

JUDICIAL BRANCH OF ARIZONA
IN MARICOPA COUNTY

SUPERIOR and JUSTICE COURTS
ADULT and JUVENILE PROBATION



*ANNUAL
STATISTICAL
REPORT*

FISCAL YEAR 2007

July 1, 2006 – June 30, 2007

Office of the Presiding Judge
Office of the Court Administrator

Judicial Branch In Maricopa County

We are pleased to publish the Fiscal Year 2007 Annual Statistical Report for the Judicial Branch of Arizona in Maricopa County. This edition presents detailed operational data on the Superior Court, Justice Courts, Adult and Juvenile Probation Departments, as well as highlights of many court programs and services provided to our community.

The Judicial Branch in Maricopa County is facing an unprecedented space crisis, which the Board of Supervisors has recognized. During FY07, the Justice Courts, in cooperation with Superior Court, moved thirteen stand-alone justice courts into new regional court facilities. The Board also authorized proceeding with a project to plan, design and build a new criminal court tower in the downtown court complex. With its current population of nearly 4 million and growing, Maricopa County is facing unbridled growth and government service demands. It is projected that 162,000 cases will be filed in Superior Court by the end of FY07.

Without new construction, in 2009 (a little over one year from now), the shortfall of facilities will result in 8 too few courtrooms to conduct trials, sentencing proceedings, motion hearings, settlement conferences and juvenile matters. And the shortage will continue to impact the court with an additional 4-courtroom shortfall each subsequent year through 2013 and beyond.

Superior Court has already significantly reduced case processing times, through improved procedures, in order to get cases into the courtroom faster. However, without new courtrooms, the courthouse will become a bottleneck. The planned courthouse expansion program is timely and it will save money and help victims and the public. The County Board of Supervisors has made a commitment to justice and a safe community in which strong families can thrive.

The Court appreciates this support and joins the county in its commitment to the justice center's construction plan moves forward on schedule, without delay. We also take this opportunity to thank the Arizona Supreme Court, Arizona State Legislature and Maricopa County Management for their continued and valued support of our courts.

Respectfully submitted,



Barbara Rodriguez Mundell
Presiding Judge



Marcus W. Reinkensmeyer
Court Administrator

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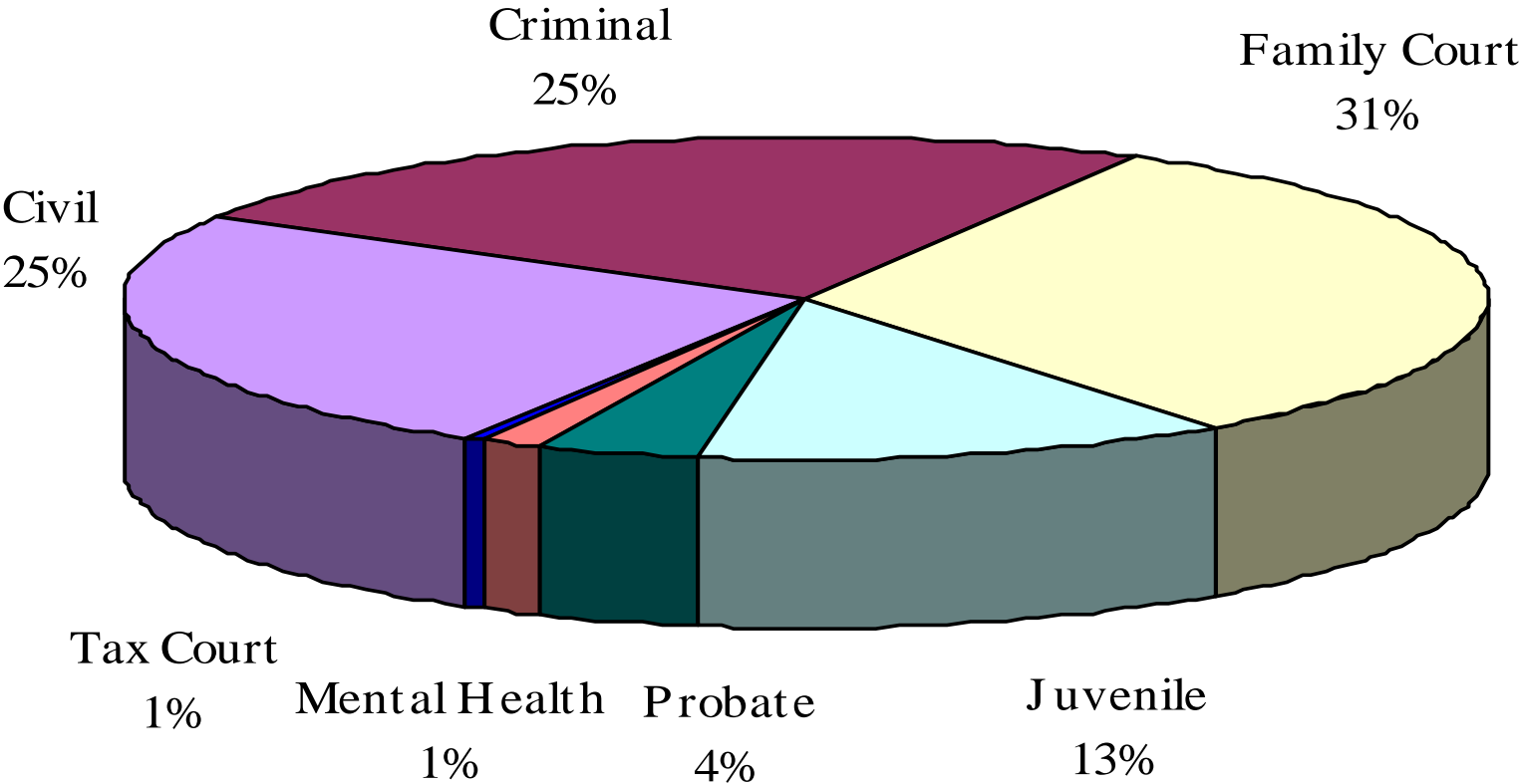
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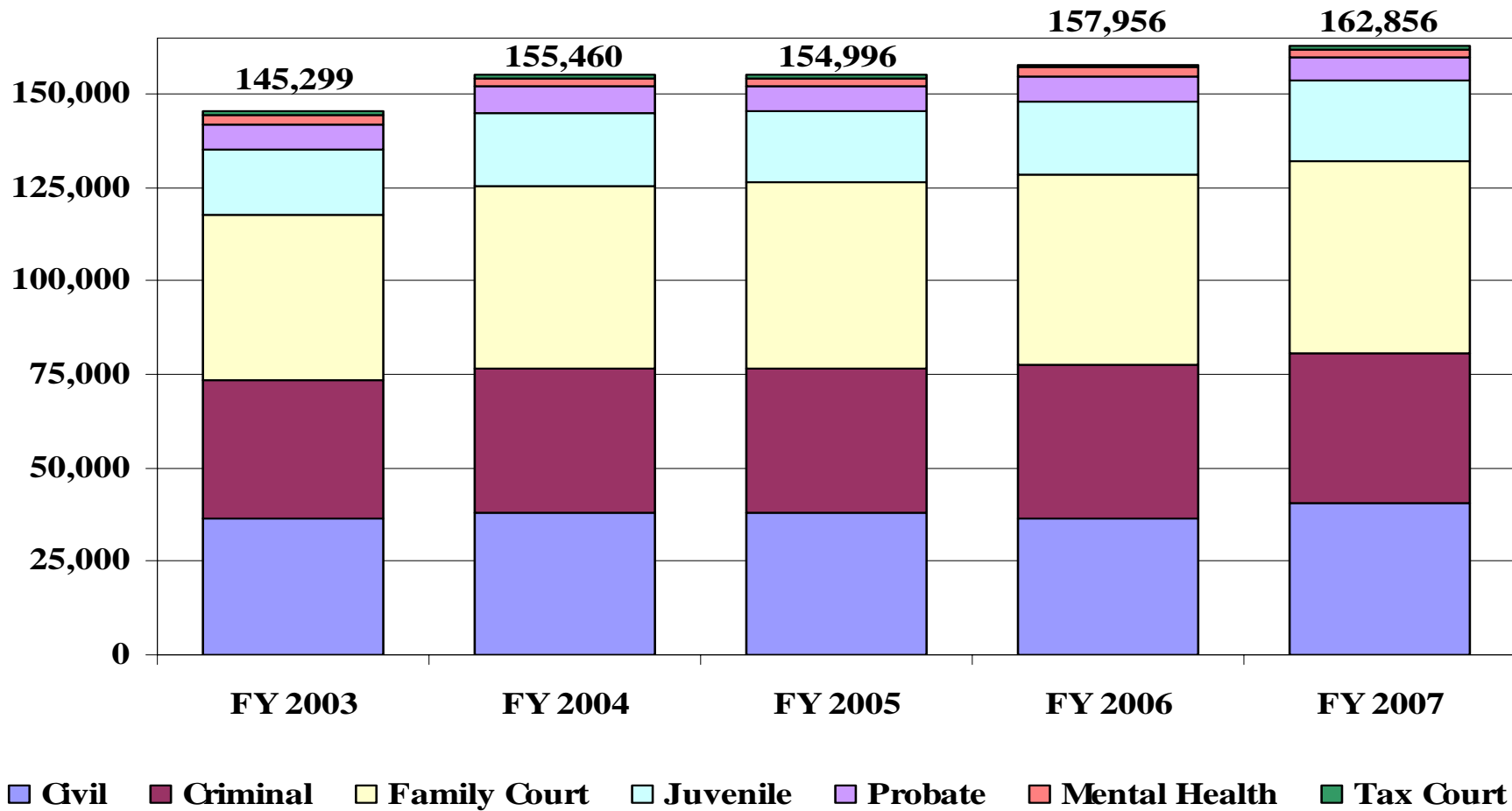
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SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2007

Total Filings = 162,856



SUPERIOR COURT OF ARIZONA IN MARICIPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2003 – FY 2007

