Law, Probate, Civil and Domestic Violence. Currently, the SSC has over 900 different forms, instructions and procedures, printed in both English and Spanish (approximately 394 packets are printed in Spanish).
- The number of forms distributed at the SSC during FY 2004 was 18 percent lower than in FY 2003. Factors that contributed to this decrease are: an increasing number of visitors using the SC website, from which court forms can be downloaded and printed; an increase in the number of people utilizing certified document preparers; and an increase in the packet cost in March 2003 (from \$1 to \$2).
- The SSC website had 263,335 unique visitors during FY 2004, which is an 18% increase over FY 2003. Self-help information is also provided through the court's automated phone system (602-506-SELF). The phone system offers over six hours of recorded information on Family Law, Probate and Domestic Violence issues and services.

Self Service Center Forms Distributed, FY 2003 – FY 2004

	FY 2003 <u>Totals</u>	FY 2004 <u>Totals</u>	<i>FY03 to FY04 % Change</i>
Domestic Violence	12,194	10,800	-11.4%
Divorce	9,701	7,715	-20.5%
Probate	4,095	3,326	-19.8%
Other Family Court ¹⁵	18,533	14,712	-20.6%
Others ¹⁶	2,652	2,077	-21.7%
TOTAL Forms Distributed	47,175	38,630	-18.1%

¹⁵ Includes establishments, modifications, and enforcements.

¹⁶ Includes name change, juvenile dependency and property tax appeal.

LAW LIBRARY

The Superior Court Law Library, a distinct department within the Superior Court of Arizona in Maricopa County, is a public court law library open to all. Access to justice is a fundamental right of every citizen and open, reliable access to legal information and knowledge is an essential element of that right. A court law library is an integral part of the administration of justice and a vital part of the community it serves. The Law Library provides timely, efficient, and reliable access to law and justice system resources for the court, the public, the bar, and government agencies. The Library strives to create services focused on the information needs of the user, by providing a balance of traditional and innovative information services that ensure easy and quick access to legal resources, whether locally or remotely held.

- ***Collections.*** The Law Library comprises the main library in the downtown Phoenix East Court Building, a branch library in the Southeast Regional facility, and self-help collection in the Northwest Regional facility. The Library maintains cooperative law collections at the Maricopa County Library District's North Central and Southeast regional libraries and Scottsdale Public Library.
- ***Networked Resources.*** The Library provides access to over 36 networked CD-ROM and Web-based resources, covering over 160 databases. Web-based resources are available from the Library's Web site, at <http://www.superiorcourt.maricopa.gov/lawlibrary>.
- ***Reference and Information Services.*** The Law Library responds to in-house, telephone, e-mail, and Web requests by members of the judiciary, the bar, the public, and court administration. Services vary in scope from answering simple directional questions to conducting in-depth research. Not surprisingly, reference requests received from the public comprise the overwhelming majority of all requests.
- ***Document Delivery Services.*** The Library offers document delivery services in a variety of formats and delivery mechanisms, from traditional book use, circulation and self-service photocopying, to mail, fax, e-mail, and Web based services.
- ***Education Services.*** Education and training continue to receive an important emphasis in the Library's services. Law Library staff conducted a variety of mandated COJET (Court Ordered Judicial Education and Training) classes in FY 2004, as well as individualized Westlaw and intranet training for Superior Court judges and Justices of the Peace.
- ***Court Research.*** Law Library staff handles a variety of research and drafting requests from judicial leadership and Court Administration. Over forty FY 2004 projects included new local court fee proposals, jury service and summons issues, dissemination of criminal history record information, court security survey, administrative powers of commissioners and pro tem judges, and financial disclosure requirements.

LAW LIBRARY

Fiscal Year 2004 Highlights

- Concluded a major resource-sharing agreement with the State of Arizona Law Library.
- Completed a major upgrade to the Web-based catalog, including the ability to search multiple databases simultaneously.
- Processed 37,500 reference and information requests.
- Completed document deliveries totaling 48,800 and on-line database searches equaling 44,300.
- Processed 21,150 remote login (home or office) database sessions, 2.9 million Law Library website hits, and 128,000 unique Law Library Website visitors.

