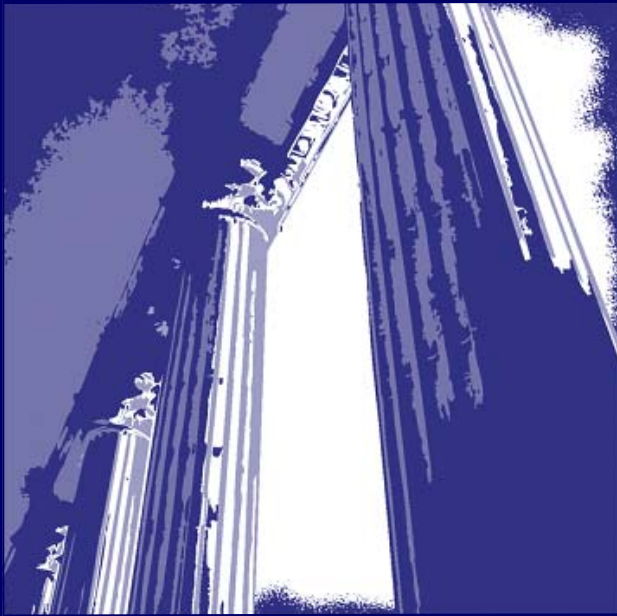


Tempe Municipal Court



State of the Court

**Presented to Mayor and Council
by Presiding Judge
Louraine C. Arkfeld.**

January 2010



INTRODUCTION

This is the sixteenth annual state of the court message presented to Mayor and Council. We have this tradition in order to provide you with the current status of the Court by sharing information on our overall operations and performance including accomplishments, revenues, expenditures, and budget issues as well as our goals for this coming year. As always, we welcome any feedback from Mayor and Council about our work.

ACCOMPLISHMENTS

Operational Effectiveness/Cost Effectiveness

- The Tempe Mental Health Court (MHC), which was established November 4, 2003 offers a diversion option for the seriously mentally ill and aids that population in accessing various services in an effort to provide greater stability and lessen the likelihood of their committing new criminal offenses. The program has strong community support in its mission to dispense justice while addressing the needs of this unique population. From the program's inception through calendar year 2009, 275 people were placed in the Mental Health Court and 143 successfully completed the program. There are currently 46 people participating in the program. As of this writing none of the participants are homeless. This is a positive indicator of stability for participants. 11 participants have co-occurring disorders which means they are addressing both mental health and substance issues.

- The Maricopa County Regional Homeless Court is another example of innovation. The Tempe Municipal Court has partnered with other municipal courts including those in Phoenix, Mesa and Glendale to seek a regional solution to homelessness; which truly knows no jurisdictional boundaries. This program was established in early 2006, and is modeled after the nationally recognized Homeless Court in San Diego, California. The Maricopa County Regional Court is presided over by the Tempe Municipal Court's Presiding Judge and is designed to resolve outstanding misdemeanor warrants for previously homeless individuals who have demonstrated a significant commitment to ending their homeless lifestyle through sustained participation in recognized programs and the performance of community service. Participants can only be referred to the program by one of sixteen providers after completing a rigorous transitional program. Their offenses must meet program eligibility and there can be no past history of violence. The program is intended to assist people in overcoming certain barriers that may have contributed to their past homelessness.

- In contrast to having a 30-50 percent annual turnover rate of our Court Service Specialists in Calendar years 2005-2007, the court experienced a 12 percent turnover rate in calendar year 2009.

- In calendar year 2009 the Court lost 4.5 positions due to the City of Tempe's budget crisis. This is a 12 percent reduction in staff while the Court realized a 3 percent increase in filings.
- After a 1003 percent increase (99,822) in photo enforcement filings in calendar year 2008 from the previous year; the total number of filings in calendar year 2009 dropped to 45,197. The fixed camera locations have remained the same since the inception of the Police program in December 2008. This workload is still well over twice that produced with the previous vendor. The photo enforcement filings continue to be a significant workload for the court especially since many of these cases result in payments that must now be taken manually from those receiving complaints either in person or over the phone. This is because the Court no longer has an Interactive Voice Recognition (IVR) payment system as a result of migration to a new system (additional details in the Technology section).
- In June 2009, the vacant Hearing Officer position was reclassified to create a second Court Commissioner position. By having two Court Commissioners, we have the flexibility to have the Commissioner work in the Criminal Division on a limited basis in addition to regular job duties in the Civil Division while saving costs of paying for a pro tem judge.
- In fiscal year 2009 the Court collected \$7,844,984 in revenues to the City. This figure was four percent higher than projections for the fiscal year. Overall, the Court received \$16,685,747 in payments in fiscal year 2009, which was \$2,349,819 or 14 percent more than the prior year. These payments include surcharges earmarked for the State, County, Court Enhancement and Public Safety Enhancement Fees, collections fees and restitution to victims. In addition to the City's General Fund, monies are disbursed to the state and funds designated by statute, to victims who are owed restitution and to collection agencies to offset the costs of holding those accountable who have previously been non-compliant.

