

**JUDICIAL BRANCH OF ARIZONA  
IN MARICOPA COUNTY**

**SUPERIOR and JUSTICE COURTS  
ADULT and JUVENILE PROBATION**



**FISCAL YEAR 2008**

*July 1, 2007 - June 30, 2008*

Office of the Presiding Judge  
Office of the Court Administrator

[www.superiorcourt.maricopa.gov](http://www.superiorcourt.maricopa.gov)

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## Judicial Branch In Maricopa County

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We are pleased to publish the Annual Statistical Report for Fiscal Year 2008 for the Judicial Branch of Arizona in Maricopa County. This edition presents detailed operational data on the Superior Court, Justice Courts and Adult and Juvenile Probation Departments, as well as highlights of many Court programs and services currently provided to the citizens of Maricopa County.

Today, we have 95 Superior Court Judges, 58 Superior Court Commissioners and 23 Justices of the Peace. Two additional Justices of the Peace will be elected in November 2008 to begin serving in January 2009.

Due to the economic downturn, resulting in lagging tax revenues at both the State and County levels, the Court adopted a budget for FY09 that includes substantial reductions in planned expenditures, while still maintaining essential judicial branch services. Over 100 staff positions were eliminated in Superior Court administration, and Adult and Juvenile Probation. Our judicial branch budget strategy continued along two interrelated tracks: 1) enhancement of court-generated revenues; and 2) streamlining of court operations and maximizing use of limited resources. For the judicial branch, the first round of streamlining resulted in an \$8.8 million dollar expenditure reduction.

Although more budget cuts and streamlining efforts are likely to be required, the Court is committed to continuing to implement innovative programs and cost-effective services for the citizens of Maricopa County, while maintaining an exemplary level of customer service. With the continued increase in felony case filings, the Maricopa County Board of Supervisors recognized the need for more courtrooms and has continued support for the construction of a Criminal Justice Court Tower near the downtown Superior Court buildings. The Schematic Design process conducted during FY08 involved all of the court stakeholders.

We would like to thank the Arizona Supreme Court, Arizona State Legislature, the Maricopa County Board of Supervisors and 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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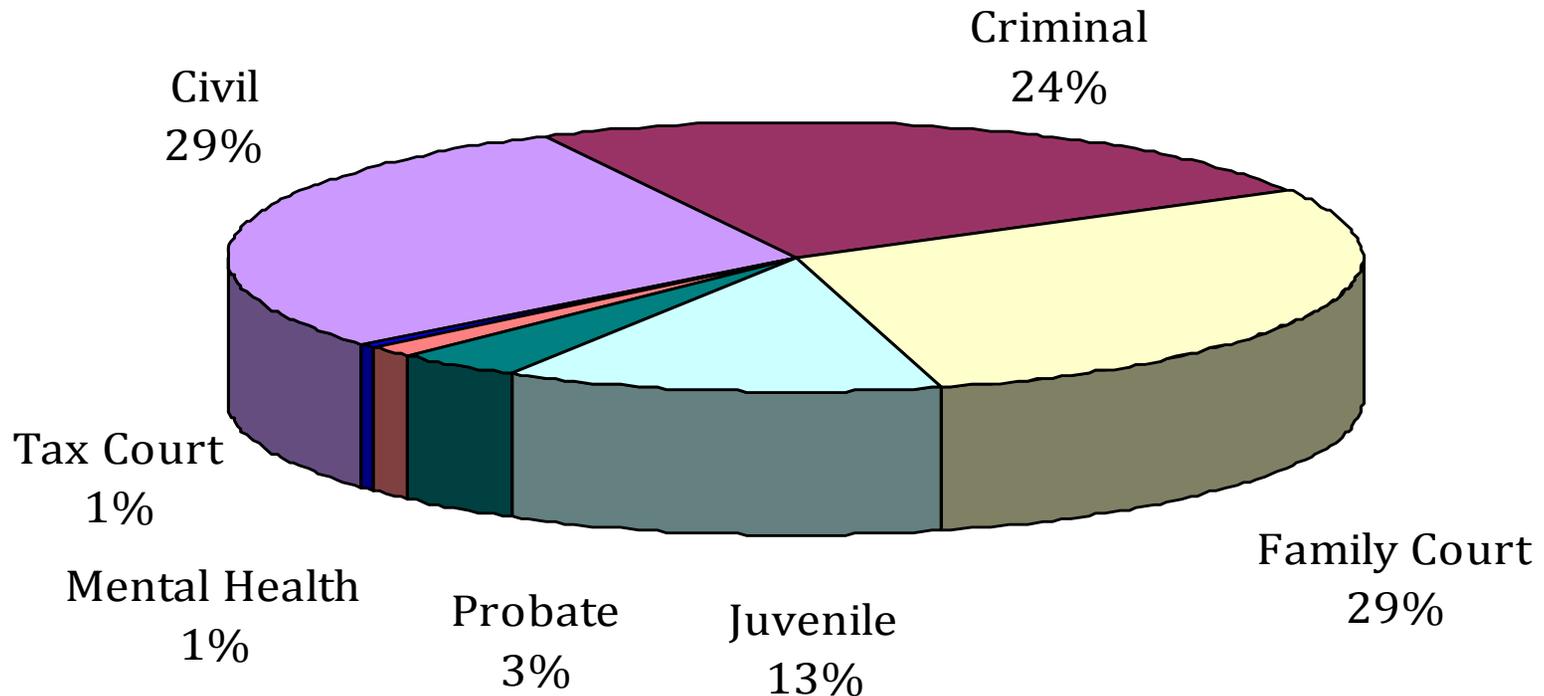
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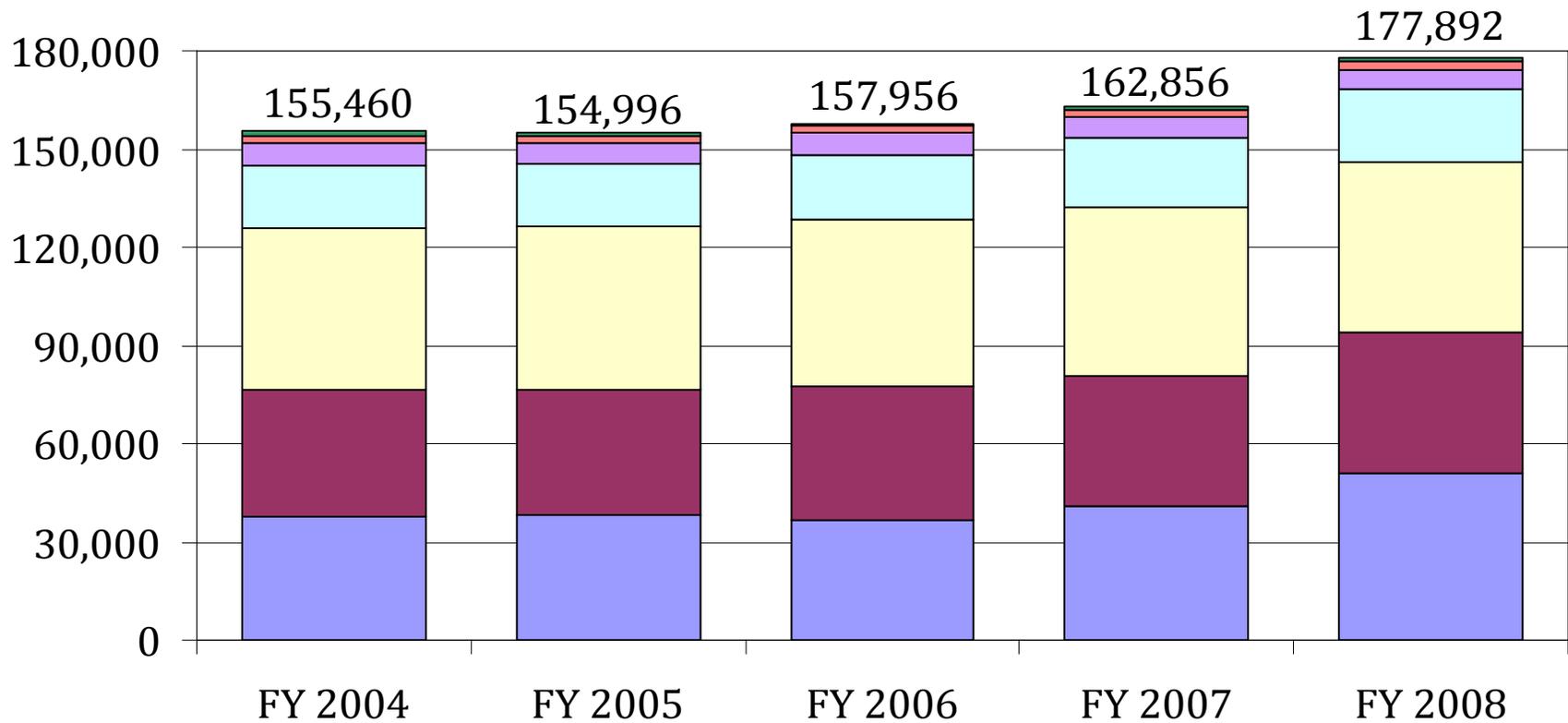
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# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2008

**Total Filings = 177,892**



# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2004 – FY 2008



■ Civil   
 ■ Criminal   
 ■ Family Court   
 ■ Juvenile   
 ■ Probate   
 ■ Mental Health   
 ■ Tax Court

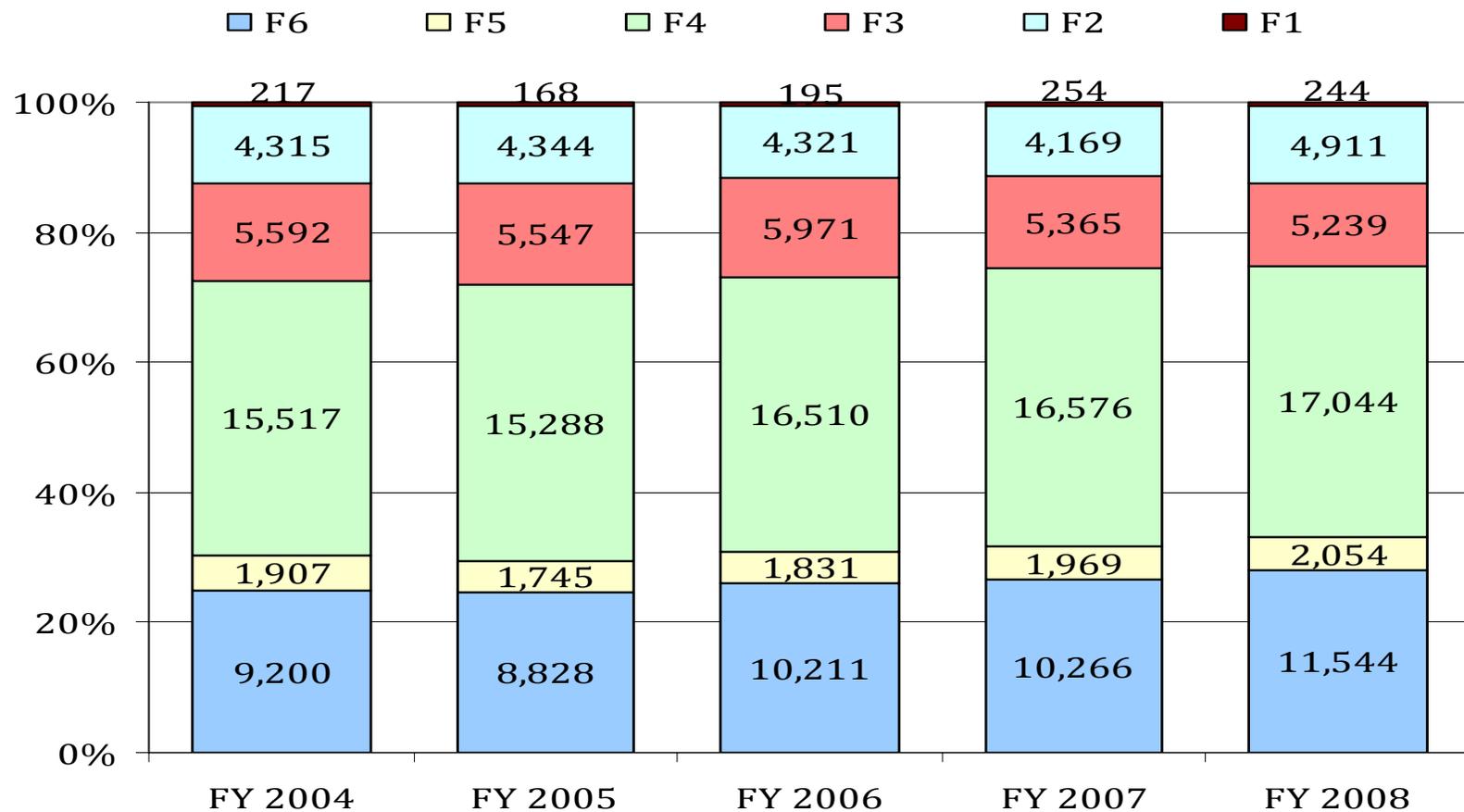
# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY

