

**JUDICIAL BRANCH OF ARIZONA  
IN MARICOPA COUNTY**

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



***ANNUAL  
STATISTICAL  
REPORT***

**FISCAL YEAR 2005**

*July 1, 2004 - June 30, 2005*

Office of the Presiding Judge  
Office of the Court Administrator

---

# Judicial Branch of Arizona In Maricopa County

---

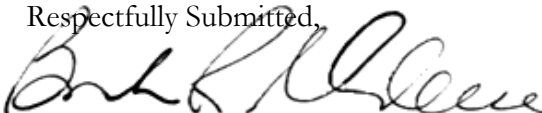
We are pleased to publish the Annual Statistical Report, Fiscal Year 2005, for the Judicial Branch of Arizona in Maricopa County. This edition presents detailed operational data on the Superior Court, Justice Courts, Adult Probation, and Juvenile Probation Departments, as well as highlights of many court programs and services currently provided to the citizens of Maricopa County. The Court continues to seek out new and innovative programs and services for the citizens of Maricopa County, while maintaining an exemplary level of customer service.

At the close of FY05, the Court gratefully acknowledges the Honorable Colin F. Campbell's five-year term as Presiding Judge, the chief executive officer of the Judicial Branch in Maricopa County. During this time, Judge Campbell has overseen a judicial system experiencing unprecedented growth, due to the rapidly expanding County population. Five years ago, Maricopa County had nearly 3 million residents, which has now grown to 3.6 million. The Superior Court had 82 judges and 29 court commissioners in 2000 and today, we have 93 judges and 49 commissioners. The Court has implemented a variety of *specialty courts* over the last five years to increase efficiencies and more effectively bring timely resolution to targeted cases on high volume court calendars. Primarily in the Criminal Department, these specialty courts include the Regional Court Centers, Probation Revocation Center, DUI Courts, and Initial Pre-Trial Conference Courts. Collectively, these courts have dramatically affected criminal case processing by significantly reducing the time it takes to resolve a case, providing an early opportunity for offender rehabilitation. The Adult and Juvenile Probation Departments provide critical staffing for many specialty courts, while maintaining field supervision of probationers in the community. Significant gains have also been realized through the reform initiatives in Family Court and timely DUI case management in Justice Courts.

The last few years have also been a time when the Court has focused on the regionalization of court facilities and services, and worked diligently with the County Board of Supervisors to bring regionalization to reality. Today, there are a variety of Superior Court facilities throughout Maricopa County, with plans to add more. Relocating away from the congested downtown area ideally raises the level of court access and services to citizens. In addition, many of the 23 Maricopa County Justice Courts will soon be co-locating to new regional buildings; some co-locating with Superior Courts. Co-location should help tremendously to streamline the operation of these very high volume and important "people's courts."

As we begin the next five years, the Court has adopted a mission statement that communicates the goals, ideals, and expectations of our community: ***Committed to the timely, fair and impartial administration of justice.*** We take this opportunity to thank the Supreme Court of Arizona, 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

# TABLE OF CONTENTS

---

## I. Fiscal Year 2005 Summary

### *Superior Court*

CASE FILINGS BY DEPARTMENT, FY 2005 .....	i
CASE FILINGS BY DEPARTMENT, FY 2000 – FY 2005 .....	ii
TOTAL ANNUAL CASE FILINGS BY DEPARTMENT .....	iii
NEW FELONY CASE FILINGS .....	iv

### *Justice Court*

NEW FILINGS BY CASE TYPE, FY 2005 .....	v
NEW FILINGS BY CASE TYPE, FY 2001 – FY 2005 .....	vi
TOTAL ANNUAL NEW FILINGS BY CASE TYPE .....	vii

## II. Trial Court Department

Adult Probation Department.....	4
Juvenile Probation Department .....	7

## III. Departments of the Superior Court

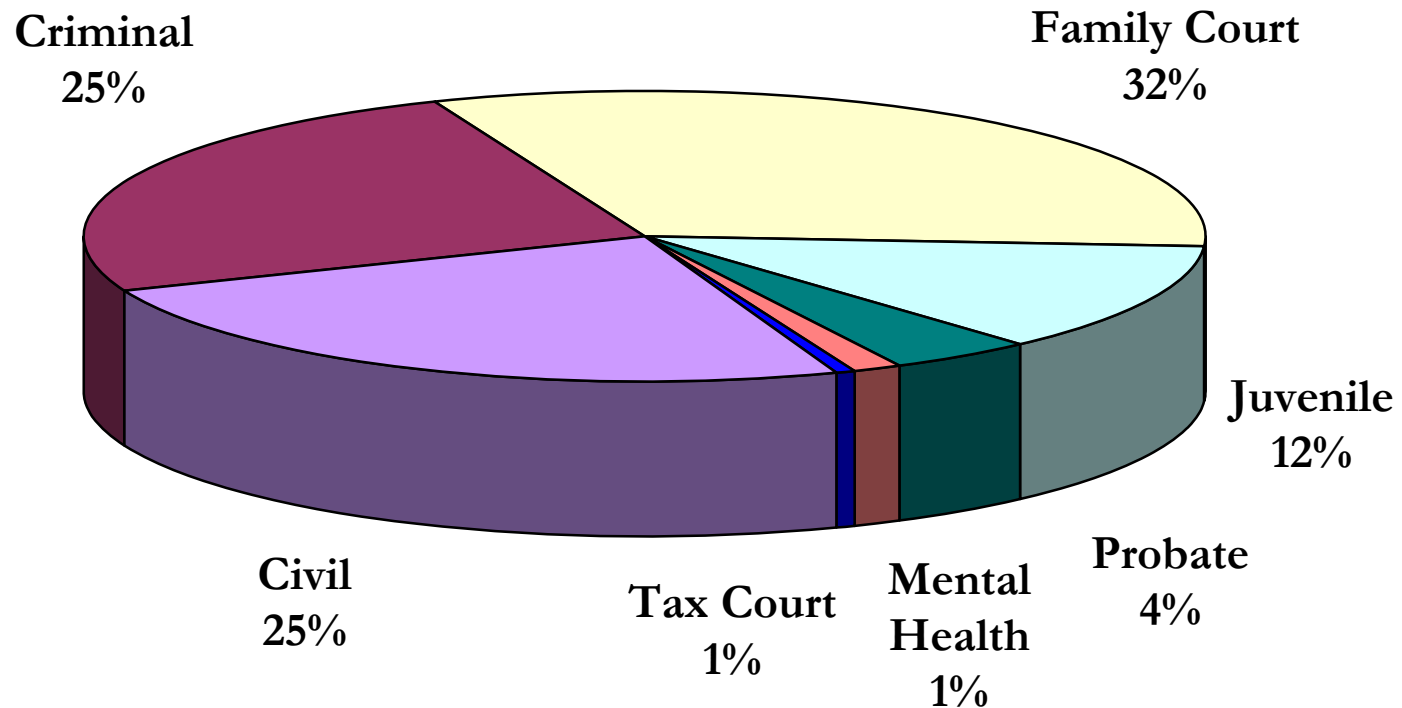
Criminal Department .....	11
Civil Department and Tax Court .....	15
Probate and Mental Health.....	17
Alternative Dispute Resolution (ADR).....	20
Family Court.....	22
Family Court Conciliation Services .....	25
Juvenile Court .....	26
Southeast Regional Court .....	28
Northwest Regional Court.....	29

## IV. Support Services

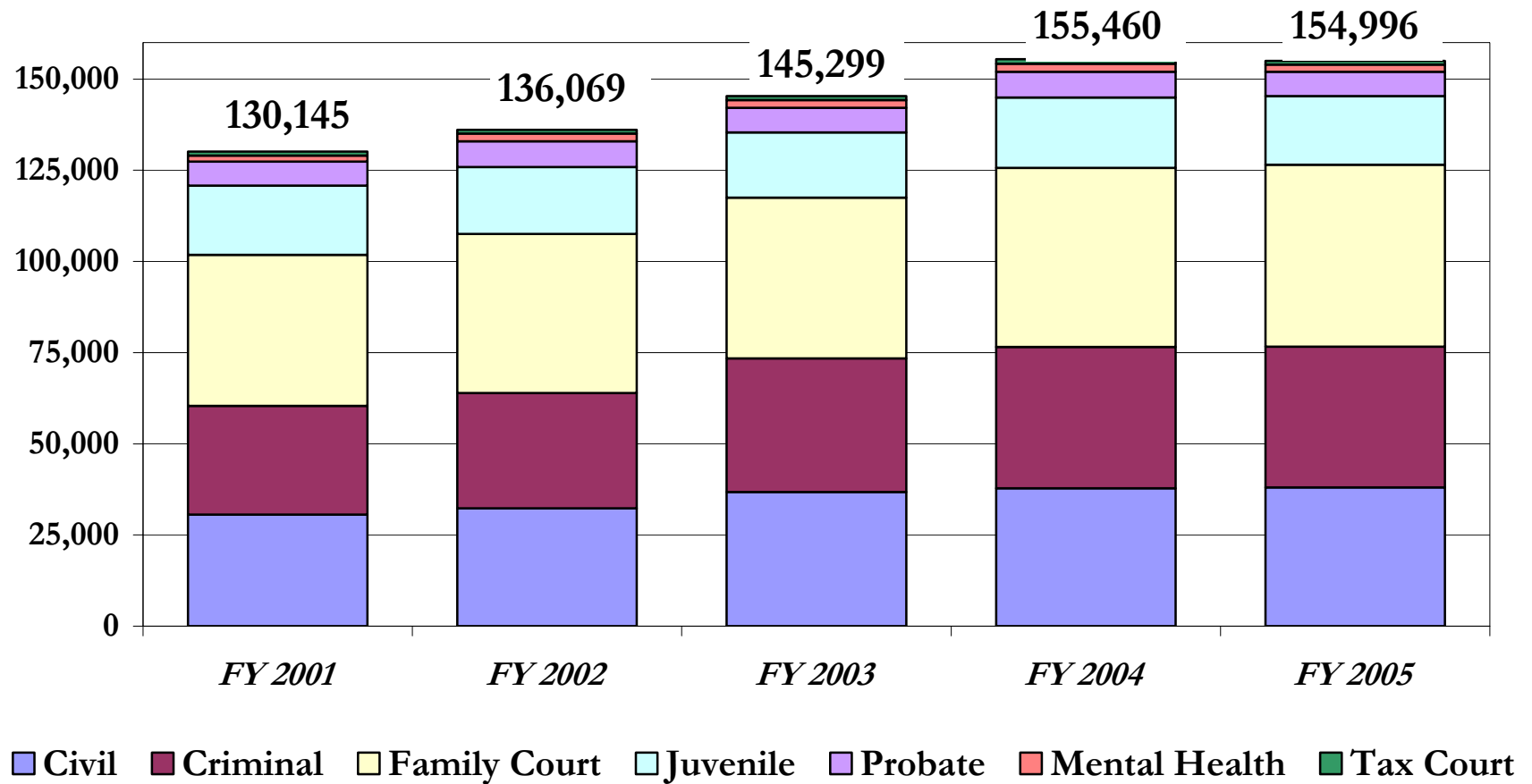
Administrative Services Division.....	30
Self Service Center.....	31
Law Library.....	32
Court Interpretation and Translation Services (CITS) .....	34
Office of the Jury Commission .....	35
Court Technology Services (CTS).....	37
E-Courts and Electronic Records.....	38

# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2005

Total Filings = 154,996



# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2000 – FY 2005



# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY

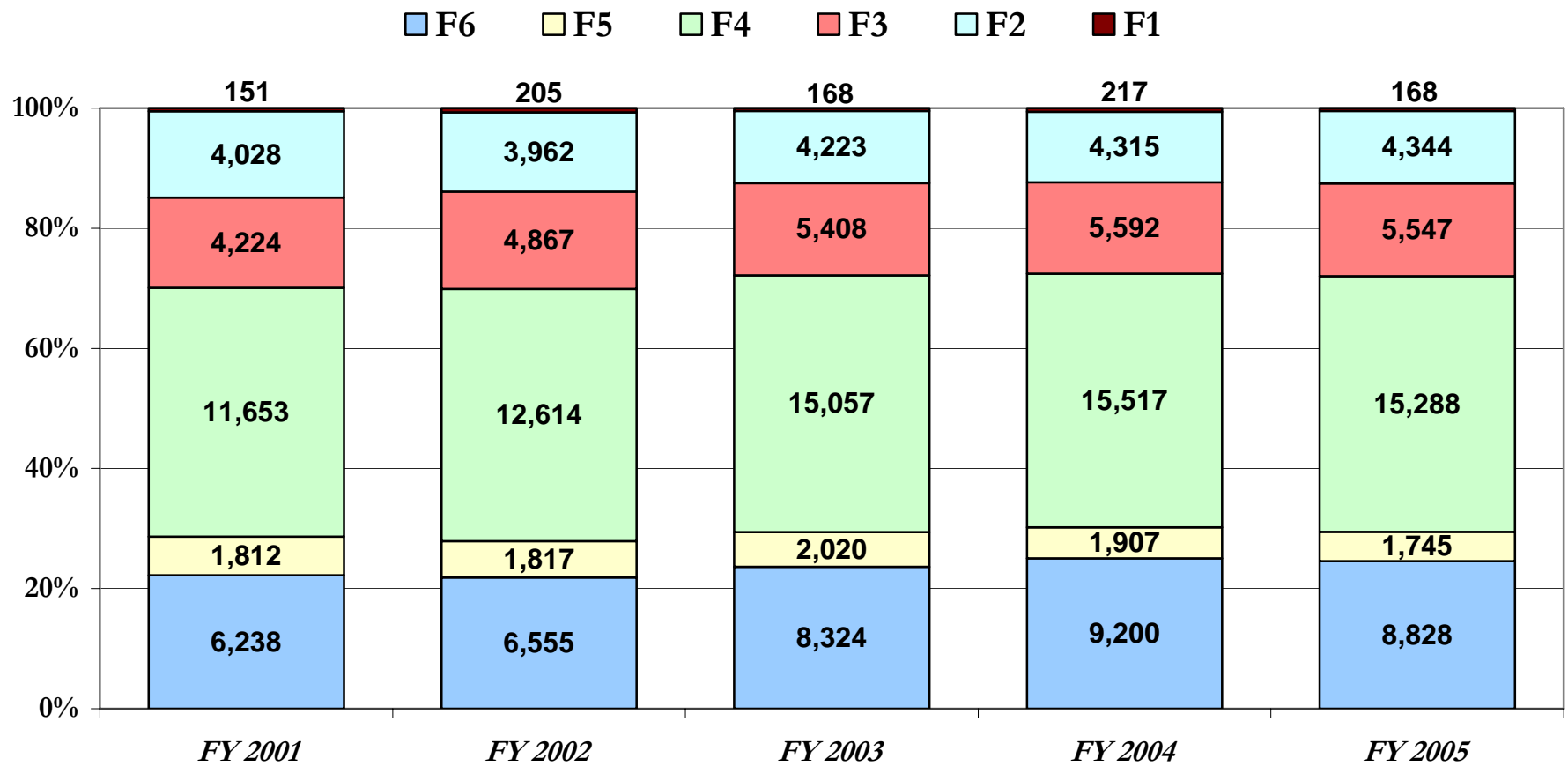
## TOTAL ANNUAL CASE FILINGS BY DEPARTMENT

### FY 2001 – FY 2005

COURT DEPARTMENT	<i><u>FY 2001</u></i>	<i><u>%</u></i>	<i><u>FY 2002</u></i>	<i><u>%</u></i>	<i><u>FY 2003</u></i>	<i><u>%</u></i>	<i><u>FY 2004</u></i>	<i><u>%</u></i>	<i><u>FY 2005</u></i>	<i><u>%</u></i>
Civil	30,561	23.5%	32,277	23.7%	36,749	25.3%	37,840	24.3%	38,016	24.5%
Criminal <sup>1</sup>	29,834	22.9%	31,617	23.2%	36,638	25.2%	38,685	24.9%	38,605	24.9%
Family Court	41,417	31.8%	43,649	32.1%	44,109	30.4%	49,098	31.6%	49,918	32.2%
Juvenile	18,984	14.6%	18,367	13.6%	17,847	12.3%	19,317	12.5%	18,825	12.1%
Probate	6,569	5.0%	7,047	5.2%	6,740	4.6%	7,067	4.5%	6,624	4.3%
Mental Health	1,640	1.3%	2,104	1.5%	2,163	1.5%	2,178	1.4%	1,994	1.3%
Tax Court	1,140	0.9%	1,008	0.7%	1,053	0.7%	1,275	0.8%	1,014	0.7%
<b>Annual Totals</b>	<b><i>130,145</i></b>	<b><i>100%</i></b>	<b><i>136,069</i></b>	<b><i>100%</i></b>	<b><i>145,299</i></b>	<b><i>100%</i></b>	<b><i>155,460</i></b>	<b><i>100%</i></b>	<b><i>154,996</i></b>	<b><i>100%</i></b>

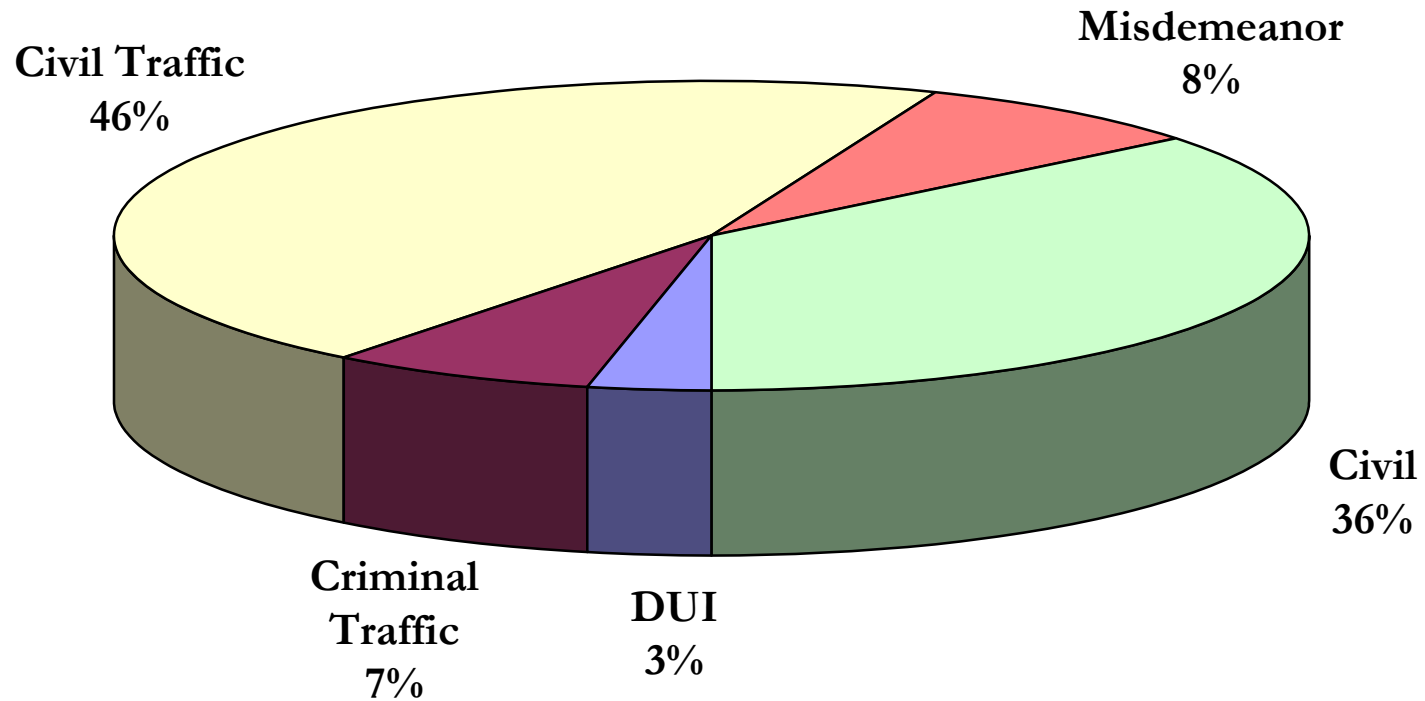
<sup>1</sup> May 2002, Felony case processing changed to direct filing into Superior Court, as opposed to original filing into Justice Court and bindover to Superior Court.

# 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 2005**

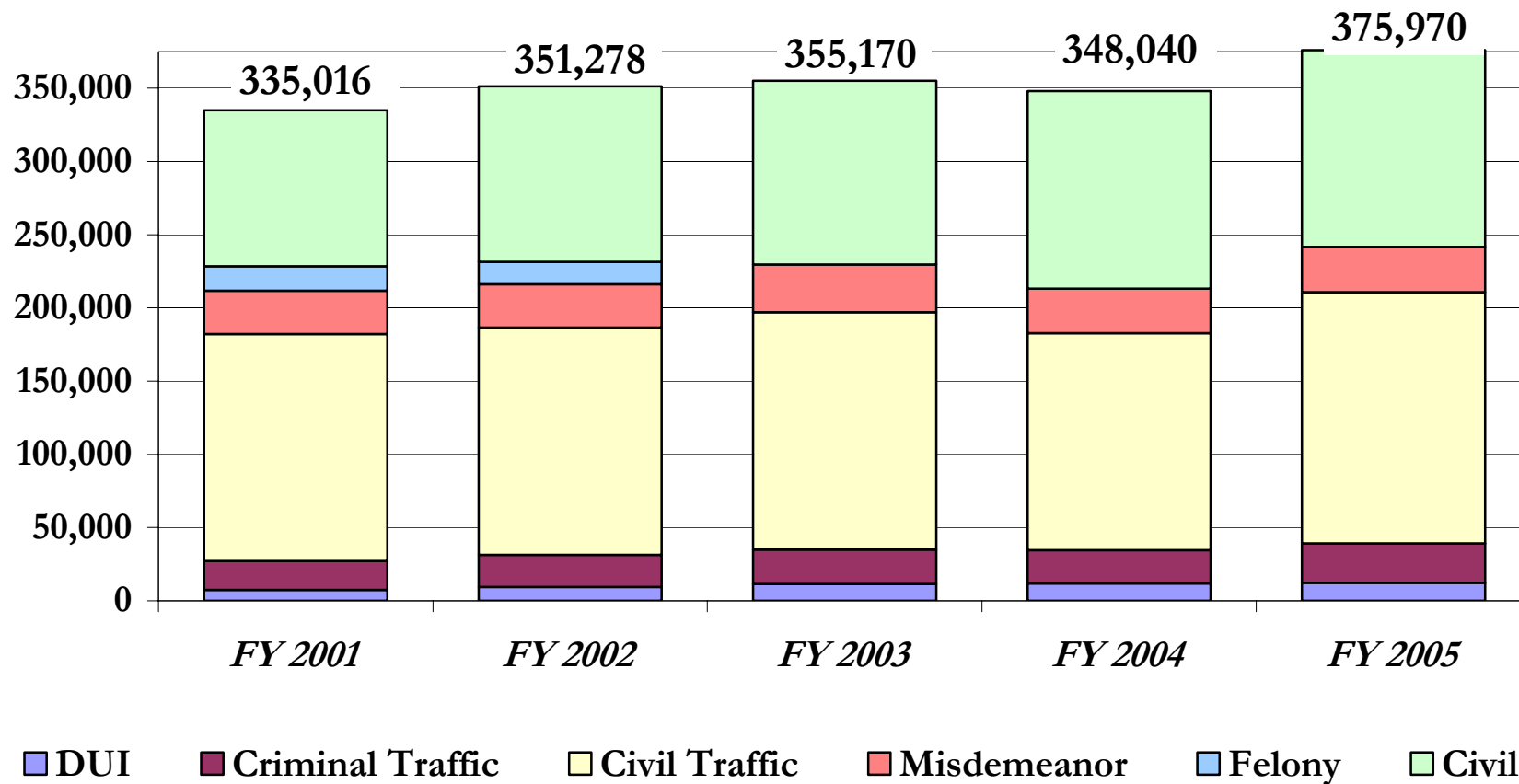
**Total Filings = 375,970**





# *MARICOPA COUNTY JUSTICE COURTS*

## **NEW FILINGS BY CASE TYPE, FY 2001 - FY 2005**



**MARICOPA COUNTY JUSTICE COURTS  
TOTAL ANNUAL NEW FILINGS BY CASE TYPE  
FY 2001 – FY 2005**

<u>CASE TYPE</u>	<u><i>FY 2001</i></u>	<u><i>%</i></u>	<u><i>FY 2002</i></u>	<u><i>%</i></u>	<u><i>FY 2003</i></u>	<u><i>%</i></u>	<u><i>FY 2004</i></u>	<u><i>%</i></u>	<u><i>FY 2005</i></u>	<u><i>%</i></u>
DUI	7,383	2.2%	9,369	2.7%	11,392	3.2%	11,826	3.4%	12,280	3.3%
Criminal Traffic	19,751	5.9%	21,999	6.3%	23,631	6.7%	22,799	6.6%	27,018	7.2%
Civil Traffic	154,950	46.3%	155,291	44.2%	162,001	45.6%	148,230	42.6%	171,476	45.6%
Misdemeanor	29,681	8.9%	29,534	8.4%	32,566	9.2%	30,367	8.7%	30,969	8.2%
Felony	16,661	5.0%	15,279	4.3%	11	0.0%	1	0.0%	3	0.0%
Civil	106,590	31.8%	119,806	34.1%	125,569	35.4%	134,817	38.7%	134,224	35.7%
<b>Annual Totals</b>	<b><i>335,016</i></b>	<b><i>100%</i></b>	<b><i>351,278</i></b>	<b><i>100%</i></b>	<b><i>355,170</i></b>	<b><i>100%</i></b>	<b><i>348,040</i></b>	<b><i>100%</i></b>	<b><i>375,970</i></b>	<b><i>100%</i></b>