Technology

- In May 2009, the Court began implementation of its new Case Management System (CMS), known as THEMIS, which is named after the Greek goddess of divine law and order commonly referred to as "Lady Justice" This was the culmination of over four years of painstaking development efforts in partnership with the Arizona Supreme Court's Administrative Office of the Courts (AOC) with associated costs being covered using state grant funds and the Court Enhancement Fund. No General Fund monies were utilized in this development. The phased-in system implementation began in the Court's Civil Division with standard complaints filed on the Arizona Traffic Ticket and Complaint form submitted by law enforcement. Electronic complaint filing, including light rail, parking and photo enforcement complaints were staged over the next few months and completed in July 2009. In August 2009, the Court converted all criminal case functionality handled in the Court's Criminal Division to the new system. This was preceded by a massive data migration of records from the legacy system, known as Reflections, into THEMIS.

- One challenge in migrating from the Court's legacy system to THEMIS is the processing of electronic payments. In December 2003, the Court implemented a phone-based Interactive Voice Response System (IVR) in partnership with the Water Department. That IVR system worked in conjunction with the previous Case Management System. This payment functionality allowed court users to conveniently pay obligations using a credit card virtually 24 hours a day, including weekends and holidays. However, the aging technology was not easily transferrable and given Supreme Court directives and the need to further improve upon payment processing by expanding customer service options, the Court management team made a purposeful decision to participate in a state judicial program instead. The Arizona Supreme Court's Administrative Office of the Courts' Fine/Fees and Restitution Enforcement (FARE) Program provides those necessary improvements. As a result of enabling legislation, each defendant will be assessed a \$7.00 per charge fee that will be transmitted to the State Judiciary and \$35.00 when the case is referred for collection. In return, the Administrative Office of the Courts, will provide and maintain both web and phone based payment systems, cover all credit card transactional costs associated with payment via the web and interactive voice response systems costs the City currently pays (for FY 2009/2010 that citywide General Fund expense is budgeted at \$220,000 and the Court is one of the high volume areas for credit card payments), administer the program, and provide an interface to the Motor Vehicle Division's Traffic Ticket and Enforcement Assistance Program (TTEAP), which places registration holds on owners' vehicles where there are overdue court obligation(s) as the result of being found responsible for certain civil traffic violations. Those obligations must be paid in full before the TTEAP hold is lifted and the vehicle can then be registered. The Court's implementation of the FARE program should be complete on or before the end of the 2010 fiscal year.

- Currently the Court is not referring past due obligations to collection agencies or the State's Debt Set-off program (interception of state income tax refunds or lottery winnings for past due court obligations) as a result of the transition to THEMIS. Work on interfaces with outside collection agencies is underway and resumption of collection agency referrals will occur as the initial phase of the previously mentioned FARE implementation (estimated in April 2010). There are currently two contracts for collection services to the City of Tempe. The Court has successfully used collection agencies in the past. For example, since the implementation of collections protocols in January 2006, the Court has recovered over \$13 million in past due debt for court fines and fees that was, in turn, transmitted to the City and the State. The positive results are, in part, attributable to the efforts of the collection agencies.

- Resumption of referrals to the State's Debt Set-off or Tax Interception Program for State Income Tax refunds and lottery winnings will also occur as part of the FARE and collection agency work, though this will be treated as a separate project.

- In 2003, the Court purchased a calendar display system using computer processors linked to monitors throughout the building that provide court users with information regarding scheduled matters. This system efficiently routes court users to any one of the

three floors where a given hearing is held. Though this system has performed well for the past seven years, it is now time to replace some of the aging hardware. Within the next few months, the Court will upgrade this hardware using existing computers that will be obtained from existing inventories within the Information Technology Department as a result of employees leaving as part of the Voluntary Incentive Separation Program. This will allow the Court to obtain hardware that meets city standards at a reduced cost. Any associated costs will be covered using grant funds. The hardware upgrade to the calendar display system is expected to be completed before March 31, 2010.

- The Court has begun working in partnership with the Information Technology Department staff, who are managing the project, and the City Prosecutor's Office to develop a Prosecutor Module that will facilitate data exchange once a case is filed and also allow prosecutors to conduct their work using an automated system prior to a potential filing. The Prosecutor Module is tentatively scheduled for completion in Summer 2010. This effort is made possible in large part due to the Court's receipt of a \$76,000 grant in August 2009 from the Arizona Criminal Justice Commission as part of the American Recovery and Reinvestment Act (ARRA). The Court was one of eight criminal justice agencies and the only limited jurisdiction court to receive an award out of over 50 record improvement grant applicants.

Customer Services

- With the exception of one employee who was on medical leave, all Court employees completed their mandatory COJET training hours. The number of training hours completed by Tempe Municipal Court staff is lower than in previous years. This is primarily due to Supreme Court Administrative Order 2009-01 which allows for a 50 percent reduction in the number of continuing education hours for all court staff except Judges. This Administrative Order is in response to the current budget crisis. In 2009 the majority of the training has been focused on THEMIS, the new court case management system. In anticipation of the May 2009 implementation of the new system, several training sessions were scheduled at the city's ITD computer lab to allow staff familiarization and hands-on experience. The court training center was utilized daily for ongoing training until the call center was implemented. The Court also provided training on THEMIS to six other departments including the City Prosecutor's Office, Police Records, Community Development, CARE 7, Housing, Social Services, and Risk Management.