## TOTAL ANNUAL CASE FILINGS BY DEPARTMENT

### FY 2004 – FY 2008

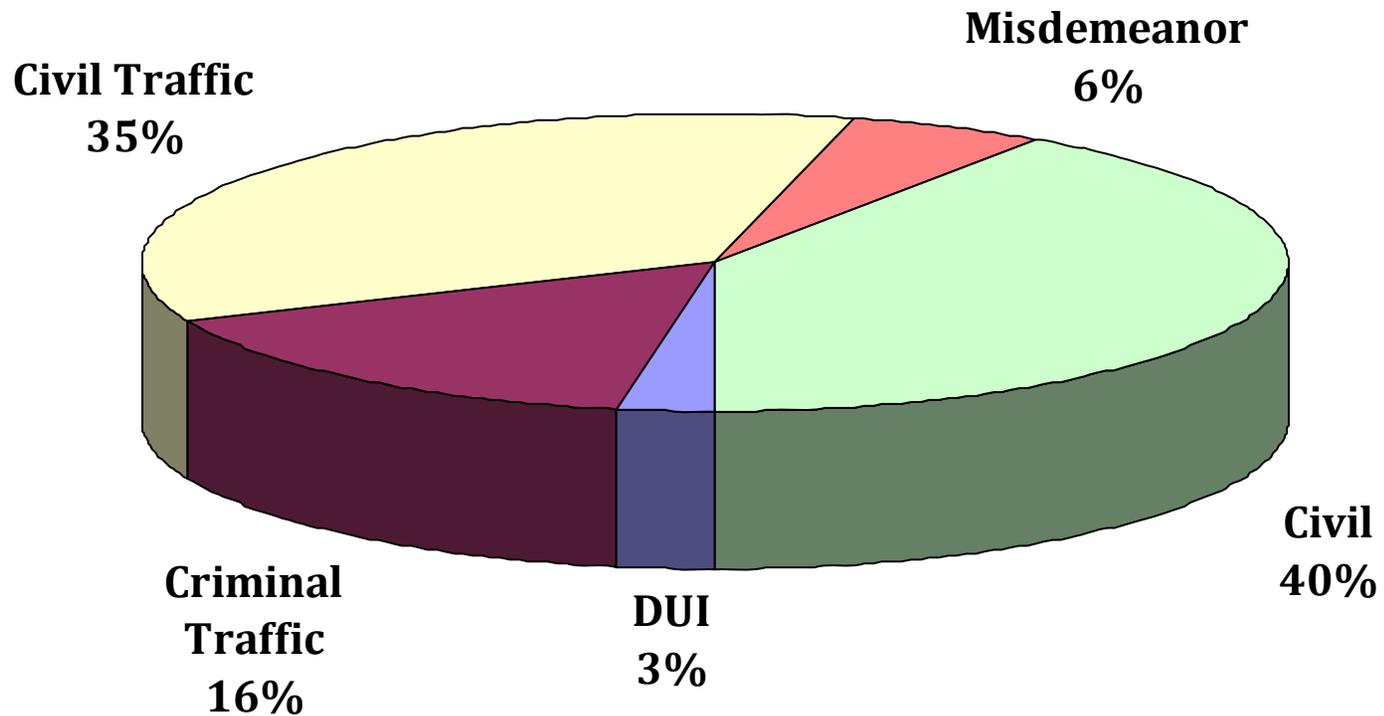
<b><u>COURT DEPARTMENT</u></b>	<b><u>FY 2004</u></b>	<b><u>%</u></b>	<b><u>FY 2005</u></b>	<b><u>%</u></b>	<b><u>FY 2006</u></b>	<b><u>%</u></b>	<b><u>FY 2007</u></b>	<b><u>%</u></b>	<b><u>FY 2008</u></b>	<b><u>%</u></b>
Civil	37,840	24.3%	38,016	24.5%	36,691	23.2%	40,746	25.0%	51,191	28.8%
Criminal	38,685	24.9%	38,605	24.9%	40,928	25.9%	40,096	24.6%	42,611	24.0%
Family Court	49,098	31.6%	49,918	32.2%	50,878	32.2%	51,505	31.6%	52,028	29.2%
Juvenile	19,317	12.5%	18,825	12.1%	19,675	12.5%	21,171	13.0%	23,391	12.6%
Probate	7,067	4.5%	6,624	4.3%	6,758	4.3%	6,140	3.8%	5,997	3.4%
Mental Health	2,178	1.4%	1,994	1.3%	2,261	1.4%	2,282	1.4%	2,543	1.4%
Tax Court	1,275	0.8%	1,014	0.7%	765	0.5%	916	0.6%	1,131	0.6%
<b>Annual Totals</b>	<b>155,460</b>	<b>100%</b>	<b>154,996</b>	<b>100%</b>	<b>157,956</b>	<b>100%</b>	<b>162,856</b>	<b>100%</b>	<b>177,892</b>	<b>100%</b>

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

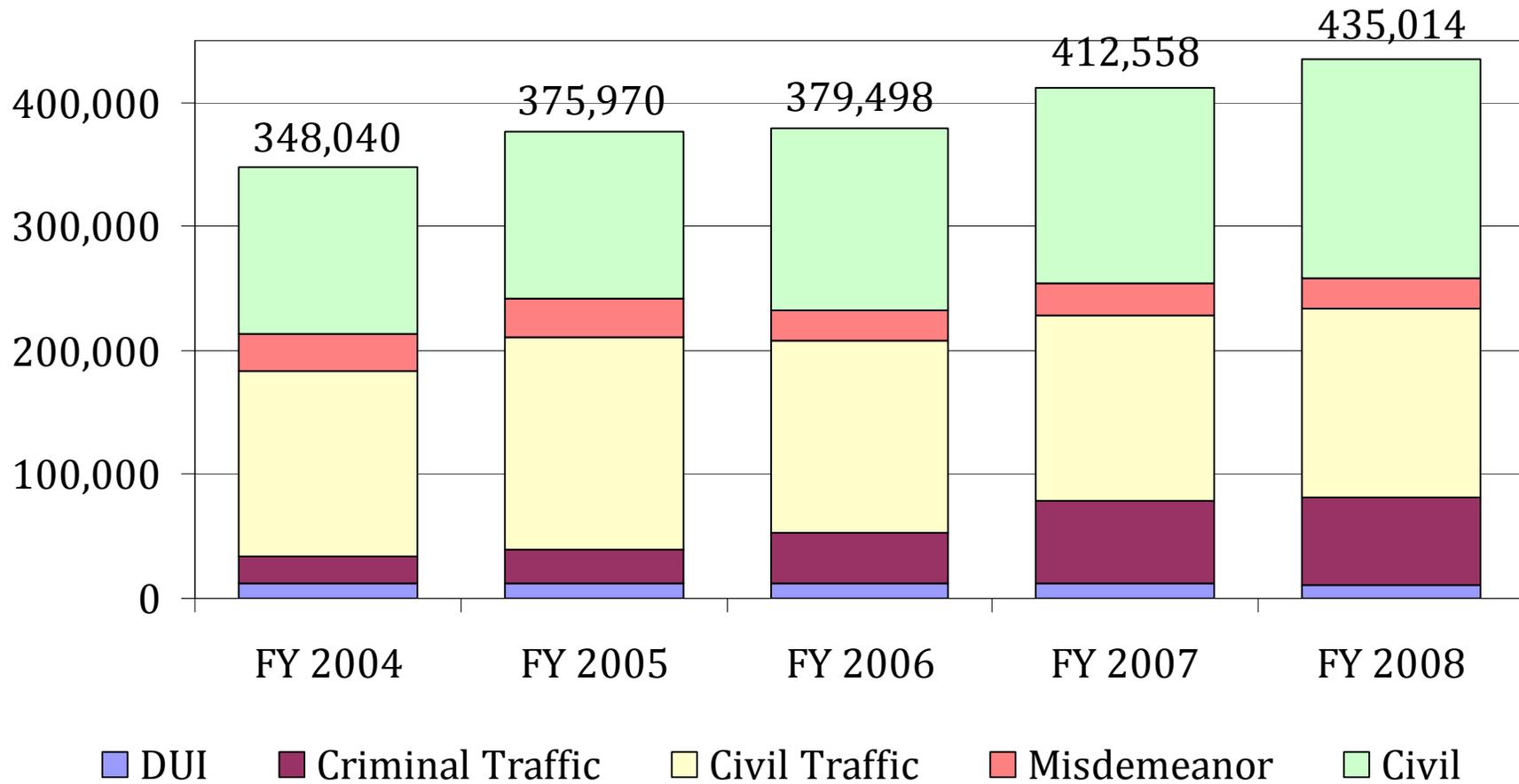


# MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 2008

**Total Filings = 435,014**



# MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 2004 – FY 2008



# MARICOPA COUNTY JUSTICE COURTS

## TOTAL ANNUAL NEW FILINGS BY CASE TYPE

### FY 2004 – FY 2008

<b><u>CASE TYPE</u></b>	<b><u>FY 2004</u></b>	<b><u>%</u></b>	<b><u>FY 2005</u></b>	<b><u>%</u></b>	<b><u>FY 2006</u></b>	<b><u>%</u></b>	<b><u>FY 2007</u></b>	<b><u>%</u></b>	<b><u>FY 2008</u></b>	<b><u>%</u></b>
DUI	11,826	3.4%	12,280	3.3%	13,653	3.1%	11,968	2.9%	11,552	2.7%
Criminal Traffic	22,799	6.6%	27,018	7.2%	41,896	11.0%	67,357	16.3%	69,834	16.1%
Civil Traffic	148,230	42.6%	171,476	45.6%	153,887	40.6%	148,642	36.0%	152,729	35.0%
Misdemeanor	30,367	8.7%	30,969	8.2%	24,624	6.5%	26,900	6.5%	24,275	5.6%
Felony	1	0.0%	3	0.0%	0	0.0%	0	0.0%	0	0.0%
Civil	134,817	38.7%	134,224	35.7%	147,438	38.9%	157,691	38.2%	176,624	40.6%
<b>Annual Totals</b>	<b>348,040</b>	<b>100%</b>	<b>375,970</b>	<b>100%</b>	<b>379,498</b>	<b>100%</b>	<b>412,558</b>	<b>100%</b>	<b>435,014</b>	<b>100%</b>

# Maricopa County Justice Courts

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## Fiscal Year 2008 Highlights

- Fiscal Year 2008 was an eventful year for the Maricopa County Justice Courts. The justice courts entered into negotiations with the Administrative Office of the Court and the Superior Court to affect changes to Administrative Order 2006-56, which returned administrative oversight of individual justice courts back to the elected justices of the peace. The year long effort resulted in the publication of Administrative Order 2008-59 which, among other things, re-established 18 administrative positions within Justice Court Administration.
- The excellent work of the Professional Standards Committee continued. To date, 10 internal administrative policies and professional standards have been published. This Committee has gained statewide and national recognition. Two additional committees, the Technology Committee and the Career Development Committee, were also formed. The justice courts also worked with Maricopa County leadership in the creation of two new justice court precincts: the Highland Justice Court, which will be located in the Gilbert Municipal Court complex, and the Desert Ridge Justice Court, which will be located in the Northeast Regional Court facility. These new courts will open in January 2009.
- Statistically, FY08 was a very busy year for the Maricopa County Justice Courts, with record case filings totaling 435,014 and revenue collections of \$41,303,452. The revenue figure is significant in that 60% of all revenue collected stays within Maricopa County, which amounted to over \$24M in FY08. Since the justice courts only receive approximately \$16M in County general fund money for operations, a significant amount of revenue collections in the justice courts are used by Maricopa County for other purposes.
- Justice Courts participated in the statewide DUI misdemeanor case processing project with the San Marcus and Hassayampa Justice Courts acting as pilot courts. Currently, all 23 Maricopa County Justice Courts are now part of this project.
- Over the past 12 months administrative staff has also worked with the Superior Court automation department, Court Technology Services, to correct some Minimum Accounting Standards issues in the courts, to prepare for the implementation of F.A.R.E. (*Fines/Fees and Restitution* - a statewide collection program), new statewide photo radar, and to implement new iCIS case management reports. The justice courts also contracted with the National Center for State Courts to produce a staffing study to update an internally conducted staffing study which has been in use over the past 4 years.