COURT INTERPRETATION and TRANSLATION SERVICES

Resource Challenges

- During Fiscal Year 2004, Court Interpretation and Translations Services (CITS) was challenged with a substantial shortage of interpreters. Factors contributing to the shortage include high turnover of interpreter personnel, state and nationwide shortage of qualified Spanish and English court interpreters, and the increasing demand for interpretation services.
- To address this shortage, the Court has established a court interpreter internship program. This program aims to attract students enrolled in undergraduate or graduate programs in interpretation and translation by offering them the opportunity to gain hands-on experience as court interpreters and translators. With this program, the Court hopes to attract more qualified interpreter candidates. It is also estimated that for the next three years, CITS will need an additional 9 full-time interpreters in order to meet the growing demand for interpretation services in Maricopa County.

Interpretation

- In Superior Court, CITS provided interpreters in excess of 75,000 court-related matters, including 1,500 trial hours that required a Spanish language interpreter.
- CITS also assisted the Public Defender, the Legal Defender, the County Attorney, Adult Probation and Juvenile Probation Departments with interviews, psychological evaluations, and other out-of-court interpretation matters.
- In Maricopa County Justice Courts, CITS provided services in excess of 5,000 matters that required a Spanish language interpreter in Fiscal Year 2004.
- The demand for non-Spanish interpretation services also continued to increase during Fiscal Year 2004. The top six lesser-use languages were: American Sign Language, Vietnamese, Arabic, Serbian, Croatian and Korean.

Translation

- CITS translated in excess of 6,000 pages, including audio taped interviews, correspondence, court documents and brochures.

OFFICE OF THE JURY COMMISSION

Fiscal Year Highlights

- The Office of the Jury Commissioner in Superior Court in Maricopa County is responsible for creating a pool of qualified prospective jurors representative of the community as a whole. By law, the pool is formed every six months by merging the County's voter registration and state driver's license files, which produces a master list of 2.6 million names and addresses during this reporting period.
- In addition to Superior Court, the Office of the Jury Commission also summonses jurors for all 23 Justice Courts in Maricopa County, 10 municipal courts within the county limits, and for the State and County grand juries.

	FY 2003 <u>Totals</u>	FY 2004 <u>Totals</u>	FY03 to FY04 <u>% Change</u>
Superior Court Summonses Mailed	399,492	474,803	18.9%
Municipal Court Summonses Mailed	154,902	152,014	-1.9%

- Citizens called for jury service in Superior Court serve either one day or the duration of one trial. During FY 2004, more than 20 percent of prospective jurors sent to a courtroom were actually sworn as jurors. Those sworn as jurors are entitled to \$12 per day plus mileage to and from the court complex. Fees and mileage paid to Superior Court trial jurors in FY 2004 was approximately \$1.43 million. Jurors who appear for service, but are not selected and sworn for a specific trial, are not eligible again for the random selection process for a minimum of 18 months. Jurors who serve on a trial until completion are not eligible again for a minimum of two years.

Jury Panel Usage, FY 2003 – FY 2004

	FY 2003 <u>Totals</u>	FY 2004 <u>Totals</u>	FY03 to FY04 <u>% Change</u>
Total Jury Trials	1,185	1,008	-14.9%
Total Jurors Reporting	50,022	47,730	-4.6%
Total Jurors Sworn	9,902	8656	-12.6%
Percent Sworn	19.8%	18.1%	
Total Jurors Not Used	4,326	6,086	40.7%
Percent Not Used	8.6%	12.8%	

OFFICE OF THE JURY COMMISSION

- Nineteen standards relating to juror use and management have been developed by the American Bar Association (ABA) to measure a jury system's efficiency. A comparison of three of the ABA standards with the actual figures for the Superior Court follows:

	Actual FY 2003	Actual FY 2004	ABA Standard
Percent of jurors sent to voir-dire	91.4%	87.2%	100%
Percent of jurors sworn	19.8%	18.1%	≥ 50%
Percent of jurors not used	8.6%	12.8%	≤ 10%

- The Jury Commission continually measures performance, both quantitatively and qualitatively, through analysis of cost data and utilization measures from past years. This allows the court to assess the efficiency of the jury system operation, review areas where present operations do not meet standards, suggest reasons for deficiencies, and recommend and implement strategies for improvement. The goal is to maintain a defensible, representative, and efficient jury system that evokes positive attitudes in those persons who are called to serve on jury duty.

