

**JUDICIAL BRANCH OF ARIZONA  
IN MARICOPA COUNTY**

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



***ANNUAL  
STATISTICAL  
REPORT***

**FISCAL YEAR 2009**

***July 1, 2008 - June 30, 2009***

**Office of the Presiding Judge  
Office of the Court Administrator**

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# Judicial Branch In Maricopa County

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Fiscal Year 2009 set in motion many significant changes to the Judicial Branch in Maricopa County. This edition of the Annual Statistical Report (July 2008 – June 2009) illustrates and details operational data within the court family including the Superior Court, Justice Courts, and Adult and Juvenile Probation Departments. In addition, the Report provides particulars regarding a host of significant court programs and services considered to be essential to the citizens of Maricopa County. In its effort to maintain the highest level of services attainable, Judicial Branch leadership remains committed to an efficient and sustained delivery of all court programs.

The economic downturn that culminated in an unusually severe national recession in 2009 resulted in deep cuts to the Judicial Branch budget. While virtually every facet of the Court's budget was affected its primary asset, personnel resources, were reduced in excess of 400 positions. Most of the budget cuts became effective late in the fiscal year as the court and probation departments were required to balance a budget going into FY2010 with approximately 12 percent reductions. The Judicial Branch was successful in generating revenues through proposed fee increases that offset some reductions.

Overall, the Superior Court of Maricopa County experienced an unprecedented 12 percent growth in total case filings in fiscal year 2009. The majority of this increase was experienced in the Civil department and again, the cause and source can be traced directly to the economy as exemplified by the 34% increase in new cases, mostly from forcible detainer filings.

Two new Justice Court precincts were added as of January, 2009. The additional courts come on line at a time when the caseload for photo enforcement contributed more than 279,500 new cases beginning in November, 2008. The full workload impact on resources is yet to be completely realized.

The recently constructed Regional Court Center and trial courtrooms in the basement of the Central Court Building provide greatly needed space and a sense of dignity for staff along with requisite enhancements for attorney-client interaction, inmate transportation and general security. Early dispositions in these high-volume criminal calendar court divisions led to resolution of more than 11,000 cases in FY09.

Construction on the Criminal Tower began in earnest during the Fiscal Year '09 period and the completion of the project will make available critically needed courtroom space in 2012. The provision for additional courtrooms has been recognized as a genuine solution that will provide benefits for county departments, stakeholders that provide supportive functions relative to the judicial branch, and in virtually every department of the court.

We offer our appreciation to the Arizona Supreme Court, State Legislature, the Maricopa County Board of Supervisors and County Management for their continued and valued support of our courts.

Respectfully submitted,



Barbara Rodriguez Mundell  
Presiding Judge



Marcus W. Reinkensmeyer  
Court Administrator

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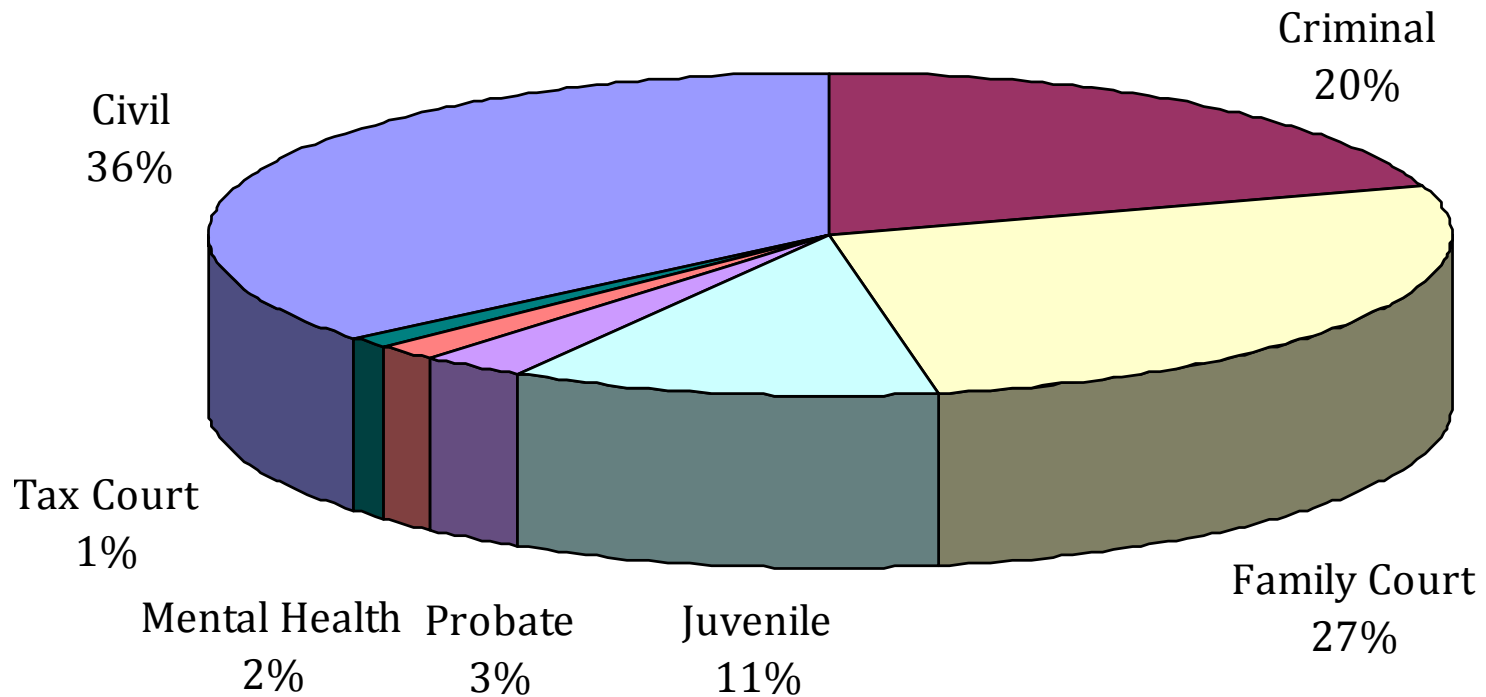
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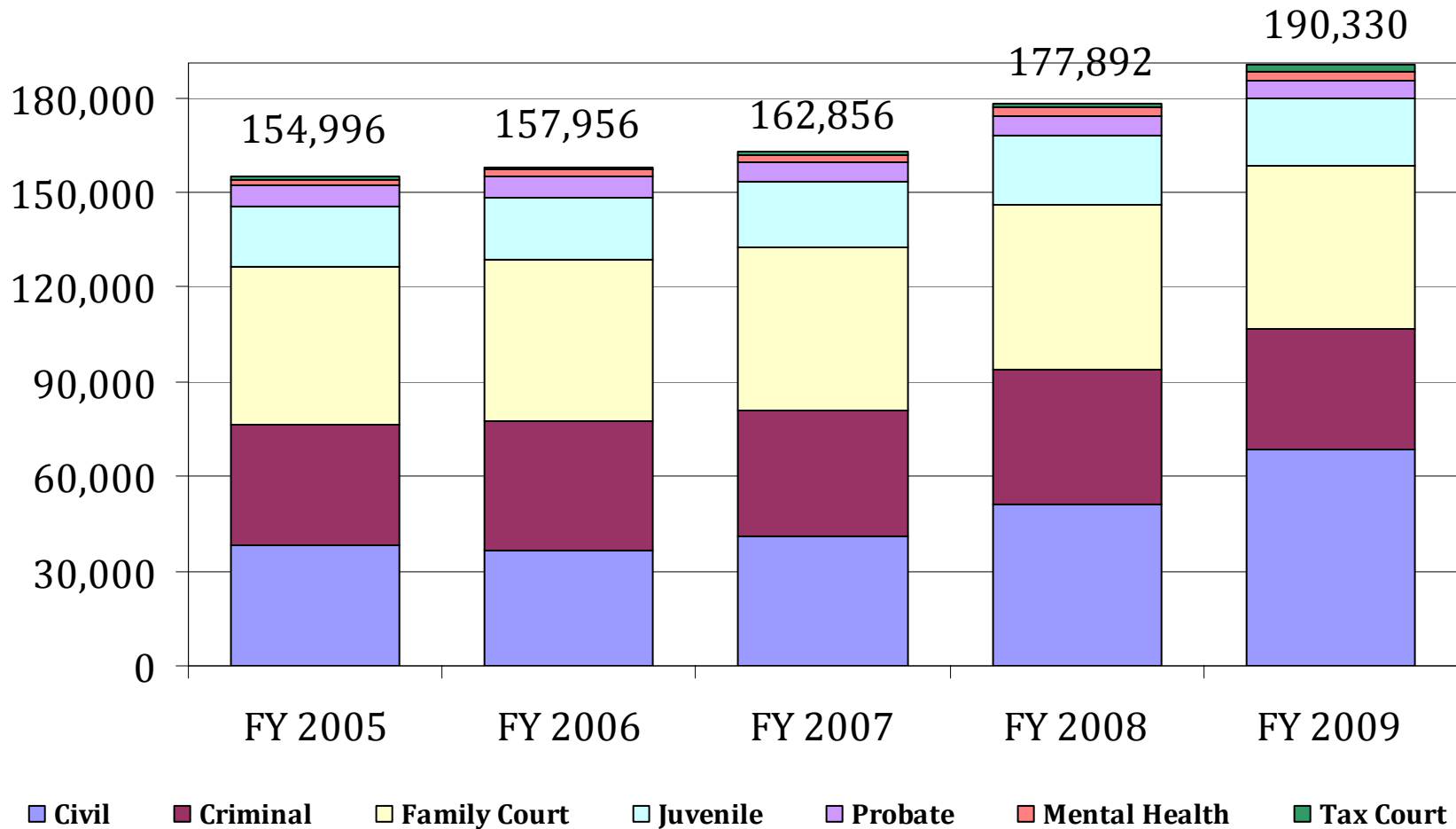
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# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2009

**Total Filings = 190,330**



# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY CASE FILINGS BY DEPARTMENT, FY 2005 – FY 2009



# SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY

## TOTAL ANNUAL CASE FILINGS BY DEPARTMENT

### FY 2005 – FY 2009

<b><u>COURT DEPARTMENT</u></b>	<b><u>FY 2005</u></b>	<b><u>%</u></b>	<b><u>FY 2006</u></b>	<b><u>%</u></b>	<b><u>FY 2007</u></b>	<b><u>%</u></b>	<b><u>FY 2008</u></b>	<b><u>%</u></b>	<b><u>FY 2009</u></b>	<b><u>%</u></b>
Civil <sup>1</sup>	38,016	24.5%	36,691	23.2%	40,746	25.0%	51,191	28.8%	68,649	36.1%
Criminal <sup>2</sup>	38,605	24.9%	40,928	25.9%	40,096	24.6%	42,611	24.0%	38,266	20.1%
Family Court <sup>3</sup>	49,918	32.2%	50,878	32.2%	51,505	31.6%	52,028	29.2%	51,442	27.0%
Juvenile <sup>4</sup>	18,825	12.1%	19,675	12.5%	21,171	13.0%	23,391	12.6%	21,325	11.2%
Probate	6,624	4.3%	6,758	4.3%	6,140	3.8%	5,997	3.4%	5,568	2.9%
Mental Health	1,994	1.3%	2,261	1.4%	2,282	1.4%	2,543	1.4%	3,091	1.6%
Tax Court	1,014	0.7%	765	0.5%	916	0.6%	1,131	0.6%	1,989	1.0%
<b>Annual Totals</b>	<b>154,996</b>	<b>100%</b>	<b>157,956</b>	<b>100%</b>	<b>162,856</b>	<b>100%</b>	<b>177,892</b>	<b>100%</b>	<b>190,330</b>	<b>100%</b>

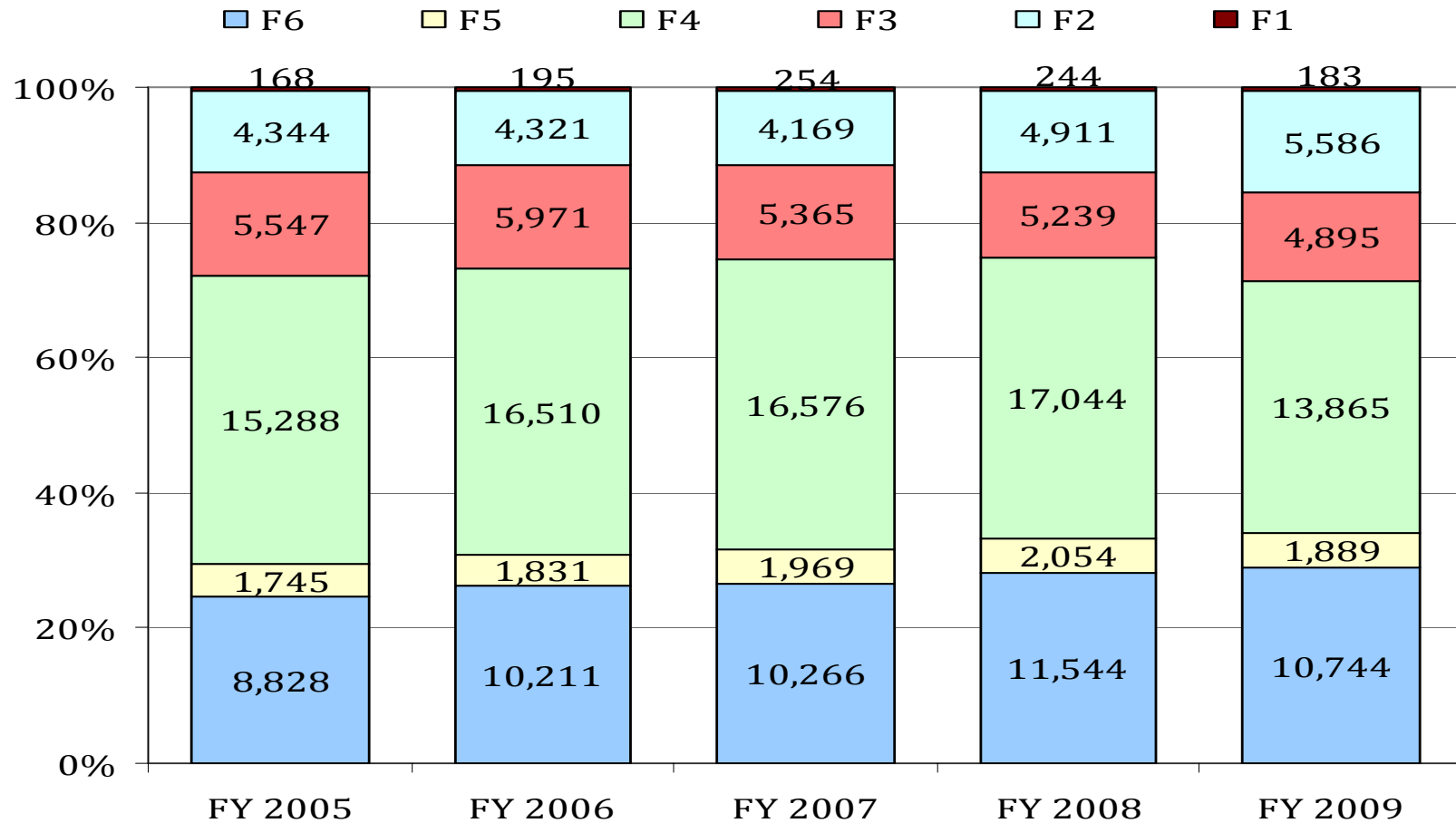
<sup>1</sup> Includes Lower Court Appeals cases.

<sup>2</sup> Includes Post-Conviction Relief cases.