# Maricopa County Justice Courts

## Justice Court Case Activity, FY 2007 – FY 2008 New Case Filings

	FY 2007 <u>Totals</u>	FY 2008 <u>Totals</u>	FY07 - FY08 <u>% Change</u>
DUI	11,968	<b>11,552</b>	-3.5%
Serious Traffic	1,865	<b>1,704</b>	-8.6%
Other Criminal Traffic (includes FTA)	65,492	<b>68,130</b>	4.0%
<b>TOTAL CRIMINAL TRAFFIC</b>	79,325	<b>81,386</b>	2.6%
<b>TOTAL CIVIL TRAFFIC</b>	148,642	<b>152,729</b>	2.7%
Misdemeanor	22,800	<b>20,560</b>	-9.8%
Misdemeanor FTA	4,100	<b>3,715</b>	-9.4%
<b>TOTAL MISDEMEANOR</b>	26,900	<b>24,275</b>	-9.8%
Small Claims	14,276	<b>16,520</b>	15.7%
Forcible Detainer	81,936	<b>80,764</b>	-1.4%
Other Civil/Non-Criminal Parking	50,653	<b>70,151</b>	38.5%
Orders of Protection	5,557	<b>4,945</b>	-11.0%
Injunctions Against Harassment	5,269	<b>4,974</b>	-5.6%
<b>TOTAL CIVIL</b>	157,691	<b>177,354</b>	12.5%
<b>TOTAL NEW CASE FILINGS</b>	412,558	<b>435,744</b>	5.6%

### TRIALS COMMENCED

	FY 2007 <u>Totals</u>	FY 2008 <u>Totals</u>	FY07 - FY08 <u>% Change</u>
Criminal Traffic (Non-Jury)	643	<b>789</b>	22.7%
Criminal Traffic (Jury)	421	<b>686</b>	62.9%
Misdemeanor (Non-Jury)	933	<b>1,359</b>	45.7%
Misdemeanor (Jury)	15	<b>16</b>	6.7%
Civil (Non-Jury)	2,503	<b>2,565</b>	2.5%
Civil (Jury)	59	<b>52</b>	-11.9%
<b>TOTAL NON-JURY TRIALS</b>	4,079	<b>5,467</b>	19.5%
<b>TOTAL JURY TRIALS</b>	495	<b>754</b>	52.3%

# Maricopa County Justice Courts

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## *Justice Court Case Activity, FY 2007 – FY 2008*

### *Total Cases Terminated*

	FY 2007	FY 2008	FY07 - FY08
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
DUI	11,198	<b>10,080</b>	-10.0%
Serious Traffic	1,778	<b>1,556</b>	-12.5%
Other Criminal Traffic (includes FTA)	63,857	<b>70,337</b>	10.1%
<b>TOTAL CRIMINAL TRAFFIC</b>	76,833	<b>81,973</b>	6.7%
<b>TOTAL CIVIL TRAFFIC</b>	153,826	<b>156,853</b>	2.0%
Misdemeanor	18,855	<b>16,856</b>	-10.6%
Misdemeanor FTA	2,045	<b>2,794</b>	36.6%
<b>TOTAL MISDEMEANOR</b>	20,900	<b>19,650</b>	-6.0%
Small Claims	14,048	<b>12,594</b>	-10.4%
Forcible Detainer	73,178	<b>82,825</b>	13.2%
Other Civil/Non-Criminal Parking	59,796 <sup>1</sup>	<b>56,165</b>	-6.1%
Orders of Protection Issued	5,321	<b>4,811</b>	-9.6%
Orders of Protection Denied	236	<b>134</b>	-43.2%
Injunctions Against Harassment Issued	5,237	<b>4,973</b>	-5.0%
Injunctions Against Harassment Denied	32	<b>1</b>	-96.9%
<b>TOTAL CIVIL</b>	157,848	<b>161,503</b>	2.3%
<b>TOTAL CASE TERMINATIONS</b>	409,407	<b>419,979</b>	2.6%

### OTHER PROCEEDINGS

	FY 2007	FY 2008	FY07 - FY08
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Small Claims Hearings/Defaults	2,733	<b>3,243</b>	18.7%
Civil Traffic Hearings	39,306	<b>32,151</b>	-18.2%
Order of Protection/IAH Hearings	2,371	<b>1,773</b>	-25.2%
Search Warrants Issued	1,931	<b>2,357</b>	22.1%

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<sup>1</sup> Revised to include non-criminal parking.

# Adult Probation Department

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## Crime Reduction – FY 2008

- ***Implementing Effective Correctional Management of Offenders in the Community Project:*** The Criminal Justice Institute selected the Maricopa County Adult Probation Department (MCAPD) as one of two departments chosen nationally to take part in this project. Beginning in November of 2007, MCAPD began working on a two-year project with the National Institute of Corrections and the Criminal Justice Institute to reduce recidivism.

MCAPD began its evidence-based initiative in 2004 with a commitment to use the National Institute of Corrections' integrated model for implementing evidence-based practices. By incorporating quality assurance, collaboration with criminal justice and community partners, and understanding what works best to change offender behavior, we are able to reduce recidivism and enhance public safety.

- ***Domestic Violence Officers Recipients of Proclamation:*** In an effort to reduce incidents of domestic violence in the City of Glendale, officers from the Domestic Violence unit established a partnership with the City of Glendale's Domestic Violence Task Force. In September 2007 at the request of the Glendale City Council, Mayor Elaine Scruggs issued a proclamation declaring October Domestic Violence Awareness Month in an effort to educate Glendale residents about family violence, including prevention, intervention and city resourced available to victims.
- ***Department's Communication Center Receives Upgrades:*** Adult Probation's Communication Center underwent several changes over the year. In addition to moving locations, all of the communication software was enhanced creating a larger work area allowing for five addition work stations. Presently, the Communication Center has a fleet of 741 radios monitored for Adult Probation, with an additional 200 radios being monitored for Juvenile Probation. In addition to enlarging the work area; new computer software has been installed. The Computer Aided Dispatch system used is attached to a 'mother' system at the Maricopa County Sheriff's Office allowing transactions to become fully automated allowing for data to be entered in real time, saved to a hard drive, and archived for record keeping purposes.
- ***Domestic Violence and Fugitive Apprehension Round Up:*** Officers from the Domestic Violence Units and the Fugitive Apprehension Unit fanned out across Maricopa County in this year's Domestic Violence Round-Up. In an effort to kick off the month of October as Domestic Violence Awareness month, Adult Probation Officers partnered with various law enforcement agencies throughout the county, including Glendale Police, Phoenix Police, Mesa Police and the U.S. Marshal's, to locate and apprehend domestic violence fugitives and probation violators. This year, 30 violators were apprehended out of 59 attempts and one order of protection was served, clearly making an impact on the safety of our community.

# Adult Probation Department

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- ***Officers Commended for Arrest and Weapons Seizure:*** Aggressive fieldwork by Intensive Probation and Fugitive Apprehension officers resulted in the seizure of a large cache (56 rifles, 16 handguns, and over 600 rounds of ammunition) of high-powered weapons and the arrest of a probationer who had threatened to kill his co-workers, probation officer, and police.
- ***Top Ten Most Wanted Sex Offender Information on Internet:*** MCAPD Top Ten Most Wanted Sex Offender information hit the internet and the airwaves in February 2008. Local news stations aired the most up to date information available, and three arrests have occurred as a result of this information being available to the public.
- ***Access to Recovery (ATR) Grant:*** Implemented in Drug Court to provide treatment and recovery support services for methamphetamine addicted clients. The clients are given a choice of providers that can most effectively assist them in their recovery process. To date, 53 clients have been determined to be eligible for services.

## Customer Satisfaction and Continued Growth

- ***Northern Division Opens Scottsdale Office:*** Serving the communities of Scottsdale, Tempe, and Fountain Hills, along with the Fort McDowell and Salt River Indian Nations with over 1,500 probation cases supervised, including specialized caseloads and Minimum Assessed Risk Supervision (MARS) clients. Special attention was given to security when designing the office layout so that probationers enter the lobby through an initial security screening entrance with a separate exit.
- ***Employee Satisfaction Surveys:*** Surveys conducted in FY08 show a 95% overall satisfaction rate. There were 83 scaled items on this survey, and every single item on the survey received a satisfied rating at the department level (5.08 or higher).
- ***MCAPD Restitution Program:*** The Community Restitution Program 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 nonprofit 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 FY08, probationers worked a total of 563,453 hours, which calculates into a savings of \$5,634,530 to our communities.
- ***Division Director Completes Leadership Training:*** Division Director Saul Schoon attended the first leadership program of its kind sponsored by the American Parole and Probation Association (APPA). A 15-month program that involved three weekend training sessions took place at APPA conventions. Also included were monthly homework assignments and a project due at the conclusion of the training. There were over 20 participants from departments all over the country, with graduation taking place in August of this year.

# Adult Probation Department

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- **Operation Falcon:** To help achieve the Department's goals of reducing crime and working closely with community and criminal justice partners, Adult Probation successfully completed Operation Falcon. The focus of the maneuver was to gather any information that would help identify the whereabouts of the absconder. Cases are ranked with the highest likelihood of success first. Results of Operation Falcon showed 205 arrests in Maricopa County. Of this number, 125 were probation absconder cases prepared by the Fugitive Apprehensions Unit.

## Achievements and Awards FY 2008

- **National Association of Counties Achievement Awards – Criminal History Worksheet, Contingency Management in Drug Court, and Tabletop Exercises.**

The Criminal History Worksheet (CHW) is an automated process for gathering and formatting criminal history data. The process was piloted by the Presentence Division in cooperation with the technical teams of the Integrated Criminal Justice Information System (ICJIS).

Contingency Management is a structured method of providing tangible motivational incentives to Drug Court participants to reward positive behavioral change. The principle of contingency management is to reinforce alternative behaviors other than drug use so that not using drugs becomes a more positive experience and using drugs becomes a less positive one. The use of contingency management in Drug Court has resulted in improved treatment attendance, improved compliance with drug testing, and an increase in the percentage of negative drug tests.

Tabletop Exercises help prepare managers to handle a critical incident, should one occur. Two realistic critical incident scenarios are selected and with the assistance of a facilitator, participants act out their own roles, as they would if an actual critical incident occurred. The exercises are engaging and bring out numerous important questions and issues for discussion, and they prepare managers to respond to an actual critical incident.

- On September 27, 2007 the Maricopa Connections West Valley Career Center opened its doors with the formal dedication of the Elijah Wong Veterans Service Center. Sergeant Elijah Wong, a Maricopa County Adult Probation Surveillance Officer and a member of the Arizona National Guard's 363<sup>rd</sup> Explosive Ordnance Company, was killed in Sinjar, Iraq, in the line of duty in February of 2004. He was the first Maricopa County employee and first Arizona Guardsman to die in Operation Iraqi Freedom.

# Adult Probation Department

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## *Adult Probation Selected Operational Statistics, FY 2008 Standard and Intensive*

<b>ACTIVE PROBATIONERS (as of 6/30/08)</b>	<b>TOTAL</b>
	<b>30,617</b>
<hr/>	
<b><u>Standard Probation Total</u></b>	<b>29,594</b>
<i>Standard Probation (Regular)</i>	18,911
<i>Specialized Caseloads <sup>(a)</sup></i>	2,894
<i>Compliance Monitoring <sup>(b)</sup></i>	7,074
<i>Interstate Compact</i>	715
<b><u>Intensive Probation Total</u></b>	<b>1,023</b>
<hr/>	
<small><sup>(a)</sup> Specialized Caseloads include Sex Offenders (1,664), Domestic Violence (572), Seriously Mentally Ill (514), and Transferred Youth (144).</small>	
<small><sup>(b)</sup> Compliance Monitoring includes Report Only and Unsupervised cases.</small>	
<small>Source: Adult Probation Department Monthly Report to the Maricopa County Board of Supervisors and Joint Legislative Budget Committee – Reporting Period: June 2008.</small>	

	<b><u>TOTAL</u></b>	<b><u>CLOSED</u></b>	<b><u>% CLOSED</u></b>
<b>WARRANTS</b>	<b>7,770</b>	<b>8,330</b>	<b>107.2%</b>
(Does not include unsupervised)			
<hr/>			
<b>PETITIONS TO REVOKE PENDING (as of 7/01/07)</b>			<b>1,716</b>
FILED DURING FY 2007			5,121
ABSCONDERS APPREHENDED & IN PROCESS			5,558
TOTAL DISPOSITIONS <sup>(c)</sup> with STATISTICAL CORRECTION (+21)			10,596
<b>PETITIONS TO REVOKE PENDING (as of 6/30/08)</b>			<b>1,826</b>
<hr/>			
<small><sup>(c)</sup> Includes 4,308 Revoked to the Department of Corrections.</small>			

### **ADDITIONAL PROBATION DEPARTMENT ACTIVITY**

	FY 2007	FY 2008	FY07 - FY08
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
<b>PRESENTENCE REPORTS</b>	20,746	<b>21,188</b>	2.1%
<b>COMMUNITY SERVICE HOURS</b>	680,989	<b>517,816</b>	-24.0%
<hr/>			
<i>Collections:</i>			
<i>Reimbursement</i>	\$294,862	<b>\$247,132</b>	-16.2%
<i>Restitution</i>	\$9,483,703	<b>\$9,093,677</b>	-4.1%
<i>Fines/Surcharges</i>	\$9,760,276	<b>\$9,236,115</b>	-5.4%
<i>Probation Fees</i>	\$9,813,319	<b>\$9,606,347</b>	-2.1%
<i>Taxes Paid</i>	\$1,726,300	<b>\$1,407,501</b>	-18.5%
<hr/>			
<b>TOTAL COLLECTIONS</b>	\$31,078,450	<b>\$29,590,772</b>	-5.0%

# Juvenile Probation Department

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The Juvenile Probation Department supervises youth placed on probation by Juvenile Court and manages two detention facilities with a 376 bed capacity and a functional (staffing) capacity of 340. In addition, the Department administers community-based prevention programs, formal diversion in collaboration with the Maricopa County Attorney and Community Justice Centers and Communities as an extension of restorative justice.