- There were two full-time regular employees hired through internal recruitment in calendar year 2009. We continued the New Hire Orientation process with a full week introduction to the court followed by monthly surveys via the web and informal meetings with the training coordinator.

- Tempe Municipal Court provides interpreter services to all defendants and plaintiffs who require assistance in a language other than spoken English in order to participate in court settings. Situations in which someone may require an interpreter range from assistance as

a defendant in a trial to being a plaintiff requesting an Order of Protection. The languages for which assistance is provided range from American Sign Language to little-known languages spoken by ethnic groups in Africa. In 2009 assistance was provided in 19 languages (other than Spanish and spoken English) for 96 cases. Assistance in Spanish was provided in 1340 cases.

Community Outreach

- Judge MaryAnne Majestic and Court Manager Mark Stodola presented on the topic of Court and the Community at the National Association for Court Managers Annual Conference in Boston, Massachusetts.

- Court supervisor Alexis Allen serves as President of the Arizona Courts Association.

- Mark Stodola serves as President of the Limited Jurisdiction Court Administrators' Association and Rick Rager is the past president of the organization.

- Maricopa Workforce provided four high school age students to work in our Court during summer 2009. The participants were assigned to the Criminal and Civil Divisions of the Court. Each division assigned one full time employee to work with them. We assigned them to citation entry and auditing of files for closure and scanning. All four employees were successful with their given tasks. They proved to be quick learners and reliable employees. One of the employees remained with the Court for several months after the program ended. Our experience with the program was a positive one. We hope to participate again in the future.

- The Court hosted the Arizona State University Cesar Chavez Leadership Institute. The institute was comprised of 60 high school youth from throughout Arizona who participated in a mock trial and learned about our Court system.

- Court employees have continued to participate in Tempe's Homeless Connect Program. Homeless individuals receive information on the court process and direction in resolving any outstanding court matters.

- In what has become a Tempe tradition, the Court invited all fifth through eighth grade students in the City of Tempe to participate in our annual Law Day contest. This year the Court hosted an art contest with the theme: "Government of the People, by the People and for the People." Presentations were made to schools in Tempe to discuss this theme of "Democracy" which included a visit from our President of the past, Abraham Lincoln. There were over a hundred entries displayed in the City Council Chambers.

Members of the court management team have made it a priority to provide ways to connect with other city departments and the Tempe community through committee involvement. This past year, management has served on:

- The City of Tempe Mentoring Program
- Employee Relief Fund Board
- Executive Board for the Tempe Professional Development Club
- The Deferred Compensation Executive Board
- The Tempe Recruitment Outreach Committee
- Tempe Leadership
- The Tempe Committee on Homelessness
- The Committee for Youth, Families and Community
- The Community Planning Committee for Underage Drinking & Drug Abuse Prevention
- The Oversight Board for the Tempe Learning Center
- The Operational Reduction Results Team
- The Revenue Enhancement Results Team
- Performance Management Committee

Members of the management team and the bench are active in boards, committees and commissions that serve Arizona Courts. Participation includes:

- The Judicial Staff Education Committee
- Supreme Court Defensive Driving School Subcommittee
- Supreme Court Minimum Accounting Standards Revision Subcommittee
- The Committee on Limited Jurisdiction Courts
- The Limited Jurisdiction Court Administrators' Association
- The Supreme Court Code Standardization Committee
- The Court Leadership Institute of Arizona
- The Arizona Courts Association
- The Arizona Supreme Court Commission on Technology
- The Technical Advisory Council
- The Court Automation Coordinating Committee
- The Restorative Justice Resource Council
- The Committee on Judicial Education and Training

The Court continues to host presentations on issues of the law to groups such as Tempe Leadership and other community organizations. Court employees actively serve as training facilitators for the TLC, local and national Court organizations, schools and community organizations.

DISCUSSION

The hopes that the economic recession would be short-lived have faded and we continue to face the challenge of doing even more with even less. Despite this, we are committed to sustaining the mission of this Court to provide effective and efficient justice. We continue to strive toward our goals. I am always in awe of the work that is done by our dedicated and hard working staff. Quite frankly, I know no other group of people who could do what they do. The City is indeed fortunate to be so well served by these individuals.

And, they lead by example by continuing to do more with less. For years we have been operating as a very efficient court that from a staffing perspective is exceedingly lean when compared to other large volume courts in the state. We are again being asked to reduce this staff. Yet the continuing challenge is that our caseload grows each year. This workload is not determined by the Court, but rather by the activities of the Police Department as well as the decisions of the Prosecutor's Office.