# Justice Courts

---

## *Fiscal Year 2005 Highlights*

- *Co-location.* Beginning in October 2005, Maricopa County Justice Courts will begin co-locating courts in regional locations in new, county-owned court facilities. By the spring of 2006, there will be co-located justice courts operating in the Northeast Valley and the Northwest Valley, anchored by adjoining Superior Court facilities. These new co-located courts should provide citizens in Maricopa County with more efficient case processing options and better customer service. In addition, the county will enjoy substantial lease cost savings through building ownership.
- *Strategic Plan.* Maricopa County Justice Courts, in conjunction with Administration, is developing a five-year Strategic Plan, which will begin in July 2005, coinciding with the appointment of the new presiding judge in Maricopa County.
- *iCIS for the Justice Courts.* The Superior Court case processing and calendaring database (iCIS) will become the new technology platform for the justice courts. A new financial management module for justice courts will also be added to iCIS. In September 2005, the Central Phoenix Justice Court will be the first court on iCIS, followed by the three Northeast regional courts, and all 23 justice courts should be up and running on iCIS by the end of Fiscal Year 2006.
- *Operational Review Unit.* During FY05, development began on an internal operational review unit that will travel to the justice courts and periodically audit business practices and operations functions. Staff has been hired and an operational review manual has been designed. The new field audits will expand beyond the current self reported check lists of the Minimum Accounting Standards. Having an internal review unit should further professionalize justice court operations.
- *Digital Recording of Court Hearings.* In FY05, courtrooms in the justice courts were upgraded with state-of-the-art FTR (For The Record) digital recording systems.
- *CourTools Performance Measures.* In conjunction with Superior Court, the justice courts participated in the development and initial pilot testing of the ten new court performance measures promulgated by the National Center for State Courts (NCSC). These new mission success measures are based on the NCSC Trial Court Performance Standards, which include measures for public access and fairness, case processing, effective use of jurors, court workforce strength, cost per case, and reliability and integrity of case files.
- *New Fees Implemented.* To help defray costs to county taxpayers who do not normally utilize court services, justice courts implemented two new “user fees” in FY05. The first was a \$45 warrant fee, imposed on defendants who fail to appear for a court date. This fee is projected to produce over \$600,000 in annual revenue. The second fee is a \$5 automation charge applied to all civil filings and answers, with annual revenue projected at nearly \$750,000.

# Justice Courts

## *Justice Court Case Activity, FY 2004 – FY 2005*

### *New Case Filings*

	FY 2004	FY 2005	FY'04 – FY'05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
DUI	11,826	12,280	3.8%
Serious Traffic	944	1,137	20.4%
Other Traffic	<u>21,855</u>	<u>25,881</u>	<u>18.4%</u>
<b>TOTAL CRIMINAL TRAFFIC</b>	<b>34,625</b>	<b>39,298</b>	<b>13.5%</b>
<b>TOTAL CIVIL TRAFFIC</b>	<b>148,230</b>	<b>171,476</b>	<b>15.7%</b>
Misdemeanor	20,561	20,570	0.0%
Misdemeanor FTA	2,740	2,820	2.9%
Traffic FTA	<u>7,066</u>	<u>7,579</u>	<u>7.3%</u>
<b>TOTAL MISDEMEANOR</b>	<b>30,367</b>	<b>30,969</b>	<b>2.0%</b>
<b>TOTAL FELONY <sup>2</sup></b>	<b>1</b>	<b>3</b>	<b>200.0%</b>
Small Claims	21,546	18,940	-12.1%
Forcible Detainer	82,303	82,102	-0.2%
Other Civil/Non-Criminal Parking	<u>30,968</u>	<u>33,156</u>	<u>7.1%</u>
<b>TOTAL CIVIL</b>	<b>134,817</b>	<b>134,198</b>	<b>-0.5%</b>
<b>TOTAL NEW CASE FILINGS</b>	<b>348,040</b>	<b>375,944</b>	<b>8.0%</b>
Orders of Protection	6,280	5,822	-7.3%
Injunctions Against Harassment	5,557	5,936	6.8%

### **TRIALS COMMENCED**

	FY 2004	FY 2005	FY'04 – FY'05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Criminal Traffic (Non-Jury)	329	278	-15.5%
Criminal Traffic (Jury)	54	35	-35.2%
Misdemeanor (Non-Jury)	282	255	-9.6%
Misdemeanor (Jury)	6	5	-16.7%
Civil (Non-Jury)	40,627	34,082	-16.1%
Civil (Jury)	<u>10</u>	<u>9</u>	<u>-10.0%</u>
<b>TOTAL NON-JURY TRIALS</b>	<b>41,238</b>	<b>34,615</b>	<b>-16.1%</b>
<b>TOTAL JURY TRIALS</b>	<b>70</b>	<b>49</b>	<b>-30.0%</b>

<sup>2</sup>Effective May 2002, all new Felony case filings went directly to Superior Court.

# Justice Courts

## *Justice Court Case Activity, FY 2004 – FY 2005* *Total Cases Terminated*

	FY 2004	FY 2005	FY'04 – FY'05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
DUI	10,773	10,554	-2.0%
Serious Traffic	919	1,019	10.9%
Other Traffic	<u>21,330</u>	<u>23,079</u>	<u>8.2%</u>
<b>TOTAL CRIMINAL TRAFFIC</b>	<b>33,022</b>	<b>34,652</b>	<b>4.9%</b>
<b>TOTAL CIVIL TRAFFIC</b>	<b>153,627</b>	<b>170,264</b>	<b>10.8%</b>
Misdemeanor	20,088	19,572	-2.6%
Misdemeanor FTA	3,941	2,758	-30.0%
Traffic FTA	<u>6,239</u>	<u>6,373</u>	<u>2.1%</u>
<b>TOTAL MISDEMEANOR</b>	<b>30,268</b>	<b>28,703</b>	<b>-5.2%</b>
<b>TOTAL FELONY</b>	<b>662<sup>3</sup></b>	<b>6</b>	<b>-99.1%</b>
Small Claims	20,634	18,999	-7.9%
Forcible Detainer	81,651	85,912	5.2%
Other Civil/Non-Criminal Parking	<u>28,970</u>	<u>31,406</u>	<u>8.4%</u>
<b>TOTAL CIVIL</b>	<b>131,255</b>	<b>136,317</b>	<b>3.9%</b>
<b>TOTAL CASE TERMINATIONS</b>	<b>348,834<sup>4</sup></b>	<b>369,942</b>	<b>6.1%</b>
Orders of Protection Issued	5,412	5,079	-6.2%
Orders of Protection Denied	841	718	-14.6%
Injunctions Against Harassment Issued	4,518	4,747	5.1%
Injunctions Against Harassment Denied	<u>1,027</u>	<u>1,156</u>	<u>12.6%</u>
<b>TOTAL ORDERS OF PROTECTION</b>	<b>6,253</b>	<b>5,797</b>	<b>-7.3%</b>
<b>TOTAL INJUNCTIONS</b>	<b>5,545</b>	<b>5,903</b>	<b>6.5%</b>

### ***OTHER PROCEEDINGS***

	FY 2004	FY 2005	FY'04 – FY'05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Small Claims Hearings/Defaults	5,855	5,135	-12.3%
Civil Traffic Hearings	4,354	3,323	-23.7%
Order of Protection/IAH <sup>5</sup> Hearings	1,730	1,826	5.5%
Search Warrants Issued	3,073	2,178	-29.1%

<sup>3</sup> Felony pending cases were transferred to Superior Court.

<sup>4</sup> Total terminations include monthly statistical corrections submitted to AOC/Supreme Court.

<sup>5</sup> Civil Injunction Against Harassment.

# *Adult Probation Department*

---

## *FY 2005 Operational Highlights*

- The Maricopa County Adult Probation Department (MCAPD) joined with the Dallas County Community Supervision and Corrections Department, with the support of the National Institute of Corrections, to develop a model for implementing Evidence-based Practices (EBP). In doing so, the Department made key changes to its organizational structure and conducted mandatory training department-wide on EBP. To align with the important evidence-based practice of conducting an offender assessment, the Department now requires that an Offender Screening Tool (OST) be completed on all defendants going through the Presentence Division. Use of a validated assessment tool enables officers to: determine an offender's risk, assign the appropriate level of supervision, and develop an effective supervision plan. The department also began the first phase of implementing the FROST (Field Reassessment Tool) that will be used to measure the offender's progress and modify the supervision plan, if needed.
  
- The Department improved its information technology capabilities in the following areas: upgraded Arizona Criminal Judicial Information System (ACJIS) and the Justice Web Interface to more efficiently share information with other criminal justice agencies; upgraded its Intranet home page; improved booking efficiency with Maricopa County Sheriff Office (MCSO) Pre-Booking Application; improved officer safety with new Dispatch Call Center emergency procedures; streamlined Pretrial Automation data; and completed an interface with the Arizona Department of Corrections to automatically receive offender release data on cases coming to probation for supervision.
  
- Pretrial Services made a smooth transition as they moved the Initial Appearance Court functions into the new Fourth Avenue Jail Facility. The Probation Violation Court and the Court Liaison probation officers also moved to this location.
  
- As a result of a time study assessing staffing needs in Pretrial Services, the Department secured county funding for additional positions. The current staff to defendant ratio for general supervision is 1:120 and for electronic monitoring it is approximately 1:35. The new staffing ratios will be 1:75 for general supervision and 1:25 for electronic monitoring.
  
- A grant was received from the U.S. Department of Justice to support multi-agency assessment and planning regarding sex offenders in Maricopa County. The focus of the project is the re-entry of sex offenders on probation from the jail to the community. Sex offender education and treatment services are being provided in the jail and other re-entry issues, such as housing, are being explored.

# *Adult Probation Department*

---

## *Department Awards and Recognition*

- The Garfield Community Probation Center (also known as “Garfield”) received an Arizona Judicial Branch Achievement Award for Connecting with the Community. Garfield has a state-of-the-art education computer lab, temporary housing for homeless and/or mentally ill men on probation, and offices for probation staff. For over 10 years, Garfield staff has been highly involved in the Garfield neighborhood, coordinating community service projects in response to neighborhood needs, hosting and participating in community events, and providing education services.
  
- The Arizona Administrative Office of the Courts recognized MCAPD’s Education Center as LEARN Lab/Program of the Year (for the third time). The education program’s performance surpassed all of the core goals established by both the Arizona and U.S. Departments of Education.
  
- The National Association of Counties recognized the sex offender residential density application with a NACo Achievement Award. This application was developed in response to safety concerns expressed by the community and legislature regarding multiple sex offenders living in close proximity. The Department now has the capability to manage sex offender residential density on an ongoing basis and to produce quantifiable measurements for internal use and in response to stakeholders.

# *Adult Probation Department*

## *Adult Probation Selected Operational Statistics, FY 2005 Standard and Intensive*

	<i><b>TOTAL</b></i>
<b>ACTIVE PROBATIONERS (as of 6/30/05)</b>	<b>28,361</b>
<hr/>	
<b><u>Standard Probation Total</u></b>	<b>26,961</b>
<i>Standard Probation (Regular)</i>	20,102
<i>Specialized Caseloads <sup>(a)</sup></i>	2,723
<i>Report and Review <sup>(b)</sup></i>	3,492
<u>Interstate Compact</u>	644
<b><u>Intensive Probation Total</u></b>	<b>1,400</b>

<sup>(a)</sup> Specialized Caseloads include Sex Offenders (1,420), Domestic Violence (674), Seriously Mentally Ill (471), and Transferred Youth (158).

<sup>(b)</sup> Report and Review includes Report Only and Unsupervised cases.