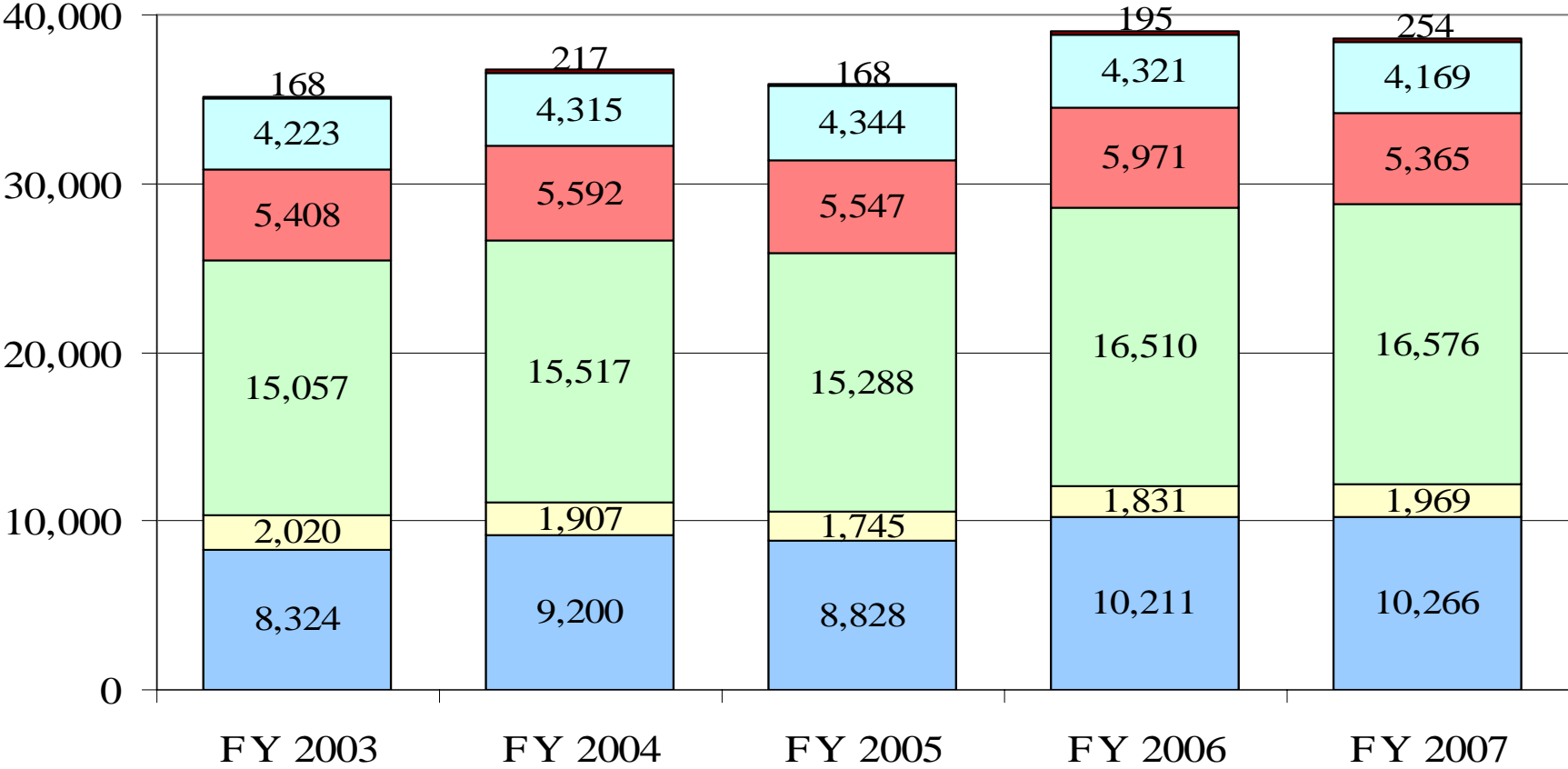


SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY TOTAL ANNUAL CASE FILINGS BY DEPARTMENT FY 2003 – FY 2007

<u>COURT DEPARTMENT</u>	<u>FY 2003</u>	<u>%</u>	<u>FY 2004</u>	<u>%</u>	<u>FY 2005</u>	<u>%</u>	<u>FY 2006</u>	<u>%</u>	<u>FY 2007</u>	<u>%</u>
Civil	36,749	25.3%	37,840	24.3%	38,016	24.5%	36,691	23.2%	40,746	25.0%
Criminal	36,638	25.2%	38,685	24.9%	38,605	24.9%	40,928	25.9%	40,096	24.6%
Family Court	44,109	30.4%	49,098	31.6%	49,918	32.2%	50,878	32.2%	51,505	31.6%
Juvenile	17,847	12.3%	19,317	12.5%	18,825	12.1%	19,675	12.5%	21,171	13.0%
Probate	6,740	4.6%	7,067	4.5%	6,624	4.3%	6,758	4.3%	6,140	3.8%
Mental Health	2,163	1.5%	2,178	1.4%	1,994	1.3%	2,261	1.4%	2,282	1.4%
Tax Court	1,053	0.7%	1,275	0.8%	1,014	0.7%	765	0.5%	916	0.6%
Annual Totals	145,299	100%	155,460	100%	154,996	100%	157,956	100%	162,856	100%

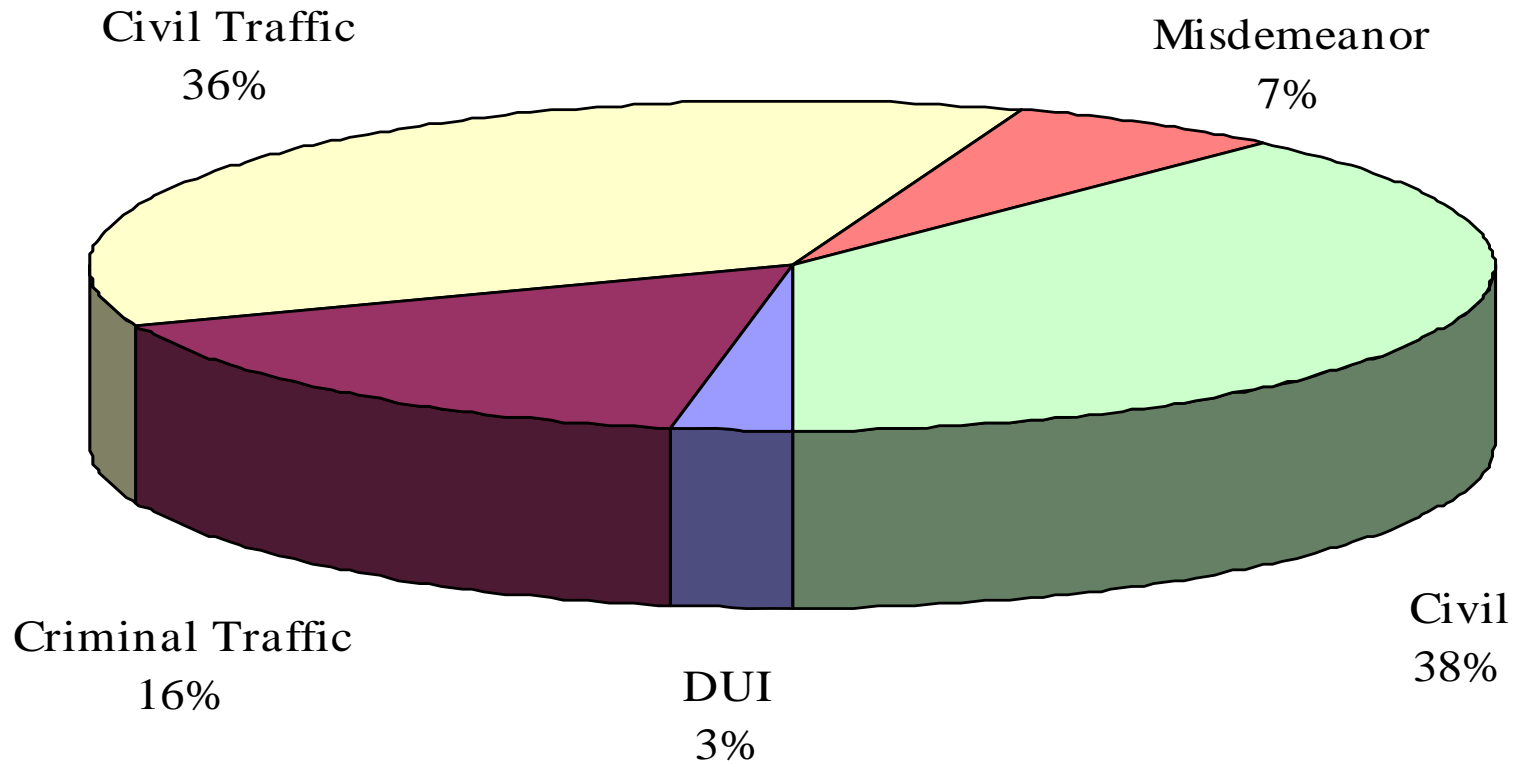
SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY NEW FELONY CASE FILING BY CLASS AND FISCAL YEAR

■ F6
 ■ F5
 ■ F4
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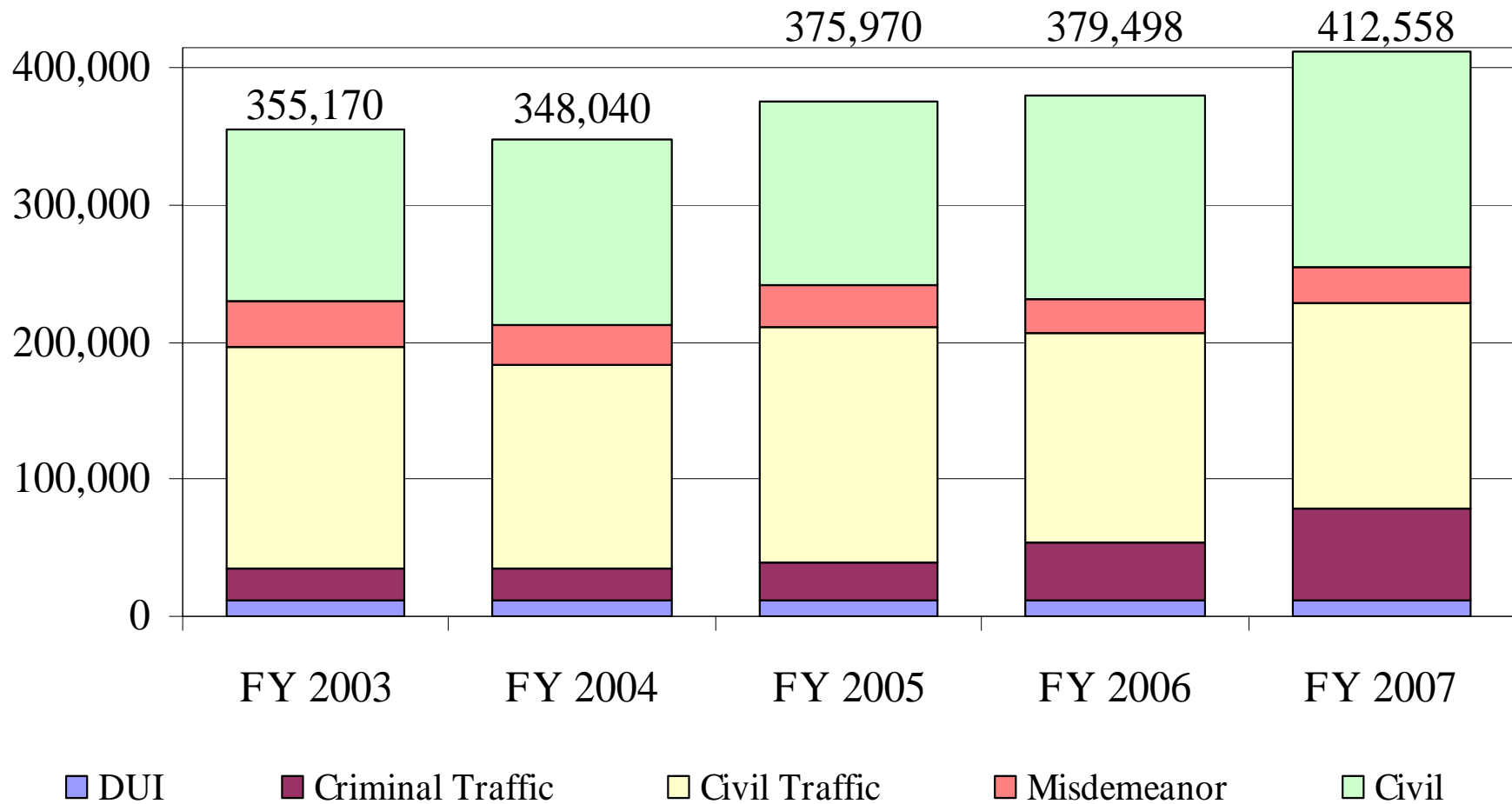


MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 2007

Total Filings = 412,558



MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 2003 – FY 2007



MARICOPA COUNTY JUSTICE COURTS TOTAL ANNUAL NEW FILINGS BY CASE TYPE FY 2003 – FY 2007

<u>CASE TYPE</u>	<u>FY 2003</u>	<u>%</u>	<u>FY 2004</u>	<u>%</u>	<u>FY 2005</u>	<u>%</u>	<u>FY 2006</u>	<u>%</u>	<u>FY 2007</u>	<u>%</u>
DUI	11,392	3.2%	11,826	3.4%	12,280	3.3%	13,653	3.1%	11,968	2.9%
Criminal Traffic	23,631	6.7%	22,799	6.6%	27,018	7.2%	41,896	11.0%	67,357	16.3%
Civil Traffic	162,001	45.6%	148,230	42.6%	171,476	45.6%	153,887	40.6%	148,642	36.0%
Misdemeanor	32,566	9.2%	30,367	8.7%	30,969	8.2%	24,624	6.5%	26,900	6.5%
Felony	11	0.0%	1	0.0%	3	0.0%	0	0.0%	0	0.0%
Civil	125,569	35.4%	134,817	38.7%	134,224	35.7%	147,438	38.9%	157,691	38.2%
Annual Totals	355,170	100%	348,040	100%	375,970	100%	379,498	100%	412,558	100%

Maricopa County Justice Courts

Fiscal Year Highlights

- **Professional Standards and Policy Committee** – The Maricopa County Justice of the Peace Bench established a standing committee devoted to the development and promulgation of professional standards for the justice court system. This committee also has developed a system of written instructions and governance, and a citizen complaint process. These efforts have increased the accountability of the Justice Courts in their effort to meet their mission to provide professional judicial services for court users so they can obtain timely and economical justice within their community.
- **Relocated Thirteen Justice Courts in to Three Regional Court Centers** – Three more regional court centers were completed during this year and the Justice Courts, in cooperation with the Superior Court, moved thirteen stand-alone justice courts into those new regional court centers. The relocation transition was seamless and all courts are in full operation in these new locations.
- **Oriented and Trained Newly Elected Judges** – Seven new justices of the peace were elected to their office effective January 2007. These new judges were welcomed and oriented to the Maricopa County Justice Court system. A full day orientation was prepared for them in preparation of their taking office.
- **Strategic Plan 2007 to 2011** – The Maricopa County Justice Court (MCJC) Bench developed and approved a comprehensive strategic plan to guide the courts through the year 2011. The strategic plan builds on the Arizona Supreme Court strategic theme of “From Good to Great.” The plan emphasizes responsible governance, leveraging technology, and cost effective operation of the Justice Court system in Maricopa County.
- **Redrew and Named New Justice Court Precincts** – The Justice Courts assisted the Maricopa County Election Department to redraw two new Justice Court precincts. In January of 2009, the two new precincts, Desert Ridge in the Northeast and San Tan in the Southeast, will become the twenty-fourth and twenty fifth Justice Courts in Maricopa County. In addition, the Bench renamed Lake Pleasant Justice Court to Arrowhead, and the old San Tan Justice Court to Highland Justice Court.
- **Recommendations for Change to Supreme Court Administrative Order 2006-0056** – This particular administrative order was promulgated by the Supreme Court to return administrative responsibility for Justice Court operations to the courts. The order establishes a complicated governance process with the Maricopa County Superior Court. The Bench has approved a number of recommendations to improve the Justice Court operational relationship with the Superior Court.