Once those cases are filed, there is very little that we do that is not mandated by the Constitution or statute. The exception is the collection of fines and fees which is not statutorily mandated but is hardly a function that we would want to eliminate. Citizens have a right to expect a well- functioning court system, regardless of the economic climate. We must preserve our ability to do so. We continue to make every effort to draw from other resources to maintain the needed staff to meet our mandates.

I am happy to be reporting that we have finally implemented THEMIS, our new Case Management System. One key reason we operate so efficiently has been our ability to wed the use of automation with our business practices. Fortunately, we realized years ago that we would need to move to an expanded technology set and have devoted much of our energy over the last

few years toward the development of just such a system. We engaged in extensive training to ensure a smooth transition and continue to work at skill development. As with any new system, there is continuing feedback which has resulted in ongoing upgrades to the system to ensure that we will have an efficient, effective and user-friendly system. For example, the key addition of the FARE program this spring will allow us to add web payments along with phone payments thus easing demands on Court staff and better service for Court users.

While we are looking forward to our increased automation capabilities, we also recognize the realities of the reduced budget and the staffing cuts necessary to balance that budget. There are limitations as to what the Court can cut while still meeting the needs of the community we serve. We absorbed a budget cut of over \$500,000 in this current fiscal year which resulted in staff cuts that leave us with more filings per staff and per bench officer than any court in the state. Now additional cuts are proposed despite continuing increases in the caseload. We are obtaining grant funding to maintain some positions and increasing fees to support the necessary staff to meet our legal requirements through fiscal year 2012. But I must sound a note of caution as to the limits of what can be accomplished. We recognize the budget challenges faced by the City in every department and will continue to make every effort to carry our share of the burden. But unless policy decisions are made elsewhere that will result in reduced caseload, we simply will lose our ability to fulfill our mission of effective and efficient justice for the citizens of Tempe.

This year has brought another change to our bench. With the selection of Judge Robinson to fill the judicial position vacated by the retirement of Judge Michelle O'Hair-Schattenberg we had an opening at the Commissioner position. In a continuing effort to maximize the use of our bench officers, we converted the remaining Hearing Officer position held by Art Attona to a Commissioner position as well. You will note in our target reduction

proposal the expanded use of these Commissioners in judicial roles to minimize our pro-tem costs. The vacant Commissioner position was filled by Michael Wales, a respected jurist with a history ranging from police officer to prosecutor to defense attorney to administrative law judge.

The new year will bring some major changes in the leadership of the Court. After sixteen years as the Presiding Judge of this Court, I will be retiring effective June 30th. In addition, Mark Stodola, Court Manager for the last three years and Deputy Court manager for four years prior to that will be retiring at the same time. Processes are in place to select replacements for these positions. The Judicial Advisory Board has begun the process of soliciting candidates for the Presiding Judge position. Recommendations will be forwarded to Mayor and Council in March. Following the selection of the new Presiding Judge that individual will have the opportunity to participate in the selection of the new Court Manager. I have every confidence the positions will be filled with quality people. Nevertheless it will represent a change for the City, the Court and the staff who remain.

CONCLUSION

There is a more personal feel to this conclusion as I realize I am writing my last State of the Court. It has been an honor for me to lead this court for sixteen years and I am proud of the reputation we have achieved in that period of time. I leave with a true sense of accomplishment and what I hope will be a proud legacy. Despite these difficult times, I have every confidence that this court will continue to meet these challenges with the same level of commitment and teamwork that the wonderful people I work with have always demonstrated.

I must also extend my thanks and gratitude to the various departments throughout the City who have provided us with support even as they face their own challenges. In particular the partnership of those within the Criminal Justice System is essential. The Information

Technology Department continues to play a significant role in our CMS project. The continuing focus on excellence in our public service that this Mayor and Council always support is very much appreciated.

I will be leaving both a stable and progressive Court that will continue to serve this community by providing effective and efficient administration of justice. We are all honored by the opportunity to serve Tempe.

ATTACHMENTS

Attachment # 1 – Court Mission and Vision Statement
Attachment # 2 - 2010 Goals
Attachment # 3 – Maricopa County Municipal Courts Activity Statistics
Attachment # 4 – Workload Indicators, Criminal and Civil Divisions
Attachment # 5 – Court Ranking by Filing and Staffing
Attachment # 6 – Budget Summary
Attachment # 7 – Revenue Summary
Attachment # 8 – Court Training report
Attachment # 9 – Security Statistics

COURT MANAGEMENT TEAM

Mark Stodola, *Court Manager*
Rick Rager, *Deputy Court Manager, Civil Division, Automation Manager*
Nancy Rodriguez, *Deputy Court Manager, Criminal Division, Budget Manager*
Christy Slover, *Administrative Services Supervisor, Court Administration*
Jennifer Dubois, *Financial Services Supervisor, Civil Division*
Alexis Allen, *Court Services Supervisor, Civil Division*
Frankie Valenzuela, *Court Training Coordinator*
Ellen Schrader, *Court Services Supervisor, Criminal Division*