*Source: Adult Probation Department Monthly Report to the Maricopa County Board of Supervisors and Joint Legislative Budget Committee – Reporting Period: June 2005.*

	<u><b>TOTAL</b></u>	<u><b>CLOSED</b></u>	<u><b>% CLOSED</b></u>
<b>WARRANTS</b>	<b>9,606</b>	<b>9,089</b>	<b>94.6%</b>
<hr/>			
<b>PETITIONS TO REVOKE PENDING (as of 7/01/04)</b>	<b>1,585</b>		
FILED DURING FY 2005	5,198		
ABSCONDERS APPREHENDED & IN PROCESS	6,551		
TOTAL DISPOSITIONS <sup>(c)</sup> with STATISTICAL CORRECTION (+61)	11,743		
<b>PETITIONS TO REVOKE PENDING (as of 6/30/05)</b>	<b>1,652</b>		

<sup>(c)</sup> Includes 4,044 Revoked to the Department of Corrections.

### **ADDITIONAL PROBATION DEPARTMENT ACTIVITY**

	FY 2004 <u>Totals</u>	FY 2005 <u>Totals</u>	FY04 to FY05 <u>% Change</u>
<b>PRESENTENCE REPORTS</b>	19,022	<b>19,493</b>	2.5%
<b>COMMUNITY SERVICE HOURS</b>	769,314	<b>891,897</b>	15.9%
<hr/>			
<i>Collections:</i>			
<i>Reimbursement</i>	\$ 492,618	<b>\$615,968</b>	25.0%
<i>Restitution</i>	\$ 8,373,917	<b>\$9,403,304</b>	12.3%
<i>Fines/ Surcharges</i>	\$ 7,776,363	<b>\$7,968,178</b>	2.5%
<i>Probation Fees</i>	\$ 7,534,498	<b>\$8,770,764</b>	16.4%
<i>Taxes Paid</i>	\$ 1,172,243	<b>\$1,659,319</b>	41.6%
<hr/>			
<b>TOTAL COLLECTIONS</b>	<b>\$25,349,639</b>	<b>\$28,417,533</b>	12.1%



# Juvenile Probation Department

---

## *FY 2005 Operational Highlights*

- One unit of the Maricopa County Juvenile Probation Department (MCJPD) functions as a concrete Restorative Justice operation, the *Juvenile Community Offender Restitution and Public Service (JCORPS)*. This unit coordinates all of the sites where juveniles perform work hours to satisfy court ordered public community service and/or restitution. This year, JCORPS has been involved in several endeavors. These include:
  - Adding a new site, the West Valley Community Justice Center, which provides janitorial services and the competency skills for employment in that industry;
  - Working with Value Options (a County-funded health care provider) to deliver the 15,000 stuffed bunnies that were donated to Value Options for kids in need (1,500 have been delivered);
  - Participating in the “beautification of the walls” in the Family Court Division; and
  - Developing a pilot project within our own detention facility, thus allowing juveniles who have had restitution or public service hours ordered to begin the process of satisfying those orders.
  
- MCJPD is developing a Facilities Master Plan, working in concert with Maricopa County Facilities Management Department, TRK consultants, and administrators from the Courts. Departmental building and space needs are being planned based on current population distribution and anticipated County growth. The goal is to place department resources where they are needed.
  
- MCJPD is in the process of seeking accreditation from the American Corrections Association (ACA), the oldest, and largest International correctional association in the world. In addition, under the direction of the new Medical Director of the Maricopa County Juvenile Detention Centers, pediatric residents at St. Joseph's Hospital will be attending the clinics as part of their adolescent medicine rotation during their pediatric residency.
  
- Over the past year, MCJPD has been active in a statewide collaboration, spearheaded by the Governor of Arizona, designed to ensure children involved with both the child welfare and juvenile justice systems are healthy and safe, and that their communities are protected. These efforts will lead to positive youth development, successful mental health interventions, substance abuse prevention and treatment services, and stronger families. It is anticipated that these efforts will result in an increased coordinated response to youth who are involved in both the child welfare and juvenile justice systems, a reduced number of future moves and placements of youth in and out of home care, a reduced number of future delinquent behavior in youth, and a reduced number of younger siblings entering the juvenile justice system.
  
- MCJPD has been selected as part of a national demonstration project in which data will be collected on a set of benchmark measures that were incorporated into an annual Juvenile Justice System Report Card that gauges system performance on those benchmarks. The report card will be available to communities, practitioners, policy makers and funding sources as a tool for improving local performance on these benchmarks.

# *Juvenile Probation Department*

---

- The Juvenile Intensive Probation (JIPs) supervisors and line staff have had a very positive and powerful impact on the JIPS Division performance this past year. Comparing the end of last fiscal year and the end of second quarter, almost 4,000 additional contacts were documented. The increase was most noted in evening and weekend contacts. In addition, a tightening treatment budget resulted in staff seeking alternative treatment resources in the community and through families insurance, as well as increasing the utilization of Value Options. Line staff also began to closely assess juveniles' urinalyses and cut the monthly number of urinalyses by more than 40 percent without a significant increase in the number of positive results.
- As part of the Arizona Building Blocks Initiative, MCJPD implemented the Education for Success Program, a truancy pilot, in the Cartwright 6<sup>th</sup> Grade Center. In addition, a Gateway truancy project, funded by the Governor's Office, was also implemented in other schools in the Cartwright School District.

## ***Department Awards and Recognition***

- The Maricopa Youth Alliance, of which MCJPD is a partner, was recently awarded a \$999,000 grant from the U.S. Department of Labor to help prepare youthful offenders for successful entry into the work force. The Maricopa Youth Alliance is the collaborative body of Goodwill Industries of Central Arizona, Maricopa Community College District, Arizona Call-A-Teen Youth Resources, Tumbleweed Center for Youth Development, Friendly House and MCJPD. The Alliance, through this grant, will concentrate on eight of the top 20 zip codes with highest juvenile complaint rates and highest ethnic minority rates to work with youth toward careers in four high growth/high demand industries: Health Care, Automotive, Retail and Hospitality. Several local business partners have agreed to join the Alliance for this grant project.
- MCJPD was honored with a NaCO Award for the project titled: *"Fight Back With Love: Every Adult Has a Responsibility to Prevent Bullying."* This project is a set of videos, print materials and web support designed to educate adults on the seriousness of bullying. The program is research-based in content, as well as methodology, and everything is available in Spanish, as well as English. "Bully prevention IS delinquency prevention" (FIGHT CRIME, INVEST IN KIDS: Sept. 2003.) The Maricopa County Juvenile Probation Department is invested in this program as a direct service to schools and the community because when adults understand bullying, why it is a seed behavior for aggression and violence against others and self, they will want to contribute to its prevention.

# *Juvenile Probation Department*

---

## *Juvenile Probation Selected Operational Statistics, FY 2004 - FY 2005*

	FY 2004 <u>Totals</u>	FY 2005 <u>Totals</u>	FY04 – FY05 <u>% Change</u>
<b>JUVENILE POPULATION (estimates)</b>			
County Population under 18 years old	896,257	<b>914,182</b>	2.0%
County Population age 8 through age 17	479,718	<b>489,312</b>	2.0%
<b>REFERRALS</b>			
Incorrigibility/Delinquent Complaints Received	34,759	<b>32,740</b>	-5.8%
Juveniles Involved	24,753	<b>23,854</b>	-3.6%
Complaints per Juvenile	1.4	<b>1.37</b>	-2.1%
<b>DISPOSITIONS</b>			
Juveniles Placed on Standard Probation	4,836	<b>4,667</b>	-3.5%
Juveniles on Standard Probation (end of year)	4,243	<b>4,093</b>	-3.5%
Juveniles Supervised per Probation Officer (avg)	29	<b>28</b>	-3.4%
Placements:       Day and Evening Care	334	<b>359</b>	7.5%
Residential	499	<b>490</b>	-1.8%
Committed to Department of Juvenile Corrections	355	<b>398</b>	12.1%
Remands to Adult Court	54	<b>71</b>	31.5%
Filed directly in Superior Court (Adult)	252	<b>260</b>	3.2%
<b>DETENTION</b>			
Juveniles Brought to Detention	9,916	<b>9,782</b>	-1.4%
Detained	9,144	<b>9,158</b>	0.2%
<i>Average Daily Population</i>	431	<b>438</b>	1.6%
<i>Average length of detention (days)</i>	17	<b>19</b>	11.8%
Home Detention (includes Electronic Monitoring)	2,555	<b>2,891</b>	13.2%
<i>Average Daily Population</i>	293	<b>302</b>	3.1%
<i>Average length of home detention (days)</i>	41	<b>43</b>	4.9%

# *Juvenile Probation Department*

---

	<u>FY 2004</u>	<u>FY 2005</u>	
	<u>Totals</u>	<u>Totals</u>	
<b>TYPE OF JUVENILE OFFENSE (% to total)</b>			
Violent Offense	4.0%	<b>4.2%</b>	
Grand Theft	9.7%	<b>10.3%</b>	
Obstruction of Justice	9.3%	<b>9.2%</b>	
Fighting	6.7%	<b>7.4%</b>	
Drug Offense	8.1%	<b>7.9%</b>	
Disturbing the Public Peace	25.8%	<b>24.8%</b>	
Petty Theft	14.1%	<b>15.5%</b>	
Status (Truancy)	21.5%	<b>19.8%</b>	
Administrative Hold	0.8%	<b>0.8%</b>	
 <b>GENDER</b>			
Male	70.5%	<b>69.2%</b>	
Female	29.5%	<b>30.8%</b>	
 <b>AGE AT TIME OF COMPLAINT</b>			
8 – 10 years old	1.3%	<b>1.1%</b>	
11 – 12 years old	5.9%	<b>5.8%</b>	
13 – 14 years old	24.9%	<b>24.9%</b>	
15 – 16 years old	43.3%	<b>43.4%</b>	
17 – 18 years old	24.6%	<b>24.7%</b>	
 <b>RECIDIVISM</b>			
	<u>FY 2002</u>	<u>FY 2003</u>	<u>FY 2004</u>
All Juveniles	34.1%	34.8%	<b>34.4%</b>
First Time Offenders	26.3%	27.0%	<b>27.4%</b>

*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 2005 are not shown since they are less than 365 days at risk.

# *Criminal Department*

---

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

- New case filings remained constant from the previous fiscal year (FY), receiving just under 36,000 filings: down less than 1,000 filings from the FY04 total of 36,700. Since March, the Superior Court routinely receives over 3,000 filings a month.
- FY05 case terminations topped 33,000: an almost 6 percent increase over FY04 terminations of more than 31,000, and a substantial increase over FY03 terminations of just under 28,000.
- The active pending case inventory continues to climb. By the end of June, the number stood above 10,600. Over 83 percent of terminated cases are resolved within 180 days, and 88 percent of the pending cases are less than 180 days old. The average case takes just 76 days to resolve.

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

- The RCC's have started their fifth year of operation. Over 20,500 filings were initiated in the RCCs, and these courts have become an integral component in the Court's early felony case processing philosophy. By conducting preliminary hearings and arraignments at the same time, the three RCC sites (Downtown Phoenix, Glendale, and Mesa) continue to keep in-custody defendant jail days to a minimum. The case resolution rate, through either plea or dismissal, remains above 50 percent.

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

- Drug related offenses account for about 30 percent of all criminal case filings (nearly 12,000 in FY05). The two Downtown EDC commissioners, along with the two EDC/RCC commissioners in the Mesa, resolve most nonviolent drug possession and use cases in approximately 20 days. The EDC also hears welfare fraud and spousal support fugitive matters.

## ***Early Felony Case Processing***

- The Court appoints a public defender for the vast majority of arrested defendants. A new unit, funded by the County and established in March 2005, is designed to assess defendants who use public defense services and to order defendants to make partial repayment for those services, if able. This unit has exceeded expectations collecting over \$2,000 per month.
- The Superior Court instituted a \$45 warrant fee on defendants who fail to appear for a court proceeding, which results in a bench warrant, to cover processing costs of warrant issuances and quashes. The fee is ordered at the time the warrant is issued, and is included in the fines, costs and sentencing minute entry at the time the defendant is sentenced.

## ***Information Processing Systems***

- The Court, Clerk of Court, Office of the County Attorney, and the Sheriff's Office, as well as the Integrated Criminal Justice Information System (ICJIS) continue to explore data exchanges to improve the criminal justice system. FY05 data-sharing projects include:

# *Criminal Department*

---

- In the fall of 2004, the Sheriff's Office and ICJIS installed the Jail Pre-Booking Module, which streamlines information from booking to the Initial Appearance Court (IA Court) and creates an electronic arrest information sheet ("Form IV").
- ICJIS and CTS installed the Assign-Attorney Module that automatically updates cases in iCIS case management system with the assigned trial attorney.
- The Clerk of Court is piloting document E-filing in trial divisions and in the DUI Center. Once instituted court-wide, divisions will be able to access pleadings immediately that will expedite decisions on motions and adjudication.
- Work is under way to, 1) install the File-A-Case module, designed to streamline the initiation of County Attorney complaints, and 2) develop an electronic warrant system to eliminate duplicate data entry during the issuance and quashing of warrants.