Maricopa County Justice Courts

- **In-service Training for Justice Court Pro Tempores and Hearing Officers** – In-service training classes have been developed and delivered to 110 Pro Tempores and Hearing Officers. This training is designed to ensure these individuals are current in their training requirements.
- **Improved Selection Process for Clerk Series Promotion** – The assessment center process has been utilized in the promotion process for the positions of Judicial Clerk – Senior and Judicial Clerk – Supervisor. This selection process will be integrated in to the Career Development plan for all clerk positions.

Maricopa County Justice Courts

Justice Court Case Activity, FY 2006 – FY 2007

New Case Filings

	FY 2006 <u>Totals</u>	FY 2007 <u>Totals</u>	FY06 - FY07 <u>% Change</u>
DUI	11,653	11,968	2.7%
Serious Traffic	1,490	1,865	25.2%
Other Criminal Traffic (includes FTA)	45,996	65,492	42.4%
TOTAL CRIMINAL TRAFFIC	59,139	79,325	34.1%
TOTAL CIVIL TRAFFIC	153,887	148,642	-3.4%
Misdemeanor	16,477	22,800	38.4%
Misdemeanor FTA	2,557	4,100	60.3%
TOTAL MISDEMEANOR	19,034	26,900	41.3%
Small Claims	14,153	14,276	0.9%
Forcible Detainer	84,730	81,936	-3.3%
Other Civil/Non-Criminal Parking	37,622	50,653	34.6%
Orders of Protection	5,793	5,557	-4.1%
Injunctions Against Harassment	5,140	5,269	2.5%
TOTAL CIVIL	147,438	157,691	7.0%
TOTAL NEW CASE FILINGS	379,498	412,558	8.7%

TRIALS COMMENCED

	FY 2006 <u>Totals</u>	FY 2007 <u>Totals</u>	FY06 - FY07 <u>% Change</u>
Criminal Traffic (Non-Jury)	313	643	105.4%
Criminal Traffic (Jury)	160	421	163.1%
Misdemeanor (Non-Jury)	368	933	153.5%
Misdemeanor (Jury)	16	15	-6.3%
Civil (Non-Jury)	16,949	2,503	-85.2%
Civil (Jury)	42	59	40.5%
TOTAL NON-JURY TRIALS	17,630	4,079	-76.9%
TOTAL JURY TRIALS	218	495	127.1%

Maricopa County Justice Courts

Justice Court Case Activity, FY 2006 – FY 2007 *Total Cases Terminated*

	FY 2006 <u>Totals</u>	FY 2007 <u>Totals</u>	FY06 - FY07 <u>% Change</u>
DUI	12,452	11,198	-10.1%
Serious Traffic	1,232	1,778	44.3%
Other Criminal Traffic (includes FTA)	41,081	63,857	55.4%
TOTAL CRIMINAL TRAFFIC	54,765	76,833	40.3%
TOTAL CIVIL TRAFFIC	154,561	153,826	-0.5%
Misdemeanor	14,981	18,855	25.9%
Misdemeanor FTA	1,927	2,045	6.1%
TOTAL MISDEMEANOR	16,908	20,900	23.6%
Small Claims	12,494	14,048	12.4%
Forcible Detainer	80,877	73,178	-9.5%
Other Civil/Non-Criminal Parking	27,908	59,060	111.6%
Orders of Protection Issued	5,137	5,321	3.6%
Orders of Protection Denied	656	236	-64.0%
Injunctions Against Harassment Issued	4,619	5,237	13.4%
Injunctions Against Harassment Denied	521	32	-93.9%
TOTAL CIVIL	132,212	157,112	18.8%
TOTAL CASE TERMINATIONS	358,446	408,671	14.0%

OTHER PROCEEDINGS

	FY 2006 <u>Totals</u>	FY 2007 <u>Totals</u>	FY06 - FY07 <u>% Change</u>
Small Claims Hearings/Defaults	2,801	2,733	-2.4%
Civil Traffic Hearings	50,147	39,306	-21.6%
Order of Protection/IAH Hearings	1,882	2,371	26.0%
Search Warrants Issued	1,920	1,931	0.6%

Adult Probation Department

Crime Reduction FY 2007

- *Evidence-Based Practices Summit.* In September 2006, members of the Maricopa County Adult Probation Executive Team joined their counterparts from Multnomah County, Oregon Adult Probation at the National Institute of Corrections for an Evidence Based Practices Summit. The purpose of the meeting was to explore methods for furthering the advancement of both agencies' evidence-based initiatives. Topics included evidence-based management, succession planning, hiring practices, and the latest research on evidence-based practices.
- *Global Positioning Monitoring.* At the end of FY07, 33 cases were assigned to the monitoring caseload. Per A.R.S. 13-902 (G), Global Positioning System imposes monitoring only for persons convicted, on or after November 1, 2006, of any offense designated as a Dangerous Crime Against Children for which the person serves a probation term. Global Positioning Monitoring provides the location of offenders within the community.
- *Automated Criminal History Project - Adult Probation / Integrated Criminal Justice Information System (ICJIS) Partnership.* In FY 2007, the Maricopa County Adult Probation Department's Pre-Sentence Division rolled out the long anticipated Criminal History application. This program is provided through the ICJIS Justice Web Interface which is Maricopa County's gateway to state, local and national criminal justice information. The Criminal History application queries and assembles criminal arrest and conviction history from Arizona, adjoining states and FBI using the latest XML technology. The information is provided in an easy to read format which was reengineered with the input of the Judges and Commissioners.
- *Warrant Task Force.* Maricopa County Adult Probation Department implemented the Property and Person Warrant Task Force component of the Fugitive Apprehension Unit to target class 2, 3, and 4 felony property and person offenders on warrant status. As a result, two teams were hired consisting of probation officers and surveillance officers to ensure alignment of target goal.

Compensation/Retention

- *Compensation.* Market studies for probation and surveillance officers were completed and implemented, providing pay increases averaging more than 20 percent. Market studies have been completed on most of the department's non-badged positions, as well.
- *Recruitment.* Through collaboration with the Arizona State University School of Business, recruitment practices were updated and improved. A group of undergraduate students assessed the strategies for recruiting badged staff and made a number of useful recommendations. With salary adjustments and new recruitment strategies, the Department has been more successful in hiring staff and filling vacant positions. In the past fiscal year, the vacancy rate in badged positions dropped from nearly nine percent to four percent.

Adult Probation Department

- *Retention.* The County conducts interviews with employees after they leave county employment and asks them about their reasons for resigning. The number of former Adult

Probation employees who cited pay as their reason for leaving has decreased considerably, from 34 and 35 percent in FY05 and FY06 respectively, to 25 percent in FY07.

- ***Quality Workforce.*** Through a collaboration of the department's Staff Development, Court Human Resources, County Staff Development, and Arizona State University faculty, MCAPD established a system for leadership development, methods for the objective selection of staff for promotion, and baseline performance measures for workforce diversity.

Customer Satisfaction and Continued Growth

- ***Satisfaction Surveys.*** Surveys conducted in FY07 show a 95 percent overall satisfaction rate from Criminal Court Judges, an overall satisfaction rate from Probation clients of 86 percent, and an overall satisfaction rate of 53 percent for opted-in victims.
- ***Literacy Development.*** Educational services were expanded at the Human Services Campus, offering greater access to literacy and job readiness classes. The Learn Lab increased the number of students served by 33 percent.
- ***MCAPD Restitution Program.*** The Community Restitution Program (CRP) is a labor force of over 6,000 probationers. Our labor pool is skilled in landscaping, painting, plumbing, carpentry, office work and general labor. CRP has partnerships with over 1,600 non-profit and governmental entities certified to accept and supervise probation work assignments. The CRP screens all offenders to match the needs of the receiving agency. During FY07, probationers worked a total of 676,853 hours, which equates to a savings of \$6,768,530 to our communities.
- ***Construction Completed on Downtown Justice Center.*** In January of 2007, Maricopa County Adult Probation took occupancy of offices on both the 2nd and 3rd floors in the newly constructed Downtown Justice Center, located at 620 W. Jackson Street.
- ***Adult and Juvenile Probation Opens Joint Community Office.*** June marked a historical month for both Adult and Juvenile Probation as they opened their joint community office in the Sunnyslope neighborhood. Opening a shared office within the community, that serves both juveniles and adults on probation, maximizes the use of resources while continuing to meet the needs for enhancing community safety.
- ***Safety and Security Improvements.*** In FY07, security audits of all field offices were completed and resulted in improved officer safety training, revised office procedures, and a \$2.1 million dollar office security initiative that included screening equipment, office design and court security officers.

Adult Probation Department

- ***Adult Probation Staff Complete Leadership Training.*** During FY07, a combined total of eleven supervisors and probation officers participated in leadership programs throughout the county. These programs included the Maricopa County EDGE Leadership School, the Arizona Department of Education Professional Development Leadership Academy, the National Institute of Corrections Correctional Leadership Development Program, and the National Institute of Corrections Executive Excellence Program.

- *Operation Fugitive Safe Surrender.* To help achieve the Department's goals of reducing crime and working closely with community and criminal justice partners, Adult Probation successfully completed Operation Fugitive Safe Surrender staged at the Pilgrim Rest Baptist Church in Phoenix, Arizona. The goal was to have outstanding fugitives, who were wanted for a non-violent crime and with no history of violence, turn themselves in peacefully to authorities. During the four-day project, the church was set up to house three courtrooms, pretrial services, probation officers, Sheriff's officers, clerks, county attorneys and public defenders. As a result of Operation Fugitive Safe Surrender 1,300 cases were processed over a four-day period.

Achievements and Awards FY 2007

- Presiding Judge Barbara Rodriguez Mundell and the Maricopa County Superior Court received a *Highway Safety Award* from the Arizona Governor's Office of Highway Safety for Spanish DUI Court.
- The Financial Compliance Program received a *Showcase in Excellence Award* from the Arizona Quality Alliance in recognition of continuous improvement and performance excellence.
- Probation Officer Thomas Weiss was selected by the Arizona Probation Chiefs Association for the *Trainer Excellence Award* in the probation category.
- Bill Pebler, GED teacher with MCAPD's Education Center, was chosen by the Administrative Office of the Courts as *LEARN Adult Teacher of the Year*.
- Probation Officer William J. Harkins III was recognized by the Maricopa County Board of Supervisors for his bravery and service to the citizens of Maricopa County. His name was engraved on the Salute Pillar of Honor in front of the downtown Superior Court building to recognize exceptional achievement.
- Former Surveillance Officer Elijah Wong was remembered and honored with the placement of his name on the Sacrifice Pillar of Honor in front of the downtown Superior Court Building. Officer Wong died while serving in Operation Iraq Freedom on February 4, 2004.