## **Detention – Durango and Southeast**

- **Staff Development:** This year, both facilities trained all staff to use Handle With Care techniques to defuse and de-escalate crisis situations with detained youth. All staff was also trained in the Prison Rape Elimination Act (PREA) which establishes a zero tolerance approach to youth-on-youth and staff-on-youth sexual misconduct.
- **Services for Detained Youth:** Both facilities were certified to become independent GED testing sites and have had several youth take and pass the test. With grant funding through the Governor’s Office for Children, Youth and Families Division for Children and the Arizona Parents Commission, both facilities offer detained youth who are parents of children, or who about to become parents, the opportunity to participate in the HOPE (Helping Others with Parenting Education) program. The program teaches detained youth infant care and parenting skills.
- **Detention Reform:** The Detention Space Task Force was created to address the recommendations of the Maricopa County Juvenile Master Plan Update. Three workgroups reviewed the appropriate use of detention, detention alternatives, and strategized for the elimination of disproportionality (Detention Index, Alternatives to Detention, and DMC, respectively).
- **Functional Capacity:** The Department worked to remain at or below functional capacity (the number of youth that can be safely supervised with existing staff). While the rate varies from day to day, as of June 30, 2008, Durango was at 77% of functional capacity and the Southeast Facility was at 81% of functional capacity.
- **Behavioral Health:** In conjunction with the Juvenile Court Tinker Toy Committee, the Department is developing a pilot project with Magellan to assist youth who are in detention and have behavioral health needs to provide comprehensive assessments and treatment recommendations for youth pending court.

## **Collaboration with Community Partners**

- **Disproportionate Minority Contact:** The Department, in collaboration with the Casey Family Foundation and the Juvenile Court, conducted Disproportionate Minority Contact and Education Convenings as part of ongoing efforts to engage Probation, Juvenile Court and Community members to serve our youth and families. In addition, the Department created an internal Disproportionate Minority Contact (DMC) Committee to develop formal recommendations including creating different curricula for training sessions on DMC and improving caseload management.

# Juvenile Probation Department

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- **Youth Programming:** A county-wide collaboration established late night basketball and other programs for juveniles on probation. A “Mother/Daughter” Night was conducted to promote parent involvement and improve family relationships. A community clean-up was coordinated in the Heather Brea Neighborhood with over 100 students and community members. A “Peer Leadership” program was developed with assistance from a \$12,000 grant from the City of Phoenix Youth and Education Department. Finally, the Department worked with the City of Phoenix “Project Scrub” and involved over 70 youth in graffiti abatement projects.
- **Accountability:** The Juvenile Community Offender Restitution and Public Service Program (JCORPS) was very active in FY08. This program provides juveniles with an opportunity to pay restitution through community work hours. During the year, a total of 24,311 work hours (valued at \$121,555) was completed and over \$13,000 in restitution was earned and paid to victims.
- **Community Justice Panels:** By the end of May 2008, the Department had 71 Community Justice Panels operating in 40 locations and nine new Teen Courts. Community Justice Panels are alternatives to traditional Diversion citations. Panels are made up of local community members who employ the principles of Restorative Justice by focusing on accountability (by assigning consequences) and repairing harm to the community (because the panels are held in the youth’s community).

## Department Awards and Recognition

- The Sunnyslope Community Justice Center received the “2007 Sunnyslope Village Alliance Pride Award” for best improvement to a property.
- Probation Officer Kate Hansen was selected as the Department’s Probation Officer of the Year. Annette Anderson-Vick was named Employee of the Year. Joni LaCaria was selected for Supervisor of the Year and Alonzo Lee was the Department’s Detention Officer of the Year.

## Operational Issues

- **More Community Offices:** Probation officers now have more community offices. The Department negotiated with the Northwest Regional Court Center, the Peoria YMCA and the Glendale Regional Court Center to allow officers space to meet with clients.
- **West Valley Community Office Moved to Durango:** The Department closed the West Valley Community Office and relocated staff to the Durango Juvenile Court Annex – Restorative Justice and Mediation Center.
- **Employee Satisfaction:** The Department achieved a 100% response rate on the Employee Satisfaction Survey.

# Juvenile Probation Department

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## *Juvenile Probation Selected Operational Statistics, FY 2007 - FY 2008*

	FY 2007 <u>Totals</u>	FY 2008 <u>Totals</u>	FY07 - FY08 <u>% Change</u>
<b>JUVENILE POPULATION (estimates)</b>			
County Population under 18 years old	951,049	<b>1,110,894</b>	16.8%
County Population age 8 through age 17	502,038	<b>615,814</b>	22.7%
<b>REFERRALS</b>			
Incorrigibility/Delinquent Complaints Received	34,741	<b>33,242</b>	-4.3%
Juveniles Involved	25,438	<b>22,159</b>	-12.9%
Complaints per Juvenile	1.37	<b>1.50</b>	9.5%
<b>DISPOSITIONS</b>			
Juveniles Placed on Standard Probation	5,074	<b>5,690</b>	12.1%
Juveniles on Standard Probation (end of year)	4,318	<b>5,004</b>	15.9%
Juveniles Supervised per Probation Officer (avg)	n/a	<b>38</b>	
Placements: Intensive Outpatient	n/a	<b>16</b>	
Residential	385	<b>420</b>	9.1%
Committed to Department of Juvenile Corrections	452	<b>411</b>	-9.1%
Remands to Adult Court	41	<b>35</b>	-14.6%
Filed directly in Superior Court (Adult)	364	<b>354</b>	-2.7%
<b>DETENTION</b>			
Juveniles Brought to Detention	10,491	<b>10,444</b>	-0.4%
Detained	8,799	<b>8,526</b>	-3.1%
<i>Average Daily Population</i>	414	<b>335</b>	-19.1%
<i>Average length of detention (days)</i>	17	<b>14</b>	-17.6%
Home Detention (includes Electronic Monitoring)	3,004	<b>3,561</b>	18.5%
<i>Average Daily Population</i>	373	<b>448</b>	20.1%
<i>Average length of home detention (days)</i>	46	<b>45</b>	-2.2%
Detention Alternative Care	300	<b>367</b>	22.3%

# Juvenile Probation Department

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	<u>FY 2007</u> <u>Totals</u>	<u>FY 2008</u> <u>Totals</u>
<b>TYPE OF JUVENILE OFFENSE (% to total)</b>		
Violent Offense	4.3%	<b>4.7%</b>
Grand Theft	9.9%	<b>9.1%</b>
Obstruction of Justice	7.9%	<b>7.4%</b>
Fighting	7.0%	<b>6.7%</b>
Drug Offense	8.8%	<b>8.7%</b>
Disturbing the Public Peace	24.7%	<b>24.9%</b>
Petty Theft	13.8%	<b>16.9%</b>
Status (Truancy)	23.0%	<b>20.2%</b>
Administrative Hold	0.7%	<b>1.4%</b>

**GENDER**

Male	70.2%	<b>69.4%</b>
Female	29.8%	<b>30.6%</b>

**AGE AT TIME OF COMPLAINT**

8 – 10 years old	1.1%	<b>1.0%</b>
11 – 12 years old	4.6%	<b>4.7%</b>
13 – 14 years old	22.3%	<b>21.6%</b>
15 – 16 years old	45.6%	<b>45.3%</b>
17 – 18 years old	26.4%	<b>27.4%</b>

**RECIDIVISM <sup>2</sup>**

	<u>FY 2005</u>	<u>FY 2006</u>	<u>FY 2007</u>
All Juveniles	33.1%	33.6%	<b>34.3%</b>
First Time Offenders	25.7%	26.5%	<b>26.5%</b>

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<sup>2</sup> 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 2008 are not shown since they are less than 365 days at risk.

# Criminal Department

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## **Fiscal Year Filings, Dispositions, and Time Standards**

- New felony case filings increased 6%, from 38,599 in FY07 to 41,036 this fiscal year. The Superior Court routinely receives an average of more than 3,400 new felony filings a month. FY08 case terminations exceeded 38,000, producing a 93.2 percent case clearance rate. That also represents a 7.4% increase in case terminations from the previous year.
- The active pending case inventory increased somewhat in FY08. By the end of June 2008, the number stood above 12,000, and was 1,100 more cases than the year before. Half of all criminal cases were terminated in 50 days or less during this fiscal year, while 90 percent of felony cases were completed in no more than 242 days. Both timelines have increased compared to last fiscal year's data. 953 criminal trials were held in FY08, which is 5% less than the year before, but still the second highest total in this Court's history.
- 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 270 days; and capital cases resolved within 18 months.

## **Regional Court Centers (RCC)**

- With more than 24,000 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 jail days to a minimum. The RCCs resolved more than 8,600 cases in FY08 for a resolution rate, through either plea or dismissal, of approximately 36 percent.

## **Early Disposition Court (EDC)**

- Drug and alcohol related offenses account for about 45% of all filings. More than 13,600 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 was above 70 percent in FY08. 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, similar to last year. In addition, the IA Court conducted the Initial Appearances of more than 75,000 arrested defendants in FY08.

# Criminal Department

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## 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 adjudicate 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 Probation Revocation Court rather than a trial judge. In this fiscal year, more than 14,300 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 4<sup>th</sup> 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.

## Capital Case Management

- At the conclusion of FY08, there were 119 active capital cases in the Court. This is nearly twice as many pending capital cases as in June 2004, and it is one of the largest inventories of capital cases in a single court in the United States. Under the direction of the Criminal Department Presiding Judge, and with the support of the Arizona Supreme Court Capital Case Task Force, the Court implemented a number of initiatives to improve the caseload management of capital cases. They include weekly administrative meetings to manage scheduling conflicts among the judicial officers and lawyers who handle capital cases, the creation of “Mitigation Special Masters” who monitor the discovery process and ensure that it does not impede trial readiness, and the development of Resolution Management Conferences to encourage parties to explore earlier resolution of these cases. As a result, 35 capital cases were resolved in FY08, the highest number ever resolved in one year in this Court.

# Criminal Department

## *Criminal Department Selected Operational Statistics, FY 2007 – FY 2008*

	FY 2007	FY 2008	FY07 - FY08
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Total Case Filings	38,599	<b>41,036</b>	6.3%
Total Terminations	35,495	<b>38,137</b>	7.4%
Clearance Rate <sup>3</sup>	92.0%	<b>93.2%</b>	
Active Pending Caseload	11,107	<b>12,209</b>	9.9%
Total Trials Completed	1,003	<b>953</b>	-5.0%
Trial Rate <sup>4</sup>	2.6%	<b>2.3%</b>	
Defendants Sentenced	30,966	<b>32,927</b>	6.3%
Dismissed	4,361	<b>5,034</b>	15.4%
Acquitted	168	<b>176</b>	4.8%
Pleas	21,198	<b>22,854</b>	7.8%
Notices of Change of Judge	385	<b>406</b>	5.5%
Settlement Conferences Held	6,974	<b>10,212</b>	46.4%
Petitions for Post-Conviction Relief Filed (Rule 32)	1,497	<b>1,575</b>	5.2%
Bond Forfeiture Hearings	2,448	<b>2,175</b>	-11.2%
Amount of Bonds Forfeited	\$4,413,655	<b>\$4,739,856</b>	7.4%

## *Case Aging Statistics (in days) <sup>5</sup> for Terminated Criminal Cases*

	FY 2007	FY 2008	FY07 - FY08
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
(median) 50 <sup>th</sup> Percentile	44	<b>50</b>	13.6%
90 <sup>th</sup> Percentile	197	<b>242</b>	22.8%
98 <sup>th</sup> Percentile	430	<b>525</b>	22.1%
99 <sup>th</sup> Percentile	563	<b>725</b>	28.8%

<sup>3</sup> Clearance rate equals total terminations divided by total case filings.

<sup>4</sup> Trial rate equals total trials completed divided by total case filings.

<sup>5</sup> 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 2008 Highlights

- During the past FY08, the Civil Department experienced a dramatic impact in new case filings. Specifically, an increase of 26% (or 10,445 case filings) than in the previous fiscal year, with the majority reported in the Unclassified Civil case category. While not all of the increase can be attributed to the sagging economy and severe mortgage crisis in Arizona, a very significant number of new filings are forcible detainer cases (landlords or banks filing to have homeowners or tenants removed from their property), as well as many other Civil Court actions filed as the result of allegations of fraud or breach of contract against mortgage companies. The number of forcible detainer hearings set in Civil Court increased from an average of 75 cases per month in FY07 to more than 300 per month in the current fiscal year.

### *Age of Civil Cases Terminated vs. Standards*

<u>Cases terminated:</u>	<u>FY 2007</u>	<u>FY 2008</u>	<u>Arizona Supreme Court Standards</u>	<u>American Bar Association Standards</u>
within 9 months	83.3%	<b>83.2%</b>	90%	
within 12 months	92.1%	<b>92.0%</b>		90%
within 18 months	95.6%	<b>95.6%</b>	95%	98%
within 24 months	98.5%	<b>98.3%</b>	99%	100%

## Complex Civil Litigation

- The *Complex Civil Litigation Court*, a pilot program of the Arizona Supreme Court, continues to operate in FY08. A case may be complex because of sophisticated *legal* issues; it may be complex because of *evidentiary* issues (including areas of expert testimony); or it may be *logistically* complex, with multiple parties or large volumes of evidence. 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.

## Electronic Filing and Technology

- Electronic filing (e-filing) has expanded in FY08 to all 21 civil divisions and is mandatory in Complex Civil Litigation filings. The Clerk of Superior Court currently averages over 200 new civil case e-filings every month, with a total number of civil documents e-filed during the year exceeding 400,000.

# Civil Department

## Arbitration

- Arbitration-eligible case filings increased by 20% over FY07 to just over 18,000 cases. The Arizona Supreme Court concluded their rules agenda for the 2008 year, which included approval of a proposal to allow CLE (continuing legal education) credit for service as an arbitrator. The rule permits two hours of self-study credit in lieu of monetary compensation, and the two hours are within the five hour maximum allowed for self study.