<sup>3</sup> Includes Subsequent Filings.

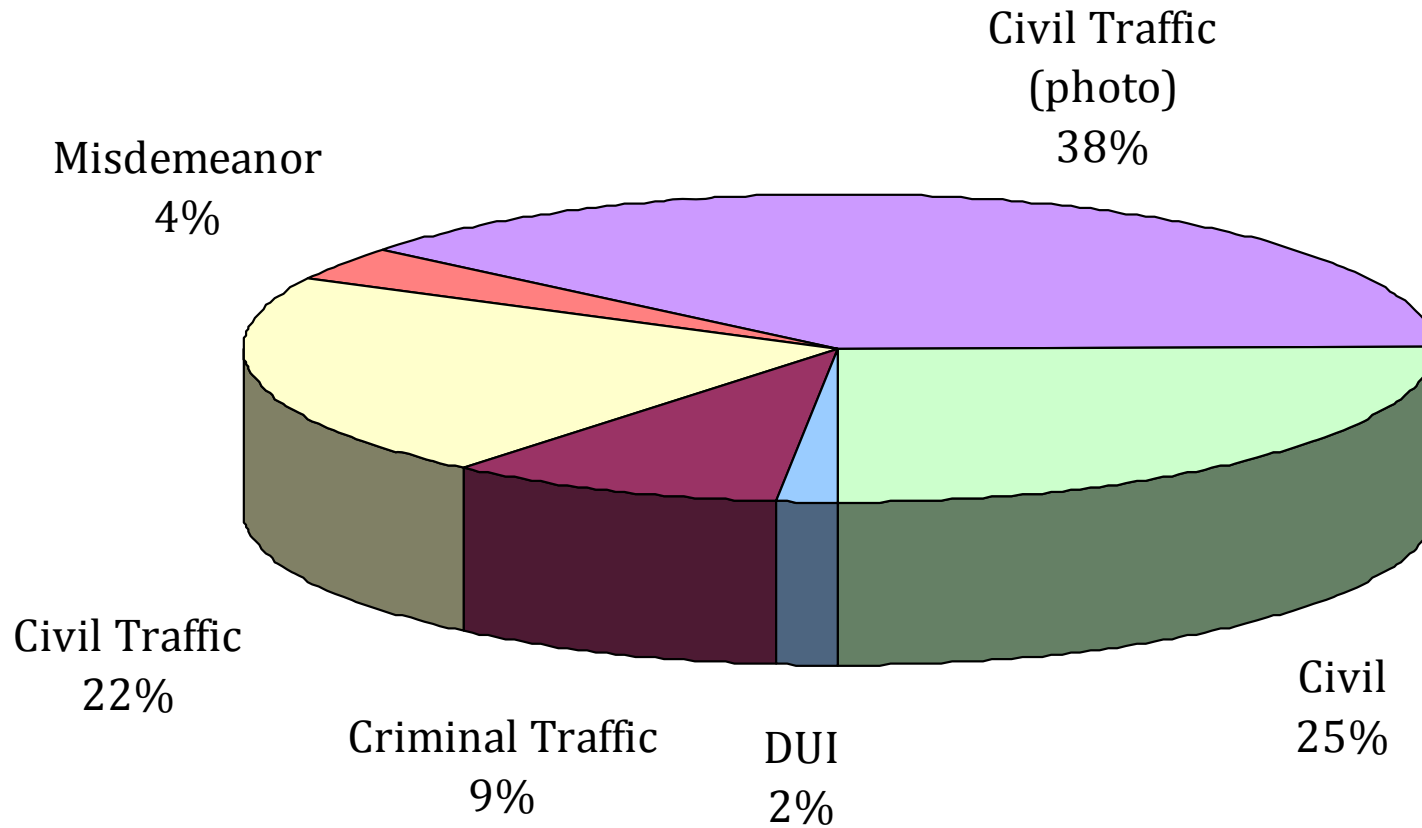
<sup>4</sup> Includes Guardianship and exclude non-petition matters.

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



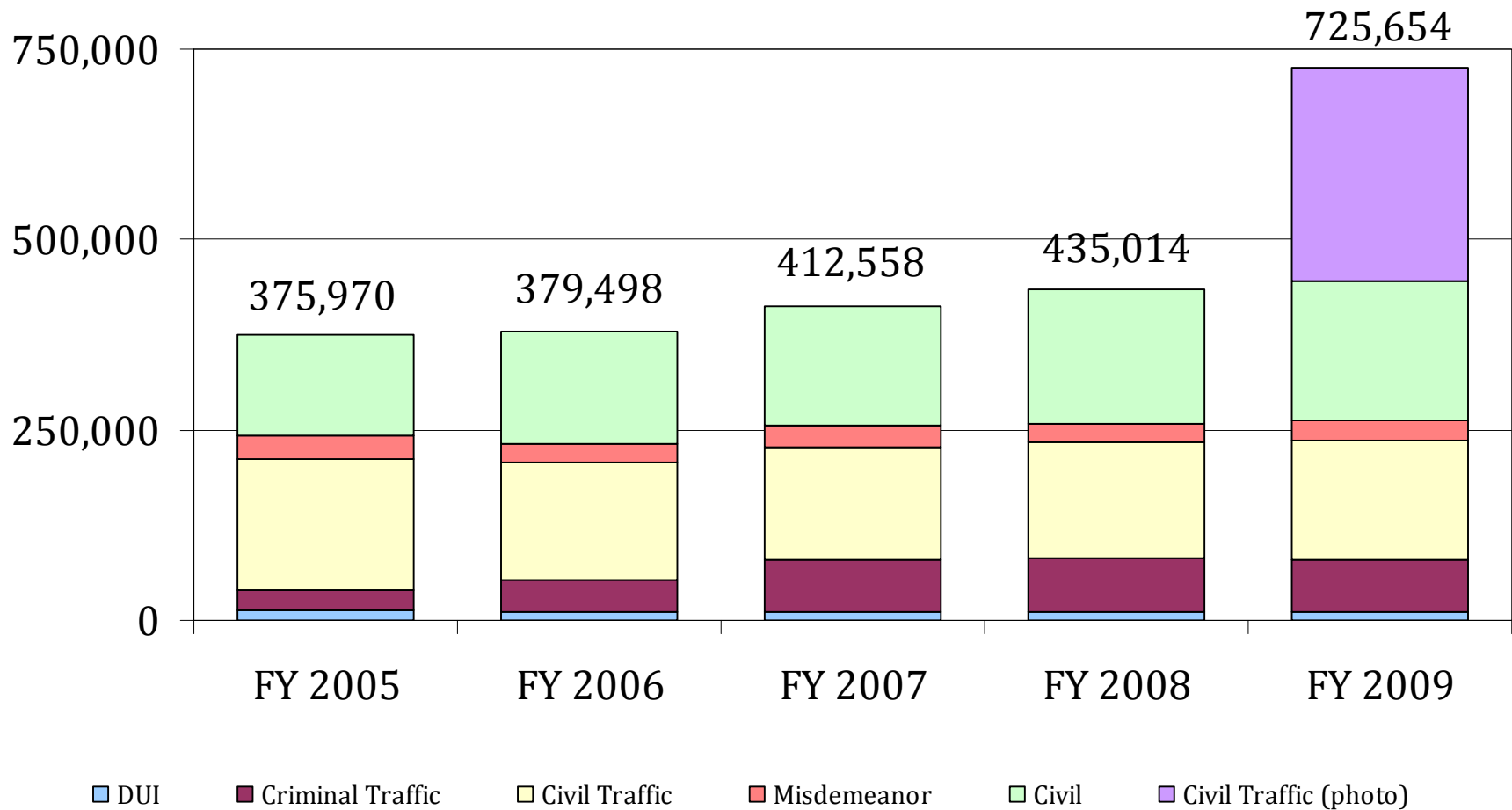
# MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 2009

**Total Filings = 725,654**





# MARICOPA COUNTY JUSTICE COURTS NEW FILINGS BY CASE TYPE, FY 2005 – FY 2009



# MARICOPA COUNTY JUSTICE COURTS

## TOTAL ANNUAL NEW FILINGS BY CASE TYPE

### FY 2005 – FY 2009

<b><u>CASE TYPE</u></b>	<b><u>FY 2005</u></b>	<b><u>%</u></b>	<b><u>FY 2006</u></b>	<b><u>%</u></b>	<b><u>FY 2007</u></b>	<b><u>%</u></b>	<b><u>FY 2008</u></b>	<b><u>%</u></b>	<b><u>FY 2009</u></b>	<b><u>%</u></b>
DUI	12,280	3.3%	13,653	3.1%	11,968	2.9%	11,552	2.7%	11,933	1.6%
Criminal Traffic	27,018	7.2%	41,896	11.0%	67,357	16.3%	69,834	16.1%	66,603	9.2%
Civil Traffic	171,476	45.6%	153,887	40.6%	148,642	36.0%	152,729	35.0%	158,241	21.8%
Misdemeanor	30,969	8.2%	24,624	6.5%	26,900	6.5%	24,275	5.6%	25,792	3.6%
Civil Traffic (photo) <sup>5</sup>	0	0.0%	0	0.0%	0	0.0%	0	0.0%	279,508	38.5%
Civil	134,224	35.7%	147,438	38.9%	157,691	38.2%	176,624	40.6%	183,577	25.3%
<b>Annual Totals</b>	<b>375,970</b>	<b>100%</b>	<b>379,498</b>	<b>100%</b>	<b>412,558</b>	<b>100%</b>	<b>435,014</b>	<b>100%</b>	<b>725,654</b>	<b>100%</b>

<sup>5</sup> In November 2008, Civil Traffic (photo enforcement) violations began filing into the Justice Courts.

# Maricopa County Justice Courts

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## Fiscal Year 2009 Highlights

- **Statewide Photo Enforcement Program and Workload.**

While FY09 was a record setting year for the Maricopa County Justice Courts, with new case filings totaling 445,608 and revenue collections of nearly \$53M, new photo enforcement citations for speeding added another 279,508 filings in Civil Traffic cases. This new state-wide program began in the fall of 2008 with the installation and use of a significant number of stationary speed cameras, and mobile van-mounted speed cameras, throughout the freeway system in Maricopa County. This enormous increase in citation workload for many already over-burdened Justice Courts has significantly strained the justice system. In addition, the courts do not currently share in any revenues generated by these photo enforcement citations, so the State of Arizona and the private sector camera operator are the only financial benefactors from these newly generated revenues. The Justice Courts are currently reviewing the program to determine how best to allocate scarce resources within the courts to better handle this new and very significant workload issue.

- **Professional Standards Committee.**

To date, several key internal administrative policies and professional standards have been ratified by the Professional Standards Committee, such as adopting Human Resource Policies reflecting the current economic times, and community involvement with the Justice Courts and services provided. The Committee continues to work on addressing Justice Courts Practices and the needs of their employees and the public to ensure excellence, and has gained statewide and national recognition for their efforts. Two additional committees, the Technology Committee and the Career Development Committee, also continue their work in addressing current needs in the Justice Courts.

- **F.A.R.E. (Fines/Fees and Restitution Enforcement).**

Over the past 12 months, administrative staff has worked closely with Court Technology Services, on further implementation of F.A.R.E. – the statewide public/private collections and order enforcement program hosted through the Administrative Office of the Courts. The Encanto and Arcadia-Biltmore Justice Courts joined F.A.R.E. in May as part of a small “pioneer” group of limited jurisdiction courts. The remaining Maricopa County Justice Courts expect to implement F.A.R.E. by the end of January 2010. Some of the important contributions of this program include: 1) compliance with and respect for Court Orders and the Law, 2) enhanced customer service, 3) increased revenues, 4) consistency and uniformity in case processing, and 5) efficiencies to help reduce routine, non-judicial functions for court staff.

# Maricopa County Justice Courts

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## **Future Fiscal Year 2010 Projects**

- Electronic Filings (*E-Filing*) will soon become a reality in the Maricopa County Justice Courts. In partnership with the Administrative Office of the Courts, the Justice Courts will choose a vendor for an Electronic Data Management System in the fall of 2009, and begin the complex process of eliminating paper court filings and documents, which will ultimately convert all court papers to an electronic format.

# Maricopa County Justice Courts

## *Justice Court Case Activity, FY 2008 – FY 2009*

### *New Case Filings*

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
DUI	11,552	<b>11,933</b>	3.3%
Serious Traffic	1,704	<b>1,847</b>	8.4%
Other Criminal Traffic (includes FTA)	68,130	<b>64,756</b>	-5.0%
<b>TOTAL CRIMINAL TRAFFIC</b>	81,386	<b>78,536</b>	-3.5%
<b>TOTAL CIVIL TRAFFIC</b>	152,729	<b>158,241</b>	3.6%
Misdemeanor	20,560	<b>22,664</b>	10.2%
Misdemeanor FTA	3,715	<b>3,128</b>	-15.8%
<b>TOTAL MISDEMEANOR</b>	24,275	<b>25,792</b>	6.2%
Small Claims	16,520	<b>16,060</b>	-2.8%
Forcible Detainer	80,764	<b>73,587</b>	-8.9%
Other Civil/Non-Criminal Parking	70,151	<b>86,385</b>	23.1%
Orders of Protection	4,945	<b>3,697</b>	-25.2%
Injunctions Against Harassment	4,974	<b>3,848</b>	-22.6%
<b>TOTAL CIVIL</b>	177,354	<b>183,577</b>	3.5%
<b>TOTAL NEW CASE FILINGS</b>	435,744	<b>446,146</b>	2.4%
Civil Traffic (photo enforcement)		<b>279,508</b> <sup>6</sup>	
<b>TOTAL NEW CASE FILINGS (with PE)</b>	435,744	<b>725,654</b>	66.5%

### TRIALS COMMENCED

	FY 2008 <sup>7</sup> <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Criminal Traffic (Non-Jury)	789	<b>286</b>	-63.8%
Criminal Traffic (Jury)	40	<b>63</b>	57.5%
Misdemeanor (Non-Jury)	1,359	<b>775</b>	-43.0%
Misdemeanor (Jury)	16	<b>25</b>	56.3%
Civil (Non-Jury)	2,563	<b>2,565</b>	0.0%
Civil (Jury)	24	<b>32</b>	33.3%
<b>TOTAL NON-JURY TRIALS</b>	4,711	<b>3,626</b>	-23.0%
<b>TOTAL JURY TRIALS</b>	80	<b>120</b>	50.0%

<sup>6</sup> Civil Traffic (photo enforcement) began in November 2008.

<sup>7</sup> FY 2008 totals for Trials Commenced have been revised.