Demographic Summary

- The Jury Commission first began monitoring the demographic make-up of the juror pool in 1989. The figures for FY 2004 have been collected by tabulating demographic information questionnaires completed by more than 98 percent of the total number of prospective jurors who reported for service during that period. These figures are compared with the 2000 U.S. Census figures of the population in Maricopa County.

Ethnicity	Maricopa County		FY 2004		
	Census (2000) ¹⁷	FY 2003			
White (non-Hispanic)	66.2%	37,307	80.2%	36,532	77.3%
Hispanic	24.9%	3,845	8.3%	4,711	10.0%
Black (non-Hispanic)	3.5%	1072	2.3%	1,293	2.7%
Native American	1.5%	382	0.8%	462	1.0%
Asian	2.1%	827	1.8%	821	1.7%
Other	1.8%	3,090	6.6%	3,433	7.3%
TOTAL	100%	32,994	100%	47,252	100%

¹⁷ Source: 2000 U.S. Census figures for Maricopa County, Arizona. These numbers are not adjusted to accurately reflect the percentages of people statutorily eligible for jury service per A.R.S. § 21-201.

COURT TECHNOLOGY SERVICES

Judicial Information Systems, the technical arm of the Superior Court, was renamed Court Technology Services (CTS) during fiscal year 2004. The name change was necessitated by the reorganization of court services during 2003, in which Maricopa County Justice Courts, Adult Probation Department, and Juvenile Probation Department consolidated under the organizational structure of the Trial Courts of Maricopa County. The primary function of CTS continues to be to maintain and expand the functionality of the *Integrated Court Information System (iCIS)*, the browser-based, server-driven database platform developed in-house in June 2001.

iCIS continues to support the Court's operational departments, judicial divisions, and the Clerk of Court's docketing system. In addition to supporting iCIS, CTS provides help desk hardware and software support services to over 3,500 technology customers, delivers a wide variety of application-user training through the Trial Court system, designs and implements technology innovations throughout the Trial Courts, and liaisons with other Maricopa County, Municipal and State agencies to further integrate and share information.

FY 2004 Accomplishments

- During July 2003, CTS successfully consolidated technology units within the Judicial Branch in Maricopa County, which included Superior Court, Justice Courts, Juvenile Probation, and Adult Probation.
- Also in July, CTS successfully established a data-feed to a statewide repository for Orders of Protection.
- In August, CTS replaced a vendor-supplied system with an in-house developed help desk call management software.
- In the Fall of 2003, Initial Appearance Court in the county jail migrated to an automation module within iCIS. Justice Court IT staff and equipment was moved from leased space in Phoenix to the Superior Court complex. Also, electronic case filing was successfully implemented for Complex Civil Litigation cases.
- In December 2003, the iCIS system codes and documentation were copied and shared with the Administrative Office of the Supreme Court (AOC) for use in porting iCIS to the Superior Court in Pima County (Tucson).
- During January 2004, approval was obtained from the Statewide Commission on Technology (COT) to begin work on migrating the Maricopa County Juvenile Probation and Court automation system to iCIS.
- Also in January, a new process was put in place in the Criminal Court Department that allows Judicial Division staff, as well as Criminal Court Administration, to input defendant sentencing information within 48 hours of the event.