## *Civil Department Selected Operational Statistics, FY 2007 - FY 2008*

	New Case Filings			Case Terminations		
	<u>FY 2007</u>	<u>FY 2008</u>	<i>FY07 - FY08 % Change</i>	<u>FY 2007</u>	<u>FY 2008</u>	<i>FY07 - FY08 % Change</i>
Tort Motor Vehicle	5,357	<b>5,064</b>	-5.5%	5,791	<b>5,340</b>	-7.8%
Tort Non-Motor Vehicle	2,321	<b>2,399</b>	3.4%	2,358	<b>2,172</b>	-7.9%
Medical Malpractice	374	<b>381</b>	1.9%	364	<b>403</b>	10.7%
Contract	11,396	<b>16,213</b>	42.3%	10,379	<b>13,345</b>	28.6%
Eminent Domain	160	<b>108</b>	-32.5%	168	<b>143</b>	-14.9%
Lower Court Appeals	865	<b>825</b>	-4.6%	781	<b>890</b>	14.0%
Unclassified Civil	20,273	<b>26,201</b>	29.2%	19,575	<b>24,597</b>	25.7%
<b>TOTALS</b>	40,746	<b>51,191</b>	25.6%	39,416	<b>46,890</b>	19.0%
Civil Trials	363	<b>360</b>	-0.8%			
Trial Rate	0.9%	<b>0.7%</b>				

# Arizona Tax Court

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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.

## *Arizona Tax Court Summary of Filings by County of Origin, FY 2008*

Apache	0	Graham	2	Mohave	66	Santa Cruz	13
Cochise	16	Greenlee	0	Navajo	1	Yavapai	36
Coconino	9	LaPaz	3	Pima	39	Yuma	1
Gila	5	Maricopa	940	Pinal	20	<b>TOTAL</b>	<b>1,151</b>

## *Tax Court Selected Operational Statistics, FY 2007 - FY 2008*

	<b>New Case Filings</b>			<b>Case Terminations</b>		
	<u>FY 2007</u>	<u>FY 2008</u>	<i>FY07 - FY08 % Change</i>	<u>FY 2007</u>	<u>FY 2008</u>	<i>FY07 - FY08 % Change</i>
<b>Cases of Record</b>						
Property	277	<b>365</b>	31.8%	302	<b>237</b>	-21.5%
Other	470	<b>440</b>	-6.4%	474	<b>420</b>	-11.4%
<b>Small Claims</b>						
Property	166	<b>346</b>	108.4%	165	<b>305</b>	84.8%
Other	3	<b>0</b>	0.0%	6	<b>0</b>	0.0%
<b>TOTALS</b>	916	<b>1,151</b>	25.7%	947	<b>962</b>	1.6%

# Probate and Mental Health

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## Protecting Vulnerable Persons Through Increased Case Monitoring

- Since the 1990s, 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 FY08, who along with other Case Processing staff, completed the following case monitoring reviews:

Adult Guardianship & Conservatorship Cases:	1,942
Minor Guardianship & Conservatorship Cases:	5,314
<u>Decedents Estate Cases:</u>	<u>891</u>
<b>Total Monitoring Reviews:</b>	<b>8,147</b>

As a result of the Department's case monitoring activities, **4,069 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 FY08, a total of 1,508 accounting reviews were conducted of estates collectively valued at \$528,534,787.
- 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 FY08, Court Investigators conducted 944 initial investigations and reports, with an additional 104 investigations and reports prepared by certified fiduciaries who serve as Contract Investigators. In addition, Court Investigations staff performed annual visits of adult wards to personally monitor the wards' well-being. In response to requests from the Court's judicial officers, the Investigations staff reviewed 892 TRW (credit reporting agency) 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 provide additional oversight of adult guardianships and conservatorships. In order to monitor the welfare of these vulnerable adults, Court volunteers and court staff expended 776 hours conducting 1,938 case file reviews and visits to wards during FY08 to assess their well-being and to report any concerns to the Court.

# Probate and Mental Health

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## **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 FY08, a total of 2,511 initial mental health evaluation petitions were filed and 1,768 hearings on mental health petitions were conducted. As a result of these mental health hearings, 1,646 treatment orders were entered by the Court. During FY08, 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 256 status review appearance hearings and 1,716 status review non-appearance proceedings over the Department's 1,805 mental health cases that were pending at the end of FY08.

## **Expanded Regional Services**

- During FY08, one Court Commissioner is assigned to hear guardianship, conservatorship and decedent estate cases. As of the end of June 2008, there were 4,914 cases assigned to this judicial officer at the Southeast Regional Center.
- Probate cases at the Northwest Regional Center continued to be administered by the Northwest Presiding Judge and Northwest Commissioner. As of the end of June 2008, there were 2,877 cases assigned to judicial officers at Northwest.
- During FY08, 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. As of the end of June 2008, there were 4,943 cases assigned to the Probate Commissioner at Northeast.

## **Comprehensive Mental Health Court**

- During FY06, 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 and certain Criminal Court proceedings, such as motions to determine competency and probation violation cases involving probationers with serious mental illnesses. Matters heard by the Comprehensive Mental Health Court during FY08 included:

### **Rule 11 Proceedings:**

1,849 defendants ordered for full Rule 11 evaluations  
6,154 Rule 11 hearings were conducted

### **SMI Probation Proceedings:**

219 SMI probationers are assigned to Adult Probation's SMI Unit  
1,263 probation status hearings were conducted

# Probate and Mental Health

## Future Objectives

- Implement additional technology enhancements to expand the Department's case monitoring capabilities and improve oversight of fiduciaries and the estates they administer.
- 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.
- Implement E-Filing capability for all Probate and Mental Health cases and pleadings.

## *Probate and Mental Health Selected Operational Statistics, FY 2007 – FY 2008*

	New Case Filings			Case Terminations		
	<u>FY 2007</u>	<b>FY 2008</b>	<i>FY07 - FY08 % Change</i>	<u>FY 2007</u>	<b>FY 2008</b>	<i>FY07 - FY08 % Change</i>
Estate Probates and Trust Administrations	4,104	<b>3,856</b>	-6.0%	5,160	<b>5,861</b>	13.6%
Guardianships and Conservatorships	2,007	<b>2,120</b>	5.6%	3,222	<b>2,644</b>	-17.9%
Adult Adoptions	29	<b>21</b>	-27.6%	20	<b>29</b>	45.0%
<b>TOTALS</b>	6,140	<b>5,997</b>	-2.3%	8,402	<b>8,534</b>	1.6%

	<u>FY 2007</u>	<b>FY 2008</b>	<i>FY07 - FY08 % Change</i>
Mental Health Case Filings	2,282	<b>2,543</b>	11.4%
Mental Health Case Terminations	2,231	<b>2,160</b>	-3.2%

# Alternative Dispute Resolution (ADR)

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## Family Court Settlement Conference Program

- The Family Court bench referred 1,309 cases in FY08 to ADR. A total of 900 settlement conferences were conducted with a full settlement rate of 52% with an overall settlement rate of 80% for the Family Settlement Conference Program. In FY08, 16 new and 115 reapplying *judges pro tempore* (JPT) were added to the list. Revisions to the Family Court settlement conference reporting forms were completed and updates to the JPT's training materials were generated. The family settlement conference program logged 2,250 pro bono hours in FY08.

## Civil Court Settlement Conference Program

- There were 1,439 cases referred for civil settlement conferences in FY08 with 846 settlement conferences being conducted, resulting in a full settlement rate of 43% and an overall settlement rate of 46%. Last year's JPT civil recruitment added 37 new JPTs to the list for a total of 251. The ADR database including documents, forms and other related materials was modified to include the ability to download forms electronically and email case disposition and status to ADR, eliminating postal fees and other related costs. In FY08, the civil settlement conference program logged 1,977.5 pro bono hours. Discussions are ongoing as to the establishment of an Alternative Dispute Resolution fee that would be attached to civil case filings. These fees would help augment ADR's ability in providing effective calendar and case management to judicial divisions that avail themselves to ADR's services.

## Short-Trial Program

- The ADR Short Trial Program received 47 cases and 18 short trials were held. During FY08, ADR conducted trainings with commissioners having rotated into the civil division in addition to recently appointed civil JPTs. 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 in FY08 logged 45 pro bono hours.

## Probate Mediation Program

- The Probate Mediation Program received 82 cases and conducted 57 mediations with a full settlement rate of 53% and an overall agreement rate of 58%. The Probate Mediation Program logged 199.5 pro bono hours in FY08.

## Justice Court Mediation Program

- ADR provides mediation services to the 13 Limited Jurisdiction Courts that participate in the program. In FY08, 1,880 cases were referred to the program and 1,061 mediations were held, resulting in a 43% full settlement agreement rate. 1,591.5 volunteer mediator hours were utilized in the past fiscal year.

# Alternative Dispute Resolution (ADR)

## *ADR Selected Operational Statistics, FY 2008*

	<b>Family Court</b>	<b>Civil</b>	<b>Short Trial</b>	<b>Probate Mediations</b>	<b>Justice Court Mediations</b>	<b>TOTAL</b>
<b>Cases Received</b>	1,252	1,320	47	82	1,880	<b>4,581</b>
Conferences Held	900	841	18	57	1,061	<b>2,877</b>
Full Settlement	470	357	18	30	461	<b>1,336</b>
<b>Percent Full</b>	52%	42%	100%	53%	43%	<b>46%</b>
Partial Settlement	248	29		3	4	<b>284</b>
<b>Percent Partial</b>	28%	3%		5%	0%	<b>10%</b>
Pro Bono Hours	2,250	1,965	45	199.5	1,591.5	<b>6,051</b>

## *FY 2007 – FY 2008 Comparisons*

	<u>FY 2007</u>	<u>FY 2008</u>	<i>FY07 - FY08 % Change</i>
<b>Cases Received</b>	4,618	<b>4,581</b>	-0.8%
Conferences Held	2,995	<b>2,877</b>	-3.9%
Full Settlement	1,425	<b>1,336</b>	-6.2%
<b>Percent Full</b>	48%	<b>46%</b>	
Partial Settlement	296	<b>284</b>	-4.1%
<b>Percent Partial</b>	10%	<b>10%</b>	
Pro Bono Hours	6,435.5	<b>6,051.0</b>	-6.0%

# Family Court

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## Fiscal Year 2008 Highlights

- **Comprehensive Information System (CIS).** During the FY08, the Comprehensive Information System continued to offer How-To Workshops for the public in the areas of Child Support Modifications, Stop/Change Orders of Assignments, and Paternity Establishments. The workshops, taught by Conference Officers and Attorney Case Managers, are available at the downtown, Mesa and Surprise regional locations.

Due to budgetary issues, the Navigator position was reallocated and the responsibilities associated with that position were divided up among other administrative staff. The department continues to meet customer service needs by providing the public with an avenue to ask questions and receive feedback regarding Family Court matters through the Navigator e-mail and phone number.

CIS hosted a number of brown bags designed to provide judicial officers with an informal way to further their knowledge about issues relevant to family law. In January 2008, Family Court conducted its first ever Pro Tem Training event. The training, presented by Family Court Commissioners, exposed approximately 50 volunteer lawyers to the kinds of calendars and issues they will encounter while serving in Family Court.

- **Decree on Demand.** The Decree on Demand (DOD) program, in its 4<sup>th</sup> year of operation, was initiated to provide an expedited dissolution process whereby a Petitioner could call to schedule a default hearing as early as the next court day. To reduce the massive phone call traffic generated by the program, the service was expanded in 2005 to allow for on-line computer settings. Litigants meet with court staff prior to their hearing for final review of documents and calculation of child support. Consent Decrees and Stipulated Judgments can also be expedited through DOD. During FY08, 6,781 default decrees and 96 consent decrees were signed through the program, a 9% increase from last fiscal year.

At the beginning of FY08, the program was operating at each of the four regions, including Night/Saturday Court at Northeast, and had 6 staff dedicated to the program. Mid-year, court-wide and departmental budget concerns prompted the consolidation of the DOD program to the downtown region. The program retained two full-time commissioners and 3 full-time staff to manage and process the resulting workload.

- **Early Resolution Program.** As part of the Uniform Case Management plan adopted in 2005, Family Court developed an Early Resolution Conference (ERC) program. The purpose of the program is to intervene early on in the court process and provide self-represented litigants an opportunity to meet with law trained court staff (Attorney Case Managers) in a conference setting to facilitate agreements on issues (division of property, debt, parenting time, child support, custody, and spousal maintenance) and assist with the drafting of forms.

# Family Court

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## *Early Resolution Program, FY08*

Early Resolution Conferences scheduled	2,870 <sup>6</sup>
Early Resolution Conferences held	1,941
Full Agreements	62%
Partial Agreements	32%
No Agreements	6%

This fiscal year a survey of litigants in the Early Resolution Conference Program was conducted to measure customer satisfaction. Data reflects most people felt the Attorney Case Manager treated them with courtesy and respect, did not take sides in the case, and the overall experience was satisfactory.