INTERNAL DISTRIBUTION

Mayor and City Council
Charlie Meyer, *City Manager*
Jeff Kulaga, *Assistant City Manager*
Andrew Ching, *City Attorney*
Robert Hubbard, *City Prosecutor*
Jan Hort, *City Clerk*
Tom Ryff, *Chief of Police*
Angel Carbajal, *Assistant Chief of Police*
Brenda Buren, *Assistant Chief of Police*
John Rush, *Assistant Chief of Police*
Renie Broderick, *Human Resources Manager*
Kathy Berzins *Community Services Manager*
Shelley Hearn, *Community Relations Manager*
Nikki Ripley, *Communication and Media Relations Director*
Jerry Hart, *Financial Services Manager*
Cecilia Velasco-Robles, *Deputy Financial Services Manager, Budget*
Tom Mikesell, *Lead Budget and Research Analyst*
Adam Williams, *Budget and Research Analyst II*
Mark Day, *Budget and Research Analyst II*
Dave Heck, *Information Technology Manager*
Ted Hoffman, *Deputy Information Technology Manager*
Ron Smith, *Applications Supervisor*

JUDICIAL ADVISORY BOARD

Jennifer Willmott
James Sampanes
Michael Mason
Hon. Mark Aceto
Genny Gaustad

EXTERNAL DISTRIBUTION

Barbara Mundell, *Presiding Judge, Superior Court, Maricopa County*
Marcus Reinkensmeyer, *Court Administrator, Maricopa County*
Karen Westover, *Court Administrator, Limited Jurisdictions Courts, Maricopa County*
David K. Byers, *Administrative Director, AOC, Supreme Court*
Janet Scheiderer, *Court Services Director, AOC, Supreme Court*
Limited Jurisdiction Court Administrators Association

MISSION

To contribute to the quality of life in our community by fairly and impartially administering justice in the most effective, efficient, and professional manner possible.

VISION

Work together to serve the public.

Treat the public and each other with courtesy and respect.

Be ethical in all that we do.

Communicate honestly and openly.

Be sensitive and caring.

Welcome and value individual differences and diversity.

Reward well-intentioned and well-reasoned risk taking.

Praise and reward fully, discipline sparingly.

Be energetic and hard working.

Make every day in the Court both positive and productive.

2010 GOALS

Management Changes

With the upcoming retirement of the Presiding Judge and Court Manager, management staff have been discussing succession plans and exploring ways to reengineer the Court to address workload changes. Additionally the management team recognizes that present budget challenges can be a tremendous distraction to employees. A renewed emphasis is going to be placed on proactive leadership and goal centered decision making. The Court will continue to develop and measure our strategic goals for 2010.

THEMIS (CMS) Implementation and Enhancements

With the advent of the Courts new Case Management System, there is a strong emphasis on training to better assist staff in adapting to the new system. Additionally, the Court has begun the development of a prosecutor module which will be completed in 2010. Policies and procedures are being rewritten to reflect the requirements of the new system. We are excited that after years of development we have gone live with the new system. We believe it will serve the court for years to come.

Courts' Fine/Fees and Restitution Enforcement (FARE)

The Court will be transitioning to the Administrative Office of the Courts' Fine/Fees and Restitution Enforcement (FARE) Program to provide and maintain web and phone based payment systems, cover all credit card transactional costs associated with payment via the web and interactive voice response systems, administer the program, and provide an interface to the Motor Vehicle Division's Traffic Ticket and Enforcement Assistance Program (TTEAP), which places registration holds on owners' vehicles where there is overdue court obligation(s) as the result of being found responsible for certain civil traffic violations.

Customer Service

Reductions in court staff coupled with an increase in case filings has resulted in an increase in customer wait times both in the courtroom and the call center as well as longer lines at the counter. The Court will continue to make customer service a priority with polite and complete interactions with Court users. Additionally the Court has established a call center to increase efficiencies in addressing the 6,000 to 7,000 calls it receives every month but staff reductions affect its ability to handle the volume within short wait times.

Training

With the advent of the Court's new case management system there will be a continued emphasis in providing employee training to assist in the ongoing transition to this new technology.

The Court needs to provide employees with training opportunities both within the Court and the community. As we have enjoyed a significant reduction in turnover our more veteran employees can benefit from advanced training that will assist them in both leading the court and being viable candidates for promotion.

Community Connect

All levels of the Court have looked for opportunities to interact with the community through school presentations and programs such as Law Day, Tempe Leadership, Project Homeless Connect and the Cesar Chavez Leadership Institute. With fewer available resources to pursue these interactions, the Court will need to explore creative alternatives in order to continue to connect with the Tempe community.