Adult Probation Department

Adult Probation Selected Operational Statistics, FY 2007 Standard and Intensive

ACTIVE PROBATIONERS (as of 6/30/07)	TOTAL
	31,405
<hr/>	
<u>Standard Probation Total</u>	30,226
Standard Probation (Regular)	21,787
Specialized Caseloads ^(a)	2,986
Report and Review ^(b)	4,656
<u>Interstate Compact</u>	797
<u>Intensive Probation Total</u>	1,179

^(a) Specialized Caseloads include Sex Offenders (1,607), Domestic Violence (642), Seriously Mentally Ill (558), and Transferred Youth (179).

^(b) Report and Review includes Report Only and Unsupervised cases.

Source: Adult Probation Department Monthly Report to the Maricopa County Board of Supervisors and Joint Legislative Budget Committee – Reporting Period: June 2007.

	<u>TOTAL</u>	<u>CLOSED</u>	<u>% CLOSED</u>
WARRANTS	8,928	8,777	98.3%
<hr/>			
PETITIONS TO REVOKE PENDING (as of 7/01/06)			1,818
FILED DURING FY 2006			5,569
ABSCONDERS APPREHENDED & IN PROCESS			5,893
TOTAL DISPOSITIONS ^(c) with STATISTICAL CORRECTION (+21)			11,574
PETITIONS TO REVOKE PENDING (as of 6/30/07)			1,716

^(c) Includes 4,832 Revoked to the Department of Corrections.

ADDITIONAL PROBATION DEPARTMENT ACTIVITY

	FY 2006	FY 2007	FY06 - FY07
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
PRESENTENCE REPORTS	21,540	20,746	-3.8%
COMMUNITY SERVICE HOURS	813,931	680,989	-19.5%
<hr/>			
<i>Collections:</i>			
Reimbursement	\$473,442	294,862	-60.6%
Restitution	\$11,560,742	9,483,703	-21.9%
Fines/Surcharges	\$8,951,960	9,760,276	+8.3%
Probation Fees	\$9,483,355	9,813,319	+3.4%
Taxes Paid	\$1,609,116	1,726,300	+6.8%
TOTAL COLLECTIONS	\$32,078,615	31,078,450	-3.2%

Juvenile Probation Department

The Juvenile Probation Department supervises youth placed on probation by Juvenile Court and manages two detention facilities with a 404 bed capacity and a functional (staffing) capacity of 340. In addition, the Department administers community-based prevention programs and formal diversion in collaboration with the Maricopa County Attorney and Community Justice Centers and Communities, as an extension of restorative justice.

Fiscal Year 2007 Highlights

- The Department operates two juvenile detention facilities – the Durango Detention Facility in Phoenix and the Southeast Juvenile Detention Facility in Mesa. This year, both facilities implemented the MAYSWARE assessment tool, a standardized assessment available in both English and Spanish used to screen youth for mental health problems in need of immediate attention. The facilities also opened orientation units for newly detained youth. These units provide newly detained youth with an orientation to behavioural expectations, detention rules, and Character Counts! programming.
- The Department implemented the first phase of the investigative unit over the course of the year and received funding from Maricopa County to expand the unit in FY08. An annual judicial satisfaction survey was initiated to gather feedback on reports provided to the court for decision-making.
- The Department implemented a more efficient and effective method to process service authorizations. The process requires verification of Title XIX/XXI eligibility prior to providing any service funded with state dollars. Additionally, it requires the completion of a risk assessment prior to referring a child to a treatment program. Low risk youth are referred to community based alternatives, when appropriate, instead of mixing with populations of high risk offenders.
- During FY07, the County completed market studies on probation, detention and administrative staff. Overall, 97 percent of the employees in the study received an increase in pay. In addition, probation and detention officers became eligible to join the Correctional Officer Retirement Program (CORP) this year and 64 percent of eligible officers moved to CORP.
- The Safe Schools probation officers were involved in a variety of projects during the year, including a Peer Leadership Program at Cesar Chavez Elementary; Girl and Boy Power Camps at T.A. Edison Elementary; Girl Support Groups at Loma Linda Elementary, and a school-wide Character Counts! project involving a mural. In addition, a Community Works project at Desert Sands Middle School won “Best in State” from the Arizona Foundation for Legal Services and Education.

Juvenile Probation Department

- The Juvenile Community Offender Restitution and Public Service program (JCORPS) was very active in FY07. This program provides juveniles with an opportunity to pay restitution through community work hours. During the year, a total of 31,166 work hours (valued at \$155,830) were completed by 5,894 juveniles and over \$25,000 in restitution was earned and paid to victims.
- The Department implemented a Level System designed to provide greater options to probation officers in their work teaching youth accountability. Similarly, the Drug Court Program implemented a series of Graduated Responses to utilize alternatives to detention as sanctions for non-compliance.
- The Detention Alternatives Unit expanded the number of electronic monitoring units by 25 and now has the ability to monitor 180 youth in the community. In addition, the unit partnered with the YMCA and PSA Art Awakenings in Glendale to create an Evening Reporting Center where up to 12 youth are involved in structured activities from 4-9 p.m., a time when youth are more likely to become involved in delinquent activities.

Department Awards and Recognition

- The Sex Offender Supervision Unit received a *Showcase in Excellence Award* from the Arizona Quality Alliance in recognition of continuous improvement and program excellence.
- The Community Works project at Desert Sands Middle School won “Best in State” from the Arizona Foundation for Legal Services and Education.
- The Durango Detention Center of the Maricopa County Juvenile Probation Department was recognized with a *Selected Design Award* from the American Institute of Architects.

Juvenile Probation Department

Juvenile Probation Selected Operational Statistics, FY 2006 - FY 2007

	FY 2006 <u>Totals</u>	FY 2007 <u>Totals</u>	FY06 - FY07 <u>% Change</u>
JUVENILE POPULATION (estimates)			
County Population under 18 years old	932,466	951,049	2.0%
County Population age 8 through age 17	499,098	502,038	0.6%
REFERRALS			
Incorrigibility/Delinquent Complaints Received	33,521	34,741	3.6%
Juveniles Involved	24,499	25,438	3.8%
Complaints per Juvenile	1.37	1.37	0.0%
DISPOSITIONS			
Juveniles Placed on Standard Probation	4,913	5,074	3.3%
Juveniles on Standard Probation (end of year)	4,188	4,318	3.1%
Juveniles Supervised per Probation Officer (avg)	35	n/a	<i>n/a</i>
Placements:			
Day and Evening Care	229	n/a	<i>n/a</i>
Residential	491	385	-21.6%
Committed to Department of Juvenile Corrections	397	452	13.9%
Remands to Adult Court	70	41	-41.4%
Filed directly in Superior Court (Adult)	347	364	4.9%
DETENTION			
Juveniles Brought to Detention	10,029	10,491	4.6%
Detained	8,593	8,799	2.4%
<i>Average Daily Population</i>	433	414	-4.4%
<i>Average length of detention (days)</i>	19	17	-10.5%
Home Detention (includes Electronic Monitoring)	2,951	3,004	1.8%
<i>Average Daily Population</i>	307	373	21.5%
<i>Average length of home detention (days)</i>	42	46	9.5%

Juvenile Probation Department

	<u>FY 2006</u>	<u>FY 2007</u>	
	<u>Totals</u>	<u>Totals</u>	
TYPE OF JUVENILE OFFENSE (% to total)			
Violent Offense	5.5%	4.3%	
Grand Theft	11.4%	9.9%	
Obstruction of Justice	6.6%	7.9%	
Fighting	7.9%	7.0%	
Drug Offense	8.0%	8.8%	
Disturbing the Public Peace	24.5%	24.7%	
Petty Theft	14.0%	13.8%	
Status (Truancy)	21.3%	23.0%	
Administrative Hold	0.6%	0.7%	
 GENDER			
Male	67.4%	70.2%	
Female	32.6%	29.8%	
 AGE AT TIME OF COMPLAINT			
8 – 10 years old	1.5%	1.1%	
11 – 12 years old	5.8%	4.6%	
13 – 14 years old	24.0%	22.3%	
15 – 16 years old	42.4%	45.6%	
17 – 18 years old	26.4%	26.4%	
 RECIDIVISM			
	<u>FY 2004</u>	<u>FY 2005</u>	<u>FY 2006</u>
All Juveniles	34.4%	33.1%	33.6%
First Time Offenders	27.4%	25.7%	26.5%

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 2007 are not shown since they are less than 365 days at risk.

Criminal Department

Fiscal Year Filings, Dispositions, and Time Standards

- New felony case filings decreased slightly from just above 39,000 in FY06, to 38,599 this fiscal year. The Superior Court routinely receives an average of more than 3,200 new felony filings a month. FY07 case terminations totaled nearly 36,000, producing a 92 percent case clearance rate.
- The active pending case inventory increased somewhat in FY07. By the end of June 2007, the number stood above 11,100, which is 300 more cases than the year before. Half of all criminal cases were terminated in 44 days or less during this fiscal year, while 90 percent of the cases were finished no later than 197 days. Both timelines are improvements from last fiscal year's data. FY07 marked the first time that more than 1,000 criminal trials were held in this Court, a 23% increase from the year before.
- Rule 8 of the Arizona Rules of Criminal Procedure calls for all in-custody defendants to have their cases resolved within 150 days after arraignment; out-of-custody defendants to have their cases resolved within 180 days after arraignment; complex cases resolved within 270 days; and capital cases resolved within 18 months.

Regional Court Centers (RCC)

- With almost 39,000 filings, the three RCC locations (Downtown/Phoenix, Southeast/Mesa and Northwest/Glendale) are an integral component in the Court's early felony case processing philosophy. By conducting preliminary hearings and arraignments at the same time, the RCCs continue to keep in-custody defendant pretrial jail days to a minimum. The RCCs processed nearly 23,000 cases in FY07 and the resolution rate, through either plea or dismissal, averaged just above 65 percent.

Early Disposition Court (EDC)

- Drug related offenses account for about 48 percent of all filings. Almost 12,000 drug cases involving first-time offenders were assigned to EDC last fiscal year. The two Downtown Phoenix EDC commissioners, along with the two EDC/RCC commissioners in the Southeast Facility, resolve most nonviolent drug possession and use cases within approximately 20 days from initial appearance. The EDC resolution rate has consistently been above 90 percent. The Downtown EDC also hears welfare fraud and spousal support fugitive matters.

Initial Appearance (IA) Court

- IA Court continues to operate the Search Warrant Center, which provides law enforcement officers a location that is accessible 24 hours a day, seven days a week to request search warrants. The Search Warrant Center reviewed almost 5,000 requests this fiscal year. In addition, the IA Court continues to conduct the initial appearances of almost 75,000 arrested defendants each year.

Criminal Department

Administrative Programs to Manage Cases

- Maximizing judicial resources requires the Court to “multi-book” scheduled trials for Criminal Department judges. With an average trial rate of almost three percent, most trials settle prior to the scheduled trial date. Occasionally though, more trials remain scheduled on a division’s calendar than a judge can handle in a given week. To maximize judicial resources, maintain trial time standards set by ARCRP Rule 8, and spread trials to other open divisions, judges place cases scheduled for trial into *Case Transfer* so they can be placed with other available judges. *Case Transfer* helps locate judges who are available to try cases on short notice.
- Defendants who are accused by the Adult Probation Department of violating the terms of their probation are brought before the centralized Probation Revocation Court rather than a trial judge. In this fiscal year, more than 15,700 probationers were arraigned through that process, which enabled trial judges to spend more time hearing trials. The Probation Revocation Courts are located in the lower level of the 4th Avenue Jail, which provides less inmate transport challenges and yet preserves the accessibility of these court proceedings to the public and interested parties.

Specialty Courts

- The Court continues to support a variety of specialty post-adjudication courts including the DUI Court, the Adult Drug Court, Family Drug Court, Juvenile Drug Court, the Juvenile Transferred Offender Program, and the Domestic Violence Court. Additionally, the Comprehensive Mental Health Court, which is housed within the Probate Department, assists with the management of criminal cases when the mental competency of the defendant is at issue.