- **Family Court Conference Center.** The Specialty Courts housed within the Family Court Conference Center (FCCC) are designed to expedite procedures for the litigants seeking to establish child support, modify child support, enforce support, enforce parenting time, or change 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. Through this multi-level process of case management, over 50% of conferences result in a stipulated agreement at the Conference Officer level and an additional 40% of the matters produce partial agreements resulting in a significant narrowing of the issues presented to Court Commissioners for rulings. In FY08 there were a total of 1,182 Child Support Conferences set and a total of 1,511 Enforcement Conferences set, significantly reducing the amount of court time utilized on the assigned judge's calendar. FCCC staff also provided 615 arrearage calculations to the court. FCCC also offers an informative pre-conference video to litigants who have a Title IV-D case prior to their meeting with the Attorney General.

The Specialty Courts include the non-compliance court referred to as Accountability Court. Accountability Court focuses on assisting families by focusing on litigants who are not fulfilling their obligation to pay support in a consistent manner. Progress is monitored through regular court appearances until the arrears are paid in full. The court provides a balance of resources and sanctions when the obligor is not meeting the program goals on their own. There are currently 239 cases involved in this court.

- **Night and Saturday Family Court.** Night and Saturday Family Court at the Northeast Regional Facility completed its first year during FY'08. Night and Saturday Court is open Tuesday through Friday until 9 pm, and every other Saturday from 8 a.m. to 5 p.m. In 9% of all Early Resolution Conferences scheduled, at least one party requested a night or a Saturday appointment, and FCCC scheduled over 450 conferences and evidentiary hearings after 5:00pm or on a Saturday.

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<sup>6</sup> Approximately 30% of the conferences scheduled did not take place because cases settled, parties reconciled or they failed to appear.

# Family Court

## *Family Court Selected Operational Statistics, FY 2007 – FY 2008*

	FY 2007	FY 2008	FY07 - FY08
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Dissolution Filings	18,775	<b>18,279</b>	-2.6%
Other Case Filings	12,757	<b>11,770</b>	-7.7%
<b>TOTAL CASE FILINGS</b>	31,532	<b>30,049</b>	-4.7%
Dissolution Terminations	18,880	<b>18,691</b>	-1.0%
Other Case Terminations	13,217	<b>12,544</b>	-5.1%
<b>TOTAL TERMINATIONS</b>	32,097	<b>31,235</b>	-2.7%
Clearance Rate	101.8%	<b>103.9%</b>	2.1%
Active Pending Caseload	12,586	<b>11,400</b>	-9.4%
<b>SUBSEQUENT FILINGS <sup>7</sup></b>	19,973	<b>21,979</b>	10.0%
<b>Domestic Violence: Orders of Protection</b>	FY 2007 <u>Totals</u>	FY 2008 <u>Totals</u>	FY07 - FY08 <u>% Change</u>
Total Filings	6,205	<b>6,658</b>	7.3%
Orders Issued	5,463	<b>5,728</b>	4.9%
Orders Denied	742	<b>930</b>	25.3%
Emergency Orders Issued	89	<b>51</b>	-42.7%
<b>Domestic Violence: Hearing Requests to Revoke/Modify Orders of Protection</b>	FY 2007 <u>Totals</u>	FY 2008 <u>Totals</u>	FY07 - FY08 <u>% Change</u>
Requests for Hearings	2,366	<b>2,514</b>	6.3%
Hearings Commenced	1,781	<b>1,904</b>	6.9%
<b>Case Aging (filing to termination in pre-decree cases)</b>			
50 <sup>th</sup> percentile (median)	126 days	<b>125 days</b>	-0.8%
90 <sup>th</sup> percentile	280 days	<b>276 days</b>	-1.4%
95 <sup>th</sup> percentile	366 days	<b>364 days</b>	-0.5%

<sup>7</sup> Post-decree matters filed after original case has reached resolution - usually modifications and/or enforcements.

# Family Court Conciliation Services

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- ***Parenting Conferences and Mediation.*** Family Court Conciliation Services (FCCS) received 5,126 referrals/petitions and completed 5,035 cases in FY08, which is an 11% increase from the prior year. Parenting conferences currently represent 55% of the cases completed in Conciliation Services, an increase of 21% from FY07. Mediations during FY07 accounted for 28 % of the FCCS caseload.

## PROGRAM MANAGEMENT

- ***Parent Information Program.*** The purpose of the program is to give parents information about how children are affected by matters that involve family courts: divorce, paternity, or custody matters and parenting. During FY08, over 16,300 parents (76% pre-decree, 5% post-decree, and 19% paternity) completed a mandatory parent education class.
- ***Parent Conflict Resolution Class.*** The Department continued to offer classes for parents in high conflict. The classes address specific strategies that parents can use to reduce their conflict and its effect on children. In FY08, 552 parents attended a class.
- ***Access And Visitation Grant.*** The Family Court Department received money from a grant from the Federal Office of Child Support Enforcement "...to support and facilitate noncustodial parents' access to and visitation with their child(ren)". The funding is available for low-income parents who have court ordered supervised visitation, monitored exchange, or reunification therapy. The Court contracts with an outside agency to provide these services. In FY08, 94 applications were processed for parents who qualified for funding for a three-month period.
- ***Mental Health Provider Seminar.*** In December 2007, the Court co-sponsored, with the Arizona Chapter of the Association of Family and Conciliation Courts, the 11th Annual Mental Health Provider Seminar held at the Downtown Center. Over 100 providers and court staff attended. Topics included *Co-Parenting Techniques, Anger Management Programs, Criteria for Successful Joint Legal Custody*, a research update and open discussion between judges and providers about hypothetical cases and real-life questions within their respective practices.
- ***Collaboration with Arizona State University.*** FCCS continued under an intergovernmental agreement with ASU to have contracted Parent Information Program providers administer New Beginnings programs for those families choosing to do so. The Court also collaborated with ASU in developing a new Parents and Children Together (PaCT) evidence-based intervention program and ordered families to participate in sessions with Family Transition Guides to assess the effectiveness of a motivational interviewing technique to encourage families to participate in PaCT. The purpose of these programs is to promote positive outcomes for children whose parents are seeking divorce through the court.

# Family Court Conciliation Services

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## *Conciliation Services Selected Statistics, FY 2007 – FY 2008*

	FY 2007 <u>Totals</u> <sup>8</sup>	FY 2008 <u>Totals</u>	FY07 - FY08 <u>% Change</u>
Conciliation Counseling	404	<b>383</b>	-5.2%
Mediation/Open Negotiation	1,482	<b>1,428</b>	-3.6%
Parenting Conferences	2,298	<b>2,781</b>	21.0%
Emergency/Child Interviews	348	<b>443</b>	27.3%
<b>TOTAL CASELOAD</b>	4,532	<b>5,035</b>	11.1%

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<sup>8</sup> FY07 totals have been revised.

# Juvenile Court

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## **MISSION AND VISION**

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 and Juvenile Justice Systems. In FY08, the Juvenile Court Juvenile Offense and Information and Intake Unit processed 22,125 referrals and 11,114 citations from local law enforcement agencies and schools.

The goals of the Juvenile Court for 2007 - 2012 are as follows;

***Goal #1: Integrated Juvenile Court System***

***Goal #2: Public Access***

***Goal #3: Elimination of Disproportionate Contact and Disparate Outcomes for Children of Color***

***Goal #4: Prevention and Early Intervention Strategies***

***Goal #5: Planning for Successful Futures***

***Goal #6: Professional Development and Cultural Competency***

## **The Community Services Unit (CSU)**

- Established in 2006, to provide services to children and families through collaboration among the Court, Juvenile Probation, Child Protective Services, Magellan and community providers. Services are available to both post and pre adjudicated youth with an effort made towards high quality services and alternatives to detention.
- In FY08, the CSU received over 2,000 telephone and walk-in requests from the public for services and information. The CSU facilitated between 45 and sixty 60 monthly requests from Juvenile Court Judicial Officers, Juvenile Probation Department, and the CASA Program for professional assistance involving the areas of expertise of respective CSU members. In addition, the CSU conducted 135 Children's Resource Staffings.

## **Juvenile Court Guides**

- Available by telephone or in person at each Juvenile Court facility, Durango and Mesa, Juvenile Court Guides assist members of the community seeking options for children who are without proper parental custody and care. In addition, court guides assist petitioners who are filing Guardianship, Emancipation and Dependency petitions. FY08, Juvenile Court Guides received over 5,000 telephonic requests for information and over 1,900 walk-in requests for information.

# Juvenile Court

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## **The Early Resolution Conference**

- Designed to assist with case processing dependency petitions filed by parties other than the Office of the Arizona Attorney General, the Early Resolution Conference (ERC) provides comprehensive information for the initial court hearing and allows for more appropriate timeframes for investigation and case preparation. In addition, ERC provides a venue for discussion and the possible resolution of case issues and offers information to the Court to assist in case decision-making. Currently in the pilot stage, ERC involves two judicial divisions at each juvenile court facility, with assessment of the pilot project occurring in October 2008.

## **Extended Hours Court and CODY**

- Established in January 2007, extended hours court services are offered during evenings and weekends, allowing litigants more flexible access to court services. Extended hours court hearings include (but are not limited to) guardianships and private adoptions. During FY08, Extended Hours Court held 1,034 court hearings.
- In FY08, the *Court Orientation for Dependent Youth (CODY)* served 190 youth. The goal of the program is to help educate children twelve years of age and older to better understand the roles of the various professionals who are integral to their Juvenile Court case and how they 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.

## **Court Appointed Special Advocate (CASA) Program**

- During FY08, the Maricopa County CASA Program processed approximately 1,000 requests for information and applications, ultimately adding almost 50 new CASAs. The program focused on increasing the numbers of children served, increasing the number from FY07 by 5% and consistently serving almost 300 children. CASAs traveled over 90,000 miles and completed over 10,000 hours of direct contact with kids.
- In FY08, the CASA Program began to utilize more technology to assist CASAs and staff to be more efficient and productive. Advances such as electronic court reports, Excel based mileage logs and contact sheets, and the use of virtual meetings assisted the program both to increase efficiency and to reduce pollution and waste.
- The CASA Program continues to collaborate with both the Juvenile Court and community organization including the Casey Family foundation to create and improve program design to improve outcomes for foster children. Five CASA Coordinators were certified by National CASA to be facilitators of the National CASA training curriculum for new advocates, and 30 hours of training was conducted for both new advocates and Juvenile Court judicial officers.

# Juvenile Court

## *Juvenile Court Selected Operational Statistics, New Filings, Counts of Petitions and Juveniles FY 2007 – FY 2008*

	FY 2007 <sup>9</sup>	FY 2008	FY07 - FY08
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Delinquency and Citations	11,863	<b>11,864</b>	0.0%
Delinquency – Violations of Probation	2,447	<b>2,146</b>	-12.3%
Dependency – Petitions	1,726	<b>2,018</b>	16.9%
Dependency – Juveniles	2,967	<b>3,314</b>	11.7%
Guardianship – Petitions	<i>n/a</i>	<b>1,999</b>	
Adoption – Petitions	1,292	<b>1,205</b>	-6.7%
Adoption – Juveniles	1,678	<b>1,540</b>	-8.2%
Adoption Certifications	1,072	<b>1,020</b>	-4.9%
Severance – Petitions	339	<b>333</b>	-1.8%
Severance - Juveniles	422	<b>392</b>	-7.1%
Emancipation – Petitions/Juveniles	<i>n/a</i>	<b>46</b>	
Relinquishments – Petitions	<i>n/a</i>	<b>17</b>	
Relinquishments - Juveniles	<i>n/a</i>	<b>20</b>	
ICWA Relinquishments – Petitions	<i>n/a</i>	<b>15</b>	
ICWA Relinquishments - Juveniles	<i>n/a</i>	<b>18</b>	
Injunctions Against Harassment	<i>n/a</i>	<b>32</b>	
<b>TOTAL FILINGS - PETITIONS</b>	18,739	<b>20,695</b>	10.4%
<b>TOTAL FILINGS – JUVENILES</b>	20,449	<b>22,391</b>	9.5%

<sup>9</sup> Some FY07 totals have been revised. Prior to FY08, and the conversion to the iCIS Case Management System, several petition types within Juvenile Court were not routinely reported.

# Juvenile Court

## *Juvenile Court Selected Operational Statistics, Petitions Closed and Counts of Juveniles, FY 2007 – FY 2008*

	FY 2007 <sup>10</sup>	FY 2008	FY07 - FY08
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Delinquency and Citations	11,465	<b>11,477</b>	0.1%
Delinquency – Violations of Probation	2,423	<b>1,993</b>	-17.7%
Dependency – Petitions	1,744	<b>1,570</b>	-10.0%
Dependency – Juveniles	2,718	<b>2,384</b>	-12.3%
Guardianship – Petitions	<i>n/a</i>	<b>1,732</b>	
Adoption – Petitions	1,283	<b>1,395</b>	8.7%
Adoption – Juveniles	1,692	<b>1,763</b>	4.2%
Adoption Certifications	1,457	<b>1,399</b>	-4.0%
Severance – Petitions	367	<b>343</b>	-6.5%
Severance - Juveniles	452	<b>433</b>	-4.2%
Emancipation – Petitions/Juveniles	<i>n/a</i>	<b>42</b>	
Relinquishments – Petitions	<i>n/a</i>	<b>11</b>	
Relinquishments - Juveniles	<i>n/a</i>	<b>12</b>	
ICWA Relinquishments – Petitions	<i>n/a</i>	<b>15</b>	
ICWA Relinquishments - Juveniles	<i>n/a</i>	<b>19</b>	
Injunctions Against Harassment	<i>n/a</i>	<b>14</b>	
<b>TOTAL CLOSED - PETITIONS</b>	18,739	<b>19,991</b>	6.7%
<b>TOTAL CLOSED - JUVENILES</b>	20,207	<b>21,268</b>	5.3%

<sup>10</sup> Some FY07 totals have been revised. Prior to FY08, and the conversion to the iCIS Case Management System, several petition types within Juvenile Court were not routinely reported.