# Maricopa County Justice Courts

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## *Justice Court Case Activity, FY 2008 – FY 2009*

### *Total Cases Terminated*

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	<i>FY08 - FY09</i> <u>% Change</u>
DUI	10,080	<b>11,037</b>	9.5%
Serious Traffic	1,556	<b>1,644</b>	5.7%
Other Criminal Traffic (includes FTA)	70,337	<b>66,939</b>	-4.8%
<b>TOTAL CRIMINAL TRAFFIC</b>	81,973	<b>79,620</b>	-2.9%
<b>TOTAL CIVIL TRAFFIC</b>	156,853	<b>169,367</b>	8.0%
Misdemeanor	16,856	<b>17,518</b>	3.9%
Misdemeanor FTA	2,794	<b>2,583</b>	-7.6%
<b>TOTAL MISDEMEANOR</b>	19,650	<b>20,101</b>	2.3%
Small Claims	12,594	<b>23,853</b>	89.4%
Forcible Detainer	82,825	<b>74,336</b>	-10.2%
Other Civil/Non-Criminal Parking	56,165	<b>80,607</b>	43.5%
Orders of Protection Issued	4,811	<b>3,628</b>	-24.6%
Orders of Protection Denied	134	<b>69</b>	-48.5%
Injunctions Against Harassment Issued	4,973	<b>3,848</b>	-22.6%
Injunctions Against Harassment Denied	1	<b>0</b>	0.0%
<b>TOTAL CIVIL</b>	161,503	<b>186,341</b>	15.4%
<b>TOTAL CASE TERMINATIONS</b>	419,979	<b>455,429</b>	8.4%
Civil Traffic (photo enforcement)		<b>69,763</b>	
<b>TOTAL TERMINATIONS (with PE)</b>	419,979	<b>525,192</b>	25.1%

### **OTHER PROCEEDINGS**

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	<i>FY08 - FY09</i> <u>% Change</u>
Small Claims Hearings/Defaults	3,243	<b>3,167</b>	-2.3%
Civil Traffic Hearings	32,151	<b>38,465</b>	19.6%
Order of Protection/IAH Hearings	1,773	<b>1,111</b>	-37.3%
Search Warrants Issued	2,357	<b>1,339</b>	-43.2%

# Adult Probation Department

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## Crime Reduction – FY 2009

- ***Effective Correctional Management of Offenders in the Community Project through Evidence-based Practices:*** The Crime and Justice Institute announced that the Department was one of two agencies chosen nationally to participate in the Implementing *Effective Correctional Management of Offenders in the Community Project*. The Department has been working on this two-year project with the National Institute of Corrections and the Crime and Justice Institute. The goal of the project is to assist agencies which have implemented an evidence-based practice initiative and to further advance the integrated model endorsed by the National Institute of Corrections. This initiative combines the use of evidence-based principles, collaboration and organizational development. During the past year, the Department had the opportunity to begin reviewing the results of assessments conducted to measure the organizational climate. As a result, the Department is utilizing the technical support from the grant to engage mid-managers in the decision-making process and improve the communication flow.
  
- ***Quality Assistance Supervisors:*** The Quality Assurance Team (QA) has remained focused on enhancing long-term support for evidenced-based practices (EBP) within the organizational culture of the Department. Since being placed in their positions in August 2007, the QA Team has remained steadfast in their efforts to engage the Department in the practice of the first three concepts of EBP: assessments, motivation, and intervention. In addition to developing and presenting trainings throughout the Department on those concepts, the team has trained others within the Department to guide their colleagues in putting EBP into practice.
  
- ***85041 Legacy Project:*** In partnership with the Arizona Department of Corrections and the Department of Economic Security, a collaborative model of supervision was developed for the South Phoenix area, specifically the 85041 zip code. Throughout the year, the Legacy/85041 model continued to address the high recidivism rate within this geographic area. Efforts have redefined the transition of prison releases to probation, implemented new programming for county jail releases, offered new field supervision strategies, and allowed for all partners to participate in a comprehensive training plan for evidence-based practice implementation.
  
- ***Domestic Violence Officers Assist Victims:*** The unit's victim-based supervision approach contributed to officers making 1,019 victim contacts and 130 victim referrals to services in the community. A joint grant with the Chrysalis Shelter provides two full-time victim advocates that attend weekly Domestic Violence (DV) Court to assist victims with the court process. Additionally, the advocates offer services, individual counseling and tools for empowerment to the victims.

# Adult Probation Department

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- ***Adult Probation Partners with Sunnyslope Community:*** The goal of this Department of Justice funded grant was to "weed" out problems within the community and "seed" the area with pro-social programs and activities. Grant participants included John C Lincoln Hospital, various public schools within the Sunnyslope Community, the City of Phoenix Prosecutor's Office, the Phoenix Police Department, the Adult Probation Department, the Sunnyslope Village Alliance, and several other community members from the Sunnyslope Area. This program was thought to bring very positive results to the Sunnyslope community and the outcome was considered a success.
- ***Global Positioning Monitoring:*** The statutorily-mandated Global Positioning Monitoring (GPS) for any person convicted of a Dangerous Crime Against Children after November 1, 2006, continues to be imposed for the duration of the individual's probation grant. Along with three GPS monitoring analysts, the Adult Probation Department's Communications Center staff have assisted in managing a 24/7 operation in order to adequately monitor and respond to the increasing number of violation alerts due to an increasing number of cases monitored on GPS.
- ***Installation of X-ray Machines:*** Following the results of a safety audit conducted in all probation offices in the county, new office security procedures remain in effect. Modifications to several buildings are completed and provide secure interview space for officers and improve the security layout at individual facilities. The magnetometers, manned by Court Security, have been extremely effective in preventing weapons from entering our facilities. Two of our largest Regional offices have had x-ray machines installed to assist with the detection of weapons and prohibited items.
- ***Fugitive Apprehension Round Up:*** The fugitive unit has regular ongoing round-ups with DPS Violent Criminal Apprehension Team, Phoenix Police Fugitive Apprehension Unit, Glendale P.D., U.S. Marshals, and MCSO / H.I.D.T.A Meth Lab Task Force. Round-ups for specific crimes such as Domestic Violence and Sex offenders have also been conducted with various agencies. One officer was assigned to work with the U.S. Marshal's Child Predator Unit and 4 officers were assigned to work with the U.S. Marshal's Arizona Wanted Unit. All sex offender cases are tracked by level and various agencies are used to assist in apprehending them.



# Adult Probation Department

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- ***Work Furlough's Stripes to Solids Initiative – Jump Start Program:*** As a component of the new Adult Probation Department's Stripes to Solids Jail Transition initiative, a new Work Furlough program called Jump Start was developed and implemented in mid-November 2008. Through collaboration with Maricopa Workforce Connection, probationers without a job are placed into Jump Start and released from jail to attend 3 days of free workshops to better prepare them for employment and eventual careers. These workshops provide training for job readiness and include: filling out applications, how to apply on-line for jobs, how to find jobs, better communication skills, interview techniques, and completing a resume.

## **Customer Satisfaction and Continued Growth**

- ***Maricopa County Customer Satisfaction Surveys:*** Conducted in FY09, the county survey found that three out of four homes surveyed indicated they were satisfied with the services provided by Maricopa County Adult Probation.
- ***Community Partners Survey:*** A survey conducted in FY09 showed an 81% satisfaction rating of respondents who were satisfied with their organizations' interaction with the Adult Probation Department. In addition, a 77% satisfaction rating was reported for those that felt APD responded to their organization's needs in a timely manner and 89% felt that APD treated their staff with dignity and respect.
- ***MCAPD Embraces National Branding:*** Maricopa County Adult Probation began utilizing the brand, "*A Force for Positive Change.*" The field of Community Corrections – probation and parole officers and other critical support services – is doing work that makes a critical difference in the safety of our communities and society. Adult Probation provides supervision and treatment resources to protect and help people, families, and communities address the issues and problems that drive crime.
- ***MCAPD Restitution Program:*** Community Restitution Program (CRP) staff initiates, coordinates and supervises well over 300 work projects throughout Maricopa County on a monthly basis. Partnerships exist with over 1,200 not-for-profit and government agencies, providing probationers the opportunity to complete their court ordered obligation. On an annual basis, adult probationers complete approximately 600,000 hours of community service. Based on a comparative market analysis rate, this represents a savings in excess of \$6 million to the citizens of Maricopa County.

# Adult Probation Department

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## Achievements and Awards FY 2009

- **Showcase in Excellence awarded to SMI Supervision Program:** Maricopa County Adult Probation was selected for a Showcase in Excellence award from the Arizona Quality Alliance (AQA) for our SMI Supervision Program. The application process consisted of a written submission as well as a half-day site visit by a team of examiners. The AQA award program annually recognizes Arizona organizations for their performance excellence and includes awards for entire organizations (the State Quality Award) and for specific organizational processes (Showcase in Excellence Award).

**Garfield Probation Service Center receives Partnership Award:** The Garfield Probation Service Center, received the City of Phoenix Neighborhood Services Department's Partnership Award. Staffs were honored for their commitment to blight eradication specifically and in general, for making the Garfield neighborhood a better place to live. The nomination noted their unwavering support of the Inspector by organizing and supervising probationer work crews to cut vegetation in rights of way, clean alleys and provide assistance to elderly and handicapped neighbors struggling to keep their properties within code compliance.

- **Financial Compliance Program wins National Honor:** The American Probation and Parole Association (APPA) selected MCAPD's Financial Compliance Program to receive the 2008 APPA President's Award. This prestigious national honor recognizes the Financial Compliance Program as an exemplary community corrections program which serves to advance the knowledge, effectiveness and integrity of the criminal justice system. With this award, APPA seeks to recognize visionary organizations that have exemplified the management and innovations necessary to lead community corrections into the next decade.
- **NACo Achievement Award – Special Incident Reporting:** Maricopa County Adult Probation received a 2009 NACo Achievement Award from the National Association of Counties for *Special Incident Reporting: A Management Tool for Staff Safety*. The national awards recognize unique, innovative county programs. It is rare to find a community corrections agency that collects special incidents data and produces special incidents reports to guide decisions essential to staff safety and security. MCAPD collects special incidents data, produces quarterly and annual special incidents reports, and utilizes the information in management decision-making. Knowledge from the reports, and discussions with staff, led to policy changes, new trainings, equipment additions and enhancements, new office procedures, architectural changes, and the addition of court security officers at probation offices. Credible data helped managers secure support from court and county managers in order to implement safety enhancements.

# Adult Probation Department

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- ***MCAPD L.E.A.R.N. Recognized for Excellence:*** Maricopa County Adult Probation Department's Education Program won the Administrative Office of the Court's 2009 Literacy Education and Resource Network (L.E.A.R.N.) Lab of the Year Award. The Department previously won this award in 2006. MCAPD has initiated some of the best innovative and creative educational programming in the state. Contributing to this success is the support of the community and local judiciary. Because of the efforts of the community and local judiciary, many educational services and scholarships have been made available to MCAPD students that otherwise would not be accessible. Approximately 2,100 students are expected to receive classes and instruction by the end of the year.
- ***Adult Probation Officer Awarded the "Arizona Black Law Enforcement Employee Officer of the Year":*** The Adult Probation Department is proud to announce that Gloria Washington has been selected as the recipient of the 2009 Officer of the Year Award by the Arizona Black Law Enforcement Employees. Gloria goes out of her way to help co-workers who may need assistance. Her willingness to go the extra mile has earned her admiration and respect amongst her family and peers. Gloria has been known to devote herself in a variety of activities beyond the normal scope of her duties. In the 1970s she helped to form Just Us, a group that provided unity and support for black law enforcement officers. Gloria currently participates in the Adult and Juvenile Probation Diversity Council, the Arizona Probation Officer's Association and the Maricopa County African American Knowledge Network.

# Adult Probation Department

## Adult Probation Selected Operational Statistics, FY 2009 Standard and Intensive

<b>ACTIVE PROBATIONERS (as of 6/30/09)</b>	<b>TOTAL</b>
	<b>30,666</b>
<hr/>	
<b><u>Standard Probation Total</u></b>	<b>22,353</b>
<i>Standard Probation (Regular)</i>	17,992
<i>Specialized Caseloads <sup>(a)</sup></i>	3,030
<i>Interstate Compact</i>	676
<i>Custody Management &amp; Work Furlough</i>	837
<b><u>Intensive Probation Total</u></b>	<b>968</b>
<b><u>Compliance Monitoring <sup>(b)</sup></u></b>	<b>7,261</b>

<sup>(a)</sup> Specialized Caseloads include Sex Offenders (1,666), Domestic Violence (630), Seriously Mentally Ill (563), and Transferred Youth (171).

<sup>(b)</sup> Compliance Monitoring includes Minimum Risk Supervision (MARS) and Unsupervised.

Source: Maricopa County Adult Probation Annual Report – Reporting Period: FY2009.

			<i>FY08 - FY09</i>
<b>PRETRIAL SERVICES</b>	<b><u>FY 2008</u></b>	<b><u>FY 2009</u></b>	<b><u>% Change</u></b>
<i>Rate of Successful Completion of Release conditions</i>	82.1%	86.9%	4.8%
<hr/>			
<b>WARRANTS</b>	<b><u>TOTAL</u></b>	<b><u>CLOSED</u></b>	<b><u>% CLOSED</u></b>
<i>New in FY09 only</i>	6,353	4,776	75.0%
<hr/>			
<b>FY2009 PERFORMANCE</b>			<i>FY08 - FY09</i>
<b>OUTCOME MEASURES</b>	<b><u>FY 2008</u></b>	<b><u>FY 2009</u></b>	<b><u>% Change</u></b>
<i>Rate of Successful Completions</i>	65.5%	72.9%	7.4%
<i>Rate of Revocations to Prison</i>	28.4%	25.4%	-3.0%

### ADDITIONAL PROBATION DEPARTMENT ACTIVITY

	FY 2008	FY 2009	FY08 - FY09
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
<b>PRESENTENCE REPORTS</b>	21,188	19,178	-9.4%
<b>COMMUNITY SERVICE HOURS</b>	517,816	586,723	13.3%
<i>Collections:</i>			
<i>Reimbursement</i>	\$247,132	\$178,950	-27.6%
<i>Restitution</i>	\$9,093,677	\$8,788,218	-3.4%
<i>Fines/Surcharges</i>	\$9,236,115	\$9,438,982	2.2%
<i>Probation Fees</i>	\$9,606,347	\$8,827,513	-8.1%
<i>Taxes Paid</i>	\$1,407,501	\$851,348	-39.5%
<b>TOTAL COLLECTIONS</b>	\$29,590,772	\$28,690,912	-3.0%

# Juvenile Probation Department

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

## **Detention – Durango and Southeast**

- ***Alternatives to Detention:*** The Department has begun using an all Electronic Monitoring program as a way to monitor youth living in the community. Electronic monitoring of youth is completed by using a traditional Radio-Frequency monitoring system (JEM), which detects whether a youth is home during established curfew hours, and the new Global Positioning Satellite (GPS) units. The GPS units provide the Court with additional information regarding compliance with the court's orders. The unit is able to monitor youth in multiple locations which allows for tracking if a youth attends school, court ordered treatment programs, or employment.
- ***Residential Respite Alternative:*** The department offers short-term (under 30 days) residential respite programs to youth as an alternative to being detained. Three contracted providers provide services and support to youth and their families so that youth can transition home at the end of the 30 days. The department provided respite services to 263 youth (172 Males and 91 Females) during the year, which helped to reduce the census at both detention facilities.
- ***Parenting Program:*** Detained youth who are parents of children continue to be offered parenting and child care education through the grant funded HOPE (Helping Other with Parenting Education) program. The program offers youth the opportunity to wear an empathy belly (if not already pregnant) and be assigned their own "child" (Real Care baby) to care for overnight.
- ***GED Testing:*** The Detention facilities have provided GED study and testing services to eligible detained youth. Through this program, 57 youth obtained their GED certificate from July 1, 2008 to June 30, 2009.
- ***Evidence-Based Programming:*** The Department continues to move towards Evidence Based Programming. Several detention staff recently received training in Aggression Replacement Training (ART), which is a proven intervention designed to alter the behavior of aggressive youth, reduce anti-social behaviors, and offer an alternative of pro-social skills.
- ***New Behavior Management System:*** Detention services transitioned into a new Behavior Management system based on Character Counts! The system encourages detained youth to maintain positive behaviors based on the CC! Pillars of Trustworthiness, Respect, Responsibility, Fairness, Caring and Citizenship.