COURT TECHNOLOGY SERVICES

- In March, CTS migrated 950 Adult Probation workstations from Novell to Microsoft network software.
- Also in March, CTS successfully established a data exchange for next scheduled court event with the Integrated Criminal Justice Information System (ICJIS). ICJIS is a countywide collaboration of justice system agencies that includes the Superior Court, Office of the County Attorney, Offices of the Public and Legal Defender, Sheriff's Office, and the Clerk of Court.
- Finally, in June 2004, CTS obtained approval from the COT to begin work on migrating to iCIS the automation system used in the 23 Justice Courts in Maricopa County.

Future Plans for FY 2005

- During fiscal year 2005, CTS will design, develop, and implement a variety of technology projects. A set of new iCIS Justice Court automation modules will be necessary to support a new consolidated Superior and Justice Court complex currently under construction in the Northeast Valley. This sixteen-courtroom facility is scheduled to open mid-year 2005.
- A new iCIS Juvenile Detention Management module is being implemented, as well as a new Pretrial Services Agency case management system, and new iCIS modules for Court Interpretation Services and Criminal Court Forensic Services Department.
- In the new Maricopa County Jail, opening in the fall of 2004, electronic Form IV functionality in defendant booking will be implemented in the Initial Appearance Court.
- CTS will assist the Family Court department with implementing an interactive and intuitive electronic forms module for use by the public in creating Family Court forms on the Internet.
- In the Justice Court, CTS will help implement the Arizona F.A.R.E. (fines/fees and restitution enforcement) process, as well as centralized traffic citation processing.
- CTS will continue efforts to further integrate data systems within Maricopa County by expanding information exchanges within ICJIS, specifically for attorney assignment and electronic case filing.
- By the end of FY 2005, CTS will complete the Novell to Microsoft network management software migration for all workstations used within the Judicial Branch departments.
- During FY 2005, CTS will continue to work with the AOC to roll out new versions of the Adult Probation Enterprise Tracking System (APETS).
- Completing the year, CTS will install the next generation *Data Center*, the hardware and software platform supporting the CTS mission critical applications. A remote "disaster recovery unit" will also be established at the Durango Facility to ensure business continuity.

DEPARTMENT OF JUDICIAL SECURITY

Responsibilities for court security in Superior Court and 23 Justice Courts in Maricopa County were consolidated in July, 2002 in accordance to the Arizona Supreme Court Administrative Order. This has resulted in a complete integration of security duties at over 30 justice facilities, 6 municipal courts served under Intergovernmental Agreements, and the establishment of the *Department of Judicial Security*.

Organization

- The integration was accomplished by reorganizing Court Regional boundaries. Local management and supervision within the regions, such as administration, training, and personnel support, were centralized in the downtown Phoenix Court Complex.

Professional Standards

- In Fiscal Year 2003, Security Department leadership developed and implemented a formalized system of professional standards that include personnel selection, training, uniforms, discipline, a comprehensive review of position descriptions, and a redefinition of the scope of responsibilities. In Fiscal Year 2004, the department continued to refine the standards implementation and strategies to invoke higher quality of security, safety and customer service.

Training

- Training continues to be a hallmark of the department. Basic security training has expanded to 80 hours, with 32 hours of Advanced Officer Training. For Level II Court Security Officers, 24 hours of advanced training may include TASER training. The Training Bureau is staffed with individuals possessing the highest professional certifications, and is recognized nationally. In addition to internal training, the Bureau has also provided training to courts in Pima and Pinal Counties and the Gila River Indian Community Court.

Security

- During fiscal year 2004, the department responded to more than 650 incidents and alarms, confiscated more than 75,000 weapons and potential weapons (including 11 firearms). The department also screened more than 3.8 million court visitors and patrons (27 percent more than the previous year).
- The Court has undertaken an extensive review of security policies by including *Bypass* to make optimal use of technology instead of manpower. As never before, Security is now a fundamental component in planning for all new and renovated court facilities.

Emergency Preparedness

- Under the direction of Judicial Security, an Emergency Services Coordinator has been appointed, and *Court-wide disaster preparedness and recovery plans* have been developed and implemented. Contingency planning and training of ancillary staff is ongoing, as is coordination training among County, State and the Department of Homeland Security.