# Southeast Regional Court

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## Fiscal Year 2008 Highlights

- The Southeast Regional Court Facility, located in Mesa, Arizona, is comprised of both an adult and juvenile facility, offering the same type of court services offered in Downtown Phoenix to the regional communities in the East Valley. In FY08, there are 26 judicial officers assigned to the Southeast Court Facility, consisting of two Civil Court Judges, five Criminal Court Judges, six Family Court Judges (including the Southeast Presiding Judge), five Juvenile Court Judges, two Criminal Court Commissioners assigned to the Regional Court Center and Early Disposition Court calendars; three Juvenile Court Commissioners; one Civil/Probate Commissioner, one Family/Title IV-D Commissioner, and one full-time Commissioner assigned to a Mental Health Calendar at Desert Vista Hospital.
  
- In addition to Judicial Officers and court staff, other agencies such as the County Recorder, Elections, Clerk of Court, County Attorney, Public Defender, Adult Probation, Clerk of Court, and the Sheriff's Transportation Unit also have offices at the adult facility, and the Clerk of Court, Juvenile Probation, and the CASA Program have offices at the juvenile building. In FY08, 1,347 new parking spaces were acquired to accommodate the approximately 130,780 people who visited the juvenile facility and the approximately 426,920 people who visited the adult facility. By the end of FY08, the Southeast Adult Court held over 160 civil and criminal trials, and over 9,000 citizens reported to Southeast for jury service.

## *Selected Operational Statistics, FY 2007 - FY 2008*

	<b>New Case Filings</b>		<i>FY07 - FY08 % Change</i>
	<u>FY 2007</u> <sup>11</sup>	<b>FY 2008</b>	
Criminal Court	10,023	<b>10,690</b>	6.7%
Family Court	7,122	<b>7,419</b>	4.2%
Civil Court	2,731	<b>3,554</b>	30.1%
Probate Filings	833	<b>935</b>	12.2%
Juvenile Filings	7,463	<b>10,001</b>	34.0%
<b>TOTALS</b>	28,172	<b>32,599</b>	15.7%

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<sup>11</sup> Juvenile Filings in FY07 only included delinquency, violations of probation, and dependency petitions. With the transition in FY08 to the iCIS Case Management System, included now in these totals are juveniles and petitions dealing with guardianship, adoption, adoption certification, severance, emancipation, injunctions against harassment, and relinquishments.

# Northwest Regional Court

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## Fiscal Year 2008 Highlights

- The Northwest Regional Court Center located in Surprise, Arizona held an open house on July 27, 2007 to celebrate five years of providing Superior Court services to the communities of Northwest Maricopa County. Since opening, the Superior Court has averaged about 4,000 new cases per year. In April 2006, the Regional Court Center was expanded to include 4 Justices of the Peace and their staff. With the addition of those JP courts, the Northwest Court Center serves the needs of more than 900 citizens per day.
- During FY08, representatives from the Juvenile and Adult Probation Departments held educational sessions, probation case reviews, and juvenile traffic citation hearings in the Northwest courthouse. Bringing staff from these agencies to a regional courthouse improves access to those services for citizens who live nearby, and alleviates the need for citizens to travel 20+ miles to downtown Phoenix. Also, the Clerk of the Court now processes passport applications and issues marriage licenses to local residents at the Northwest court.
- During FY08, the Attorney General began reviewing Title IV-D Family Court hearings in the Northwest courthouse. These hearings bring in parents who owe child support to appear before a court judicial officer and recommit to the payment of child support orders on which they had defaulted. The coming year will see an increase in services provided for public benefit, such as a continuing location for community blood drives, education sessions conducted by Family Court Judges regarding parental rights, the process and results of divorce proceedings on family units, and other topics to inform the public regarding the role of the court in the community.

## *Selected Operational Statistics, FY 2007 - FY 2008*

	<b>New Case Filings</b>		<i>FY07 - FY08</i>
	<u>FY 2007</u>	<u>FY 2008</u>	<u>% Change</u>
Family Court	2,508	<b>2,712</b>	8.1%
Civil Court	560	<b>608</b>	8.6%
Probate Court	824	<b>800</b>	-2.9%
<b>TOTALS</b>	<b>3,892</b>	<b>4,120</b>	<b>5.9%</b>

# Northeast Regional Court

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## Fiscal Year 2008 Highlights

- The Northeast Regional Court Center celebrated its third year of operation on September 14, 2008. This modern, state of the art, courthouse was the first co-located court center in Maricopa County, with 12 Superior Court divisions (Family Court, Civil, and Probate) and three Justice of the Peace Courts: Dreamy Draw, McDowell Mountain and Moon Valley. A fourth Justice Court, Desert Ridge, will be added to this court location in January 2009. The Justice Courts handle cases involving civil, small claims, forcible detainers, orders of protection, injunctions against harassment, criminal and civil traffic offenses, misdemeanors, and search warrants. The courthouse is home to 16 judicial officers and 165 employees.
- Hours of operation at Northeast were extended in January 2007 to include evening and Saturdays (Tuesday through Friday 8:00 a.m. to 9:00 p.m. and 8:00 a.m. to 5:00 p.m. every other Saturday). Currently, only scheduled Family Court matters are heard during evening and Saturday hours and over 4,000 hearings have been held on weeknights and Saturdays since January 2007, and Saturdays are by far the most requested. In an effort to assist divorcing parents with visitation issues, the court established a program for supervised Child Exchanges in August 2007. 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 trainings, several other training opportunities are currently available to the public through various court departments and agencies working in conjunction with the courts. Some of the classes include: Parenting Information Program, Life Skills and Credit Restoration, Substance and Alcohol Abuse, and Child Support Modification workshops. Other departments and affiliates working within the Northeast Regional Court Center include: Clerk of Court, Family Violence Prevention Center, Maricopa County Sheriff's Office, County Attorney, Public Defender, Constables, Attorney General, and Adult Probation.

## *Selected Operational Statistics, FY 2007 - FY 2008*

	<b>New Case Filings</b>		<i>FY07 - FY08 % Change</i>
	<u>FY 2007</u>	<u>FY 2008</u>	
Family Court	6,666	<b>6,244</b>	-6.3%
Civil Court	3,263	<b>3,775</b>	15.7%
Probate Court	860	<b>1,036</b>	20.5%
<b>TOTALS</b>	10,789	<b>11,055</b>	2.5%

# Public Access to Court Services

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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 25,426 walk-in customers and responded to 579 requests for service by mail.
- Self-help information was also provided to 32,071 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 2008*

Divorce	14,968
Other Family Court <sup>12</sup>	30,618
Probate	4,637
Juvenile <sup>13</sup>	2,499
Justice Court	15,778
Civil <sup>14</sup>	2,660
Service Packets	14,193
Others <sup>15</sup>	8,598
<b><i>Total Forms Distributed</i></b>	<b><i>93,951</i></b>

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<sup>12</sup> Includes legal separation, paternity, establishments, modifications, and enforcement.

<sup>13</sup> Includes juvenile dependency, juvenile guardianship, and emancipation.

<sup>14</sup> Includes name change, excess proceeds, and property tax appeal.

<sup>15</sup> Includes documents used across different case types.

# Public Access to Court Services

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- 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 2008***

Domestic Violence - Superior Court	10,006
Domestic Violence - Justice Courts	6,595
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<b><i>Total Distributed</i></b>	<b><i>16,601</i></b>

# Media Relations and Community Outreach

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The Media Relations and Community Outreach Department provides internal and external communication services for Superior Court, Juvenile Court and Adult and Juvenile Probation. The Department is responsible for:

- Responding to public records requests
- Handling all media inquiries and requests
- Tracking high profile cases / media issues
- Writing, editing and maintaining public information on the court's web site
- Developing press releases, issue media alerts and statements
- Monitoring media coverage
- Working with national media on special projects
- Creating, writing and editing all Court publications
- Coordinating and managing publicity for community relations programs
- Training judges, commissioners, court staff and others on media issues
- Planning and organizing numerous special events throughout the year.
- Producing and posting video footage of high-profile cases to the court's website.

## **Fiscal Year 2008 Highlights**

- ***National Adoption Day*** – The department is responsible for all media coverage of the event. Last year, the court conducted 164 hearings, which resulted in the adoption of 205 children.
- ***National Association of Counties Achievement Award*** – “*The Court and the Community Working Together*” – A series of community forums – is invaluable both to the court and the community. Judges, court officials and members of the public host the evening meetings at community colleges throughout the Valley to discuss the court's responsibility to provide timely, fair and impartial justice to everyone.
- ***Hispanic Media Forums*** – The Hispanic media met quarterly with Presiding Judge Barbara Rodriguez Mundell and other judicial officers to discuss topics affecting the Hispanic community.
- ***View from the Bench*** – This program is responsible for increasing communication between judges and legislators. In FY08, 17 State Legislators spent time in Superior Court, while 38 Judges and Court Commissioners visited the State Capital.
- ***Newsletter*** – The creation of an electronic monthly newsletter that highlights achievements of the court and its employees.
- ***Brochures*** – Creating and providing various brochures for the community.

# Media Relations and Community Outreach

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## *Media Relations and Community Outreach Selected Statistics, FY 2007 – FY 2008*

<b><i>Media Relations</i></b>	FY 2007 <u>Totals</u>	FY 2008 <u>Totals</u>	<i>FY07 - FY08 % Change</i>
News Releases and Articles	108	<b>154</b>	42.6%
News Flashes	185	<b>151</b>	-18.4%
Brochures and Newsletters	42	<b>46</b>	9.5%
Media Trainings	21	<b>47</b>	123.8%
News Clips	2,515	<b>3,374</b>	34.2%
Cameras in the Courtroom	420	<b>413</b>	-1.7%
Initial Appearance Requests	309	<b>397</b>	28.5%
Other Information Requests	203	<b>167</b>	-17.7%
Hispanic Media Meetings	1	<b>4</b>	300.0%
 <b><i>Community Outreach</i></b>			
Community Forum Attendance	266	<b>300</b>	12.8%
 <b><i>View From the Bench</i></b>			
Legislators at the Court	14	<b>17</b>	21.4%
Judicial Officers to the Legislature	21	<b>38</b>	81.0%

# Law Library

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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 2<sup>nd</sup> 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 85% of requests are received from the public, which is a 5% increase from the previous year.

## **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 69 tours, COJET classes and Westlaw training sessions for Superior Court judges, Justices of the Peace and Court staff (a 60% increase from the previous year).

# Law Library

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## **Court Research**

The Law Library provides research and drafting services for judicial leadership and Court Administration. FY 2008 projects included:

- Updating of Court Mandates Study for Court Administration.
- Research of Legal Arizona Workers Act impact upon Court.
- Compilation of bibliographies on various topics at the request of Court Administration such as
- Research of Judicial and Court Administration issues, including case processing, case management and time delays in case management.

## **Fiscal Year 2008 Statistical Highlights**

- Reference and Information Requests: 23,866  
(or an average of 95 requests each business day)
- Resource Use:  
Circulation, Document Delivery, In-House Use: 15,369  
Online searches of library catalog and databases: 634,032  
New Library Borrowers: 255

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

Law Library Intranet: <http://courts.maricopa.gov/lawlibrary/LawLibraryWeb.asp>.

# Office of the Jury Commissioner

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## Fiscal Year 2008 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 nearly one million residents to the Valley between 2000 and 2008, is now the fourth-largest county in the nation with nearly 4 million residents.

- In August 2006, the Jury Commissioner suspended a method of “proximity-weighted summoning,” due to the filing of a court challenge. Proximity-weighted summoning is based on the principles of drawing prospective jurors based upon a fair cross-section of the community, randomly selected, and to the extent possible, providing greater chances for jurors to report to a court facility where travel distance would be minimized. In the Fall of 2008, a new Maricopa County Alternative Summoning Plan will be unveiled that should help minimize excessive commutes for jurors, using zip codes in proximity to court complexes, while maintaining randomness and a fair demographic selection process.
- 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. 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 2007</u>	<u>FY 2008</u>	<i>FY07 - FY08 % change</i>
Superior Court	680,042	<b>608,298</b>	-10.5%
Municipal Courts	146,582	<b>132,760</b>	-9.4%
Justice Courts	37,034	<b>52,068</b>	40.6%
County Grand Jury	12,000	<b>11,500</b>	-4.2%
State Grand Jury	3,082	<b>2,711</b>	-12.0%
<b>TOTAL</b>	878,740	<b>807,337</b>	-8.1%

- Citizens called for jury service in Superior Court serve either one day or the duration of one trial. During FY08, more than 15 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 FY08 amounted to approximately \$3.85 million (\$1.3M in fees and \$2.55M for juror mileage). 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.