# Juvenile Probation Department

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## Collaboration with Community Partners

- ***Disproportionate Minority Contact:*** The Department collaborated with Juvenile Court to organize a conference regarding African-American youth and their involvement and over-representation in both the Juvenile Justice and Child Welfare systems. The event was co-sponsored by Casey Family Foundation and was well attended by stakeholders in the community, as well as families and youth affected by these issues. In addition, the Department continues to provide training and educational opportunities in the areas of diversity, DMC (Disproportionate Minority Contact), DOCC (Disparate Outcomes for Children of Color), and Evidence Based Practices.
- ***Accountability:*** The Juvenile Community Offender Restitution and Public Service Program (JCORPS) was very active in FY09. JCORPS achieved its goal of completing 12 community Graffiti Abatement workshops and projects during fiscal year 2009. During the fiscal year, JCORPS served 5,148 youth through the Unpaid Community Restitution (UCR) and Paid Victim Restitution (PVR) Programs. This is a 10% decrease from last year's report. It should be noted that these numbers were generated with JCORPS operating with less than 50% of the crew leaders. Comparing the FY09 year report to that of FY08 reflects a decrease of 13% in "kid hours" (25,866 hours completed), a 13% decrease in "Value of work to the community" (\$129,330.00) and an increase of 31% in Paid Victim Restitution (total paid \$23,350.92). Again, numbers were still impressive considering the number of staff vacancies with which JCORPS operated.
- ***Sunnyslope:*** The probation officers at the Sunnyslope office have formed a partnership with the Desert Mission, a part of the John C. Lincoln Health Network. Desert Mission was established as a food bank in 1927 which services individuals and families struggling to meet their basic needs in the area of North Phoenix. The Sunnyslope office is now set up as a collection site for donations to the various programs. Officers also refer clients to the program as the need arises.
- ***Community Justice Panels:*** Throughout FY09, the department utilized more than 50 volunteers per month, and operated more than 25 Community Justice panels per month in more than 20 locations. Community Justice Panels are an alternative way to handle Diversion eligible cases. The Panels are made up of local community members who employ the principles of Restorative Justice by focusing on accountability (by assigning consequences) and repairing harm to the community (because the panels are held in the youth's community).

# Juvenile Probation Department

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- **Teen Court:** Throughout FY09, the department continued to partner with the Valley of the Sun YMCA to operate Court and School based Teen Courts, and offer two different models of the program. The first model is the “Traditional Court Room” model. Student volunteers act as the attorneys, clerks, bailiffs, jury foreperson, victim advocate and the jury. In some courts, they even act as the judge. The second model of Teen Court is the “Peer Jury” or “Grand Jury” model. In this model, there is a jury foreperson, bailiff, presenting attorney, and victim advocate. Under this model, student volunteers question the youth directly about the referral and other pertinent information. Consequences can include unpaid community restitution, educational classes, essays, apology letters, jury duties and other services tailored to the defendant. The department operated, on average, 14 Court based programs and 12 school based programs, seeing approximately 94 youth per month. During this same period, almost 100 youth volunteered during each month as Teen Court members.
- **Ronald McDonald House:** Two field probation officers, Vikki Vincent and Erin O’Bryan, joined with some of their probationers and Judges James Keppel and Brian Ishikawa to adopt the Ronald McDonald House on Cinco de Mayo. The group prepared a Mexican feast and the probationers learned a valuable life lesson in empathy.

## Department Awards and Recognition

- Probation Officer Bruce Baus was selected as the Department’s Probation Officer of the Year. Teresa Tschupp was named Employee of the Year. Grace Ku was selected for Supervisor of the Year and Todd Weiss was the Department’s Detention Officer of the Year.

## Operational Issues

- **Compliance Monitoring Caseload:** On June 1st, 2009, the Maricopa County Juvenile Probation Department implemented Compliance Monitoring Caseloads (CMC) in the standard field division. The principles of evidence-based practices suggest that supervision level should match risk level (juveniles at a low risk to reoffend benefit more from less intervention and supervision than juveniles who are at a greater risk to reoffend). The purpose of the project has been to develop caseloads of these low risk clients and assign them to specific officers who have higher caseloads (due to the reduced supervision requirements). This enables standard field officers to concentrate their efforts on the cases that do require higher supervision and intervention which enhances community safety and juvenile accountability.

# Juvenile Probation Department

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- ***Supporting Parents Of At-Risk Kids - The S.P.A.R.K. Program:*** In July 2008, JPO Supervisor Cheryl Starky and a team of MCJPD staff developed and began implementing the S.P.A.R.K. Program. The program was developed with the goal of providing parents with the education and support they need to enhance their parenting skills. In addition to the educational component of S.P.A.R.K., there is also a Parent Support Group after each training presentation where parents can form their own alliance of support, vent, ask for advice and exchange phone numbers with each other. The program is free because the facilitators are volunteers from the Department. Currently, twenty facilitators are running groups at eight sites with requests for more sites.
- ***GED Prep Course - Providing Resources for Educational Purposes:*** The GED Prep was designed by Juvenile Probation Officers Melissa Ohman and Sarah Embury to provide assistance and information to youth with the goal of producing a higher rate of GED Graduates in the future. The class is designed for youth who are not eligible to graduate from High School for various reasons and therefore, are seeking getting their GED instead. Early results suggest that these youth not only move forward and further their education, but they become eligible for early release from probation as well.
- ***Graduated Responses:*** A pilot was implemented in which probation officers utilized graduated responses in lieu of routine violations of probation in appropriate cases.
- ***Evidence-Based Practices (EBP):*** An EBP committee was established within the Department in order to facilitate assessment and training around evidence-based decision-making and practices. In FY09, the committee conducted an organizational assessment of the leadership team and developed an Introduction to EBP training.
- ***Teens N Truancy (TNT):*** TNT was created by Probation Officers Jessica Baker and Teresa McDonald. TNT is open to everyone, but has primarily served youth on Diversion. Probation Officers volunteer as instructors and cover truancy law, have the students create a budget based on earnings without a high school diploma, and help develop a school case plan that is then sent to the assigned Officer. This program is an excellent example of the graduated responses being implemented in the department.



# Juvenile Probation Department

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## *Juvenile Probation Selected Operational Statistics, FY 2008 - FY 2009*

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
<b>JUVENILE POPULATION (estimates)</b>			
County Population under 18 years old	1,110,894	<b>1,133,112</b>	2.0%
County Population age 8 through age 17	615,814	<b>625,187</b>	1.5%
<b>REFERRALS</b>			
Incorrigibility/Delinquent Complaints Received	33,242	<b>33,210</b>	0.0%
Juveniles Involved	22,159	<b>24,196</b>	-0.8%
Complaints per Juvenile	1.50	<b>1.50</b>	9.5%
<b>DISPOSITIONS</b>			
Juveniles Placed on Standard Probation	4,756 <sup>8</sup>	<b>4,469</b>	-6.0%
Juveniles on Standard Probation (end of year)	5,004	<b>4,884</b>	-2.4%
Juveniles Placed on Juvenile Intensive Probation (JIPS)	328	<b>268</b>	-18.3%
Juveniles on JIPS (end of year)	1,220	<b>520</b>	-57.4%
Placements:			
Intensive Outpatient	16	<b>30</b>	87.5%
Residential	420	<b>502</b>	19.5%
Committed to Department of Juvenile Corrections	411	<b>445</b>	8.3%
<b>DETENTION</b>			
Juveniles Brought to Detention	10,444	<b>10,327</b>	-1.1%
Detained	8,526	<b>8,227</b>	-3.5%
<i>Average Daily Population</i>	335	<b>282</b>	-15.8%
<i>Average length of detention (days)</i>	14	<b>13</b>	-8.4%
Home Detention (includes Electronic Monitoring)	3,561	<b>1,615</b>	-0.5%
<i>Average Daily Population</i>	448	<b>402</b>	-0.1%
<i>Average length of home detention (days)</i>	45	<b>40</b>	-11.1%
Detention Alternative Care	367	<b>329</b>	-10.4%

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<sup>8</sup> Revised number.

# Juvenile Probation Department

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	<u>FY 2008</u>	<u>FY 2009</u>	
	<u>Totals</u>	<u>Totals</u>	
<b>TYPE OF JUVENILE OFFENSE (% to total)</b>			
Felonies Against Person	4.7%	<b>4.8%</b>	
Felonies Against Property	9.1%	<b>7.4%</b>	
Obstruction of Justice	7.4%	<b>7.4%</b>	
Misdemeanors Against Person	6.7%	<b>7.2%</b>	
Drug Offense	8.7%	<b>9.5%</b>	
Disturbing the Public Peace	24.9%	<b>24.8%</b>	
Misdemeanors Against Property	16.9%	<b>19.3%</b>	
Status (i.e. Truancy or Curfew)	20.2%	<b>19.2%</b>	
Administrative Hold	1.4%	<b>0.4%</b>	
 <b>GENDER</b>			
Male	69.4%	<b>69.3%</b>	
Female	30.6%	<b>30.7%</b>	
 <b>AGE AT TIME OF COMPLAINT</b>			
8 – 10 years old	1.0%	<b>1.1%</b>	
11 – 12 years old	4.7%	<b>4.6%</b>	
13 – 14 years old	21.6%	<b>20.7%</b>	
15 – 16 years old	45.3%	<b>45.5%</b>	
17 – 18 years old	27.4%	<b>28.1%</b>	
 <b>RECIDIVISM <sup>9</sup></b>			
	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY 2008</u>
All Juveniles	33.6%	34.3%	<b>36.0%</b>
First Time Offenders	26.5%	26.5%	<b>27.0%</b>

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<sup>9</sup> Recidivism is defined as the probability of getting a second complaint within 365 days of the first complaint. Excluded, are Juveniles who are 17 years old at the time of the first complaint and also, complaints alleging Violation of Probation. Juveniles referred in FY 2009 are not shown since they are less than 365 days at risk.

# Criminal Department

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

- New felony case filings decreased 9%, from 41,036 in FY08 to 37,162 this fiscal year. The Superior Court routinely receives an average of more than 3,200 new felony filings a month. FY09 case terminations exceeded 39,000, producing a 106.8 percent case clearance rate. That also represents a 14.6% increase in case terminations from the previous year.
- The active pending case inventory decreased somewhat in FY09. By the end of June 2009, the number fell below 12,000, and was almost 800 less cases than the year before. Half of all criminal cases were terminated in 32 days or less during this fiscal year, which is 35% less than last year's data, and less than any year's data in more than a decade. However, the time it took to terminate 90% of the cases increased 22% from FY08. A total of 952 criminal trials were held in FY09, which is 1 trial less than the year before, but still the third highest total in this Court's history.
- Rule 8 of the Arizona Rules of Criminal Procedure calls for all in-custody defendants to have their cases resolved within 150 days after arraignment; out-of-custody defendants to have their cases resolved within 180 days after arraignment; complex cases resolved within 270 days; and capital cases resolved within 18 months.

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

- With more than 22,000 filings, the three RCC locations (Downtown/Phoenix, Southeast/Mesa and Northwest/Glendale) are an integral component in the Court's early felony case processing philosophy. By conducting preliminary hearings and arraignments at the same time, the RCCs continue to keep in-custody defendant jail days to a minimum. The RCCs resolved more than 11,000 cases in FY09 for a resolution rate, through either plea or dismissal, of approximately 50 percent.

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

- Drug and alcohol related offenses account for about 45% of all filings. More than 11,700 drug cases involving first-time offenders were assigned to EDC last fiscal year. The two Downtown Phoenix EDC commissioners, along with the two EDC/RCC commissioners in the Southeast Facility, resolve most nonviolent drug possession and use cases within approximately 20 days from initial appearance. The EDC resolution rate was above 95% in FY09. The Downtown EDC also hears welfare fraud and spousal support fugitive matters.

## **Initial Appearance (IA) Court**

- IA Court continues to operate the Search Warrant Center, which provides law enforcement officers a location that is accessible 24 hours a day, seven days a week to request search warrants. The Search Warrant Center reviewed almost 7,000 requests this fiscal year, which is a 40% increase from last year. In addition, the IA Court conducted the Initial Appearances of 71,383 arrested defendants in FY09, which is approximately 5% less than the number seen in FY08.

# Criminal Department

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## Administrative Programs to Manage Cases

- Maximizing judicial resources requires the Court to “multi-book” scheduled trials for Criminal Department judges. With an average trial rate of almost 3%, most trials settle prior to the scheduled trial date. Occasionally though, more trials remain scheduled on a division’s calendar than a judge can adjudicate in a given week. To maximize judicial resources, maintain trial time standards set by ARCRP Rule 8, and spread trials to other open divisions, judges place cases scheduled for trial into *Case Transfer* so they can be placed with other available judges. *Case Transfer* helps locate judges who are available to try cases on short notice.
- Defendants who are accused by the Adult Probation Department of violating the terms of their probation are brought before the Probation Revocation Court rather than a trial judge. In this fiscal year, almost 13,000 probationers were arraigned through that process, which enabled trial judges to spend more time hearing trials. The Probation Revocation Courts are located in the lower level of the 4<sup>th</sup> Avenue Jail, which provides less inmate transport challenges and yet preserves the accessibility of these court proceedings to the public and interested parties.

## Specialty Courts

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

## Capital Case Management

- At the conclusion of FY09, there were 107 active capital cases in the Court. This is nearly twice as many pending capital cases as in June 2004, and it is one of the largest inventories of capital cases in a single court in the United States. Under the direction of the Criminal Department Presiding Judge, and with the support of the Arizona Supreme Court Capital Case Task Force, the Court implemented a number of initiatives to improve the caseflow management of capital cases. They include weekly administrative meetings to manage scheduling conflicts among the judicial officers and lawyers who handle capital cases, assignment of all capital cases to judges who specialize in capital caseflow management, and the development of Resolution Management Conferences to encourage parties to explore earlier resolution of these cases. As a result, 40 capital cases were resolved in FY09, the highest number ever resolved in one year in this Court.

# Criminal Department

## *Criminal Department Selected Operational Statistics, FY 2008 – FY 2009*

	FY 2008	FY 2009	FY08 - FY09
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Total Case Filings	41,036	37,162	-9.4%
Total Terminations	38,137	39,671	4.0%
Clearance Rate <sup>10</sup>	93.2%	106.8%	14.6%
Active Pending Caseload	12,209	11,430	-6.4%
Total Trials Completed	953	952	-0.1%
Trial Rate <sup>11</sup>	2.3%	2.6%	13.0%
Defendants Sentenced	32,927	33,684	2.3%
Dismissed	5,034	5,847	16.2%
Acquitted	176	140	-20.5%
Pleas	22,854	23,706	3.7%
Notices of Change of Judge	406	521	28.3%
Settlement Conferences Held	10,212	10,274	0.6%
Petitions for Post-Conviction Relief Filed (Rule 32)	1,575	1,104	-29.9%
Bond Forfeiture Hearings	2,175	1,524	-29.9%
Amount of Bonds Forfeited	\$4,739,856	\$2,927,087	-38.2%

## *Case Aging Statistics (in days) <sup>12</sup> for Terminated Criminal Cases*

	FY 2008	FY 2009	FY08 - FY09
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
(median) 50 <sup>th</sup> Percentile	50	32	-35.1%
90 <sup>th</sup> Percentile	242	294	21.6%
98 <sup>th</sup> Percentile	525	582	10.9%
99 <sup>th</sup> Percentile	725	702	-3.1%

<sup>10</sup> Clearance rate equals total terminations divided by total case filings.

<sup>11</sup> Trial rate equals total trials completed divided by total case filings.