MARICOPA COUNTY MUNICIPAL COURT ACTIVITY FOR FISCAL YEAR 2008/2009

Comparing various workloads, output and productivity measures of selected municipal courts in Maricopa County support findings of previous external operational reviews and financial audits. Benchmark figures are attached to allow for further analysis. Certain objective measures are key indicators of efficiency. For example:

- Tempe Municipal Court has the highest ratio of revenue to expenditures. For every \$1.00 spent on the Court, the Court collects \$3.05 that is transmitted to the City, State, and County. This is a 13 percent increase over last year.
- In FY 09, the Tempe Municipal Court had the lowest cost per filing of comparable municipal courts at \$35 per filing. The next closest court is Scottsdale City Court at \$54 per filing. The average among comparable municipal courts is \$68.67 per filing (rounded).
- There were 31,126 filings per bench officer and 4,577 filings per non-judicial staff in FY 09; a three percent increase for bench officers and a ten percent increase for non-judicial staff over the prior fiscal year.
- The Tempe Municipal Court ranks third in the state behind Phoenix and Tucson in total filings while being ranked the eighth largest city in Arizona. At present the court has 39 staff. Tucson, ranked second in filings and has 152 staff while Mesa, ranked fourth in the state has 90.5 employees and Scottsdale, ranked fifth, has 66 Court employees.
- Tempe Municipal Court continues to have the highest ratio of filings to bench officers and non-judicial staff of any Court in Arizona.
- On average, over 700 people a day entered our building to address court matters in Fiscal Year 2008/2009.

MARICOPA COUNTY MUNICIPAL COURT ACTIVITY FY 2008/2009

COURT FILINGS FY 2008/2009*

	<u>CRIMINAL</u> <u>TRAFFIC</u>	<u>MISDEMEANOR</u>	<u>CIVIL TRAFFIC</u>	<u>ORDINANCE</u>	<u>PROTECTIVE</u> <u>ORDERS</u>	<u>TOTAL</u>	<u>% TO</u> <u>COUNTY</u>	<u>% TO STATE</u>
GLENDALE	6,711	8,872	28,523	2,238	2,919	49,263	4.69%	3.12%
CHANDLER	5,749	7,216	34,319	2,494	1,190	50,968	4.85%	3.22%
SCOTTSDALE	14,303	11,054	84,603	5,360	1,064	116,384	11.08%	7.36%
MESA	11,798	16,527	90,950	3,086	2,066	124,427	11.84%	7.87%
TEMPE	8,918	16,194	109,476	20,135	909	155,632	14.81%	9.85%
PHOENIX	61,452	47,056	209,597	38,865	3,726	360,696	34.33%	22.82%
MARICOPA CO	127,153	125,482	702,786	79,744	15,357	1,050,522	100.00%	66.47%
STATE OF ARIZONA	168,915	244,964	1,015,842	128,183	22,547	1,580,451	100.00%	100.00%

COURT REVENUES AND EXPENDITURES FY 2008/2009

	<u>REVENUE</u>	<u>EXPENDITURES</u>	<u>REVENUE PER</u> <u>FILING</u>	<u>EXPENDITURE</u> <u>PER FILING</u>	<u>\$ RATIO</u> <u>REVENUE TO</u> <u>EXPENDITURE</u>
CHANDLER	\$7,080,971	\$3,877,586	\$139	\$76	\$1.83: \$1
GLENDALE	\$7,077,856	\$4,938,229	\$144	\$100	\$1.43: \$1
TEMPE	\$16,685,747	\$5,471,880	\$107	\$35	\$3.05: \$1
SCOTTSDALE	\$18,747,771	\$6,230,746	\$161	\$54	\$3.01: \$1
MESA	\$16,510,802	\$7,033,574	\$133	\$57	\$2.35: \$1
PHOENIX	\$42,959,251	\$32,624,857	\$119	\$90	\$1.32: \$1
MARICOPA CO	Not available				
STATE OF ARIZONA	Not available				

COURT STAFFING Staffing figures were obtained directly from the courts as this information has not yet been reported to the Supreme Court

	<u>JUDGES</u>	<u>HEARING</u> <u>OFFICERS/</u> <u>COMMISSIONERS</u>	<u>NON-JUDICIAL</u> <u>STAFF</u>	<u>FILINGS PER</u> <u>JUDGE</u>	<u>FILINGS PER</u> <u>HEARING</u> <u>OFFICER</u>	<u>FILINGS</u> <u>PER BENCH</u> <u>OFFICER</u>	<u>FILINGS</u> <u>PER NON-</u> <u>JUDICIAL</u> <u>STAFF</u>
CHANDLER	4	1	39	3,241	36,813	10,194	1,307
GLENDALE	3	1	46	5,194	30,761	12,316	1,071
TEMPE	3	2	34.0	8,371	64,806	31,126	4,577
SCOTTSDALE	5	2	59	5,071	44,982	16,626	1,959
MESA	7	1	82.5	4,046	94,036	15,553	1,508
PHOENIX	22	4	348	4,932	62,116	13,873	1,036
MARICOPA CO.	not available	not available	not available	not available	not available	not available	not available
STATE OF ARIZONA	not available	not available	not available	not available	not available	not available	not available