# Office of the Jury Commissioner

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- 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 FY08 a total of \$423,924 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 2007</u>	<b><u>Actual FY 2008</u></b>	<u>ABA Standard</u>
Percent of jurors sent to voir-dire	80.8%	<b>79.8%</b>	100%
Percent of jurors sworn	19.2%	<b>15.1%</b>	≥ 50%
Percent of jurors not used	19.1%	<b>20.2%</b>	≤ 10%

- 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.

## Jury Panel Usage

	<u>FY 2007 Totals</u>	<b><u>FY 2008 Totals</u></b>	<u>FY07 - FY08 % Change</u>
Total Jury Trials	1,354	<b>1,313</b>	-3.0%
Total Jurors Reporting	75,605	<b>77,955</b>	3.1%
Total Jurors Sworn	14,515	<b>11,754</b>	-19.0%
Percent Sworn	19.2%	<b>15.1%</b>	
Total Jurors Not Used	14,292	<b>15,769</b>	10.3%
Percent Not Used	19.1%	<b>20.2%</b>	

# Office of the Jury Commissioner

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- The Jury Commissioner first began monitoring the demographic make-up of the juror pool in 1989. The figures for FY08 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 2008		
	Census (2000) <sup>16</sup>	FY 2007			
White (non-Hispanic)	66.2%	47,057	63.0%	<b>60,548</b>	<b>69.0%</b>
Hispanic <sup>17</sup>	24.9%	7,376	9.9%	<b>9,781</b>	<b>11.1%</b>
Black (non-Hispanic)	3.5%	1,872	2.5%	<b>2,453</b>	<b>2.8%</b>
Native American	1.5%	631	0.8%	<b>761</b>	<b>0.9%</b>
Asian	2.1%	1,473	2.0%	<b>2,055</b>	<b>2.3%</b>
Other	1.8%	3,487	4.7%	<b>5,733</b>	<b>6.5%</b>
No Response <sup>18</sup>		12,806	17.1%	<b>6,405</b>	<b>7.3%</b>
<b>TOTAL</b>	100%	74,702 <sup>19</sup>	100%	<b>87,736</b>	<b>100%</b>

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<sup>16</sup> Source: 2000 U.S. Census figures for Maricopa County, Arizona.

<sup>17</sup> Hispanic is coded as a separate category, in other words, a respondent could select any ethnicity and also select "Hispanic".

<sup>18</sup> The category "no response" was not tracked or recorded in FY06.

<sup>19</sup> Corrected total.

# Court Technology Services (CTS)

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## Fiscal Year 2008 Accomplishments

- Implemented a complete redesign of the internet site for the Judicial Branch, which is visible at <http://www.superiorcourt.maricopa.gov> and serviced nearly 1.4 million individual public transactions last year.
- Replaced aging Enterprise Servers associated with the Judicial Branch primary case management system, integrated court information system (iCIS), and as a result realized over fifty-percent increase in system performance and processing capacity.
- CTS received an Achievement Award from the National Association of Counties (NACo) for implementing the CourTools Performance Measurement system.
- CTS received an Honorable Mention from the National Association for Court Management (NACM) for efforts with the Pre-Booking and Initial Appearance System in the category of Access to Swift, Fair Justice.
- A number of critical iCIS initiatives were completed for Juvenile Court, Juvenile Probation Department, and Detention:
  - Performed business process review of all case types in Juvenile Administration and implemented changes based on findings.
  - Implemented consolidated billing process with Juvenile Financials.
  - Implemented enhanced Attorney Check-In module.
  - Implemented case aging reports for all Juvenile petition types.
  - Implemented data warehouse feed of Juvenile data to the Administrative Office of the Court (AOC).
  - Implemented multiple enhancements to the Juvenile Web Access (JWA) internet application.
  - Implemented monthly feed of TASC drug test billing information to AOC.
- Critical iCIS initiatives completed for the Maricopa County Justice Courts included:
  - Corrected six exception reports to the Minimum Accounting Standards (MAS).
  - Developed software designed to increase collection rates and calculate fees.
  - Implemented Small Claims pending case aging report.
  - Developed enhancements to DUI case aging report.
- Application developers completed 989 maintenance requests and an additional 1,960 enhancements to the iCIS system, including Juvenile Court (1,575), Justice Courts (89), Family Court (48), Clerk of the Court (35), Criminal Department (32), Civil Department (18), and miscellaneous others (163).

# **Court Technology Services (CTS)**

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- For the Judicial Branch, initiatives completed in FY08 included:
  - Establishing a foundation for CTS IT Governance and COBIT compliance. COBIT is a body of controls that are adopted and practiced by world-class IT organizations and used by Maricopa County Internal Audit.
  - Establishing the CTS Project Management Office (PMO) and charged it with delivering IT project results on time, on budget, and with customer satisfaction.
  - Expanding use of automated Time Entry System that streamlines human resource tasks within the Judicial Branch.
  - Redesigned the CTS Help Desk application, which manages the processing of more than 45,000 annual CTS service incidents.
  - Implemented an innovative Network Administration solution that optimizes network bandwidth utilization based upon the current physical location nearly 1,700 Probation Department personnel traveling within Judicial Branch facilities.
  - Maintained a 94% customer satisfaction rating, according to Managing for Results (MFR) statistics, with regards to the PC/LAN Technicians, Network Administrators, and Help Desk staff processing of 43,442 support incidents.
  - Replaced 1,357 desktop and 385 laptop computers that were over three years old for Judicial Branch staff.
  - Established an automated temperature control monitoring system that alerts appropriate CTS and facilities staff 24x7 should an air-conditioning problem occur within the central CTS server room, which primarily houses mission critical technology equipment.

## **Fiscal Year 2009 Goals**

- Replace current CTS application development framework with Microsoft .net. Also, consolidate three different Active Directory domains into one domain that will allow for the easier sharing of resources, files, and printers across the Judicial Branch, and implement a secure wireless network, in conjunction with Maricopa County Telecommunications, to support a mobile workforce.
- Complete the Clerk of the Court's Adult Financial System for the Superior Court.
- Begin the rewrite of the Maricopa County Jury system to replace our aging Jury Management/Summoning System, and also institute an Alternative Summoning Plan, similar to Proximity Weighted Summoning (PWS), for jury service within the County.
- Significantly enhance the CTS disaster recovery solution for iCIS by increasing and updating the hardware infrastructure that powers it.
- For the Maricopa County Justice Courts, develop and implement F.A.R.E. (Fines, Fees and Restitution Enforcement) to enhance the court-ordered collection of monetary penalties.

# **E-Courtrooms and Electronic Records**

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## **Fiscal Year 2008 Highlights**

- 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, digital recording systems are centrally controlled and monitored by specially trained court personnel. Staff also provides training and support for the evidence presentation systems at the Northeast Regional Court Facility and the East Court Building downtown.
- During the past year, four of the original JAVS e-courtrooms were converted to FTR recording systems and equipment was upgraded, thus allowing them to be more easily backed-up and archived on a server. Also, additional equipment was installed in some of the Family calendar courtrooms to provide better telephonic conference capability. Currently, there are approximately 150 courtrooms and hearing rooms with digital recording capability. 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 and Regional Court Centers are digitally recorded. Nearly all felony case Preliminary Hearings are digitally recorded, with the majority requiring production of a transcript.

## **Electronic Records Services**

- Electronic Records Services fulfilled a total of 6,822 requests for copies of digital records and transcripts of digital recordings during FY08. Of the monthly average of 568 requests, the majority involve Family Court matters.
- Approximately 208 transcripts are prepared each month from digital recordings. Most are for criminal proceedings (Preliminary Hearings, Post-Conviction Reviews, and Appeals).
- Pursuant to the Arizona Supreme Court records retention policy, all digital recordings will be retained for 10 years.

# Court Interpretation and Translation Services (CITS)

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Court Interpretation and Translation Services expanded its language assistance support to Limited English Proficient (LEP) court users. With a focus on access to swift and fair justice, CITS began providing interpreters to all litigants and parties in Civil and Probate matters, including arbitrations and other court-mandated events.

The demand for interpreters in Criminal, Family and Juvenile matters held steady this year, with periodic peaks due to enforcement of Proposition 100 (undocumented immigrant holds), after-hours courts, and other external influences that contribute to increase of LEP court users. The demand for translation of evidentiary recordings grew steadily during this year creating a significant backlog. Demand continues to increase while recruitment efforts have not yielded the acquisition of the necessary talent to perform this type of highly skilled work.

## **Interpretation**

- CITS conducted over 67,000 Spanish language interpreter matters, representing nearly 24,500 hours of actual interpretation. For American Sign Language, the figures are 833 matters and 771 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 in FY08, CITS handled over 10,000 matters that required a Spanish language court interpreter.
- The demand for non-Spanish interpretation services also continued to increase during FY08, with the top six lesser-use languages of American Sign Language, Vietnamese, Arabic, Cantonese, Bosnian, and Somali.

## **Translation**

- CITS completed 127 requests for written translations (Spanish<>English) and 92 requests for translation of audio-taped material (Spanish<>English.)

# Court Security Department

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The Court Security Department for Superior Court in Maricopa County was established to ensure that all people conducting business within the court system are continuously provided a safe and secure environment. The Security Department currently employs approximately 160 officers, nine supervisors, four managers, a deputy director, and director. Departmental oversight duties and responsibilities include court staff, judicial staff and all employees working in various facilities throughout the Phoenix metropolitan area. Safety, security, fire protection, and customer service are the primary responsibilities of a court security officer. In addition, a court security officer's daily responsibilities include front line screening of all visitors entering the court using metal detectors, x-ray equipment and hand-held metal detectors. Two security control centers, where all court activities are monitored on closed circuit televisions, direct appropriate responses to panic alarms, security alarms, fire alarms/systems, and medical emergencies. In addition, Court Security monitors employee bypass entrances, prepares incident reports, conducts regular patrolling of 53 buildings within Maricopa County and the evacuation of hi-rise and single story buildings, when required.

There were approximately 3.2 million visitors to various court facilities in Maricopa County in FY08. These facilities include all Superior Courts, 23 Justice Courts, Juvenile Courts, Municipal Courts, and Adult Probation facilities throughout Maricopa County, as well as Regional Court Centers located in the Northeast, East, and Northwest Valley.

## Visitor Counts

	<u>FY 2007</u>	<u>FY 2008</u>	<u>% Change</u>
Superior Courts	1,984,785	<b>2,110,395</b>	6.3%
Justice Courts	429,833	<b>402,968</b>	-6.3%
Municipal Courts	568,903	<b>405,436</b>	-28.7%
Adult Probation	<u>3,263</u>	<u><b>290,571</b></u>	
<b>Totals</b>	2,986,784	<b>3,209,370</b>	7.5%

Over the years, the Court Security Department has developed an officer training program that has evolved into a full three week program, with two full-time certified trainers currently on staff. Newly-hired security officers are required to attend this intense training and it is also offered to all interested state court security departments. To date, we have trained officers from Pinal County, Salt River Indian Nation, Department of Public Safety officers, and First Aid and CPR training to the Maricopa County Sheriff's Office Basic Training Academy. In FY08, Court Security prevented approximately 82,000 potential weapons from entering various court locations. Security officers have confiscated baseball bats, clubs, sword canes, hand cuffs, ammunition, lock picks, martial arts devices, knives, tools, brass knuckles, as well as actual firearms. Once contraband items are identified in the security screening process, some incidents lead to arrests by the Maricopa County Sheriff's Office which maintains a law enforcement detail in most Superior Court facilities in the county.

# Human Resources and Administrative Services

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## Employee Relations

- ***Equal Employment Opportunity Commission (EEOC):*** Twenty-two complaints were filed by employees with the EEOC alleging discrimination by the Judicial Branch in a variety of areas. Employee Relations prepared a response to each complaint with the EEOC determining, in each matter, that the Judicial Branch did not violate State statute or the rights of its employee.
- ***Internal Investigations:*** In an effort to ensure adherence to Court policy and that all employees have a comfortable work environment, Employee Relations conducts internal interviews and investigations as complaints and grievances are received from and against employees. As a result, Employee Relations conducted 28 internal investigations regarding alleged misconduct and/or violation of policy during the fiscal year resulting in a myriad of counseling, training and disciplinary actions.
- ***Judicial Merit System Commission:*** Classified employees who have completed initial probation have the right to appeal termination of employment and/or disciplinary action received to the Merit Commission. Employee Relations received five timely appeals to the Merit Commission with each employee being afforded an opportunity to fully present their case and/or argument before the Commission.

## Purchasing

- The Procurement Department provides materials, services and technical expertise to staff so they can efficiently and effectively perform their duties. The Procurement Department purchases supplies and negotiates with vendors to ensure the Court receives the most cost-effective and quality service. Procurement completed 803 purchase orders totaling \$5 million in FY08.

## Staffing and Recruiting

- Staffing and Recruiting works to ensure the most qualified individual is fairly selected for each position. Staffing and Recruiting actively works with surrounding agencies, states and counties in an effort to conform to employment rules and guidelines. Staffing and Recruiting conducted four job fairs and 197 recruitments during the fiscal year resulting in a total of 440 new hires to the Judicial Branch.

## Education and Training

- The Education and Training Department works tirelessly to provide the most recent and up-to-date training and education for staff and leadership. Education and Training provides continuing education classes, workshops, seminars and retreats on all phases of the work environment. They not only ensure employees are trained to effectively perform their specific job duties, but are educated and trained in how to relate, respect and appreciate behavioral and cultural differences.