## ***Other Electronic Innovations***

- The Court continues to expand its use of electronic audio-video recording as the official court record, already in place in a number of courtrooms. Work has also begun, in collaboration with the Sheriff's Office, to expand the use of videoconferencing in more courtrooms and between courtrooms and the jail.
- Court administration is developing an electronic bulletin board schedule of divisions available for settlement conferences. Initially, this bulletin board schedule will be emailed to all indigent defense agencies twice daily to provide them with the most up-to-date information on divisions available to conduct settlement conferences.

## ***Initial Appearance Court***

- In response to an Appellate Court decision, the Court now sets bonds on bench warrants (except where the defendant is likely to be sent to prison). IA Commissioners review the bond amounts on defendants arrested on bench warrants.

## ***Consolidated Felony DUI Center***

- The Court added a third commissioner to the DUI Center, which handles class four felony aggravated DUI cases or below from Initial Pretrial Conference through sentencing. For FY05, the DUI Center held 105 trials.

## ***Lower Level Indicted Plea Program***

- In March of 2005, the Court implemented a program to encourage pleas in class four, five, and six felony indicted cases. The lower level indicted plea program is housed in the IPTC Center. The two IPTC commissioners ensure that discovery has been exchanged, a plea offer has been tendered, and that the offer has been seriously discussed with the client. Preliminary reports are that the program generates about a 25 percent plea rate.

# *Criminal Department*

---

## ***Administrative Programs to Manage Cases***

- The Court has long struggled with orphan complaints. The County Attorney files a complaint, but indicates its intent to pursue a supervening indictment through the Grand Jury. If the Grand Jury fails to return an indictment in a timely manner, the complaint remains active but without a future court date, (an “orphan complaint”). Court administration now aggressively monitors these complaints, and asks the County Attorney for a determination while taking the complaints to a commissioner for quick resolution. Now, most orphan complaints are resolved within 30 days.
- Maximizing judicial resources requires the Court to “multi-book” scheduled trials for trial judges. With an average 1.4 percent trial rate, most cases settle prior to the scheduled trial. Occasionally though, more trials remain scheduled on a division’s calendar than a judge can handle in a given week. To maximize judicial resources, maintain trial time standards set by rule, and spread trials to other open divisions, judges place cases scheduled for trial into Case Transfer so they can be placed with available judges.
- Both the EDC and RCC previously hard cases on defendants who have been summonsed to appear. However, the appearance rate on summonsed defendants averages less than 40 percent, which requires warrants to be issued on the other 60 percent. The Court established a calendar strictly for summonsed defendants, thus relieving the RCC and EDC of these cases. The summonsed IA calendar does not require attorneys to be present, allowing both the County Attorney and Public Defender to focus on and prepare for other cases where the defendants are more likely to appear.

## ***Mental Health***

- Mentally ill defendants in the criminal justice system need special treatment and oversight, for both the benefit of the defendant and for the protection of the community. The Court has organized a new Mental Health Department that now oversees both the Mental Health Court and the Rule 11 mental competency calendar. Work is under way to identify and treat these defendants at the earliest possible stage in the criminal justice system.

## ***Probation Revocation Center***

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

## ***Specialty Courts***

- The Court continues to support a variety of specialty courts including the DUI Court, the Adult Drug Court, Family Drug Court, Juvenile Drug Court, the Juvenile Transferred Offender Program, and the Mental Health Court (now part of the Mental Health Department). Plans are under way to create a Homeless Court, which will address the plight of homeless individuals within the County.

# Criminal Department

---

## *Criminal Department Selected Operational Statistics, FY 2004 – FY 2005*

	FY 2004	FY 2005	FY04 - FY05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Total Case Filings	36,748	<b>35,920</b>	-2.3%
Total Terminations	31,306	<b>33,096</b>	-5.7%
Clearance Rate <sup>6</sup>	85.2%	<b>92.1%</b>	8.3%
Active Pending Caseload	9,791	<b>10,603</b>	8.3%
Total Trials Completed	498	<b>607</b>	21.9%
Trial Rate <sup>7</sup>	1.4%	<b>1.7%</b>	21.4%
Defendants Sentenced	26,736	<b>28,348</b>	6.0%
Dismissed	4,493	<b>4,637</b>	3.2%
Acquitted	77	<b>108</b>	40.3%
Pleas	17,437	<b>17,858</b>	2.4%
Notices of Change of Judge	723	<b>813</b>	12.4%
Settlement Conferences Held	4,389	<b>5,226</b>	19.1%
Petitions for Post-Conviction Relief Filed (Rule 32)	1,937	<b>2,685</b>	38.6%
Bond Forfeiture Hearings	1,352	<b>1,462</b>	8.1%
Amount of Bonds Forfeited	\$3,187,875	<b>\$2,745,651</b>	-13.9%

### **Case Aging Statistics (in days)<sup>8</sup> for Terminated Criminal Cases**

50 <sup>th</sup> Percentile	66	<b>76</b>
90 <sup>th</sup> Percentile	187	<b>225</b>
98 <sup>th</sup> Percentile	379	<b>486</b>
99 <sup>th</sup> Percentile	466	<b>636</b>

---

<sup>6</sup> Clearance rate equals total terminations divided by total case filings.

<sup>7</sup> Trial rate equals total trials completed divided by total case filings.

<sup>8</sup> Case aging days are computed from Arraignment Date in Superior Court 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 and Tax Court

---

## *Electronic Filing*

- As a first step toward the expansion of electronic filing in a non-criminal division, and beyond the complex civil litigation program, a division of the Civil Court has been chosen for the implementation of an expansion pilot with a June 20, 2005 start date. *E-Filing* on cases selected as a result of the designation criteria will be mandatory for attorneys. As appropriate, an Administrative Order will be drafted and signed setting the guidelines for expanding *E-Filing* in civil divisions.

## *Complex Civil Litigation Program*

- On October 17, 2002, the Arizona Judicial Council unanimously approved the final report and recommendations of the Committee to Study Complex Litigation, created by Supreme Court Administrative Order. That report recommended the establishment of a pilot program for a Complex Civil Litigation Court in the Superior Court in Maricopa County. The program was designed to accelerate the time-to-disposition of complex civil disputes. The Committee also envisioned that the program would allow for more effective utilization of court resources, and would permit improvements to civil case processing. The program has now been in effect for almost three years and has accumulated a total of approximately 250 case filings. The pilot program will run through October 17, 2007.

## *Fiscal Year Civil Filings, Caseload, and Workload*

- During FY05, the Civil Department consisted of seventeen full-time civil calendar judges and three judges who each carry a partial civil calendar that, collectively, are equivalent to an additional civil division. By the end of FY05, each full-time civil judge had a caseload of approximately 640 pending cases. Each of the six commissioners who handle civil cases had an average caseload of 430 pending cases, and the remaining 7,700 pending cases are assigned to arbitration. While under the supervision of civil judges, all cases on the arbitration calendar are managed by attorneys appointed to serve as arbitrators by the court.

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

<u>Cases terminated:</u>	<u>FY 2004</u>	<u>FY 2005</u>	<u>Arizona Supreme Court Standards</u>	<u>American Bar Association Standards</u>
within 9 months	78.3%	<b>80.9%</b>	90%	
within 12 months	90.0%	<b>91.2%</b>		90%
within 18 months	94.8%	<b>95.1%</b>	95%	98%
within 24 months	98.0%	<b>97.9%</b>	99%	100%

## *Arizona Tax Court*

- The Tax Court Department of the Superior Court in Maricopa County serves as the State-wide “Arizona Tax Court,” exercising original and exclusive jurisdiction over all cases involving tax matters except property tax cases. Property tax cases may be filed either in the Tax Court or in any Arizona Superior Court as a civil case. Tax Court also hears Small Claims involving disputes concerning the valuation or classification of property in which the full cash value does not exceed one million dollars. Prior to September 2003, the threshold amount for these types of small claims matters was \$300,000.

# *Civil Department and Tax Court*

---

## *Selected Civil Department Operational Statistics, FY 2004 - FY 2005*

	New Case Filings			Case Terminations		
	<u>FY 2004</u>	<u>FY 2005</u>	<u>FY04 – FY05 % Change</u>	<u>FY 2004</u>	<u>FY 2005</u>	<u>FY04 – FY05 % Change</u>
Tort						
Motor Vehicle	6,107	<b>5,728</b>	-6.2%	7,247	<b>5,950</b>	-17.9%
Tort						
Non-Motor Vehicle	2,807	<b>2,590</b>	-7.7%	2,990	<b>2,535</b>	-15.2%
Medical						
Malpractice	481	<b>465</b>	-3.3%	516	<b>465</b>	-9.9%
Contract	10,216	<b>10,581</b>	3.6%	11,608	<b>10,325</b>	-11.1%
Tax	19	<b>3</b>	-84.2%	16	<b>4</b>	-75.0%
Eminent						
Domain	215	<b>196</b>	-8.8%	262	<b>184</b>	-29.8%
Lower						
Court Appeals <sup>9</sup>	486	<b>962</b>	97.9%	647	<b>1,073</b>	65.8%
Unclassified						
Civil	17,509	<b>17,491</b>	-0.1%	17,656	<b>15,688</b>	-11.1%
<b>TOTALS</b>	<b>37,840</b>	<b>38,016</b>	<b>0.5%</b>	<b>40,942</b>	<b>36,224</b>	<b>-11.5%</b>
Civil Trials						
Completed	394	<b>346</b>	-12.2%			
Trial Rate	1.1%	<b>0.9%</b>	-18.2%			

## *Tax Court Selected Operational Statistics, FY 2004 - FY 2005*

	New Case Filings			Case Terminations		
	<u>FY 2004</u>	<u>FY 2005</u>	<u>FY04 – FY05 % Change</u>	<u>FY 2004</u>	<u>FY 2005</u>	<u>FY04 – FY05 % Change</u>
Cases of Record						
Property	445	<b>397</b>	-10.8%	326	<b>394</b>	20.9%
Other	509	<b>324</b>	-36.3%	547	<b>384</b>	-29.8%
Small Claims						
Property	315	<b>285</b>	-9.5%	313	<b>284</b>	-9.3%
Other	6	<b>8</b>	33.3%	7	<b>4</b>	-42.9%
<b>TOTALS</b>	<b>1,275</b>	<b>1,014</b>	<b>-20.5%</b>	<b>1,193</b>	<b>1,066</b>	<b>-10.6%</b>

<sup>9</sup> Lower Court Appeals total include appeals from limited jurisdiction courts set and heard by the LCA calendar judge, who handles lower court appeals (both criminal and civil) and administrative reviews.

# *Probate and Mental Health*

---

## ***Increased Monitoring and Review***

- Recognizing the need for greater protection of vulnerable adults, the Arizona Supreme Court in 2001 mandated increased monitoring of all private fiduciaries. To meet this need, Superior Court employs Probate Examiners, consisting of attorneys and paralegals, who are charged with reviewing all pending probate cases to ensure compliance with statutory reporting requirements and court orders. The four Probate Examiners employed during FY 2005 completed 7,771 case monitoring reviews, issuing 1,004 Notices of Non-Compliance.
- Court Accountants review financial accountings in pending conservatorship, decedent estate, and trust administration cases, and make recommendations to the Court regarding whether to approve those accountings. In FY 2005, a total of 1,880 accounting reviews were conducted of estates collectively valued at over \$422.5 million.
- 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. During FY 2005, Court Investigators conducted 739 initial investigations and reports, with an additional 95 investigations and reports prepared by certified fiduciaries who serve as contract investigators.
- Court Volunteers in the Guardian Review program aid the Court by providing additional oversight of adult guardianships and conservatorships. In order to monitor the welfare of these vulnerable adults, 989 case file reviews and visits to wards were conducted during the year.

## ***Expanded Oversight***

- To provide better access to Probate and Mental Health Court services, a full time mental health court facility was created in 2004 at Desert Vista Behavioral Health Center in Mesa. As a result of having a dedicated Mental Health Commissioner throughout FY 2005, a total of 2,071 initial mental health evaluation petitions were filed, 1,331 hearings on mental health petitions were conducted, and 1,233 treatment orders were entered by the Court. During 2005, the Mental Health Commissioner conducted 2,466 status review proceedings on the 2,132 mental health cases pending at the end of FY 2005.

## ***Expanded Regional Services for Probate***

- During FY 2005, the Court expanded the administration of Probate cases to the Southeast Valley through the assignment of two commissioners and one judge to hear guardianship, conservatorship, and decedent estate cases. There were 1,105 Probate cases initiated at the Southeast Regional Center. At the Northwest Regional Center, the Northwest Presiding Judge and a court commissioner administer Probate, and 878 cases were filed in the year.