<sup>12</sup> Case aging days are computed from Arraignment Date to Termination, which includes days to sentencing for guilty defendants. In addition, case aging days include all elapsed calendar time except days out on bench warrants, Rule 11 competency treatments, adult diversion programs, and appeals pending in a higher court

# Civil Department

## Fiscal Year 2009 Highlights

- In terms of new case filings, FY09 concluded with a significant increase for the second consecutive year. While in FY08 a 26% increase in new case filings inundated the Court, the FY09 increase surpassed 34%. The number of new case filings totaled 67,687 (an increase of 17,365). When factoring in LCA filings, the total filings increased to 68,649. The two areas most significantly impacting the increase in civil filings are revealed in contract and unclassified civil cases. The prevailing economic conditions have continued to exert a dramatic impact on the swell in new case filings, with forcible detainer matters increasing from a historic average of 75 per month in FY07 to more than 600 per month in FY09.

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

<u>Cases terminated:</u>	<u>FY 2008</u>	<u>FY 2009</u>	<u>Arizona Supreme Court Standards</u>	<u>American Bar Association Standards</u>
within 9 months	83.2%	<b>87.1%</b>	90%	
within 12 months	92.0%	<b>94.1%</b>		90%
within 18 months	95.6%	<b>96.6%</b>	95%	98%
within 24 months	98.3%	<b>98.6%</b>	99%	100%

## Civil Department Clearance Rates and Termination Standards

- Despite the number of FY09 terminations, the record tempo continues to keep pace with the increase in new case filings (-14%), resulting in a clearance rate of 87.3%. The age of civil cases terminated vs. standards as illustrated in the above chart documents the tremendous success of the Civil Bench in meeting the standards of the Arizona Supreme Court and American Bar Association. The comparative numbers between FY08 and FY09 reveal that the civil bench has succeeded in generating higher rates of case terminations in FY09 than in FY08. The numbers reflect that termination percentages actually topped the Arizona Supreme Court Standards at 18 months and met the standard (when rounded off) at 24 months.

## Civil Trial Rates and Selected Statistical Trends

- Civil trials held declined by 20.6% in FY09 when compared with FY08. The civil bench conducted 74 fewer trials in FY09 than in FY08.
- While the number of cases filed as Tort Motor Vehicle, Tort Non-Motor Vehicle, Medical Malpractice and Eminent Domain cases declined in FY09, there was a significant increase in Contract (53.7%), Unclassified Civil (34.8%) and LCA (17%) cases.

# Civil Department

## Arbitration Filings

- In FY09 there were a total of 19,405 cases filed in the Arbitration Program. This exceeded by 5,368 the number of cases filed in Arbitration in FY08 (total of 14,037), representing an increase of 38%.

## Complex Civil Litigation Program

- The Complex Civil Litigation Pilot Project, enacted in 2002 has been extended by order of the Arizona Supreme Court through December of 2010. This program is designed to provide intensive case management to cases involving sophisticated and complicated legal issues, extensive discovery, large numbers of legal motions filed, and documentary evidence involving large numbers of expert witnesses. In FY08 the program was modified to allow cases to be assigned to the program by the Civil Presiding Judge, thereby altering the previously enacted policy of voluntary admittance only. In FY09, 24 new cases were admitted into the CCL program.

## *Civil Department Selected Operational Statistics, FY 2008 - FY 2009*

	New Case Filings			Case Terminations		
	FY 2008	FY 2009	<i>FY08 - FY09 % Change</i>	FY 2008	FY 2009	<i>FY08 - FY09 % Change</i>
Tort Motor Vehicle	5,064	<b>4,740</b>	-6.4%	5,340	<b>4,785</b>	-10.4%
Tort Non-Motor Vehicle	2,399	<b>2,308</b>	-3.8%	2,172	<b>2,353</b>	8.3%
Medical Malpractice	381	<b>327</b>	-14.2%	403	<b>311</b>	-22.8%
Contract	16,213	<b>24,912</b>	53.7%	13,345	<b>19,281</b>	44.5%
Eminent Domain	108	<b>68</b>	-37.0%	143	<b>96</b>	-32.9%
Lower Court Appeals	825	<b>965</b>	17.0%	890	<b>919</b>	3.3%
Unclassified Civil	26,201	<b>35,324</b>	34.8%	24,597	<b>32,773</b>	33.2%
<b>TOTALS</b>	51,191	<b>68,649</b>	34.1%	46,890	<b>60,518</b>	29.1%
Civil Trials	360	<b>286</b>	-20.6%			
Trial Rate	0.7%	<b>0.4%</b>	-42.9%			

# Arizona Tax Court

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The Tax Court Department of the Superior Court in Maricopa County serves as the State-wide "Arizona Tax Court," exercising original and exclusive jurisdiction over all cases involving tax matters except property tax cases. Property tax cases may be filed either in the Tax Court or in any Arizona Superior Court as a civil case. Tax Court also hears Small Claims involving disputes concerning the valuation or classification of property in which the full cash value does not exceed one million dollars.

In FY09, the number of Tax Court filings increased by 838 cases over FY08. This represents an increase of 72.8%.

## *Arizona Tax Court Summary of Filings by County of Origin, FY 2009*

Apache	0	Graham	1	Mohave	110	Santa Cruz	1
Cochise	9	Greenlee	0	Navajo	9	Yavapai	93
Coconino	9	LaPaz	2	Pima	54	Yuma	2
Gila	11	Maricopa	1,588	Pinal	100	<u>TOTAL</u>	<u>1,989</u>

## *Tax Court Selected Operational Statistics, FY 2008 - FY 2009*

	New Case Filings			Case Terminations		
	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>
<b>Cases of Record</b>						
Property	365	<b>684</b>	87.4%	237	<b>309</b>	30.4%
Other	440	<b>298</b>	-32.3%	420	<b>317</b>	-24.5%
<b>Small Claims</b>						
Property	346	<b>1,000</b>	189.0%	305	<b>863</b>	183.0%
Other	0	<b>7</b>		0	<b>5</b>	
<b>TOTALS</b>	1,151	<b>1,989</b>	72.8%	962	<b>1,494</b>	55.3%



# Probate and Mental Health

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## Protecting Vulnerable Persons Through Increased Case Monitoring

- Since the 1990s, numerous instances have arisen in Arizona involving the abuse, neglect or financial exploitation of vulnerable adults by certain public or private fiduciaries. As a result, in 2001 the Arizona Supreme Court mandated increased monitoring of all professional fiduciaries throughout the state. In order to achieve better monitoring of court-appointed fiduciaries, the Probate/Mental Health Department relies on its team of Probate Examiners, consisting of attorneys and paralegals, to review all active cases within the Department, and to ensure compliance with statutory reporting requirements and court orders. The Department employed three Probate Examiners during FY09, who along with other Case Processing staff, completed the following case monitoring reviews:

Adult Guardianship & Conservatorship Cases:	1,697
Minor Guardianship & Conservatorship Cases:	3,027
<u>Decedents Estate Cases:</u>	<u>3,625</u>
<b>Total Monitoring Reviews:</b>	<b>8,349</b>

As a result of the Department's case monitoring activities, **4,621 Notices of Non-Compliance** were issued in cases where the appointed fiduciaries failed to file mandated reports as ordered by the Court or as required by Arizona law.

- Court Accountants also review financial accountings in pending conservatorship, decedent estate, and trust administration cases, and make recommendations to the Court regarding whether to approve those accountings. During FY09, a total of 1,245 accounting reviews were conducted of estates collectively valued at \$333,923,973.
- Court Investigators and Contract Investigators conduct independent investigations and prepare written reports to the Court regarding whether proposed wards are in need of guardians or conservators to protect them. The Court Investigators also conduct inquiries into cases where matters of concern have been brought to the Court's attention. During FY09, Court Investigators conducted 998 initial investigations and reports, with an additional 64 investigations and reports prepared by certified fiduciaries who serve as Contract Investigators. Probate Court Investigations also provides assistance to the Juvenile Court by performing "locate" investigations on 43 cases. In addition, Court Investigations staff performed annual visits of adult wards to personally monitor the wards' well-being. In response to requests from the Court's judicial officers, the Investigations staff reviewed 441 TRW (credit reporting agency) inquiries to facilitate locating fiduciaries and wards whose whereabouts were unknown and who had failed to file annual guardian reports.
- Court Volunteers in the Guardian Review Program provide additional oversight of adult guardianships and conservatorships. In order to monitor the welfare of these vulnerable adults, Court volunteers expended 870 hours conducting 371 case file reviews and visits to wards during FY09 to assess their well-being and to report any concerns to the Court.

# Probate and Mental Health

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## **Future Objectives**

- Implement additional technology enhancements to expand the Department's case monitoring capabilities and improve oversight of fiduciaries and the estates they administer.
- Implement E-Filing capability for all Probate and Mental Health cases and pleadings.
- Implement a "Continuity of Care" calendar to provide community information, probation officer assignments and RHBA case manager contacts for those seriously mentally ill defendants with upcoming criminal hearings before judicial officers in the Superior Court.
- Implement a Pilot Program kiosk system (if funding available) for assisting all seriously mentally ill defendants to utilize for releases of information and personal information for court proceedings.

# Probate and Mental Health

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## *Probate and Mental Health Selected Operational Statistics, FY 2008 – FY 2009*

	New Case Filings			Case Terminations		
	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>
Estate Probates and Trust Administrations	3,856	<b>3,429</b>	-11.1%	5,861	<b>4,069</b>	-30.6%
Guardianships and Conservatorships	2,120	<b>2,110</b>	-0.5%	2,644	<b>2,007</b>	-24.1%
Adult Adoptions	21	<b>29</b>	38.1%	29	<b>27</b>	-6.9%
<b>TOTALS</b>	5,997	<b>5,568</b>	-7.2%	8,534	<b>6,103</b>	-28.5%

	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % Change</i>
Mental Health Case Filings	2,543	<b>3,091</b>	21.5%
Mental Health Case Terminations	2,160	<b>2,847</b>	31.8%

# **Alternative Dispute Resolution (ADR)**

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## **Family Court Settlement Conference Program**

- The Family Court bench referred 1,183 cases in FY09 to ADR. A total of 841 settlement conferences were conducted with a full settlement rate of 48% and partial settlement rate of 30% with an overall settlement rate of 78% for the Family Settlement Conference Program. Updates to the *judges pro tempore* (JPT) documents, including settlement conference report, agreement forms, evaluation form, and Family Court Settlement Conference Training Manual were posted on ADR's website. The family settlement conference program logged 1,355 pro bono hours in FY09.

## **Civil Court Settlement Conference Program**

- There were 1,384 cases referred for civil settlement conferences in FY09, with 940 settlement conferences being conducted, resulting in an full settlement rate of 39% and a partial settlement rate of 3% and an overall settlement rate of 42%. JPTs' ability to download forms from ADR's website is ongoing, eliminating postal fees and other related costs. Updates to the JPTs' documents, including settlement conference report, agreement form, evaluation form, and CV Settlement Conference Training Manual were posted on ADR's website. In FY09, the civil settlement conference program logged 2,350 pro bono hours.

## **Short-Trial Program**

- The ADR Short Trial Program received 23 cases and held 18 short trials. During FY09, ADR conducted trainings with commissioners having rotated into the civil division in addition to recently appointed civil JPTs. Updates to the JPTs' documents, including the Short Trial Bench Book and administrative procedures were posted on ADR's website. The civil short trial program in FY09 logged 45 pro bono hours.

## **Probate Mediation/Settlement Conference Program**

- The Probate Mediation Program was converted to the Probate Settlement Conference Program in November 2008. The program's procedures and forms are similar to the Civil Settlement Conference Program. As a result of the conversion, JPTs' documents, including settlement conference report, agreement form, evaluation form, and Probate Settlement Conference Training Manual were added to the ADR's website.
- The Probate Mediation/Settlement Program received 60 cases and conducted 42 mediations/settlement conferences with a full settlement rate of 50% and partial settlement rate of 10% and an overall agreement rate of 60%. The Probate Mediation/Settlement Conference Program logged 147 pro bono hours in FY09.

# Alternative Dispute Resolution (ADR)

## Justice Court Mediation Program

- ADR provided mediation services to the 13 Limited Jurisdiction Courts that participated in the program. In FY09, 1,309 cases were referred to the program and 751 mediations were held, resulting in a 49% full settlement rate and 1% partial agreement and an overall rate of 50%. The Justice Court Mediation Program logged 1,126 volunteer mediator hours in FY09.
- Effective June 1, 2009, as a result of ADR's reorganization, the Justice Court Mediation Program was transferred to Justice Court Administration.

## *ADR Selected Operational Statistics, FY 2009*

	<u>Family Court</u>	<u>Civil</u>	<u>Short Trial</u>	<u>Probate</u>	<u>Justice Court Mediations</u>	<u>TOTAL</u>
<b>Cases Received</b>	1,183	1,384	23	60	1,309	<b>3,959</b>
Conferences Held	841	940	18	42	751	<b>2,592</b>
Full Settlement	403	364	18	21	371	<b>1,177</b>
<b>Percent Full</b>	<b>48%</b>	<b>39%</b>	<b>100%</b>	<b>50%</b>	<b>49%</b>	<b>45%</b>
Partial Settlement	256	26		4	1	<b>287</b>
<b>Percent Partial</b>	<b>30%</b>	<b>3%</b>		<b>10%</b>	<b>1%</b>	<b>11%</b>
Pro Bono Hours	1,355	2,350	45	147	1,126	<b>5,023</b>

## *FY 2008 – FY 2009 Comparisons*

	<u>FY 2008</u>	<u>FY 2009</u>	<u>FY08 - FY09 % Change</u>
<b>Cases Received</b>	4,581	<b>3,959</b>	-13.6%
Conferences Held	2,877	<b>2,592</b>	-9.9%
Full Settlement	1,336	<b>1,177</b>	-11.9%
<b>Percent Full</b>	<b>46%</b>	<b>57%</b>	23.9%
Partial Settlement	284	<b>287</b>	1.1%
<b>Percent Partial</b>	<b>10%</b>	<b>11%</b>	10.0%
Pro Bono Hours	6,051	<b>5,023</b>	-17.0%

# Family Court

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## Fiscal Year 2009 Highlights

- **Comprehensive Information System (CIS):** During the FY09, Family Court continued to operate its Comprehensive Information System which provides How-To Workshops for the public in the areas of Child Support Modifications, Stop/Change Orders of Assignments, and Paternity Establishments. The workshops, taught by Conference Officers and Attorney Case Managers, are available at the downtown, Mesa and Surprise regional locations.

In addition, Family Court continues to meet customer service needs by providing the public with an avenue to ask questions and receive feedback regarding Family Court matters through the Family Court Navigator e-mail and phone number.

CIS hosted a number of brown bags designed to provide judicial officers with an informal way to further their knowledge about issues relevant to family law. Family Court continues to conduct Pro Tem Training semi-annually. The training, presented by Family Court Commissioners, exposes volunteer lawyers to the kinds of calendars and issues they will encounter while serving in Family Court.

- **Decree on Demand:** The Decree on Demand (DOD) program, in its fifth year of operation, was initiated to provide an expedited dissolution process whereby a Petitioner could call to schedule a default hearing as early as the next court day. To reduce the massive phone call traffic generated by the program, the service was expanded in 2005 to allow for on-line computer settings. Litigants meet with court staff prior to their hearing for final review of documents and calculation of child support. Consent Decrees and Stipulated Judgments can also be expedited through DOD. During FY09, 6,754 default decrees and 69 consent decrees were signed through the program.

The DOD program continues to operate in the downtown region after being de-regionalized in FY08. The program retains two full-time commissioners and 3 full-time staff to manage and process the resulting workload.