*Includes OP and HI numbers from each municipality

COURT TRIALS AND HEARINGS

	<u>NON -JURY TRIALS</u>	<u>JURY TRIALS</u>	<u>PROTECTIVE ORDER HEARINGS</u>	<u>CIVIL HEARINGS</u>	<u>TOTAL TRIALS / HEARINGS</u>	<u>% FILINGS THAT GO TO TRIAL</u>	<u>% FILINGS THAT GO TO CIVIL HEARING</u>	<u>% FILINGS THAT GO TO TRIAL OR HEARING</u>
CHANDLER	1,088	12	400	3,031	4,531	8.48%	8.83%	8.89%
GLENDALE	68	4	161	398	631	0.46%	1.40%	1.28%
TEMPE	484	18	156	3,577	4,235	2.00%	3.27%	2.72%
SCOTTSDALE	406	63	545	2,704	3,718	1.85%	3.20%	3.19%
MESA	554	88	295	2,523	3,460	2.27%	2.77%	2.78%
PHOENIX	1,149	370	852	5,265	7,636	1.40%	2.51%	2.12%
MARICOPA CO	4,047	619	2,907	20,960	28,533	1.85%	2.98%	2.72%
STATE OF ARIZONA	5,177	867	3,773	27,891	37,708	1.46%	2.75%	2.39%

NOTES: This information is provided to the Supreme Court in accordance with annual reporting requirements.
The 6 courts listed above represent 82% (rounded) of the caseload in Maricopa County and 54.25% of the State of Arizona
Court staffing totals for Maricopa County and the State of Arizona not available as of 12/31/09.

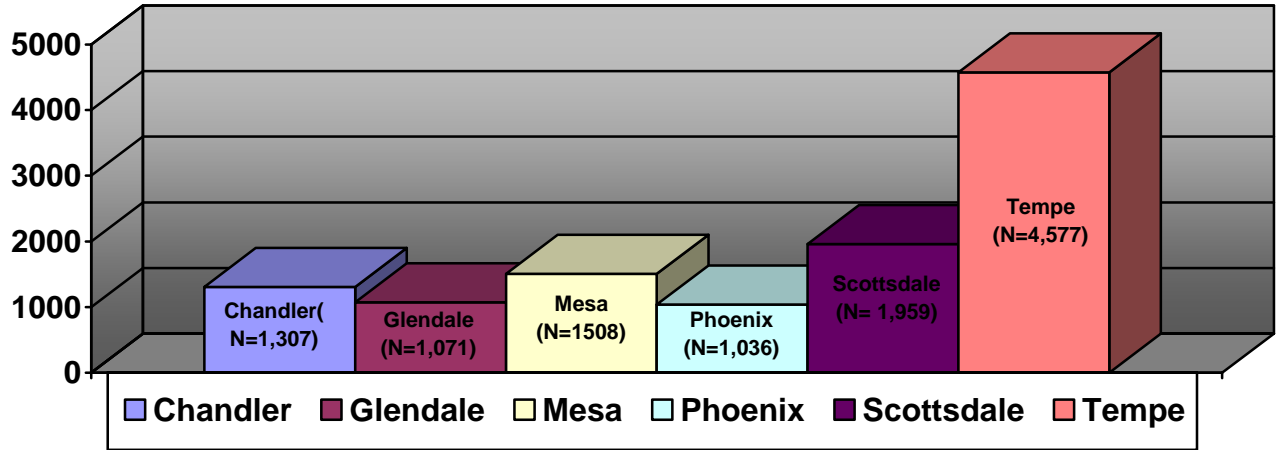
FY 08/09
Civil Division Workload Indicators

Activity	YTD	Avg/Mo	07/08 Total	% Chg
Cases Filed	108,040	9,003	105,362	3%
Charges Filed	117,938	9,828	116,907	1%
Parking	18,619	1,552	21,006	-11%
Traffic & Misc.	27,704	2,309	32,730	-15%
Photo Radar	71,265	5,939	63,268	13%
Speeding	66,349	5,529	61,103	9%
Red Light	4,915	410	2,165	127%
Arraignments	2,211	184	2,232	-1%
Courtroom 5	931	78	1,155	-19%
Final Adjudication	573	48	651	-12%
Courtroom 6	1,301	108	1,077	21%
Final Adjudication	753	63	689	9%
Motions	4,526	377	3,353	35%
Courtroom 5	1,931	161	1,770	9%
Courtroom 6	2,705	225	1,583	71%
Hearings	3,958	330	2,724	45%
Courtroom 5	1,935	161	1,321	46%
Courtroom 6	2,023	169	1,403	44%
FTA Defaults	19,150	1,596	17,097	12%
Appeals	32	3	22	45%
Correspondence Received	33,960	2,830	36,677	-7%
Returned Mail	9,360	780	8,331	12%
DDS Completions	18,488	1,541	18,537	0%
DDS Continuances	5,713	476	6,577	-13%
Bicycle Diversion Completions	155	13	131	18%
Summons and Complaints	12,142	1,012	12,312	-1%
Complaints Issued	9,302	775	9,462	-2%
Complaints Reissued	2,840	237	2,850	0%
Cashier Activity	42,985	3,582	40,548	6%
Mail Payments Posted	17,587	1,466	12,093	45%
Financial Services Interviews	16,449	1,371	12,504	32%
IVR Payments	31,756	2,646	23,660	34%
Call Center Payments	2,680	223	N/A	N/A
Lockbox Payments	10,744	895	14,219	-24%
Phone Calls	90,777	7,565	77,951	16%
Civil Division	65,331	5,444	56,790	15%
Financial Services	25,064	2,089	20,371	23%
Closed Cases	111,412	9,284	85,930	30%