# *Probate and Mental Health*

---

## *Future Objectives*

- Planning has begun on creating a Comprehensive Mental Health Court that will encompass court proceedings in Probate, Mental Health, and Criminal Court cases involving persons with serious mental illnesses. This expanded Mental Health Court will continue to oversee civil commitment proceedings and adult guardianships with mental health treatment, but will also be broadened to include certain Criminal Court proceedings such as motions to determine competency and probation revocation cases involving probationers with serious mental illnesses.

This underserved population requires a “continuity of care” in addressing their specific needs within the criminal justice system. Without consistent oversight, these individuals are often subjected to longer incarcerations, risk of psychiatric decompensation, inconsistent dispositions, and wasted court resources. The consolidation of criminal court and civil mental health court proceedings will provide better administration, case management, and oversight. The desired objectives for the consolidated mental health court department include:

- Reducing criminal recidivism for persons identified with serious mental illnesses;
  - Increasing the success rate of probationers with these illnesses,
  - Reducing the number of repeat civil commitment proceedings for patients at Desert Vista and the Arizona State Hospital;
  - Enhancing the exchange of information on court cases for improved case management and oversight;
  - Increasing communication and coordination of court services among behavioral health agencies and court departments; and
  - Providing better coordination and continuity of services for persons involved in cases under the Probate, Mental Health, and Criminal Departments.
- The Probate Department would like to 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.
  - E-Filing. Currently, Electronic Filing projects are ongoing in the Civil and Criminal Departments. By early 2006, it is anticipated that E-Filing will be expanded to include all Probate cases and pleadings.

# Probate and Mental Health

---

## *Probate and Mental Health Selected Operational Statistics, FY 2004 – FY 2005*

	New Case Filings			Case Terminations		
	FY 2004	FY 2005	FY04 - FY05 <i>% Change</i>	FY 2004	FY 2005	FY04 - FY05 <i>% Change</i>
Estate Probates and Trust Administrations	4,270	<b>4,146</b>	-2.9%	14,453 <sup>10</sup>	<b>7,023</b>	-51.4%
Guardianships and Conservatorships	2,776	<b>2,457</b>	-11.5% <sup>11</sup>	2,436	<b>660</b>	-72.9%
Adult Adoptions	21	<b>21</b>	0.0%	46	<b>19</b>	-58.7%
<b>TOTALS</b>	7,067	<b>6,624</b>	-6.3%	16,935	<b>7,702</b>	-54.5%
Mental Health	2,178	<b>1,994</b>	-8.5%	4,043 <sup>10</sup>	<b>2,067</b>	-48.9%

### Case Monitoring Reviews, FY 2005

Adult Guardianship and Conservatorship Cases	5,360
Minor Guardianship and Conservatorship Cases	1,072
Decedents Estate Cases	1,339
<b>Total</b>	<b>7,771</b>

Accounting Reviews, FY 2005	Number of Reviews	Total Estate Value	Average Estate Value	Problems Found
Conservatorships of Adults	1,123	\$298,796,912	\$266,070	280
Conservatorships of Minors	161	\$73,245,357	\$454,940	38
Decedent's Estates	88	\$12,621,374	\$143,425	39
Trusts	62	\$37,846,980	\$610,435	21
Responses	446		n/a	123
<b>Totals</b>	<b>1,880</b>	<b>\$422,510,623</b>	<b>\$294,638</b>	<b>501</b>

<sup>10</sup> In FY 2004, approximately 7,000 Estate Probates and Trust Administrations were administratively terminated as part of continuing efforts to clean up older cases. A significant number of Mental Health cases were also administratively closed.

<sup>11</sup> In October 2004, all new minor guardianship cases were assigned to the Juvenile Department, which accounts for the 11.5% decrease in New Case Filings for all guardian and conservator cases in FY2005. New filings of adult guardian and conservator cases actually increased 25.8% during FY2005, from 752 in FY2004 to 946 in FY2005.

# *Alternative Dispute Resolution (ADR)*

---

## ***Family Court Settlement Conference Program***

- In Family Court, ADR received 1,031 cases and conducted 807 settlement conferences with an overall agreement rate of 51 percent. Last year's *judge pro tempore* (JPT) Family Court recruitment project was a success, adding 27 new JPTs to the list for 2005. The ADR website was expanded to include a JPT section, which includes the current JPT list and documents and forms used by Family Court JPTs. New forms were established for agreement between the parties pursuant to Arizona Rules of Civil Procedure Rule 80(d) for cases with and without children.

## ***Civil Court Settlement Conference Program***

- The number of cases referred for civil settlement conferences reached an all-time high in fiscal year 2005. There were 1,546 cases received and 999 settlement conferences conducted, with an overall agreement rate of 43 percent.
- Last year's *judge pro tempore* (JPT) civil recruitment project added 57 new JPTs to the list for 2005. The ADR civil database and procedures for JPT case assignments were completely revamped. The ADR website was expanded to include a JPT section. This section includes the current JPT list and documents and forms used by civil JPTs. The civil presiding judge approved the arbitration exemption pass as an incentive for JPTs. Effective February 21, 2005 a JPT who serves and completes a minimum of four civil settlement conferences in a consecutive six-month period is entitled to one "pass" as an arbitrator for the court after completion of the request for exemption.

## ***Short-Trial Program***

- The ADR Short Trial Program received 43 cases, with 17 short trials being held. During fiscal year 2005, ADR staff conducted ongoing orientations and training sessions with current and newly appointed civil (JPT's). The ADR short trial on-line database was updated to include new administrative procedures and the Short Trial Bench Book.

## ***Probate Mediation Program***

- The Probate Mediation Program received 71 cases and conducted 48 mediations, with an overall agreement rate of 77 percent.

## ***Justice Court Mediation Program***

- One new Justice Court was added to the Volunteer Mediation Program in FY05, bringing the list to 13 Maricopa County Justice Courts currently participating in the program. 1,727 cases were referred to the program and 1,234 mediations were held, resulting in a 41 percent agreement rate. 1,851 volunteer mediator hours were also utilized in the past year.
- The Program coordinated with South Mountain Community College to conduct four 40-hour basic mediation skills trainings, resulting in more than 54 new ADR mediators for the program. In addition, 11 in-house orientations were held for volunteers who had obtained their basic training through the University of Phoenix, the Mediation Agency, the American Arbitration Association, or elsewhere. Three continuing education classes were also held, to further enhance the skills of mediators.

# *Alternative Dispute Resolution (ADR)*

---

## *ADR Selected Operational Statistics, FY 2005*

	<u>Family Court</u>	<u>Civil</u>	<u>Short Trial</u>	<u>Probate Mediations</u>	<u>Justice Court Mediations</u>	<u>TOTAL</u>
<b>Cases Received</b>	1,031	1,546	43	71	1,727	<b>4,418</b>
Conferences Held	807	999	17	48	1,234	<b>3,105</b>
Full Settlement	408	427	17	27	507	<b>1,386</b>
<i>Percent Full</i>	<i>51%</i>	<i>43%</i>	<i>100%</i>	<i>56%</i>	<i>41%</i>	<i>45%</i>
Partial Settlement	185	33		10	9	<b>237</b>
<i>Percent Partial</i>	<i>23%</i>	<i>3%</i>		<i>21%</i>	<i>1%</i>	<i>8%</i>
Pro Bono Hours	2,017.5	2,497.5	42.5			

## *FY 2004 – FY 2005 Comparisons*

	<u>FY 2004</u>	<u>FY 2005</u>	<i>FY04 - FY05 % Change</i>
<b>Cases Received</b>	4,836	<b>4,418</b>	<i>-8.6%</i>
Conferences Held	3,199	<b>3,105</b>	<i>-2.9%</i>
Full Settlement	1,588	<b>1,386</b>	<i>-12.7%</i>
<i>Percent Full</i>	<i>50%</i>	<i>45%</i>	
Partial Settlement	248	<b>237</b>	<i>-4.4%</i>
<i>Percent Partial</i>	<i>8%</i>	<i>8%</i>	
Pro Bono Hours	7,759	<b>6,528.5</b>	<i>-15.9%</i>

# Family Court

---

## ***Decree on Demand***

- In August 2004, Superior Court implemented an innovative way of divorce by default at the Downtown Phoenix courthouse. Once the required statutory timeframes have been met, a litigant can simply call the court and schedule a default dissolution hearing. If litigants call before noon, they can obtain a hearing as early as the next day. The *Default on Demand* calendar operates every weekday. When the litigant calls the court, court staff conducts a brief interview regarding type of service, date of service, case type, the date application and affidavit of default was filed and whether an interpreter is needed. A hearing is then scheduled and court staff conducts a file review to be sure statutory requirements have been met and to determine if service has been complete. On the day of the hearing, the litigant is told to appear in a “default room” prior to entering the courtroom. A final review of paperwork is completed, which includes child support calculations, and the litigant enters the courtroom for their hearing.
- The *Default on Demand* project has received overwhelmingly positive feedback from litigants, judges, and private attorneys. The program expanded to include Consent Decrees and the name of the program changed to *Decree on Demand*. The program was fully implemented in the Northwest Regional Court in February 2004, and in the Southeast Regional Court in May 2004. A computer enhancement was developed that allows litigants to schedule a default hearing via the Internet. The project has simplified the default process and eliminated a 4 to 6 week wait. Most litigants have asked for and have been given a default court date between 2 and 10 days after their request. In FY 2005, 5,682 default hearing were scheduled at one of the three regional court locations, and 4,801 default decrees were signed.

## ***Attorney Case Managers***

- The Attorney Case Manager (ACM) program has been restructured this past year to help the Court to intervene earlier in Family Court matters and resolve issues more expeditiously. ACMs conduct Early Resolution Conferences (ERC) with self-represented litigants, scheduled as soon as a responsive pleading is filed. The purpose of an ERC is to mediate and conduct settlement negotiations in family law cases, resolve and memorialize as many issues as possible, provide direction and management in the case, and schedule a subsequent hearing to conclude the case. During FY 2005, over 1,500 conferences were held, with 90 percent resulting in either a full or partial settlement of issues.

## ***Expedited Services***

- In an effort to further streamline Family Court case flow and improve case management, especially from a customer service standpoint, the Clerk of the Court and the Court determined that Family Court ancillary services needed to be centralized. Therefore, the administration of Expedited Services was moved from the Office of the Clerk of Court to Superior Court/Family Court Administration for management and oversight. Family Court has been able to evaluate, review, and change some existing business practices within Expedited Services to make the modification and enforcement of court orders easier and without unnecessary delay. Family Court Administration will continue to explore and implement new programs to increase efficiencies on post-decree Family Court cases.



# *Family Court*

---

## ***Family Court Navigator***

- During FY 2005, the Navigator responded to more than 685 public inquiries, 452 telephone calls, 164 e-mail inquiries, and 66 walk-in customers. Issues raised by the public encompassed a wide variety of family law subjects, with over half of all inquiries relating directly to post-decree issues, including enforcement and modification of custody, visitation, and child support. The majority of contacts to the Navigator have been as a result of the Superior Court website, referrals from judges, and referrals from outside agencies such as the Fresh Start Women's Resource Center and the Family Legal Assistance Program.

## ***Family Drug Court***

- Family Drug Court (FDC) continues to increase in caseload during the second year of operations. FDC serves parents and children involved in dependency matters or divorce and custody actions, in which drug or alcohol problems also exist. Currently, one Superior Court judge presides over FDC and the administrative unit consists of a Program Manager, primarily responsible for contract management, a Court Liaison Officer, who monitors client compliance of mandatory program components, and a Parent Effectiveness Trainer, who holds weekly parenting classes. Since the program was initiated in 2004, FDC has received 408 referrals with 196 accepted into the program.

## ***Family Violence Prevention Center***

- Established in 2001, the Family Violence Prevention Center continues to provide self-help resources for people who seek domestic violence protection orders from the Court and people who are impacted by those orders. In FY 2005, more than 10,000 people were served either in the Downtown Phoenix Center or at the Southeast Regional Court in Mesa. In addition, to providing information about court processes related to domestic violence, and a computer prompt system for filling out the necessary paperwork, people can also speak to an on-site domestic violence lay advocate.

## ***Integrated Family Court***

- The Integrated Family Court (IFC) pilot project, involving cases with children and families whose issues and litigants overlap the jurisdictions of more than one court department, was reevaluated to determine its effectiveness. While many support the goals of providing efficient and directed service to families in distress, the current format was not achieving its goals and it was decided that a separate IFC would no longer exist. In order to achieve what is in the children's best interests, Juvenile Court can enter custody orders, the family court case will proceed and adjudicate any remaining issues, and the initial child support orders will be entered in consultation with the other court department.