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

# Family Court

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## *Early Resolution Program, FY 2009*

Early Resolution Conferences scheduled <sup>13</sup>	3,692
Early Resolution Conferences held	2,316
Full Agreements	63%
Partial Agreements	29%
No Agreements	7%

- **Family Court Conference Center:** The Specialty Courts housed within the Family Court Conference Center (FCCC) are designed to expedite procedures for the litigants seeking to establish child support, modify child support, enforce support, enforce parenting time, or change an Order of Assignment. These procedures resolve post-decree and post-judgment petitions at the earliest possible date with a minimum of court proceedings, utilizing Court Commissioners and Family Court Conference Center staff. Through this multi-level process of case management, over 50% of conferences result in a stipulated agreement at the Conference Officer level and an additional 40% of the matters produce partial agreements resulting in a significant narrowing of the issues presented to Court Commissioners for rulings. In FY09 there were a total of 1,563 Child Support Conferences set and a total of 2,038 Enforcement Conferences set, significantly reducing the amount of court time utilized on the assigned judge's calendar. FCCC staff also provided 721 arrearage calculations to the court. FCCC also offers an informative pre-conference video to litigants who have a Title IV-D case prior to their meeting with the Attorney General.

The Specialty Courts include the non-compliance court referred to as Accountability Court. Accountability Court focuses on assisting families by focusing on litigants who are not fulfilling their obligation to pay support in a consistent manner. Progress is monitored through regular court appearances until the arrears are paid in full. The court provides a balance of resources and sanctions when the obligors are not meeting the program goals on their own. There are currently 352 cases involved in this court.

- **Night and Saturday Family Court:** Night and Saturday Family Court at the Northeast Regional Facility completed its first year during FY08, but ceased operation in FY09 due to budgetary constraints. Night and Saturday Court was open Tuesday through Friday until 9 pm, and every other Saturday from 8 a.m. to 5 p.m.

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<sup>13</sup> Approximately 30% of the conferences scheduled did not take place because cases settled, parties reconciled or they failed to appear.

# Family Court

## *Family Court Selected Operational Statistics, FY 2008 – FY 2009*

	FY 2008	FY 2009	FY08 - FY09
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Dissolution Filings	18,279	<b>18,328</b>	0.3%
Other Case Filings	11,770	<b>12,050</b>	2.4%
<b>TOTAL CASE FILINGS</b>	30,049	<b>30,378</b>	1.1%
Dissolution Terminations	18,691	<b>18,946</b>	1.4%
Other Case Terminations	12,544	<b>12,143</b>	-3.2%
<b>TOTAL TERMINATIONS</b>	31,235	<b>31,089</b>	-0.5%
Clearance Rate	103.9%	<b>102.3%</b>	-1.5%
Active Pending Caseload	11,400	<b>10,689</b>	-6.2%
<b>SUBSEQUENT FILINGS <sup>14</sup></b>	21,979	<b>21,064</b>	-4.2%
<b>Domestic Violence: Orders of Protection</b>	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Total Filings	6,658	<b>7,571</b>	13.7%
Orders Issued	5,728	<b>6,592</b>	15.1%
Orders Denied	930	<b>979</b>	5.3%
Emergency Orders Issued	51	<b>63</b>	23.5%
<b>Domestic Violence: Hearing Requests to Revoke/Modify Orders of Protection</b>	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Requests for Hearings	2,514	<b>2,746</b>	9.2%
Hearings Commenced	1,904	<b>1,983</b>	4.1%
<b>Case Aging (filing to termination in pre-decree cases)</b>			
50 <sup>th</sup> percentile (median)	125 days	<b>121</b>	-3.2%
90 <sup>th</sup> percentile	276 days	<b>254</b>	-4.3%
95 <sup>th</sup> percentile	364 days	<b>342</b>	-6.0%

<sup>14</sup> Post-decree matters filed after original case has reached resolution - usually modifications and/or enforcements.



# Family Court Conciliation Services

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- **Parenting Conferences and Mediation:** Family Court Conciliation Services (FCCS) completed 4,516 cases in FY09, which is a 10% decrease from the prior year. Parenting conferences represented 50% of the cases completed in Conciliation Services. Mediations during FY09 accounted for 30% of the FCCS caseload. This parenting conference decrease is a result of the impending FY10 outsourcing of the parenting conference work to vendors.

## PROGRAM MANAGEMENT

- **Parent Information Program:** The purpose of the program is to give parents information about how children are affected by matters that involve family courts: divorce, paternity, or custody matters and parenting. During FY09, over 15,600 parents completed a mandatory parent education class.
- **Parent Conflict Resolution Class:** The Department continued to offer classes for parents in high conflict. The classes address specific strategies that parents can use to reduce their conflict and its effect on children. In FY09, 708 parents attended a class.
- **Access and Visitation Grant:** The Family Court Department received money from a grant from the Federal Office of Child Support Enforcement "...to support and facilitate noncustodial parents' access to and visitation with their child(ren)". The funding is available for low-income parents who have court-ordered supervised visitation, monitored exchange, or reunification therapy. The Court contracts with an outside agency to provide these services. In FY09, 89 applications were processed for parents who qualified for funding for a three-month period.
- **Mental Health Provider Seminar:** In December 2008, the Court co-sponsored, with the Arizona Chapter of the Association of Family and Conciliation Courts, the 12th Annual Mental Health Provider Seminar held at the Downtown Center. Both providers and court staff attended. Topics included research updates and open discussion between judges and providers about hypothetical cases and real-life questions within their respective practices.
- **Collaboration with Arizona State University:** FCCS continued under an intergovernmental agreement with ASU to have contracted Parent Information Program providers administer New Beginnings programs for those families choosing to do so. The Court also collaborated in previous years with ASU in developing a Parents and Children Together (PaCT) evidence-based intervention program and ordered families to participate in sessions with Family Transition Guides to assess the effectiveness of a motivational interviewing technique to encourage families to participate in PaCT. The purpose of these programs is to promote positive outcomes for children whose parents are seeking divorce through the court. This project continued in FY09 as well.

# Family Court Conciliation Services

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## *Conciliation Services Selected Statistics, FY 2008 – FY 2009*

	FY 2008 <u>Totals</u>	<b>FY 2009</b> <b><u>Totals</u></b>	<i>FY08 - FY09</i> <i><u>% Change</u></i>
Conciliation Counseling	383	<b>371</b>	-3.1%
Mediation/Open Negotiation	1,428	<b>1,314</b>	-7.9%
Parenting Conferences	2,781	<b>2,255</b>	-18.9%
Emergency/Child Interviews	443	<b>575</b>	29.8%
<b>TOTAL CASELOAD</b>	5,035	<b>4,515</b>	-10.3%

# Juvenile Court

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## **Mission and Vision**

The Juvenile Court envisions a community free from crime, where every child has a functional, safe and permanent family. The mission of the Juvenile Court is to fairly and impartially decide cases and administer justice through the comprehensive delivery of services to children and families, victims of crime and the community so that: children reach their full potential; victims of crime are restored; and families and the community function in the best interest of children. The Juvenile Court decides cases involving children in Guardianships, Adoptions and the Child Welfare and Juvenile Justice Systems. The Honorable Norman Davis serves as the Superior Court Associate Presiding Judge and as the Presiding Judge of the Juvenile Court Department. The Juvenile Court includes 16 full-time Judges and six Commissioners. There are two Juvenile Court locations, the Durango Juvenile Court Complex in Phoenix and the Southeast Juvenile facility in Mesa. In addition to the Judicial Officers, the Juvenile Court is supported by 32 Judicial Division staff, 67 court administration staff and a probation department comprised of a staff of 786.

The Juvenile Court has exclusive original jurisdiction over youths, 17 years of age and under, who violate any federal, state or municipal law, and any child who is abused, neglected or dependent. In FY09, the Juvenile Court Juvenile Offense and Information and Intake Unit processed 18,198 referrals and 15,012 citations from local law enforcement agencies and schools.

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

- The CSU was established in 2006, to provide services to children and families through collaboration among the Court, Juvenile Probation, Child Protective Services, Magellan and community providers. Services are available to both post-and-pre adjudicated youth, with an effort made towards high quality services and alternatives to detention.
- In FY09, the CSU received approximately 7,272 telephone calls and 2,468 walk-in requests from the public for services and information. The CSU facilitated between 27 and 53 monthly requests from Juvenile Court Judicial Officers, Juvenile Probation Department, and the CASA Program for professional assistance involving the areas of expertise of respective CSU members. In addition, the CSU conducted 138 staffings.

# Juvenile Court

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## Juvenile Court Guides

- Available by telephone or in person at each Juvenile Court facility, Durango and Mesa, Juvenile Court Guides assist members of the community seeking options for children who are without proper parental custody and care. In addition, Court Guides assist petitioners who are filing Guardianship, Emancipation and Dependency petitions. FY09, Juvenile Court Guides received 5,739 telephonic requests for information and over 1,847 walk-in requests for information.
- The Court has the power to determine child custody, support and visitation in some circumstances; to permanently terminate parental rights, and to authorize or require treatment for children with mental health needs. The Court may also place children under the supervision of the Court's probation department; place children in the custody or care of foster homes, group homes, special treatment centers, or secure institutions. The Court works closely with the Department of Economic Security, Division of Children, Youth and Families involving abuse, neglect or dependency. The Court may also require children to pay fines or make restitution for damage or loss resulting from their delinquent acts. It also has jurisdiction over habitual truants, runaways and ungovernable youth if efforts by other social service agencies are not successful.

## Court Appointed Special Advocate Program (CASA)

- CASA volunteers are appointed by Juvenile Court Judges to advocate for abused and neglected children. These Court-appointed volunteers make sure that the needs of dependent children are met by helping their cases navigate through the legal and social service system. The CASA volunteers stay with each case until it is closed, and the child is placed in a safe, permanent home. For the majority of dependent children, their CASA volunteer will be the one constant adult presence throughout their involvement with the child welfare system.
- During FY09, the Maricopa County CASA (CASA) program processed over 1,500 requests for information and applications via phone, email and U.S. Mail. Additionally, The CASA program increased its presence at many community events, providing speakers and volunteers. This increase in recruitment added an additional 60 new volunteers.
- During FY09, CASA increased the number of children being served by a CASA volunteer from 261 in FY08 to 380. This represents a 46% increase in the number of children being served in Maricopa County.

# Juvenile Court

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- In FY07, MCCASA was 98% female and 95% Caucasian, 4% Hispanic and .5% African American and .5% other.
  - Through strategic recruiting MCCASA now “looks” at least racially like the overall demographic makeup of Maricopa County. The U.S. Census Bureau reports that Maricopa County in 2008 was 61% Caucasian, non-Hispanic, 31% Hispanic, 4.3% African-American, 2.7% Asian, and 1% Native American.
  - As of June 30, 2009, MCCASA is 60% Caucasian non-Hispanic, 32% Hispanic, 4% African American, 2% Asian and 2% Native American.
  - MCCASA is current 75% female and 25% male.
- In FY07, MCCASA was 98% female and 95% Caucasian, 4% Hispanic and .5% African American and .5% other.
- In FY09, CASA volunteers filed 426 court reports, gave 9,436 hours of time on their cases at a federal government estimate worth of \$186,225. In the course of their duties, CASA volunteers drove 101,218 miles during FY09.

# Juvenile Court

## *Juvenile Court Selected Operational Statistics, New Filings, Counts of Petitions and Juveniles FY 2008 – FY 2009*

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Delinquency and Citations	11,864	<b>10,706</b>	-9.8%
Delinquency – Violations of Probation	2,146	<b>2,135</b>	-0.5%
Dependency – Petitions	2,018	<b>2,592</b>	28.4%
Dependency – Juveniles	3,314	<b>4,035</b>	21.8%
Guardianship – Petitions	1,999	<b>2,042</b>	2.2%
Guardianship – Juveniles	n/a	<b>2,088</b>	n/a
Adoption – Petitions	1,205	<b>1,184</b>	-1.7%
Adoption – Juveniles	1,540	<b>1,497</b>	-2.8%
Adoption Certifications	1,020	<b>276</b>	-72.9%
Severance – Petitions	333	<b>376</b>	12.9%
Severance - Juveniles	392	<b>478</b>	21.9%
Emancipation – Petitions/Juveniles	46	<b>42</b>	-8.7%
Relinquishments – Petitions	17	<b>6</b>	-64.7%
Relinquishments - Juveniles	20	<b>6</b>	-70.0%
ICWA Relinquishments – Petitions	15	<b>8</b>	-46.7%
ICWA Relinquishments - Juveniles	18	<b>8</b>	-55.6%
Injunctions Against Harassment	32	<b>54</b>	68.8%
<b>TOTAL FILINGS - PETITIONS</b>	20,695	<b>19,421</b>	-6.2%
<b>TOTAL FILINGS – JUVENILES</b>	22,391	<b>21,325</b>	-4.8%

# Juvenile Court

## *Juvenile Court Selected Operational Statistics, Petitions Closed and Counts of Juveniles, FY 2008 – FY 2009*

	FY 2008 <u>Totals</u>	FY 2009 <u>Totals</u>	FY08 - FY09 <u>% Change</u>
Delinquency and Citations	11,477	<b>12,130</b>	5.7%
Delinquency – Violations of Probation	1,993	<b>2,153</b>	8.0%
Dependency – Petitions	1,570	<b>2,329</b>	48.3%
Dependency – Juveniles	2,384	<b>3,814</b>	60.0%
Guardianship – Petitions	1,732	<b>2,029</b>	17.1%
Guardianship – Petitions	n/a	<b>2,197</b>	n/a
Guardianship – Existing Juveniles	n/a	<b>6,555</b>	n/a
Adoption – Petitions	1,395	<b>1,403</b>	0.6%
Adoption – Juveniles	1,763	<b>1,818</b>	3.1%
Adoption Certifications	n/a <sup>15</sup>	<b>404</b>	n/a
Severance – Petitions	343	<b>324</b>	-5.5%
Severance - Juveniles	433	<b>481</b>	11.1%
Emancipation – Petitions/Juveniles	42	<b>41</b>	-2.4%
Relinquishments – Petitions	11	<b>37</b>	236.4%
Relinquishments - Juveniles	12	<b>39</b>	225.0%
ICWA Relinquishments – Petitions	15	<b>10</b>	-33.3%
ICWA Relinquishments - Juveniles	19	<b>10</b>	-47.4%
Injunctions Against Harassment	14	<b>60</b>	328.6%
<b>TOTAL CLOSED - PETITIONS</b>	18,592	<b>20,920</b>	12.5%
<b>TOTAL CLOSED - JUVENILES</b>	19,869	<b>23,147</b>	16.5%

<sup>15</sup> Revised number.

# Southeast Regional Court

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## Fiscal Year 2009 Highlights

- The Southeast Regional Court Facility, located in Mesa, operates both adult and juvenile facilities, and provides the same downtown court services to the regional communities in the East Valley. In FY09, there are 26 judicial officers assigned to the Southeast Court Facility, consisting of two Civil Court Judges, five Criminal Court Judges, six Family Court Judges (including the Southeast Presiding Judge), five Juvenile Court Judges, two Criminal Court Commissioners assigned to the Regional Court Center and Early Disposition Court calendars; three Juvenile Court Commissioners; one Civil/Probate Commissioner, one Family/Title IV-D Commissioner, and one full-time Commissioner assigned to a Mental Health Calendar at Desert Vista Hospital.
  
- In addition to Judicial Officers and court staff, other agencies such as the County Recorder, Elections, Clerk of Court, County Attorney, Public Defender, Adult Probation, Clerk of Court, and the Sheriff's Transportation Unit also have offices at the adult facility, and the Clerk of Court, Juvenile Probation, and the CASA Program have offices at the juvenile building. In FY09, over 35,000 people visited the juvenile facility and over 430,000 people visited the adult facility. By the end of FY09, the Southeast Adult Court held almost 110 civil and criminal trials, and over 8,000 citizens reported to Southeast for jury service. The criminal calendars are expected to move downtown and be replaced with civil and family calendars in December 2009 in order to better serve the East Valley.