Criminal Department

Criminal Department Selected Operational Statistics, FY 2006 – FY 2007

	FY 2006 <u>Totals</u>	FY 2007 <u>Totals</u>	FY06 - FY07 <u>% Change</u>
Total Case Filings	39,039	38,599	-1.1%
Total Terminations	35,812	35,495	-0.9%
Clearance Rate ¹	91.7%	92.0%	0.3%
Active Pending Caseload	10,774	11,107	3.1%
Total Trials Completed	817	1,003	22.8%
Trial Rate ²	2.1%	2.6%	23.8%
Defendants Sentenced	31,339*	30,966	-1.2%
Dismissed	4,331*	4,361	0.7%
Acquitted	142*	168	18.3%
Pleas	20,833*	21,198	1.8%
Notices of Change of Judge	487*	385	-20.9%
Settlement Conferences Held	7,704*	6,974	-9.5%
Petitions for Post-Conviction Relief Filed (Rule 32)	2,015*	1,497	-25.7%
Bond Forfeiture Hearings	2,094	2,448	16.9%
Amount of Bonds Forfeited	\$3,730,679	\$4,413,655	18.3%

Case Aging Statistics (in days) ³ for Terminated Criminal Cases

50 th Percentile	68	44	-35.3%
90 th Percentile	222	197	-11.3%
98 th Percentile	460	430	-6.5%
99 th Percentile	660	563	-14.7%

* Revised stats.

¹ Clearance rate equals total terminations divided by total case filings.

² Trial rate equals total trials completed divided by total case filings.

³ Case aging days are computed from Arraignment Date to Termination, 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

Fiscal Year Filings, Dispositions, and Time Standards

- Total new case filings in FY07 increased by 11 percent over FY06. This resulted in an additional 4,067 new case filings. Total case terminations increased by 2 percent during this comparative period. As evidenced by the case age statistics listed below, the Civil Department was able to improve the percentage of compliance for each increment of case aging in FY07.

Age of Civil Cases Terminated vs. Standards

<u>Cases</u> <u>terminated:</u>	<u>FY 2006</u>	<u>FY 2007</u>	<u>Arizona</u> <u>Supreme</u> <u>Court</u> <u>Standards</u>	<u>American Bar</u> <u>Association</u> <u>Standards</u>
within 9 months	78.1%	83.3%	90%	
within 12 months	90.8%	92.1%		90%
within 18 months	95.0%	95.6%	95%	98%
within 24 months	98.1%	98.5%	99%	100%

Complex Civil Litigation

- The *Complex Civil Litigation Court*, a pilot program of the Arizona Supreme Court, has been extended as a pilot project through December, 2008. A Complex Civil Litigation sub-committee has been formed to develop recommendations designed to increase the number of cases designated appropriate for the Complex Civil Litigation Court. Complex cases can include: time-consuming and numerous pretrial motions, extensive witness lists or documentary evidence, numerous parties, multi-jurisdictional issues, and substantial post-judgment judicial supervision. Accelerating time to disposition and maximizing judicial resources are the main goals in Complex Civil Litigation Court. Currently, there are three Superior Court Judges who handle complex civil cases in addition to their regular civil case calendars.

Electronic Filing and Technology

- Electronic filing (e-filing) has expanded to all civil divisions. Currently, the Clerk of Court averages over 200 civil e-filings per month. The Civil Department has also enhanced its ability to define and track construction defect cases, due to a recent and significant increase in these types of case types.

Arbitration

- Arbitration-eligible case filings increased by 17 percent over FY06, a total that approaches 15,000. Modifications that are designed to streamline the Arbitration process include a change which authorizes courts to increase the daily Arbitration Bond rate from \$75 to \$140 per day.

Civil Department and Tax Court

Selected Civil Department Operational Statistics, FY 2006 - FY 2007

	New Case Filings			Case Terminations		
	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY06 - FY07 % Change</u>	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY06 - FY07 % Change</u>
Tort						
Motor Vehicle	5,506	5,357	-2.7%	5,491	5,791	5.5%
Tort						
Non-Motor Vehicle	2,371	2,321	-2.1%	2,766	2,358	-14.8%
Medical						
Malpractice	340	374	10.0%	474	364	-23.2%
Contract	10,213	11,396	11.6%	10,686	10,379	-2.9%
Tax	3	4	33.3%	5	2	-60.0%
Eminent Domain	146	160	9.6%	197	168	-14.7%
Lower						
Court Appeals	915	865	-5.5%	1,010	781	-22.7%
Unclassified						
Civil	17,197	20,269	17.9%	17,367	19,573	12.7%
TOTALS	36,691	40,746	11.1%	37,996	39,416	3.7%
Civil Trials	354	363	2.5%			
Trial Rate	0.9%	0.9%	0.0%			

Tax Court Selected Operational Statistics, FY 2006 - FY 2007

	New Case Filings			Case Terminations		
	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY06 - FY07 % Change</u>	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY06 - FY07 % Change</u>
Cases of Record						
Property	302	277	-8.3%	408	302	-26.0%
Other	321	470	46.4%	294	474	61.2%
Small Claims						
Property	142	166	16.9%	212	165	-22.2%
Other	0	3	100.0%	9	6	-33.3%
TOTALS	765	916	19.7%	923	947	2.6%

Probate and Mental Health

Protecting Vulnerable Persons Through Increased Case Monitoring

- Since the 1990's, numerous instances have arisen in Arizona involving the abuse, neglect or financial exploitation of vulnerable adults by certain public or private fiduciaries. As a result, in 2001 the Arizona Supreme Court mandated increased monitoring of all professional fiduciaries throughout the state. In order to achieve better monitoring of court-appointed fiduciaries, the Probate/Mental Health Department relies on its team of Probate Examiners, consisting of attorneys and paralegals, to review all active cases within the Department, and to ensure compliance with statutory reporting requirements and court orders. The Department employed four Probate Examiners during FY 2007, who along with other Case Processing staff, completed the following case monitoring reviews:

Adult Guardianship & Conservatorship Cases:	1,850
Minor Guardianship & Conservatorship Cases:	4,701
Decedents Estate Cases:	2,965
Total Monitoring Reviews:	9,516

As a result of the Department's case monitoring activities, **4,753 Notices of Non-Compliance** were issued in cases where the appointed fiduciaries failed to file mandated reports as ordered by the Court or as required by Arizona law.

- 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 2007, a total of 1,508 accounting reviews were conducted of estates collectively valued at \$528,534,787.

ACCOUNTING REVIEWS

Type of Review	Total Reviews	Total Estate Value	Average Estate Value	Total Problems
Conservatorships of Adults	866	\$404,463,945	\$467,048	256
Conservatorships of Minors	149	\$77,713,115	\$521,565	45
Decedent's Estates	82	\$10,404,284	\$126,882	27
Trusts	76	\$35,953,443	\$473,072	18
Responses	335	n/a	n/a	75
TOTALS	1,508	\$528,534,787	\$350,487	421

Probate and Mental Health

- Court Investigators and Contract Investigators conduct independent investigations and prepare written reports to the Court regarding whether proposed wards are in need of guardians or conservators to protect them. The Court Investigators also conduct inquiries into cases where matters of concern have been brought to the Court's attention. During FY 2007, Court Investigators conducted 842 initial investigations and reports, with an additional 41 investigations and reports prepared by certified fiduciaries who serve as Contract Investigators. In addition, Court Investigations staff performed 171 annual visits of adult wards to personally monitor the wards' wellbeing. In response to requests from the Court's judicial officers, the Investigations staff reviewed 1,130 TRW inquiries to facilitate locating fiduciaries and wards whose whereabouts were unknown and who had failed to file annual guardian reports.
- Court Volunteers in the Guardian Review Program aid the Court by providing additional oversight of adult guardianships and conservatorships. In order to monitor the welfare of these vulnerable adults, this corps of dedicated Court volunteers expended 1,153 hours conducting 602 case file reviews and visits to wards during FY 2007 to assess their wellbeing and to report any concerns to the Court.

Expanded Mental Health Court Proceedings and Oversight

- The Court conducts its calendar for mental health civil commitment proceedings at Maricopa County's Desert Vista Behavioral Hospital in Mesa, AZ, where a full time Probate Commissioner is assigned. During FY 2007, a total of 2,316 initial mental health evaluation petitions were filed and 1,685 hearings on mental health petitions were conducted. As a result of these mental health hearings, 1,565 treatment orders were entered by the Court. During FY 2007, the Mental Health Court initiated periodic Status Review Reports and Hearings to determine how successfully patients were completing their treatment plans. As a result of this increased oversight, the Mental Health Commissioner conducted 285 status review appearance hearings and 3,242 status review non-appearance proceedings over the Department's 1,977 mental health cases that were pending at the end of FY 2007.

Expanded Regional Services for Probate

- During FY 2007, one Court Commissioner was assigned to hear guardianship, conservatorship and decedent estate cases at the Southeast Regional Center. A total of 833 new Probate cases were initiated at the Southeast court facility during FY 2007, with 5,246 cases pending at the end of FY 2007.
- Probate cases at the Northwest Regional Center continued to be administered by the Northwest Presiding Judge and Northwest Commissioner. During FY 2007, a total of 824 new Probate cases were initiated at the Northwest court facility, with 3,106 cases pending at the end of the fiscal year.

Probate and Mental Health

- During FY 2007, the administration of Probate cases in the Northeast Valley has been assigned to one Court Commissioner who hears all guardianship, conservatorship and decedent estate cases at the Northeast Regional Center. A total of 860 new Probate cases were initiated at the Northeast facility during FY 2007, and 5,240 cases were pending at the end of FY 2007.

Comprehensive Mental Health Court

- During FY 2006, the creation of a full-time Comprehensive Mental Health Court was implemented that encompasses court proceedings in Probate, Mental Health and Criminal Court cases involving persons with serious mental illnesses (SMI). This expanded Mental Health Court continues to oversee civil commitment proceedings under Title 36, adult guardianships with mental health treatment authority under Title 14, and certain Criminal Court proceedings under Title 13, such as motions to determine competency under Rule 11, Ariz.R.Crim.P., and probation violation cases involving probationers with serious mental illnesses. Matters heard by the Comprehensive Mental Health Court during FY 2007 included the following:

Rule 11 Proceedings:

1,390 defendants ordered for Rule 11 prescreen evaluations

1,483 defendants ordered for full Rule 11 evaluations

5,081 Rule 11 hearings were conducted

SMI Probation Proceedings:

236 SMI probationers are assigned to Adult Probation's SMI Unit

97 Petitions to Revoke were filed in FY 2007

1,112 Probation Status Hearings were conducted

Future Objectives

- Implementing additional technology enhancements to expand the Department's case monitoring capabilities and improve oversight of fiduciaries and the estates they administer, and implementing E-Filing capability for all cases and pleadings.
- Expanding the number of Court Accountants and designating a Court Auditor, who would conduct random audits of selected probate case files to assure that the accountings are adequately supported by required documentation.
- Implementing a Contractor Court Accountants program that will utilize selected Certified Fiduciaries to perform Accounting Reviews in conservatorship cases on an as-needed basis. This program will parallel the Department's current use of certified fiduciary contractors who assist with Court Investigator assignments.

Probate and Mental Health

Probate and Mental Health Selected Operational Statistics, FY 2006 – FY 2007

	New Case Filings			Case Terminations		
	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY06-FY07 % Change</u>	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY06-FY07 % Change</u>
Estate Probates and Trust Administrations	4,311	4,104	-4.8%	3,655	5,160	41.2%
Guardianships and Conservatorships	2,416	2,007	-16.9%	3,975	3,222	-18.9%
Adult Adoptions	31	29	-6.5%	31	20	-35.5%
TOTALS	6,758	6,140	-9.1%	7,661	8,402	9.7%

	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY06 - FY07 % Change</u>
Mental Health Case Filings	2,261	2,282	0.9%
Mental Health Case Terminations	2,467	2,231	-9.6%

Alternative Dispute Resolution (ADR)

Family Court Settlement Conference Program

- The Family Court bench referred 1,375 cases to (ADR) in FY07. 930 settlement conferences were conducted with a full settlement rate of 52 percent, and an overall settlement rate of 78 percent (full and partial). During 2007, 4 new and 118 reapplying *judges pro tempore* (JPT) were added to the list. A revised settlement conference reporting form was created and updated JPT's training materials were generated. The settlement conference program logged 2,325 pro bono hours in Fiscal Year 2007.

Civil Court Settlement Conference Program

- There were 1,467 cases referred for civil settlement conferences in FY07, with 936 settlement conferences conducted, resulting in a full settlement rate of 42 percent and an overall settlement rate of 46 percent. Last year's JPT civil recruitment added 12 new names to the list, for a total of 238. The ADR database, including forms and documents, was updated and linked to the Civil Court Administration website. In FY07 the civil settlement conference program logged 2,340 pro bono hours.