## ***Post-Decree Child Support Court***

- Planning is underway in FY 2006 to establish a Post-Decree Child Support Court. This new program is being designed for parties seeking a simplified child support modification or other modification of child support. The program will resolve support issues more promptly, reduce the number of times parties must come to court, and help ensure that the use of Family Court's ancillary services is more effective and efficient.

# Family Court

---

## *Family Court Selected Operational Statistics, FY 2004 – FY 2005*

	FY 2004	FY 2005	FY04 - FY05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Dissolution Filings	17,212	<b>17,788</b>	3.3%
Other Case Filings	15,454	<b>15,347</b>	-0.7%
<b>TOTAL CASE FILINGS</b>	<b>32,666</b>	<b>33,135</b>	<b>1.4%</b>
<hr/>			
Dissolution Terminations	18,916	<b>19,345</b>	2.3%
Other Case Terminations	14,392	<b>16,887</b>	17.3%
<b>TOTAL TERMINATIONS</b>	<b>33,308</b>	<b>36,232</b>	<b>8.8%</b>
<hr/>			
Clearance Rate	102.0%	<b>109.3%</b>	7.2%
Active Pending Caseload	19,247	<b>16,094</b>	-16.4%
Subsequent Filings <sup>12</sup>	16,432	<b>16,783</b>	2.1%
<b>Domestic Violence: Orders of Protection</b>	FY 2004	FY 2005	FY04 - FY05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Total Filings	4,338	<b>5,284</b>	21.8%
Orders Issued	4,699	<b>4,583</b>	-2.5%
Orders Denied	567	<b>701</b>	23.6%
Emergency Orders Issued	79	<b>92</b>	16.5%
<b>Domestic Violence: Requests for Hearings to Revoke/ Modify Orders of Protection</b>			
Requests for Hearings	2,374	<b>2,295</b>	-3.3%
Hearings Commenced	1,639	<b>1,520</b>	-7.3%
<b>Case Aging (filing to termination)</b>			
Median (50 <sup>th</sup> percentile)	183 days	<b>162 days</b>	
90 <sup>th</sup> percentile	461 days	<b>391 days</b>	
95 <sup>th</sup> percentile	622 days	<b>531 days</b>	

---

<sup>12</sup> Post-decree matters filed after original case has reached resolution. Usually modifications and/or enforcements.

# *Family Court Conciliation Services*

---

## *Educational Services*

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

## *Enhancing and Expanding Services*

- This year Conciliation Services cross trained all professional staff and implemented Parenting Conferences. As part of the parenting conference process, the Department made a commitment to provide reports to the Court within 65 days of the appointment. Conciliation staff were able to exceed this commitment and, in fact, provided reports on average within 16 days of the appointment time.
- The Department also participated in implementing Early Resolution Conferences with Attorney Case Managers.

## *Future Department Goals and Programs*

- During the next fiscal year Conciliation Services will be expanding to the new Northeast Regional Court Complex. The Department will be building capacity to provide the Parent Conflict Resolution classes in all the regional sites.

## *Conciliation Services Selected Statistics, FY 2004 – FY 2005*

	FY 2004	FY 2005	FY04 to FY05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Conciliation Counseling	342	<b>305</b>	-10.8%
Mediation/Open Negotiation	2,129	<b>1,496</b>	-29.7%
Parenting Conferences	2,934	<b>2,083</b>	-29.0%
Emergency Child Interview	214	<b>365</b>	70.6%
<hr/>			
<b>TOTAL CASELOAD</b>	5,833	<b>4,249</b>	-27.2%

# Juvenile Court

---

## ***CASA Program Highlights for FY 2005***

- 79 new Court Appointed Special Advocates (CASA) were trained during the year, which brings to 279 the total number of volunteers. Over 15,000 hours were donated to serving the needs of 400 children. CASAs traveled nearly 145,000 miles around Maricopa County in FY05, visiting their charges, providing sibling and/or parent visits, attending trainings and staffing with Child Protective Services (CPS) and various court hearings.
- The CASA Program applied for and received several grants during the year to help in program outreach and service to children. Grants include a Diversity Grant from National CASA that provided funds for advertisements in publications that reach Maricopa County minority populations, and an Urban Initiative Grant, also from National CASA, to allow urban programs to mentor each other. The Maricopa County Program Manager mentored the Santa Clara California CASA Program and was mentored by the St. Louis Missouri Child Advocate Program. Finally, the program received a grant from the Jeweler's Association of America to create a program of tutoring and skills training for older youths transitioning out of foster care at the age of 18.
- The Maricopa County CASA Program revamped its website during the year, updating a variety of search engines that led to an increase in activity of over 70 percent. Several special events were also held during the year, including the *April Light of Hope Event* during Child Abuse Prevention and Awareness Month, the *Annual CASA Theta* picnic for CASAs and children, the *Annual Holiday Party*, and a special *Zoolights Night* at the Phoenix Zoo, which was funded through a grant from a private Valley foundation.

## ***Dependency in FY05***

- At the end of FY05, Juvenile Court was overseeing 5,541 children who had open dependency cases, an 18 percent increase over last year. 1,784 cases during FY05 were scheduled for a *Preliminary Protective Conference or Hearing*, up from 1,651 cases last year. Also in FY05, 1,443 mediations were scheduled in either dependency or severance cases, up from 1,213 the prior year. There were full or partial agreements reached 79 percent of the time.
- *Children's Resource Assistance* is one of the many programs operated by Juvenile Court Administration. Parties appearing at Juvenile Court seeking information about the dependency process are put in touch with a Court Administration staff person. The dependency process is explained, questions are answered, and referrals are made. Typically, the child or children in question are relatives. In FY05, 192 individuals availed themselves of this service, with 46 of those proceeding to file a dependency petition.
- *Children's Resource Staffings* are another Juvenile Court program in which Court Administration, Juvenile Probation, Child Protective Services, and Value Options (a County-funded healthcare provider) collaborate to provide information and referrals to guardians ad litem and other persons contemplating filing a dependency petition. Meetings are held once a week to explore possible alternatives available to a family to obviate the need for a dependency filing. 126 Staffings were conducted last year, with only 12 resulting in a dependency filing.

# Juvenile Court

---

## *Juvenile Court Selected Operational Statistics, FY 2004 – FY 2005*

	FY 2004	FY 2005	FY04 - FY05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Delinquency and Citations	14,587	<b>14,065</b>	-3.6%
Dependency (Petitions)	1,730	<b>1,906</b>	10.2%
Adoption	963	<b>1,081</b>	12.3%
Severance	249	<b>326</b>	30.9%
Certifications	1,069	<b>965</b>	-9.7%
Non-Petition Matters	719	<b>482</b>	-33.0%
<b>TOTAL CASE FILINGS (Petitions)</b>	19,317	<b>18,825</b>	<b>-2.5%</b>
<b>TOTAL DEPENDENCY FILINGS (Count of Juveniles)</b>	2,953	<b>2,976</b>	<b>0.8%</b>
Delinquency and Citations	13,391	<b>14,121</b>	5.5%
Dependency (Petitions)	1,680	<b>1,884</b>	12.1%
Adoption	845	<b>1,004</b>	18.8%
Severance	245	<b>214</b>	-12.7%
Certifications	1,004	<b>899</b>	-10.5%
<b>TOTAL CASE TERMINATIONS (Petitions)</b>	17,165	<b>18,122</b>	<b>5.6%</b>
<b>TOTAL DEPENDENCY TERMINATIONS (Count of Juveniles)</b>	2,155	<b>2,182</b>	<b>1.3%</b>

# *Southeast Regional Court*

---

The Southeast Regional Court has operated in Mesa, Arizona since 1991. There is both an adult and a juvenile facility at Southeast. At the close of Fiscal Year 2005, there are 18 judges and 7 commissioners at the Southeast: The Presiding Southeast Judge, who also carries a Family Court calendar, five additional Family Court judges, five Criminal Department judges, two Civil judges, and five Juvenile Court judges. Two commissioners carry Criminal Department calendars, two commissioners are in Juvenile Court, and one each is in Family Court and Civil. There is also a full time commissioner assigned to a Mental Health calendar at Desert Vista Regional Hospital in Mesa.

## *Selected Operational Statistics, FY 2004 - FY 2005*

	New Case Filings		<i>FY04 - FY05 % Change</i>
	<u>FY 2004</u>	<u>FY 2005</u>	
Criminal Court	10,924	<b>10,136</b>	-7.2%
Family Court	8,884 <sup>13</sup>	<b>7,009</b>	-21.1%
Civil Court	3,253	<b>2,146</b>	-34.0%
<b>TOTALS</b>	23,061	<b>19,291</b>	-16.3%

---

<sup>13</sup> Revised number reflects cases transferred out when new Family Court calendar was created.

# Northwest Regional Court

---

The Northwest Regional Court opened in July 2003 in Surprise, Arizona. At the close of Fiscal Year 2005, there are three judges and two commissioner assigned to Northwest. Two judges handle full Family Court calendars, while the Northwest Presiding Judge has Civil and Probate case calendars. One commissioner hears Family Court, Civil, and Probate matters and the other commissioner handles only Family Court cases.

## *Selected Operational Statistics, FY 2004 - FY 2005*

	New Case Filings		<i>FY04 - FY05 % Change</i>
	<u>FY 2004</u>	<u>FY 2005</u>	
Family Court	3,048	<b>2,392</b>	-21.5%
Civil Court	771	<b>658</b>	-14.7%
Probate Court	837	<b>871</b>	4.1%
<b>TOTALS</b>	4,656	<b>3,921</b>	-15.8%

# *Administrative Services Division*

---

The Judicial Branch Administrative Services Division is responsible for many of the business support functions for the Superior Court, Justice Courts, Adult Probation Department, and Juvenile Probation Department. In addition to continuing these support functions, the division has established a business re-engineering plan, designed to significantly streamline processes and service delivery in Travel Coordination, Procurement and Human Resources.

## *Human Resources*

- Caseloads for the Trial Courts are rapidly expanding, placing greater demand on all the divisions and services the Courts provide. In FY05, there were 726 new hires processed by Court HR, replacing 623 resignations/terminations and adding more than 100 new positions. To meet these personnel requirements, HR participated in 57 Job Fairs and Hiring Blitzes. The Division supports an employee base of over 3,500 FTE in 284 job classifications.
- A major priority this past year was salary and classification reviews as one effort in stabilizing the work force and recognizing the contribution of our employees. Due to reorganizations and the evolving nature of the Trial Court's work, 61 new job descriptions were developed and implemented. Employee Relations processed 276 Family and Medical Leave Act (FMLA) cases for more than 50,000 hours.

## *Training and Professional Development*

- The Courts have instituted two important initiatives to address staff turnover:  
(1) An onsite Associates Degree in Applied Science in Judicial Studies has been developed and is presented during lunch and off hours to help develop judicial administration leadership and, (2) Training has increased the length and content in New Employee Orientation (NEO) from 4 hours to 16 hours. In FY05, NEO training and development exceeded 3,500 hours, nearly three times the number of hours dedicated to new employee training in the previous year.
- The number of training hours last year exceeded 38,300 including annual Court Ordered Judicial Education and Training (COJET). This represents over 3,700 individual classes.

## *Finance*

- The Superior and Justice Courts FY05 budget was in excess of \$80M, including state and federal grants and other funding sources.
- Individual budget reporting to Cost Center Managers has been established on a monthly basis, and Cost Center Manager Budget Training has been provided to more than 30 Court department managers.

## *Procurement*

- More than 1,300 purchase orders were administered in FY05, not including routine office supplies and internal procurements.



# *Self Service Center*

---

- The Self-Service Center (SSC) offers court forms, instructions and information to litigants who are representing themselves in cases involving Family Law, Probate, Civil and Domestic Violence. Currently, the SSC has over 900 different court forms, instructions and procedures, printed in both English and Spanish.
- The number of forms distributed at the SSC during FY 2005 was 5 percent lower than in FY 2004. Factors that contributed to this decrease are: an increasing number of visitors using the SSC website, from which court forms can be downloaded and printed, and an increase in the number of people utilizing certified document preparers. SSC staff served more than 32,650 walk-in customers at the three SSC courthouse locations (Downtown Phoenix; Mesa in the Southeast Valley, and Surprise in the Northwest). Another 1,440 requests for services were processed by mail.
- The SSC website had 286,496 unique visitors during FY 2005, which is a 9% increase over FY 2004. Self-help information was also provided through the SSC automated phone system (602-506-SELF) to more than 22,530 callers this year. The phone system offers more than six hours of recorded information on Family Law, Probate and Domestic Violence procedures and services.