## *Selected Operational Statistics, FY 2008 - FY 2009*

	<b>New Case Filings</b>		<i>FY08 - FY09 % Change</i>
	<u>FY 2008</u>	<u>FY 2009</u>	
Criminal Court	10,690	<b>10,398</b>	-2.7%
Family Court	7,419	<b>7,857</b>	5.9%
Civil Court	3,554	<b>4,054</b>	14.1%
Probate Filings	935	<b>971</b>	3.9%
Juvenile Filings	10,001	<b>9,069</b>	-9.3%
<b>TOTALS</b>	32,599	<b>32,349</b>	-0.8%



# Northwest Regional Court

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## Fiscal Year 2009 Highlights

- Since its opening, the Northwest Regional Court Center, located in Surprise, has averaged about 4,000 new cases per year. Along with the four Justice Courts and the Justices of the Peace, the Northwest Regional Court Center serves the needs of more than 900 citizens daily.
- During FY09, representatives from the Juvenile and Adult Probation Departments held educational sessions, probation case reviews, and juvenile traffic citation hearings in the Northwest courthouse. Bringing staff from these agencies to a regional courthouse improves access to those services for citizens who live nearby, and alleviates the need for citizens to travel 20+ miles to downtown Phoenix. Also, the Clerk of the Court now processes passport applications and issues marriage licenses to local residents at the Northwest court.
- In FY09, the Attorney General has been reviewing Title IV-D Family Court hearings in the Northwest courthouse. These hearings bring in parents who owe child support to appear before a Court judicial officer and recommit to the payment of child support orders on which they had defaulted. The coming year will bring an increase in services provided for public benefit, such as a continuing location for community blood drives, education sessions conducted by Family Court Judges regarding parental rights, the process and results of divorce proceedings on family units, and other topics to inform the public regarding the role of the Court in the community.

## *Selected Operational Statistics, FY 2008 - FY 2009*

	New Case Filings		<i>FY08 - FY09 % Change</i>
	<u>FY 2008</u>	<u>FY 2009</u>	
Family Court	2,712	<b>2,799</b>	3.2%
Civil Court	608	<b>678</b>	11.5%
Probate Court	800	<b>712</b>	-11.0%
<b>TOTALS</b>	<b>4,120</b>	<b>4,189</b>	<b>1.7%</b>

# Northeast Regional Court

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## Fiscal Year 2009 Highlights

- The Northeast Regional Court Center celebrated its fourth year of operation in 2009. This modern, co-located courthouse operates 12 Superior Court divisions (Family Court, Civil, and Probate) and four Justice of the Peace Courts: Dreamy Draw, McDowell Mountain, Moon Valley, and Desert Ridge. The Justice Courts handle cases involving civil, small claims, forcible detainers, orders of protection, injunctions against harassment, criminal and civil traffic offenses, misdemeanors, and search warrants. The courthouse is home to 16 judicial officers and 165 employees. It serves over 240,000 visitors a year.
- In an effort to assist divorcing parents with visitation issues, the court has a program for supervised Child Exchanges. Judicial officers refer families for support and guidance in establishing a consistent and respectful pattern of child exchanges in the safe confines of the courthouse.
- In addition to ongoing employee trainings, several other training opportunities are currently available to the public through various court departments and agencies working in conjunction with the courts. Some of the classes include: Parenting Information Program, Life Skills and Credit Restoration, Substance and Alcohol Abuse, and Child Support Modification workshops. Other departments and affiliates working within the Northeast Regional Court Center include: Clerk of Court, Family Violence Prevention Center, Maricopa County Sheriff's Office, County Attorney, Public Defender, Constables, Attorney General, and Adult Probation.

## *Selected Operational Statistics, FY 2008 - FY 2009*

	<b>New Case Filings</b>		<i>FY08 - FY09</i>
	<u>FY 2008</u>	<u>FY 2009</u>	<u>% Change</u>
Family Court	6,244	<b>7,200</b>	15.3%
Civil Court	3,775	<b>5,597</b>	48.3%
Probate Court	1,036	<b>1,058</b>	2.1%
<b>TOTALS</b>	11,055	<b>13,855</b>	25.3%

# Public Access to Court Services

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

## Public Access to Court Services

- The Self-Service Center offers court forms, instructions and information to those who are representing themselves in Civil, Probate, Juvenile, or Family Court matters and in the Justice Courts as well. Currently, the Self-Service Center provides over 1,450 documents in both English and Spanish. The Self-Service Center served more than 25,426 walk-in customers and responded to 579 requests for service by mail.
- Self-help information was also provided to 32,071 callers through the Self-Service Center automated phone system 602-506-SELF (7353). The phone system offers more than six hours of recorded information on Family Law, Probate and Domestic Violence procedures and services.
- The Self-Service Center is located at the following four court locations: Downtown Superior Court (Phoenix), Northeast Regional Court Center (Phoenix), Southeast Adult Court (Mesa), Northwest Regional Court Center (Surprise).

## *Self Service Center Forms Distributed, FY 2009*

Divorce	10,947
Other Family Court <sup>16</sup>	22,421
Probate	3,782
Juvenile <sup>17</sup>	3,185
Justice Court	23,729
Civil <sup>18</sup>	9,699
Service Packets	13,977
Others <sup>19</sup>	7,325
<b><i>Total Forms Distributed</i></b>	<b><i>95,065</i></b>

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<sup>16</sup> Includes legal separation, paternity, establishments, modifications, and enforcement.

<sup>17</sup> Includes juvenile dependency, juvenile guardianship, and emancipation.

<sup>18</sup> Includes name change, excess proceeds, and property tax appeal.

<sup>19</sup> Includes documents used across different case types.

# Public Access to Court Services

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

***Family Violence Prevention Center  
Petitions Completed for Initial Protective Order,  
Modified Protective Order, Dismissal of a Protective Order,  
and Hearing on a Protective Order, FY 2009***

Domestic Violence - Superior Court	10,036
Domestic Violence - Justice Courts	3,526
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<b><i>Total Distributed</i></b>	<b><i>13,562</i></b>
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# Media Relations and Community Outreach

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

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

## Fiscal Year 2009 Highlights

- ***National Adoption Day*** – The department is responsible for all media coverage of the event. Last year, 205 children were adopted on the day of the event.
- ***National Association of Counties Achievement Award: "Web Broadcast"*** – The program was developed to help the Court relay important court case information to the news media and the public by posting high profile video clips to Superior Court's web site.

The project has been a cost-effective venture because it allows reporters and members of the public the opportunity to view court events without coming to the courthouse. It also allows television, radio, print and web bloggers the ability to download and broadcast the clips free of charge and at no cost to the Court.

Members of the media have praised the Court about the accessibility to high profile videos. The current economic landscape has forced many media outlets to lay off numerous reporters and photographers. More and more, the media is reliant on media relations staff to help report their news stories.

- ***Hispanic Media Forums:*** The Hispanic media met quarterly with Presiding Judge Barbara Rodriguez Mundell and other judicial officers to discuss topics affecting the Hispanic community.
- ***View from the Bench:*** This program is responsible for increasing communication between judges and legislators. In FY09, 17 State Legislators spent time in Superior Court, while 38 Judges and Court Commissioners visited the State Capitol.

# Media Relations and Community Outreach

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- ***Community Forums:*** The Superior Court is committed to engaging the community in conversation about what our Court does and how effectively we are delivering services and justice. Community forums are held throughout the valley during the month of October every year to help dispel some myths and rumors and shine light on what some consider the mystery of the court.
- ***Newsletter:*** The creation of an electronic monthly newsletter that highlights achievements of the Court and its employees.
- ***Brochures:*** Creating and providing various brochures for the community.

# Law Library

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The Superior Court Law Library is a public court law library open to all. Every citizen has a fundamental right to judicial access, and open, reliable access to legal information and knowledge is an essential element of that right. A court law library is an integral part of judicial access and a vital part of the community it serves. The Library strives to create services focused on the information needs of all Library users by providing a balance of traditional and innovative information services that ensure easy and quick access to legal resources, whether locally or remotely held.

## **Collections**

The Library comprises the main library in the downtown Phoenix East Court Building and a branch library in the Southeast Regional facility. A large portion of the Law Library's collection is circulating. Patrons who obtain a library card can check-out materials for one week. Materials may be renewed one time, for an additional week (the library card also provides online remote access to research databases). During FY09, 2,494 books were checked-out of the library, an average of 10 books a day. This remained steady from FY08 (9 books a day).

## **Networked Resources**

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

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

## **Reference and Information Services**

- The Law Library responds to in-house, telephone, e-mail, and Web requests from the public, the judiciary, the bar, court administration, government agencies, and prisoners. Information services vary in scope from simple directional questions to in-depth research. Approximately 85% of requests are received from the public, which is a 5% increase from the previous year.
- The Law Library maintains data on reference services provided in-house to patrons. These services are provided at the reference desk and circulation desk of the main library. This data is maintained in four categories: attorneys/law firm, public, superior court employees, and other governmental agencies.

# Law Library

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## 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.
- During FY09, the Law Library received 7,092 requests for material. This amounted to an average of 28 requests each day, almost a 99 percent increase (3,531 requests) from FY08. Staff distributed over 9,000 pages of information to patrons during FY09 (this includes materials from faxes, emails, and copies sent via document delivery).
- The Law Library processed 117 requests by facsimile and 98 requests by photocopy, a 37 percent decrease from FY08. A total of 6,902 requests were processed by email with 5,796 documents attached. This was a 114 percent increase in requests (3,221 requests) and 26 percent increase in documents (4,586 documents) from FY08.

## Interlibrary Loan Services

- The Law Library provides an interlibrary loan service. This includes borrowing items on behalf of patrons, as well as lending items to other institutions. During FY09, the Law Library processed 126 requests for patrons and loaned 369 items to other libraries. This was a 29 percent decrease in borrowed items for our patrons and a 1 percent decrease for items loaned to other libraries from FY08.

## Education Services

- Reference and Information Services staff provides educational services in the form of classroom instruction and tours of the library. For FY09, these courses included Westlaw for Legal Professionals (an hour and a half instructional course on the use of Westlaw); Westlaw for the General Public (an hour instructional course on the use of Westlaw); Legal Information on the Internet (an hour instructional course on legal information available on the internet); COJET (Committee on Judicial Education and Training) courses (which provides an overview of the Law Library for Superior Court employees); general tours of the library; and individual library sessions with judges.
- During FY09, the library offered 33 COJET courses. RIS staff taught eight Westlaw for Legal Professional courses, 8 Westlaw for the General Public courses, conducted nine tours of the Library, and six judge's sessions. This was a 7 percent increase from FY08.



## **Court Informer Publication**

- The *Court Informer* is the Superior Court Law Library's current awareness publication. It is published by RIS staff every other month (six issues a year) and is an invaluable tool for judges and court staff. The most recent *Court Informer* is available on both the Law Library's Internet (<http://www.superiorcourt.maricopa.gov/lawlibrary/>) and Intranet (<http://courts.maricopa.gov/lawLibrary/LawLibraryWeb.asp>) pages. Issues dating back to July 1996 are available on the Library's Web site at <http://www.superiorcourt.maricopa.gov/lawlibrary/Pages/Contents/Informer.asp>.
- In FY09, The *Court Informer* was published in July, September, November, January, March, and May. There were a total of 61 requests for documents from the *Court Informer* and 540 articles, an average of 10 requests from each issue. The most popular categories proved to be "Family Law," with 18% of the total requests and "Courts and Court Administration" with 15%.

## **Fiscal Year 2009 Statistical Highlights**

- RIS staff handled an average of 101 reference contacts every day during FY09, helping an average of 11 patrons every hour (not counting other services provided by staff, such as email and document delivery).
- The Law Library provided 2,384.5 hours of service to patrons (not counting online services).
- An average of 90 articles were requested from each issue of the *Court Informer*.
- The Law Library processed 7,092 requests for document delivery, an average of 28 requests each day, and a 99 percent increase over FY08.
- A total of 6,902 requests were processed by email with 5,796 documents attached. This was a 114 percent increase in requests and 26 percent increase in from FY08.
- Law Librarians taught a total of 68 courses during FY09, an average of one class taught every 4 days.

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

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# Office of the Jury Commissioner

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## Fiscal Year 2009 Highlights

The Office of the Jury Commissioner in the Superior Court in Maricopa County is responsible for creating a pool of qualified prospective jurors representative of the community. Maricopa County, which added nearly one million residents to the Valley between 2000 and 2009, is now the fourth-largest county in the nation with nearly 4 million residents.

- In January 2009, the Jury Commissioner implemented its updated method of summoning jurors. Based on the principles of drawing prospective jurors from a fair cross-section of the community, they were randomly selected, and to the extent possible, provided greater chances for jurors to report to a court facility where travel distance would be minimized. The new Maricopa County “Alternative Summoning Plan” was introduced in production during January of 2009. The approved methodology should help minimize excessive commutes for jurors, using zip codes in proximity to court complexes, while maintaining randomness and a fair demographic selection process.
- In order to ensure that the Master Jury List is kept current, every three months the County’s voter registration list and state drivers’ licenses files are merged, which produces a list of over 3 million names and addresses. In addition to the Superior Court, the Office of the Jury Commissioner also summonses jurors for all 25 Justice Courts in Maricopa County, 13 municipal courts within the county, and the State and Maricopa County grand juries.

## Summoned Jurors

	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09 % change</i>
Superior Court	608,298	<b>555,488</b>	-8.7%
Municipal Courts	132,760	<b>126,060</b>	-5.0%
Justice Courts	52,068	<b>80,597</b>	+54.8%
County Grand Jury	11,500	<b>8,999</b>	-21.7%
State Grand Jury	2,711	<b>3087</b>	+12.0%
<b>TOTAL</b>	<b>878,740</b>	<b>807,337</b>	<b>-8.1%</b>

- Citizens called for jury service in Superior Court serve either one day or the duration of one trial. During FY09, more than 18 percent of prospective jurors sent to a courtroom were actually sworn as jurors. Those sworn as jurors are entitled to \$12 per day plus mileage to and from the Court complex. Fees and mileage paid to Superior Court trial jurors in FY09 amounted to approximately \$3.7 million (\$1.4M in fees and \$2.3M for juror mileage). Jurors who appear for service, but are not selected and sworn for a specific trial, are not eligible for the random selection process again for a minimum of 18 months. Jurors who serve on a trial are not eligible for the random selection process again for a minimum of two years.

# Office of the Jury Commissioner

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- For trials commencing on or after September 21, 2006, jurors who serve for more than five court business days, and can demonstrate financial loss related to their jury service, are eligible to receive compensation supplanting their losses from the Arizona Lengthy Trial Fund, created by the Arizona Legislature. During FY09, a total of \$424,835 was paid to jurors from that Fund.
- Nineteen standards relating to juror use and management have been developed by the American Bar Association (ABA) to measure a jury system's efficiency. A comparison of three of the ABA standards with the actual figures for the Superior Court follows:

## Jury System Efficiency

	<u>Actual FY 2008</u>	<u>Actual FY 2009</u>	<u>ABA Standard</u>
Percent of jurors sent to voir-dire	79.8%	<b>82.8%</b>	100%
Percent of jurors sworn	15.1%	<b>18.3%</b>	≥ 50%
Percent of jurors not used	20.1%	<b>17.2%</b>	≤ 10%

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

## Jury Panel Usage

	<u>FY 2008 Totals</u>	<u>FY 2009 Totals</u>	<u>FY08 - FY09 % Change</u>
Total Jury Trials	1,313	<b>1,192</b>	-9.2%
Total Jurors Reporting	77,955	<b>72,158</b>	-7.4%
Total Jurors Sworn	11,754	<b>10,732</b>	-8.7%
Percent Sworn	15.1%	<b>14.9%</b>	
Total Jurors Not Used	15,769	<b>13,472</b>	-14.6%
Percent Not Used	20.2%	<b>18.7%</b>	

# Office of the Jury Commissioner

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- The Jury Commissioner first began monitoring the demographic make-up of the juror pool in 1989. The figures for FY09 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.