Short-Trial Program

- The ADR Short Trial Program received 42 cases and 18 short trials were held. The ADR short trial on-line database and the short trial bench book were updated to include new administrative procedures. The civil short trial program logged 45 pro bono hours in FY07.

Probate Mediation Program

- The Probate Mediation Program received 76 cases and conducted 59 mediations with a full settlement rate of 63 percent, and an overall agreement rate of 71 percent. The Probate Mediation Program logged 147.5 pro bono hours in FY07.

Justice Court Mediation Program

- With the co-location of several justice courts within various regional court centers, ADR has been able to increase mediation services to the thirteen Justice Courts that participate in the program. In FY07, 1,658 cases were referred to the program, and 1,052 mediations were held, resulting in a 47 percent full settlement agreement rate. 1,578 volunteer mediator hours were utilized and logged in the past fiscal year.
- The Justice Court Mediation Program, in collaboration with the Sandra Day O'Connor School of Law, Lode Star Mediation Program and the Arizona Attorney General's Office conducted eight 40-hour basic mediation training sessions, resulting in more than 98 new ADR mediators. In addition, in-house orientations were held for volunteers who had obtained their basic training through the University of Phoenix, the Mediation Agency, and the American Arbitration Association. Three continuing education classes were also held to further enhance the skills of mediators, also utilizing law students from the Sandra Day O'Connor School of Law to serve as volunteer mediators for the ADR Justice Court Mediation Program.

Alternative Dispute Resolution (ADR)

ADR Selected Operational Statistics, FY 2007

	<u>Family Court</u>	<u>Civil</u>	<u>Short Trial</u>	<u>Probate Mediations</u>	<u>Justice Court Mediations</u>	<u>TOTAL</u>
Cases Received	1,375	1,467	42	76	1,658	4,618
Conferences Held	930	936	18	59	1,052	2,995
Full Settlement	480	395	18	37	495	1,425
<i>Percent Full</i>	52%	42%	100%	63%	47%	48%
Partial Settlement	250	31		5	10	296
<i>Percent Partial</i>	27%	3%		8%	1%	10%
Pro Bono Hours	2,325	2,340	45.0	147.5	1,578	6,435.5

FY 2005 – FY 2006 Comparisons

	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY06 - FY07 % Change</u>
Cases Received	4,186	4,618	10.3%
Conferences Held	2,796	2,995	7.1%
Full Settlement	1,396	1,425	5.6%
<i>Percent Full</i>	48%	48%	-1.4%
Partial Settlement	258	296	14.7%
<i>Percent Partial</i>	9%	10%	7.1%
Pro Bono Hours	6,041	6,435.5	6.5%

Family Court

Fiscal Year Highlights

- *Family Court Comprehensive Information System (CIS).* The CIS was designed to insure that court customers receive accurate and consistent information about Family Court and the programs and services offered. The program is taking a comprehensive approach to customer service by increasing staff training opportunities and partnering with other court programs to facilitate uniformity in the accurate dissemination of information about Family Court.

In its initial months of implementation, CIS staff focused on developing free “how to” Workshops to assist self-represented litigants. These workshops are held on Fridays and cover a variety of topics. Staff also worked in conjunction with Court IT to update the content and design of the Family Court website. A Family Court newsletter, *We Are Family Court*, was designed to keep judicial officers, staff and administration updated and informed on the latest issues effecting the department.

In an effort to improve staff knowledge and performance regarding Family Court programs, processes and procedures, CIS staff established a Training Committee. The Committee implemented a training needs survey to guide its efforts in developing Family Court-specific classes and will be designing a Family Court New Employee Orientation Program.

- *The Family Court Navigator.* The Family Court Navigator has been an integral part of the department since 2001, and continues to be an effective means of assisting Family Court’s largely self represented litigant population. Although now part of CIS, the Navigator program has retained much of its unique function and purpose. During FY07, the Family Court Navigator had 2,010 reported contacts, including phone calls, walk-up, e-mail and written correspondence. The nature of the contacts varied greatly, with a large percentage of inquiries involving requests for legal advice, requiring referrals to community legal resources, such as the Family Lawyers Assistance Project. The goal is to capture any continuous concerns and incorporate these challenges into the ongoing process improvement and re-engineering efforts that are active within the department, and act as a liaison when identified challenges involve external departments. This method allows for continuous and sustained department growth and improvement based on community needs.
- *Night and Saturday Family Court.* The implementation of Night and Saturday Family Court at the Northeast Regional Facility is to make it convenient for citizens to attend court hearings without having to lose time from work. Night and Saturday Court is open Tuesday through Friday until 9 pm, and every other Saturday from 8 a.m. to 5 p.m. The project was implemented in January, 2007 and has continued to gain in popularity, with nearly half of all decree on demand litigants at Northeast requesting evening or Saturday hearings.

Family Court

- *Decree on Demand.* The Decree on Demand Program continues to receive overwhelmingly positive feedback from litigants, judicial officers, and the legal community. Default divorce hearings are available every day in the Downtown Phoenix Family Court and on select days in the other Family Court regions. Litigants who are able to reach agreement are also able to schedule a hearing at a convenient time to come to the Court and have their consent decrees signed. In FY07, a total of 7,404 cases were scheduled for a default dissolution or consent decree hearing at one of the four regional Family Court locations. Litigants appeared in almost 90 percent (6,575) of hearing scheduled. Of those who appeared, 6,232 default decrees were signed and another 48 consent decrees were signed, which means over 95 percent of those who appeared left with a signed decree.
- *Early Resolution Program.* The Early Resolution Program, an early intervention program implemented in 2005 to provide assistance to parties in settling and resolving disputed issues and memorializing agreements for presentation to the court, continued in FY07. A total of 2,252 Early Resolution Conferences were scheduled during FY07 for cases involving one or more self-represented litigants. Approximately 30 percent of conferences scheduled were not actually held by Attorney Case Managers (ACM) because they were either vacated or dismissed, the parties failed to appear, or the parties reconciled prior to the scheduled conference times. ACMs did schedule 825 trial dates and other events on the assigned judicial division calendars for those cases where partial agreements or no agreements were reached. Agreements, both full and partial, averaged about 76 percent.
- *Family Court Conference Center (formerly Expedited Services).* Along with a new name, the Family Court Conference Center has enhanced business practices that make modification and enforcement of court orders proceed more smoothly and without unnecessary delay. The Post-Decree Child Support Court, which was established in 2005, is now one of six Specialty Courts memorialized in the Expedited Plan for Maricopa County and adopted in Administrative Order. These Specialty Courts are designed to expedite procedures for the litigants seeking establishment of child support, modification of child support, enforcement of support, enforcement of parenting time, or changes to an Order of Assignment. These procedures resolve post-decree and post-judgment petitions at the earliest possible date with a minimum of court proceedings utilizing Court Commissioners and Family Court Conference Center staff. In addition to the above, the Support Non-Compliance Court hears support subject to long-term monitoring. These Specialty Courts continue to resolve issues promptly, reduce the number of times parties must come to court and ensure department ancillary services are used efficiently and effectively.

Family Court

Family Court Selected Operational Statistics, FY 2006 – FY 2007

	FY 2006 <u>Totals</u>	FY 2007 <u>Totals</u>	FY06 - FY07 <u>% Change</u>
Dissolution Filings	18,810	18,775	-0.2%
Other Case Filings	13,708	12,757	-6.9%
TOTAL CASE FILINGS	32,518	31,532	-3.0%
Dissolution Terminations	19,815	18,880	-4.7%
Other Case Terminations	15,646	13,217	-15.5%
TOTAL TERMINATIONS	35,461	32,097	-9.5%
Clearance Rate	109.1%	101.8%	-6.7%
Active Pending Caseload	13,151	12,586	-4.3%
SUBSEQUENT FILINGS ⁴	18,360	19,973	8.8%
Domestic Violence: Orders of Protection	FY 2006 <u>Totals</u>	FY 2007 <u>Totals</u>	FY06 - FY07 <u>% Change</u>
Total Filings	4,930	6,205	25.9%
Orders Issued	4,181	5,463	30.7%
Orders Denied	746	742	-0.5%
Emergency Orders Issued	79	89	12.7%
Domestic Violence: Requests for Hearings to Revoke/ Modify Orders of Protection			
Requests for Hearings	2,329	2,366	1.6%
Hearings Commenced	1,650	1,781	7.9%
Case Aging (filing to termination)			
Median (50 th percentile)	143 days	126 days	-11.9%
90 th percentile	325 days	280 days	-13.8%
95 th percentile	406 days	366 days	-9.9%

⁴ Post-decree matters filed after original case has reached resolution - usually modifications and/or enforcements.

Family Court Conciliation Services

Parenting Conferences and Mediation

- Family Court Conciliation Services (FCCS) received 4,700 referrals and completed 4,628 cases in FY07, which is a 14 percent increase from the prior year. Implemented in Fiscal Year 2005, parenting conferences continue to represent nearly half of the cases completed in Conciliation Services each year. Mediations during FY07 accounted for one third of the FCCS caseload, and increased by over 24 percent from FY06. During FY07, Conciliation Services expanded services to include the Northeast Regional Court Complex, also participating in evening and weekend hours of operation. FCCS offers services at all four Family Court regional court facilities.

Program Management

- During FY07, over 17,000 parents completed a Parent Information Program (PIP), and an on-line class should be available in the next fiscal year. These classes are provided by contractors through a federal government Access and Visitation grant.
- In collaboration with Arizona State University, FCCS entered into an evidence-based prevention program for children from divorced families. The purpose of the program is to provide support for parents regarding divorce stressors, such as high conflict.
- In December 2006, the Court sponsored the 10th annual Mental Health Provider training. Over 100 providers attended and, in addition to *Using Divorce and Child Development Research to Craft Appropriate Parenting Plans for Children*, topics included were issues, ethics, and research and judges and providers perspectives on custody and parenting issues.

Conciliation Services Selected Statistics, FY 2006 – FY 2007

	FY 2006	FY 2007	FY06 - FY07 %
	<u>Totals</u>	<u>Totals</u>	<u>Change</u>
Conciliation Counseling	373	421	12.9%
Mediation/Open Negotiation	1,255	1,559	24.2%
Parenting Conferences	2,058	2,298	11.7%
Emergency/Child Interviews	369	350	-5.1%
TOTAL CASELOAD	4,055	4,628	14.1%

Juvenile Court

The Juvenile Court envisions a community free from crime, where every child has a functional, safe and permanent family. The mission of the Juvenile Court is to fairly and impartially decide cases and administer justice through the comprehensive delivery of services to children and families, victims of crime and the community so that: children reach their full potential; victims of crime are restored; and families and the community function in the best interest of children.

The Juvenile Court decides cases involving children in Guardianships, Adoptions and the Child Welfare System, as well as those children who are referred to the Court for delinquent or incorrigible acts.

Fiscal Year Highlights

In FY07, the Juvenile Court in collaboration with stakeholders and the community developed a comprehensive five-year strategic plan. The goals of the Juvenile Court for 2007- 2012 are as follows;

- ***Goal #1: Integrated Juvenile Court System***
Promote an integrated Juvenile Court System that fosters communication and collaboration among all stakeholders to meet individual needs of the child, family, victims of crime and the community through the timely and efficient delivery of services, the promotion of public safety, and the fair and impartial adjudication of cases.
- ***Goal #2: Public Access***
Develop accessibility strategies that improve public access to the court through culturally competent and enhanced customer service, innovative technology applications and analysis, coordinated community-based services, and facility utilization to respond to the needs of the growing and diverse population within Maricopa County.
- ***Goal #3: Elimination of Disproportionate Contact and Disparate Outcomes for Children of Color***
Develop and implement strategies to eliminate disproportionate contact and disparate outcomes for children of color in the juvenile justice and child welfare systems.
- ***Goal #4: Prevention and Early Intervention Strategies***
Strengthen the partnership among Judicial Leadership, Probation, CPS, treatment providers and community partners to identify and maximize the provision of evidence-based, culturally competent and family-centered prevention and early intervention services to reduce children and family contact with the court system and promote public safety.

Juvenile Court

- ***Goal #5: Planning for Successful Futures***
Assess current processes and develop strategies to expand the use of technology in the collection, management and sharing of data to increase efficiency, ensure improved case planning and processing, and provide useful information for decision-making, future planning efforts and the cultivation of alternative partnerships necessary to achieve the mission of the Juvenile Court.
- ***Goal #6 Professional Development and Cultural Competency***
Continue to build and maintain a diverse, professional, and culturally competent workforce by providing adequate staffing, equitable compensation, secure work environments and educational opportunities focused on innovative court practices and issues relevant to children and families so that informed decisions can be made that lead to successful outcomes.