## *Self Service Center Forms Distributed, FY 2004 – FY 2005*

	FY 2004	FY 2005	FY04 - FY05
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Domestic Violence	10,800	<b>10,283</b>	-4.8%
Divorce	7,715	<b>7,378</b>	-4.4%
Probate	3,326	<b>3,212</b>	-3.4%
Other Family Court <sup>14</sup>	14,712	<b>13,600</b>	-7.6%
Others <sup>15</sup>	2,077	<b>2,280</b>	9.8%
<b>TOTAL Forms Distributed</b>	38,630	<b>36,753</b>	-4.9%

---

<sup>14</sup> Includes establishments, modifications, and enforcements.

<sup>15</sup> Includes name change, juvenile dependency and property tax appeal.

# *Law Library*

---

The Superior Court Law Library is a public court law library open to all. Access to justice is a fundamental right of every citizen and open, reliable access to legal information and knowledge is an essential element of that right. A court law library is an integral part of the administration of justice and a vital part of the community it serves. The 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 Law Library comprises the main library in the downtown Phoenix East Court Building, a branch library in the Southeast Regional facility, a self-help collection in the Northwest Regional facility, and a cooperative law collection at the Scottsdale Public Library. 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. Over the past year, the Library completed a transition from networked CD-ROM primary resources to Web-based 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 4,000 users have remote access from home or office to the Library's Web resources. New 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 using SFX and open-URL technologies to link to 100 years of full-text resources.
- Wireless Internet access from the Library's East Court Building 2<sup>nd</sup> floor.
- Enhancements to the Library's Web-based catalog, including
  - Tables of contents, summaries, reviews and cover art for selected books,
  - "Documents without Shelves" – catalog records linking to the text of Federal government and Congressional materials,
  - An Americans with Disabilities Act (ADA) -compliant version of the graphical catalog,
  - PC-based scanning technology, enabling scanning and e-mailing of microforms.

## ***Reference and Information Services***

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

## ***Document Delivery Services***

The Library offers document delivery services in a variety of formats and delivery mechanisms, from traditional book use, circulation and self-service photocopying, to mail, fax, e-mail, PC printing and downloading, and Web based services.

# Law Library

---

## ***Education Services***

Law Library staff conducted 19 tours, COJET classes and Westlaw training sessions for Superior Court judges, Justices of the Peace and Court staff. Court Ordered Judicial Education and Training (COJET) classes were reinstated in FY 2005, following a period of staff shortages, and are expected to increase significantly over the coming year.

## ***Court Research***

The Law Library provides research and drafting services for judicial leadership and Court Administration. FY 2005 projects included:

- Local court fee proposals, including annual adjustment review (escalator), court automated services fee increase, caseload management fee increase, translation services fee.
- Human Resources and workplace issues, including drug testing, religious expression in the workplace, court staff serving as arbitrators, pre-employment polygraphs, employee fundraising, H-1B visa fees, and service of process during court proceedings.
- Procurement issues, including vendor references and interpreter procurement.
- Court records access and retention issues, including electronic recordings, e-mail records, records management authority, and authorization for disposal of illegible and deteriorating paper court reporter notes.
- Judicial and Court Administration issues, including judicial election campaign contributions and recusal, pro tem qualifications, commissioner powers, community outreach, Title VI limited English proficiency requirements, Proposition 102, and service of process for juror contempt hearings.

## ***FY 2005 Statistical Highlights***

- Reference and Information Requests: 32,579
- Library Web site hits: 2.7 million
- Unique Library Web site visitors per month: 12,717.
- Resource Use
  - Circulation, Document Delivery, In-House Use: 39,526
  - Public Access Photocopies: 461,050

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

---

# *Court Interpretation and Translation Services (CITS)*

---

## *Staffing*

- Salary market adjustments for court interpreters were approved in January 2005, allowing Court Interpretation and Translation Services (CITS) to be fully staffed by the end of Fiscal Year 2005. With the continued growth in demand for Spanish-English interpreters, several additional positions will be required in the next fiscal year.
- For the first time, the Court has a full-time American Sign Language interpreter. This addition has enabled the Court to mitigate the crisis it was facing earlier in the fiscal year. We also had more contract interpreters available and that has helped meet the demand for sign language interpretation. In addition, a non-paid internship program was created for American Sign Language students to learn about court interpretation.

## *Interpretation*

- In Superior Court, CITS handled in excess of 85,000 court-related matters, including 1,600 trial hours that required a Spanish language interpreter.
- CITS continued to assist the Public Defender, the Legal Defender, the County Attorney, Adult Probation and Juvenile Probation Departments with interviews, psychological evaluations, and other out-of-court interpretation matters.
- In the Justice Courts, CITS handled in excess of 6,000 matters that required a court interpreter.
- The demand for non-Spanish interpretation services also continued to increase during FY05. The top six lesser-use languages were: American Sign Language, Vietnamese, Arabic, Burmese, Navajo and Mandarin/Cantonese.

## *Translation*

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

# *Office of the Jury Commission*

---

## *Fiscal Year Highlights*

- The Office of the Jury Commissioner in Superior Court in Maricopa County is responsible for creating a pool of qualified prospective jurors representative of the community as a whole. By statute, the pool is formed every six months by merging the County's voter registration and state drivers' licenses files, which produced a master list of 2.8 million names and addresses during this reporting period.
- In addition to Superior Court, the Office of the Jury Commission also summonses jurors for all 23 Justice Courts in Maricopa County, 14 municipal courts within the county limits, and for the State and County grand juries.

	FY 2004 <u>Totals</u>	FY 2005 <u>Totals</u>	FY04 - FY05 <u>% Change</u>
Superior Court Summonses Mailed	474,803	<b>442,442</b>	-6.8%
Municipal Court Summonses Mailed	152,014	<b>127,787</b>	-15.9%

- Citizens called for jury service in Superior Court serve either one day or the duration of one trial. During FY 2005, more than 19% of prospective jurors sent to a courtroom were actually sworn as jurors. Those sworn as jurors are entitled to \$12 per day plus mileage to and from the court complex. Fees and mileage paid to Superior Court trial jurors in FY 2005 was approximately \$1.72 million. Jurors who appear for service, but are not selected and sworn for a specific trial, are not eligible for the random selection process again for a minimum of 18 months. Jurors who serve on a trial until complete are not eligible for the random selection process again for a minimum of two years.
- For trials commencing on or after July 1, 2004, jurors who serve for more than ten 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. This Fund was created by the Arizona Legislature and codified in A.R.S. 21-222. More than \$142,000 was paid to jurors from that Fund during this reporting period.

## *Jury Panel Usage, FY 2004 – FY 2005*

	FY 2004 <u>Totals</u>	FY 2005 <u>Totals</u>	FY04 - FY05 <u>% Change</u>
Total Jury Trials	892	<b>953</b>	6.8%
Total Jurors Reporting	47,730	<b>53,673</b>	12.5%
Total Jurors Sworn	8,656	<b>8,839</b>	2.1%
Percent Sworn	18.1%	<b>16.5%</b>	
Total Jurors Not Used	6,086	<b>8,164</b>	34.1%
Percent Not Used	12.8%	<b>15.2%</b>	

# *Office of the Jury Commission*

---

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

	<u>Actual</u> <u>FY 2004</u>	<b>Actual</b> <b>FY 2005</b>	<u>ABA</u> <u>Standard</u>
Percent of jurors sent to voir-dire	87.2%	84.8%	100%
Percent of jurors sworn	18.1%	16.5%	≥ 50%
Percent of jurors not used	12.8%	15.2%	≤ 10%

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

## *Demographic Summary*

- The Jury Commission first began monitoring the demographic make-up of the juror pool in 1989. The figures for FY 2005 have been collected by tabulating demographic information questionnaires completed by almost 99% of the total number of prospective jurors who reported for service during that period. These figures are compared with the 2000 U.S. Census figures of the population in Maricopa County.

	<b>Maricopa County</b>				
<b>Ethnicity</b>	<b>Census (2000)<sup>16</sup></b>	<b>FY 2004</b>	<b>FY 2005</b>		
White (non-Hispanic)	66.2%	36,532	77.3%	<b>40,011</b>	<b>75.3%</b>
Hispanic	24.9%	4,711	10.0%	<b>5,758</b>	<b>10.8%</b>
Black (non-Hispanic)	3.5%	1,293	2.7%	<b>1,564</b>	<b>2.9%</b>
Native American	1.5%	462	1.0%	<b>574</b>	<b>1.1%</b>
Asian	2.1%	821	1.7%	<b>1,067</b>	<b>2.0%</b>
Other	1.8%	3,433	7.3%	<b>4,151</b>	<b>7.8%</b>
<b>TOTAL</b>	100%	47,252	100%	<b>53,125</b>	<b>100%</b>

<sup>16</sup> Source: 2000 U.S. Census figures for Maricopa County, Arizona. These numbers are not adjusted to accurately reflect the percentages of people statutorily eligible for jury service per A.R.S. § 21-201.

# Court Technology Services (CTS)

---

## ***Fiscal Year 2005 Accomplishments***

- *September – December 2004.* Installation was completed of the next generation Data Center, the hardware and software platform for mission critical applications such as iCIS (integrated Court Information System). In addition, the new Juvenile Detention Management module was completed in iCIS, which will be the basis for the Juvenile Court and Juvenile Probation modules that will be completed by the end of 2005. Also completed was electronic functionality of the Form IV (criminal charging document) used in the jail for booking and processing defendants through the Initial Appearance Court. Family Court also benefited in 2004 with a variety of new interactive and intuitive electronic Family Court forms that can be created on the Internet. This new online system will greatly enhance court access for litigants. Lastly, centralized citation processing for Justice Courts was completed.
- *January – April 2005.* Migration from Novell to Microsoft network management software was finished, with approximately 3,900 workstations converted in the judicial branch. A data exchange involving attorney assignment was implemented with the Maricopa County Integrated Criminal Justice Information Services (ICJIS), a county-wide coalition of justice system partners which includes the County Attorney, Sheriff's Office, Public Defender, Clerk of Court, and the Courts. Additional data exchanges involving ICJIS will occur later in 2005 as part of the electronic *file a case* project. Also completed in April 2005 was a new Court Interpreter module in iCIS, as well as enhancements for Adult Probation, including personnel urinalysis testing, a supervision dashboard, and a sex offender density application.
- *May – June 2005.* A new Pre-Trial Services module was completed in iCIS, as well as new Justice Court iCIS applications for the new, co-located Northeast Regional Court Facility which will be home to three justice courts and 12 Superior Court divisions when it opens in the Fall of 2005.

## ***Future work scheduled for FY 2006***

- Several significant projects are scheduled next year, including: implementing modules in iCIS for the 23 Justice Courts, Juvenile Court and Juvenile Probation, completing new forms in our e-court area on the Internet and implementing a process to allow electronic filing of forms with the Clerk of Court, operationalizing the ICJIS Criminal History Worksheet to greatly benefit Adult Probation and Pre-Trial Services, consolidating the judicial branch personal computer networks, implement the Arizona F.A.R.E. (fines/fees and restitution enforcement) process in all Justice Courts precincts, and installing a performance measure display system utilizing the National Center for State Courts *CourTools* Performance Standards. One of the most significant and on-going projects for CTS is to complete enhancements and business process changes within the various court departments to allow information to be entered directly into iCIS in the courtroom.

# *E-Courts and Electronic Records*

---

## ***Installations and New Courtrooms***

- The Trial Courts employ a variety of electronic recording equipment in various courtroom locations to provide a formal record of proceedings, as opposed to the traditional record that is kept by a court reporter. *For The Record (FTR) audio, FTR video, and FTR video with evidence presentation* are used. In addition, the Court also has contracts with *Jefferson Audio and Video (JAVs)* for *JAVs video with evidence presentation*.
- During the year, an additional 31 courtroom installations were performed, bringing to 80 the total number of courts with digital recording capability. All 26 Family Court divisions are producing digital records, as well as many civil and probate divisions, and Criminal Department Probation Revocation hearings, some Pre-Trial Conference hearings, and matters heard in the Early Disposition Court (EDC) and Regional Court Centers (RCCs). Juvenile Court divisions also keep digital records.
- Court reporters are still provided in a majority of trials and other civil and criminal court hearings, and court reporters are always available to judges and litigants upon request.

## ***Records requests***

- Each month, an average of 322 requests for electronic recording are fulfilled for Family Court, civil, probate, criminal, and Juvenile Court. Approximately 210 requests each month come from Family Court alone. These records are provided to litigants on CD.
- An average of 80 transcripts are prepared each month from the digital record.

## ***Electronic Filing in the Civil Complex Pilot***

- The Court is currently conducting a pilot project in the Civil Department involving the electronic filing of documents for complex civil cases. Complex civil cases are those that meet a pre-defined criteria identified by the Civil Presiding Judge.
- Although it is still very early in the pilot project, approximately 184 documents are electronically filed each month. An average of over 12,500 documents were served to 7,725 case parties, with the total number of pages exceeding 168,000 (which would equal the height of a five-story building).