## Juror Pool Demographics

<b>Ethnicity</b>	Maricopa County				
	Census (2000) <sup>20</sup>	FY 2008		FY 2009	
White (non-Hispanic)	66.2%	60,548	<i>69.0%</i>	<b>53,112</b>	<b>64.6%</b>
Hispanic <sup>21</sup>	24.9%	9,781	<i>11.1%</i>	<b>10,417</b>	<b>12.7%</b>
Black (non-Hispanic)	3.5%	2,453	<i>2.8%</i>	<b>2,306</b>	<b>2.8%</b>
Native American	1.5%	761	<i>0.9%</i>	<b>824</b>	<b>1.0%</b>
Asian	2.1%	2,055	<i>2.3%</i>	<b>1,856</b>	<b>2.3%</b>
Other	1.8%	5,733	<i>6.5%</i>	<b>6,700</b>	<b>8.1%</b>
No Response <sup>22</sup>		6,405	<i>7.3%</i>	<b>7,051</b>	<b>8.6%</b>
<b>TOTAL</b>	100%	87,736	<i>100%</i>	<b>82,266</b>	<b>100%</b>

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<sup>20</sup> Source: 2000 U.S. Census figures for Maricopa County, Arizona.

<sup>21</sup> Hispanic is coded as a separate category, in other words, a respondent could select any ethnicity and also select "Hispanic".

<sup>22</sup> The category "no response" was not tracked or recorded in FY06.

# **Court Technology Services (CTS)**

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## **Fiscal Year 2009 Accomplishments**

- Implemented backlog FARE (current collections only) in Maricopa County Justice Courts (MCJC), which serves as a springboard to developing Full FARE (pre - adjudication) in the near future for the Justice Courts.
- Modified automation of the criminal department structure from individual calendar management by judicial officers to master calendar management process. The outcome provides for timely case processing, less delay in court process, and better use of judicial officer time.
- Completed the installation of the Remote Interpreter Pilot project equipment in 16 courtrooms.
- Completed the Capital Case Tracking system, providing the capital case conflict, projected hearings, capital case timeline, and substantial reporting capabilities that replace manual spreadsheets.
- Completed enhancements to the Adult Probation Department Online application that tracks caseload information, client information, UA referrals and results, and sex offender density and search capabilities.
- Completed several improvements to the Juvenile Financial module within iCIS, including the Parental and Juvenile Civil Judgments, enhanced reporting capabilities, and improved data integrity and collections.
- CTS put forth significant effort towards improving the Juvenile Judicial Performance Measures system. These efforts addressed data quality by making edits in the application and scripts to correct past data anomalies. This allowed for significantly improved reporting of performance measures to the Administrative Office of the Courts.
- Made significant progress on the technology planning associated with the Criminal Court Tower.
- CTS secured funding and is finalizing design for the Server Refresh Project that has an anticipated completion in FY10.
- Completed the Foreign Born project for the Adult Probation Department that allows Pretrial Officers to comply with new immigration laws through iCIS enhancements that track things like immigration status and provide improved demographic capabilities.
- Completed an automated standardization of Judicial Performance Review.

# **Court Technology Services (CTS)**

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- Absorbed the Electronic Courtroom Operations team and expanded these services into new courtrooms, standardized electronic courtroom equipment, and improved efficiencies.
- Completed the Process Server automation data feed into the Justice Courts module of iCIS.
- Implemented a payment portal for the Justice Courts that provides defendants the ability to pay photo enforcement files.
- The CTS Enterprise Application Development team received 2,356 requests for work and completed 2,111. This represents an overall clearance rate of approximately 90%.
- The CTS Enterprise Infrastructure team completed 33,094 service requests (trouble calls and work orders) with an average customer satisfaction rate of 95%.

## **Fiscal Year 2010 Goals**

- Develop and implement a Jury management system.
- Complete the Server Refresh Projects.
- Continue leadership and development of the Clerk of the Superior Court's (COSC) RFR system.
- Make significant progress towards a statewide e-filing system.
- Continue providing significant contributions to the Criminal Court Tower, in part, through leadership of the Technology Committee and process re-engineering.
- Address several Juvenile related projects including the Collections Process, Citations Processing, Graffiti Fine Processing, and Victim Notice Processing.
- Complete the replacement of critical core infrastructure servers and associated components.
- Implement full IT governance and Enterprise Project Management (EPM) tools.

# Court Technology Services (CTS)

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## E-Courtrooms

- The Trial Courts employ a variety of electronic recording equipment in various courtroom and hearing room locations to provide an official record of proceedings, instead of the traditional record that previously was kept by a court reporter. Some courtrooms are configured with audio recording only and others have video recording capability. In addition to digital recording capability, many courtrooms have an electronic presentation podium equipped with a document camera, VCR, DVD player, touch-screen monitor and light pen which allows attorneys to annotate displayed images. The podium also provides a computer interface to facilitate digital presentation of evidence which can be viewed on monitors by the judge, jury, opposing party and observers. In addition, some courtrooms have video teleconferencing technology to facilitate testimony by witnesses appearing from off-site locations.
- Currently, there are approximately 165 FTR audio or FTR audio/video digital recording systems in courtrooms and hearing rooms that are locally recorded and simultaneously backed-up and archived on a server.
- Four new Superior Courtrooms were built in the Central Court Basement this year, three of which are RCC courtrooms and the fourth is a visiting judge courtroom. These courtrooms have state of the art technology, including digital video recording, video conferencing, remote interpretation, and evidence presentation. All Family Court and Juvenile Divisions are producing digital records, as well as many Civil and Probate divisions. In the Criminal Department, Probation Revocation hearings, some Pre-Trial Conference hearings, and matters heard in the Early Disposition Court and Regional Court Centers are digitally recorded. Nearly all felony case Preliminary Hearings are digitally recorded, with the majority requiring production of a transcript.
- Seventeen Justice of the Peace courtrooms co-located at the Northeast Regional Center, Northwest Regional Center, San Tan Regional Center and Downtown Justice Center acquired a portable presentation cart and a projection system which provides the capability to project information on to a large screen in the courtroom. The shared presentation cart provides a variety of equipment for parties to use to project evidence on the large screen in the courtroom, as well on a monitor at the witness stand so that the witness can make annotations on the displayed evidence. FTR audio/video systems were installed in the new courtroom and hearing room at Highland Justice Court. There are plans to upgrade the recording systems in other Justice Court locations in the near future.
- Planning and design of the courtrooms in the new Criminal Tower are underway. The plans include the expansion of existing technology, as well as installation of new technology.

# **Court Technology Services (CTS)**

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## **Electronic Records Services**

- Electronic Records Services fulfilled a total of 7,163 requests for copies of digital records and transcripts of digital recordings during FY09. Of the monthly average of 596 requests, the majority involved Family Court matters.
- Approximately 220 transcripts are prepared each month from digital recordings. Most are for criminal proceedings (Preliminary Hearings, Post-Conviction Reviews, and Appeals).
- Pursuant to the Arizona Supreme Court records retention policy, all digital recordings will be retained for 10 years.



# Court Interpretation and Translation Services (CITS)

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Court Interpretation and Translation Services unit continues to expand its language assistance support to Limited English Proficient (LEP) court users. The unit provides interpreters to all litigants and parties in Criminal, Civil, Probate, Family, Juvenile and Justice Court matters, including arbitrations and other court-mandated events, with the majority of the requests for services resulting from the Criminal Court.

The Court implemented a new program, the Remote Interpreter Project, as an alternative method of providing interpreter services to meet the growing demand across the Court efficiently and effectively. This program allows an interpreter to remotely connect from a computer anywhere to one of 16 specially equipped courtrooms throughout the court facilities, reducing the costs associated with travel and increasing the utilization of existing and available resources.

The demand for interpreters in Criminal, Family and Juvenile matters grew from the previous year, despite the reduction and/or elimination of after-hours courts and other services. External influences, such as the enforcement of Proposition 100 (undocumented immigrant holds) continue to contribute to the increase of LEP court users. The demand for translation of evidentiary recordings continued to grow during this year creating a significant backlog. Demand continues to increase while recruitment efforts have not yielded the acquisition of the necessary talent to perform this type of highly skilled work.

## **Interpretation**

- CITS conducted approximately 70,000 Spanish language interpreter matters, representing over 27,000 hours of actual interpretation. While the number of matters for American Sign Language decreased slightly from the previous year's total of 833 to 727 matters for FY09, there was an increase in the number of actual hours of interpretation from 771 hours to 963 hours.
- CITS continued to assist the Office of the Public Defender, the Legal Defender, the Maricopa County Attorney, and Adult and Juvenile Probation Departments with interviews, psychological evaluations, and other out-of-court interpretation matters.
- In FY09, CITS provided services for 9,522 matters that required a court interpreter for the Maricopa County Justice Courts, resulting in 2,314 actual hours of interpretation.
- The demand for non-Spanish interpretation services also continued to increase during FY09, with the top six lesser-used languages of Vietnamese, American Sign Language, Arabic, Somali, Russian, and Korean. This year also saw an increase in the number of languages and dialects from regions of the world in which there are extremely few interpreter resources available.

# Court Interpretation and Translation Services (CITS)

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## **Translation**

- CITS received 176 requests for written translations (all languages) and 369 requests for translation of audio-taped material (all languages), with transcriptions/translations of Spanish <>English as the most often requested.

# Court Security Department

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This department is responsible for creating a safe and secure environment for anyone who conducts business in one of our 53 facilities in Maricopa County. The Court Security Department is also charged with safety, security and fire responsibilities for our employees who occupy our buildings daily. The court security officer is the primary deterrent to any individual attempting to enter with a weapon. Officers are highly trained in detecting and securing any item that can be a threat to the court and its occupants. Last year, the department confiscated approximately 83,550 weapons, 58 fire arms, and screened 3,209,370 visitors to the court. These potential threats, weapons, and visitors were accomplished with 160 officers and administrative staff. This year's figures will exceed 2008 and the department anticipates that the numbers will increase in the upcoming years. Security personnel must operate with a high degree of professionalism in order to protect the legitimacy of the Courts.

This year, Superior Court, Justice Court, Municipal courts, and Adult Probation, as well as our regional court centers documented the following visitor counts:

## Visitor Counts

	<u>FY 2008</u>	<u>FY 2009</u>	<i>FY08 - FY09</i> <u>% Change</u>
Superior Courts	2,110,395	<b>2,742,266</b>	29.9%
Justice Courts	402,968	<b>362,965</b>	-9.9%
Municipal Courts	405,436	<b>380,252</b>	-6.2%
Adult Probation	290,571	<b>386,715</b>	33.1%
<b>Totals</b>	<b>3,209,370</b>	<b>3,872,198</b>	20.7%

The above numbers indicate how important security is to everyone who works or visits court facilities. Security awareness in court facilities has been elevated since September 11, 2001 and will continue in the future. This is not unique to Phoenix, but it is a trend for court security departments across the nation. It is critical that the court continues to employ and retain professionally trained security officers in order to maintain safety and interact with the growing numbers of individuals utilizing the court. The Court Security Department's goal is to improve security related services throughout the court system.

# Human Resources and Administrative Services

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## Employee Relations

- **Equal Employment Opportunity Commission (EEOC):** Twelve complaints were filed by employees with the EEOC alleging discrimination by the Judicial Branch in a variety of areas. Employee Relations prepared a response to ten complaints with the EEOC determining, in each matter, that the Judicial Branch did not violate State or Federal laws or the rights of the aggrieved employees. On two of the twelve complaints, Employee Relations and the Attorney General's Office entered into workplace mediation, which was offered by the EEOC, and achieved resolution of both complaints in mediation sessions. The basis of the complaints received was as follows:

Race: 1, Color: 0, Sex: 2, Religion: 0, National Origin: 2, Age: 1, Disability: 6, Retaliation: 3, Other: 0<sup>23</sup>

- **Internal Investigations:** In an effort to ensure adherence to Court policy and that all employees have a comfortable work environment, Employee Relations conducts internal interviews and investigations as complaints and grievances are received from and against employees. As a result, Employee Relations conducted 34 internal investigations regarding alleged misconduct and/or violation of policy – a nearly 22% increase over the last fiscal year. These investigations resulted in a total of 62 disciplinary actions.
- **Disability Management:** Employee Relations manages compliance with the Family and Medical Leave Act (FMLA); the Americans with Disabilities Act (ADA); and the Workers' Compensation Program. Over the past fiscal year Employee Relations processed 398 requests for FMLA time off, 84 Workers' Compensation injury reports, and 2 Interactive Process meetings under the ADA. In addition, Employee Relations coordinated action on 14 Defensive Tactics training waiver requests for Probation and Surveillance Officers.
- **Judicial Merit Commission:** Classified employees who have completed initial probation have the right to appeal any discipline resulting in termination of employment, suspension without pay, and involuntary demotion to the Judicial Merit Commission. Employee Relations received 12 timely appeals to the Judicial Merit Commission with each employee being afforded the opportunity to fully present their case and/or argument before the Commission. The number of appeals received this year represents a 140% increase over the appeals received during the previous fiscal year. In addition, Employee Relations provided administrative support to the Judicial Merit Commission for four regularly scheduled meetings and two special meetings.

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<sup>23</sup> Some complainants filed complaints listing multiple reasons for discrimination.

# Human Resources and Administrative Services

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- **Training:** Over the past fiscal year Employee Relations staff conducted more than 17 formal training classes on a variety of topics related to employment law or policies and procedures.

## **Purchasing**

The Procurement Department provides materials, services and technical expertise to staff so they can efficiently and effectively perform their duties. The Procurement Department purchases supplies and negotiates with vendors to ensure the Court receives the most cost-effective and quality service. Procurement completed 650 purchase orders totaling \$8.99 million in FY09.

## **Staffing and Recruiting**

The Staffing and Recruiting Unit provides both strategic and tactical services to Judicial Branch Departments to ensure the best individual is fairly selected for each position. The Staffing and Recruiting Unit works to connect hiring managers with a talented and diverse applicant pool that supports the mission and vision of the Judicial Branch Department's. Some of the tasks and projects for which the Staffing and Recruiting Unit is responsible include:

- Job Fairs – Community Outreach
- Employment Advertising
- Internships/Volunteers
- Management Development Trainings
- Critical Recruiting Initiatives
- Court Commissioner Recruitment
- Judge Pro Tempore Recruitment
- Judicial Performance Review
- Commissioner Performance Review

The Staffing and Recruiting Unit's recruitments during the fiscal year resulted in a total of 187 new hires to the Judicial Branch.

## **Education and Training**

During FY09, the Education and Training Department offered 1,286 classes, workshops, seminars, and retreats for judges, staff and leadership. The department established partnerships with the State Bar of Arizona, Arizona State University's Sandra Day O'Connor Law School, The Morrison Institute of Public Policy and the National Judicial College to offer programming on issues impacting the Court. Educators expanded distance learning options on our Court Wide Web, and 30 percent of courses were completed online. Increased utilization of web based education produced cost savings in reduced travel and time away from the office.