Community Services Unit

- In 2006, the Juvenile Court established a Community Services Unit to centrally focus available resources within the system to provide services to children and families through collaboration among the Court, Juvenile Probation, Child Protective Services and Magellan. Services will be made available to both post and pre adjudicated youth with an effort made towards service delivery that will lend to high quality services and alternatives to detention. The Community Services Unit (CSU), facilitated requests from the public for Court and community services throughout fiscal year 2007. In total, the Community Services Unit received nearly 1,800 requests for information.

Court Guides

- The Juvenile Court has Court Guides available either by phone or in person at each facility to assist members of the community seeking to file Guardianship Petitions. Often times, a dependency action can be avoided if there are persons willing to take responsibility for a juvenile. Although the Juvenile Court Guides cannot give legal advice, they do educate the parties as to all the options available to them. Once the parties decide that filing a Guardianship is in the best interest of the juvenile, the Guide will assist them in filing the proper documents and will review the documents to ensure the required information is accurate and complete. This practice significantly minimizes the need for amended petitions as well as reduces the number of continued hearings due to incomplete data. The Guides similarly assist individuals in the filing of Emancipation petitions. In FY07, Juvenile Court Guides handled an average of 160 filings per month and met with over 1,300 pro per litigants.

Juvenile Court

Extended Hours Court

- In January 2007 the Juvenile Court opened its doors for extended hour services during evenings and weekends. Extended hours court provides greater access to justice for the large number of self-represented litigants that use Juvenile Court. From February through June 2007, over 600 court hearings were conducted in Extended hours court, including Guardianships (587), Adoptions (39), Preliminary Injunction Hearings (12), and Status Hearings (10).
- In February 2007, the Extended hours court entered into the planning phase for a pilot program called Court Orientation for Dependent Youth (C.O.D.Y.). The goal is to help educate those children who are twelve years of age and older to better understand the roles of the various professionals who are integral to their court case, and how these children may have a stronger voice in the court process. The Court partners with alumni of the foster care program and other government and community agencies to offer a comprehensive program to youth in residential, kinship and foster care out of home placements. Extended hours court hosted 6 total evenings of C.O.D.Y. from March to June 2007.

Court Appointed Special Advocate (CASA) Program

- In FY07, the total number of CASA volunteers reached 398 and over 700 children were served. Court Appointed Special Advocate volunteers submitted over 625 written reports to Judicial Officers in dependency cases in Maricopa County. Also in FY07, the Maricopa County CASA Program received certification by the National CASA Association recognizing that the program meets the requirements of National CASA's high standards for quality child advocacy. The Maricopa County CASA Program was selected from hundreds of presenters to teach a workshop in June 2007 to CASA organizations on how to energize a Volunteer Advocate Mentor Program at the National CASA Conference in Orlando, Florida. In June, the Maricopa County CASA Program was also selected to participate in National CASA's Urban Initiative Capacity-Building Project where CASA Program Manager Robert Hahn was invited to present his methodology and training on how local CASA urban chapters can build a strong organizational succession plan.
- CASA continues to collaborate with numerous community groups and participate in community events to educate, recruit and provide outreach regarding the program and the needs of the abused and neglected children in Maricopa County.

Juvenile Court

Juvenile Court Selected Operational Statistics, FY 2006 – FY 2007

	FY 2006	FY 2007	FY06 - FY07
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Delinquency and Citations	13,772	14,421	4.7%
Dependency (Petitions)	1,652	1,726	4.5%
Adoption	1,152	1,292	12.2%
Severance	353	438	24.1%
Certifications	947	1,072	13.2%
Guardianship	1,799	2,222	23.5%
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TOTAL CASE			
FILINGS (Petitions)	19,675	21,171	7.6%
TOTAL DEPENDENCY			
FILINGS (Count of Juveniles)	2,897	2,967	2.4%
	FY 2006	FY 2007	FY06 - FY07
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Delinquency and Citations	13,413	14,115	5.2%
Dependency (Petitions)	2,004	1,930	-3.7%
Adoption	1,069	1,283	20.0%
Severance	124	351	183.6%
Certifications	808	827	2.4%
Guardianship	1,289	1,477	14.6%
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TOTAL CASE			
TERMINATIONS (Petitions)	18,707	19,983	6.8%
TOTAL DEPENDENCY			
TERMINATIONS (Count of Juveniles)	2,569	3,114	21.2%

Southeast Regional Court

Fiscal Year 2007 Highlights

- The Southeast Regional Court Facility in Mesa continues to be an integral component of the Superior Court's service to the County's regional communities. Operating both adult and juvenile buildings, the Southeast Court brings the same case type services offered in downtown to the East Valley.

- By the close of FY 2007, the Southeast Court held 180 civil and criminal trials. Over 10,700 citizens reported to Southeast for jury service.

- The facility is staffed with two Civil Court Judges, five Criminal Court Judges, five Family Court Judges plus the Southeast Presiding Judge, who carries a Family Court caseload, and five Juvenile Court Judges for a total of eight. Two commissioners carry the Criminal Regional Court Center and Early Disposition Court calendars; three commissioners are in Juvenile Court; one commissioner each is in Civil/Probate and Family Court. There is also a full time Commissioner assigned to a Mental Health calendar at Desert Vista Regional Hospital in Mesa for a total of eight commissioners in Southeast.

Selected Operational Statistics, FY 2006 - FY 2007

	<u>New Case Filings</u>		<i>FY06 - FY07 % Change</i>
	<u>FY 2006</u>	<u>FY 2007</u>	
Criminal Court	10,125	10,023	-1.0%
Family Court	7,255*	7,122	-1.9%
Civil Court	2,227*	2,731	18.5%
Probate Filings	1,184	833	-42.1%
Juvenile Filings	7,241	7,463	3.0%
TOTALS	28,032	28,172	0.5%

*Updated stats.

Northwest Regional Court

Fiscal Year 2007 Highlights

- The Northwest Regional Court celebrated its fifth year of service to the public on July 27, 2007. Opening in July 2002, three Superior Court divisions and one commissioner are currently assigned at the Northwest Facility (two Family Court calendars, one Civil/Probate/Family Court calendar, and one Civil/Probate/Family Court commissioner). In April 2006, four Justice Courts were also co-located in the Northwest Regional Court.
- In addition to Superior Court and Justice Court case filings, the Northwest Facility issues marriage licenses and processes passport applications through the Clerk of Court. The Maricopa County Attorney and Office of the Public Defender maintain offices in the courthouse, and Juvenile Probation hearing officers at Northwest also process juvenile traffic tickets issued by the City of Surprise.

Selected Operational Statistics, FY 2006 - FY 2007

	New Case Filings		FY06 - FY07
	<u>FY 2006</u>	<u>FY 2007</u>	<u>% Change</u>
Family Court	2,948	2,508	-14.9%
Civil Court	658*	560	-14.9%
Probate Court	871*	824	-5.4%
TOTALS	4,477	3,892	-13.1%

* Revised stats.

Northeast Regional Court

Fiscal Year 2007 Highlights

- The Northeast Regional Court Center celebrated its second year of operation on September 14, 2007. It has established itself as an added benefit to the community and has consistently expanded services to meet the needs of the general public. Currently, there are six Family Court divisions, three Civil divisions, two Family Court commissioners, and one Civil/Probate commissioner assigned to Northeast. Hours of operation were extended in January 2007 to include evenings and Saturdays, but only scheduled Family Court matters are currently heard during evenings and Saturday hours. In addition to Superior Court, there are three Maricopa County Justice Courts co-located at the Northeast Facility.
- In an effort to assist parents with visitation issues, the court established and implemented a program for Child Exchanges in August 2007. Currently, this is a free service by which parenting time enforcement judicial officers refer families for support and guidance in establishing a consistent and respectful pattern of child exchanges in the safe confines of the courthouse.
- In addition to ongoing employee training offerings, several training opportunities are currently available to the public and through various court departments and also agencies working in conjunction with the courts. Some of the classes include: Parenting Information Program, Cognitive Intervention, and also Life Skills and Credit Restoration.

Selected Operational Statistics, FY 2006 - FY 2007

	New Case Filings		FY06 - FY07
	<u>FY 2006</u>	<u>FY 2007</u>	<u>% Change</u>
Family Court	7,327*	6,666	-9.0%
Civil Court	2,989*	3,263	9.2%
Probate Court	1,177*	860	-26.9%
TOTALS	11,493	10,789	-6.1%

* Revised stats.

Public Access to Court Services

Public Access to Court Services provides timely, efficient, and reliable access to law and justice system resources including legally and procedurally accurate and easy to follow documents for the public, the bar, the court and government agencies.

Public Access to Court Services Programs

- The Self-Service Center offers court forms, instructions and information to those who are representing themselves in Civil, Probate, Civil, Juvenile, or Family Court matters and in the Justice Courts as well. Currently, the Self-Service Center provides over 1,450 documents in both English and Spanish.
- The Self-Service Center served more than 35,340 customers. Self-Service Center staff responded to 759 requests for service by mail and 2,750 e-mails from the Self-Service Center website.
- Self-help information was also provided to 28,433 callers through the Self-Service Center automated phone system (602-506-SELF). The phone system offers more than six hours of recorded information on Family Law, Probate and Domestic Violence procedures and services.
- The Self-Service Center is located at the following six court locations: Downtown Superior Court (Phoenix), Downtown Justice Center (Phoenix), Northeast Regional Court Center (Phoenix) Southeast Adult Court (Mesa) Northwest Regional Court Center (Surprise) and San Tan Regional Court Center (Chandler).

Self Service Center Forms Distributed, FY 2007

Divorce	22,214
Other Family Court ⁵	23,529
Probate	4,717
Juvenile ⁶	3,150
Justice Court	8,220
Civil ⁷	2,160
Service Packets	13,421
Others ⁸	6,293
Total Forms Distributed	83,704

Public Access to Court Services

⁵ Includes legal separation, paternity, establishments, modifications, and enforcements.

⁶ Includes juvenile dependency, juvenile guardianship, and emancipation.

⁷ Includes name change, excess proceeds, and property tax appeal.

⁸ Includes documents used across different case types.

- The Family Violence Prevention Center provides a user-friendly, on-line prompt system for plaintiffs requesting protective orders. All other documents related to dismissal or hearing on a protective order are also available, as well as Domestic Violence brochures and fliers on safety planning.
- The Family Violence Prevention Center staff schedules hearings and contacts the plaintiff regarding the date, time, and location of the scheduled hearing when a defendant requests a hearing on a Superior Court Order of Protection.
- The Family Violence Prevention Center is located at the following seven court locations: Downtown Superior Court (Phoenix), Downtown Justice Center (Phoenix), Northeast Regional Court Center (Phoenix) Southeast Adult Court (Mesa) Northwest Regional Court Center (Surprise) and San Tan Regional Court Center (Chandler) and Glendale Regional Court Center (Glendale).

*Family Violence Prevention Center
Petitions Completed for Initial Protective Order,
Modified Protective Order, Dismissal of a Protective Order,
and Hearing on a Protective Order, FY 2007*

Domestic Violence - Superior Court	10,468
Domestic Violence - Justice Courts	5,477
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<i>Total Distributed</i>	<i>15,945</i>

Law Library

The Superior Court Law Library is a public court law library open to all. Every citizen has a fundamental right to judicial access, 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 judicial access and a vital part of the community it serves. The Library strives to create services focused on the information needs of all Library users 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 Library comprises the main library in the downtown Phoenix East Court Building and a branch library in the Southeast Regional facility. The Library also plans to collaborate with the regional Self-Service Center locations by providing a research terminal at each location. The Library continues to acquire a mix of print and electronic resources.

Networked Resources

The Library provides access to a broad selection of electronic resources. Web-based resources are available from the Library's Web site, and from the Library's intranet site for in-house, Court and County government users. Approximately 2,500 users have remote access from home or office to the Library's Web resources. The Library continues to offer innovative research resources and technologies include:

- Westlaw Patron Access – an easily-accessed version of Westlaw.
- Index to Legal Periodicals Full-Text, Index to Legal Periodicals Retrospective, and Criminal Justice Periodicals Full Text – Web-based indexes linking to 100 years of full-text resources.
- Wireless internet access from the Library's East Court Building 2nd floor.

Reference and Information Services

- The Law Library responds to in-house, telephone, e-mail, and Web requests from the public, the judiciary, the bar, court administration, government agencies, and prisoners. Information services vary in scope from simple directional questions to in-depth research. Approximately 80% of requests are received from the public.

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, PC printing and downloading, and Web based services.

Education Services

- Law Library staff conducted 41 tours, COJET classes and Westlaw training sessions for Superior Court judges, Justices of the Peace and Court staff.

Law Library

Court Research

The Law Library provides research and drafting services for judicial leadership and Court Administration. FY 2007 projects included:

- Drafting of legislation for Court Administration's proposal to the Arizona State Legislature.
- Development of a revised harassment policy for the Maricopa County Superior Court.
- Research of Judicial and Court Administration issues, including powers of commissioners, use of video technology in court rooms, and innovations in both court security and jury services.
- Drafting of speaking points for the Public Information Office to provide Judicial and Court Administration for public speeches.

FY 2007 Statistical Highlights

- Reference and Information Requests: 29,521 or an average of 95 requests each business day
- Resource Use
 - Circulation, Document Delivery, In-House Use: 15,675
 - Online searches of library catalog and databases: 99,782
 - New Library Borrowers: 332

Law Library Web Site: <http://www.superiorcourt.maricopa.gov/lawlibrary>

Office of the Jury Commissioner

Fiscal Year Highlights

The Office of the Jury Commissioner in the Superior Court in Maricopa County is responsible for creating a pool of qualified prospective jurors representative of the community. The county, which added 696,000 residents to the Valley between 2000 and 2006, is now the fourth-largest county in the nation with nearly 3.8 million residents, according to a report from the U.S. Census Bureau.⁹

- In order to ensure that the Master jury list is kept current, every six months the County's voter registration list and state drivers' licenses files are merged, which produces a list of over 3 million names and addresses during.¹⁰ In addition to the Superior Court, the Office of the Jury Commissioner also summonses jurors for all 23 Justice Courts in Maricopa County, 14 municipal courts within the county, and the State and Maricopa County grand juries.

Summoned Jurors

	<u>FY 2006</u>	<u>FY 2007</u>	<i>FY06 - FY07</i> <u>% change</u>
Superior Court	521,698	680,042	30.4%
Municipal Courts	131,559	146,582	11.4%
Justice Courts	49,273	37,034	-33.0%
County Grand Jury	12,000	12,000	0%
State Grand Jury	4,000	3,082	-29.0%
TOTAL	718,530	878,740	22.2%

- Citizens called for jury service in Superior Court serve either one day or the duration of one trial. During FY 2007, more than 18 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 2007 amounted to approximately \$3.54 million. Jurors who appear for service, but are not selected and sworn for a specific trial, are not eligible for the random selection process again for a minimum of 18 months. Jurors who serve on a trial are not eligible for the random selection process again for a minimum of two years.

⁹ According to the U.S. Census Bureau, the county has grown from 2,122,100 residents in 1990 to 3,792,675 in 2006, representing a 77 percent increase in just 16 years.

¹⁰ "Master jury list" means a record of the names and addresses of eligible persons who reside in the county and includes persons on the voter registration list of the county and other persons who are eligible for jury service and who have been licensed pursuant to title 28, chapter 8, article 4 or 5.

Office of the Jury Commissioner

- It is important to note that following a challenge regarding the method for summoning jurors in Maricopa County in August of 2006, the Jury Commissioner has since reverted to the previous method of county-wide juror summoning. The challenged method of proximity-weighted summoning was, in part, based on the principles of drawing jurors based upon a fair cross-section of the community, random selection, and when to the extent possible, providing greater chances for jurors to report to a court where travel distance would be minimized.
- While the summoning methodology issue has not yet been decided, the Jury Commissioner has temporarily suspended the Order to Show Cause Court. This hearing is used by the Jury Commissioner to find whether a no-show, or failed to appear (FTA) summoned juror can provide a valid excuse for ignoring an issued jury summons.
- For trials commencing on or after September 21, 2006, jurors who serve for more than five court business days, and can demonstrate financial loss related to their jury service, are eligible to receive compensation supplanting their losses from the Arizona Lengthy Trial Fund, created by the Arizona Legislature. During fiscal year 2007 a total of \$495,315 was paid to jurors from that Fund.
- 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:

Jury System Efficiency

	<u>Actual FY 2006</u>	<u>Actual FY 2007</u>	<u>ABA Standard</u>
Percent of jurors sent to voir-dire	84.7%	80.8%	100%
Percent of jurors sworn	15.7%	19.2%	≥ 50%
Percent of jurors not used	15.3%	19.1%	≤ 10%

Office of the Jury Commissioner

Jury Panel Usage

	FY 2006 <u>Totals</u>	FY 2007 <u>Totals</u>	FY06 - FY07 <u>% Change</u>
Total Jury Trials	1,213	1,354	10.4%
Total Jurors Reporting	66,485	75,605	12%
Total Jurors Sworn	10,464	14,515	27.9%
Percent Sworn	15.7%	19.2%	3.5%
Total Jurors Not Used	10,169	14,292	28.8%
Percent Not Used	15.3%	19.1%	3.8%

- The Jury Commissioner 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 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.
- The Jury Commissioner first began monitoring the demographic make-up of the juror pool in 1989. The figures for FY 2007 have been collected by tabulating demographic information questionnaires completed by almost 99 percent of the total number of prospective jurors who reported for service during that period.

Juror Pool Demographics

Ethnicity	Maricopa County		FY 2006		FY 2007	
	Census (2000) ¹¹					
White (non-Hispanic)	66.2%	45,164	74.4%	47,057	69.9%	
Hispanic ¹²	24.9%	6,781	11.2%	7,376	11%	
Black (non-Hispanic)	3.5%	1,925	3.2%	1,872	2.8%	
Native American	1.5%	648	1.1%	631	0.9 %	
Asian	2.1%	1,349	2.1%	1,473	2.2%	
Other	1.8%	4,843	8.0%	3,487	5.1 %	
No Response ¹³		n/a	n/a	12,806	8.1%	
TOTAL	100%	60,710	100%	67,279	100%	

¹¹ Source: 2000 U.S. Census figures for Maricopa County, Arizona.

¹² Hispanic is coded as a separate category, in other words, a respondent could select any ethnicity and also select "Hispanic".

¹³ The category "no response" was not tracked or recorded in FY 2006.

Court Technology Services

Fiscal Year 2007 Highlights

- During FY07, CTS moved into a new facility, located at 620 W. Jackson in Downtown Phoenix. For the first time, nearly all CTS employees are co-located in one large centralized location. The new facility includes a state of the art server room to help better maintain server uptime for customers, as well as several training rooms. In addition, the centralized location allows customers greater access to maintenance technicians, business analysts, and iCIS programmers.
- CTS created and implemented a new five year strategic plan and instituted new Mission, Vision, and Value statements that focus our efforts and better align them with the direction of the Maricopa and State of Arizona Judicial Branches.
- CTS completed several important development projects, including an on-line Court-wide Time Card system, Judge Protem application, Extended hours and Saturday Court enhancements, Adult Probation Department “Dash Board,” and numerous shared data feeds to Initial Appearance and Criminal Court, which helped substantially increase the efficiency and effectiveness of the entire Judicial Branch in Maricopa County and its justice system partners.
- CTS also completed a number of exceptionally innovative projects, including a Capital Case Tracking and Reporting application, data feed of Justice Court traffic dispositions to the Department of Motor Vehicles, substantial CourTools performance measure and reporting enhancements, and a Criminal Court Minute Entry application. A significant accomplishment that directly services the public is the redesign of the Judicial Branch’s internet site www.superiorcourt.maricopa.gov. CTS’ most significant accomplishment in FY07 is the implementation of the Juvenile Court and Juvenile Probation case processing module in iCIS. This is the largest and most complex implementation for CTS since the original roll-out of iCIS in 2000.

Fiscal Year 2008 Goals

- The most significant goal is the complete rewrite of the iCIS application into the .net framework. CTS will begin this process in Fall/Winter 2007 and expects an eighteen month development process. In addition, CTS will work with Maricopa County Telecommunications to create, plan, design, and implement a secure wireless network in support of a comprehensive, mobile workforce in FY08.
- CTS will continue and complete the development and replacement Clerk’s financial Restitution Fines and Reimbursement (RFR) application as an integrated module of the iCIS case management system. This will provide consolidated functionality within the iCIS application as well as key integration to the Clerk’s other financial components.

Court Technology Services

- CTS will develop a new Jury application that will replace the existing vendor purchased system. This endeavor will enable us to introduce new features into the production and provide superior integration to the Court's case management system.
- CTS will consolidate four different Active Directory domains into one domain that will allow for the easier sharing of resources, files, and printers across the Judicial Branch. CTS will rewrite the severely dated and overworked Jury Management system into an innovative solution that meets business requirements, utilizes current technologies, and substantially improves jury services to the citizens of Maricopa County.

E-Courtrooms and Electronic Records

Fiscal Year 2007 Installations and New Courtrooms

- The Trial Courts employ a variety of electronic recording equipment in various courtroom and hearing room locations to provide an official record of proceedings, instead of the traditional record that previously was kept by a court reporter. Some courtrooms are configured with audio recording only and others have video recording capability. In addition to digital recording capability, many courtrooms have an electronic presentation podium equipped with a document camera, VCR, DVD player, touch-screen monitor and light pen which allows attorneys to annotate displayed images. The podium also provides a computer interface to facilitate digital presentation of evidence which can be viewed on monitors by the judge, jury, opposing party and observers. In addition, some courtrooms have video teleconferencing technology to facilitate testimony by witnesses appearing from off-site locations.
- At the Juvenile Court Facility at Durango, the Northeast Regional Court Facility and the Downtown East Court Building, 4th floor, digital recording systems are centrally controlled and monitored by specially trained court personnel.
- During the past year, additional electronic equipment was installed in Justice Courts and Superior Courts, bringing digital recording capability to approximately 150 courtrooms and hearing rooms. All Family Court and Juvenile Divisions are producing digital records, as well as many Civil and Probate divisions. In the Criminal Department, Probation Revocation hearings, some Pre-Trial Conference hearings, and matters heard in the Early Disposition Court (EDC) and Regional Court Centers (RCCs) are digitally recorded. Nearly all felony case Preliminary Hearings are digitally recorded, with the majority requiring production of a transcript.

Fiscal Year 2007 Records Requests

- Each month Electronic Records Services fulfills an average of 480 requests for copies of digital records and transcripts of digital recordings. The majority of each month's requests are from Family Court.
- Approximately 125 transcripts are prepared each month from digital recordings.
- Pursuant to the Arizona Supreme Court records retention policy, all digital recordings will be retained for 10 years. Copies of the adult court digital recordings may be obtained upon request to Electronic Records Services. Copies of juvenile court digital recordings may be obtained through a request submitted to Juvenile Court Administration.

Court Interpretation and Translation Services (CITS)

Supporting the Language Needs of the Courts

- The National Center for State Courts Consultant presented two workshops on best practices when using court interpreters to judicial officers, and CITS continued its commitment to cultural competency and awareness in the courts. In addition, CITS began working on a comprehensive plan to address the needs of limited English proficient litigants and court users.
- CITS made staffing adjustments to accommodate the needs of the Maricopa County Justice Courts housed at the new co-located facilities: Downtown Justice Center and San Tan Justice Center.
- A Judicial Branch Court Interpreter Committee was reestablished after several years of hiatus. The first action item was the signing of an administrative order specifying breaks for court interpreters to avoid interpreter fatigue that leads to errors and omissions.

Interpretation

- In keeping with our commitment to Managing for Results, Maricopa County's performance-based budgeting and reporting system, CITS handled 66,000 Spanish language interpreter matters, representing 25,000 hours of actual interpretation. For American Sign Language, the figures are 904 matters and 725 hours.
- CITS continued to assist the Office of the Public Defender, the Legal Defender, the Maricopa County Attorney, and Adult and Juvenile Probation Departments with interviews, psychological evaluations, and other out-of-court interpretation matters.
- In the Maricopa County Justice Courts, CITS handled 13,000 matters that required a Spanish language court interpreter.
- The demand for non-Spanish interpretation services also continued to increase during FY07. The top six lesser-use languages were: American Sign Language, Vietnamese, Arabic, Cantonese, Bosnian, and Somali.

Translation

- CITS completed 175 requests for written translations (Spanish↔English) and 107 requests for translation of audio-taped material (Spanish↔English.)