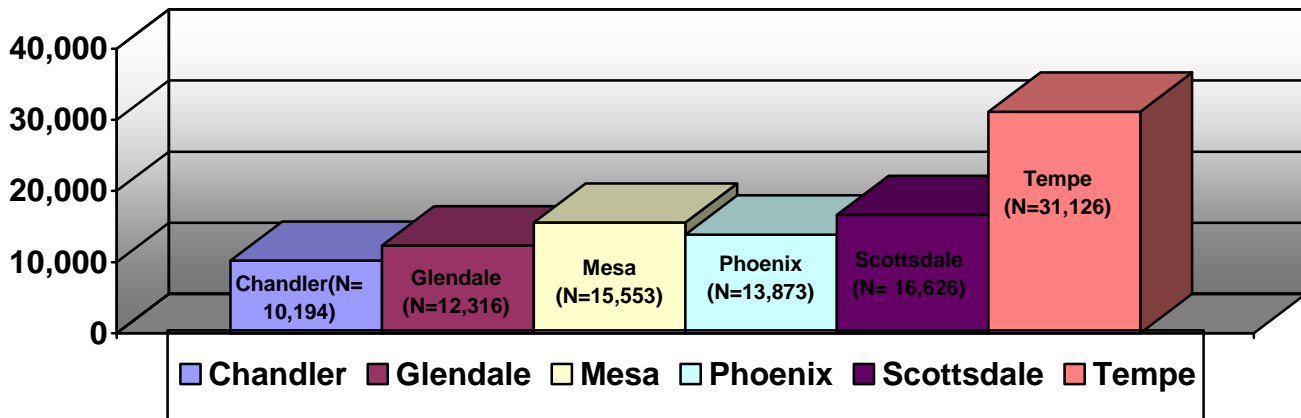
TEMPE MUNICIPAL COURT
 CRIMINAL DIVISION
 WORKLOAD INDICATORS
 FY 2008/2009

ACTIVITY	YTD	Avg/Mo	07-08 Totals	% Chg
CASES FILED	17,524	1,460	16,350	7%
CHARGES FILED	35,245	2,937	35,779	-1%
PRISONERS	10,395	866	10,248	1%
COURTROOM #4 ACTIVITY	8,559	713	8,383	2%
JAIL ACTIVITY	1,836	153	1,865	-2%
INITIAL APPEARANCES (jail)	7,388	616	5,582	32%
ARRAIGNMENTS	8,975	748	6,521	38%
FINAL ADJUDICATION	2,144	179	1,402	53%
PRE-TRIAL CONFERENCES	9,430	786	5,364	76%
TRIALS	472	39	144	228%
NON-JURY	457	38	217	111%
JURY	15	1	7	114%
PETITIONS FILED	771	64	377	105%
ORDER OF PROTECTION	495	41	320	55%
INJUNCTION PROHIBITING	276	23	160	73%
OTHER COURTROOM ACTIVITY*	5,064	422	2,524	101%
CORRESPONDENCE RECEIVED	33,267	2,772	33,439	-1%
RETURNED MAIL	4,914	410	5,992	-18%
CERTIFIED MAIL	51	4	97	-47%
MOTIONS	21,537	1,795	21,200	2%
MTC STATE	3,270	273	3,094	6%
MTC DEFENSE	2,495	208	2,675	-7%
MTC PRO PER	3,737	311	4,392	-15%
MTC PUB DEF	434	36	570	-24%
MTD STATE	9,236	770	8,437	9%
MTD DEFENSE	43	4	73	-41%
MTD PRO PER	75	6	54	39%
MTD PUB DEF	16	1	8	100%
OTHER MOTIONS	2,231	186	1,679	33%
WARRANTS ISSUED	11,377	948	11,379	0%
APPEALS	33	3	32	3%
PHONE CALLS	47,357	3,946	43,091	10%
CLOSED CASES	17,312	1,443	14,760	17%

**Maricopa County Municipal Courts
Filings Per Non-Judicial Staff
Fiscal Year 2009**



**Maricopa County Municipal Courts
Filings Per Bench Officer
Fiscal Year 2009**



**TOP 10 ARIZONA MUNICIPAL COURT RANKINGS BY TOTAL CASE
FILINGS
FISCAL YEAR 2009**

CITY	<u>Case Filings</u>	<u>Employees</u>
#1 PHOENIX	356,970	374 staff
#2 TUCSON	270,672	152 staff (FY 08)
#3 TEMPE	154,723	39 staff
#4 MESA	122,362	90.5 staff
#5 SCOTTSDALE	115,323	66 staff
#6 CHANDLER	49,778	44 staff
#7 GLENDALE	46,344	50 staff
#8 GILBERT	37,308	30 staff (FY 08)
#9 PEORIA	35,788	19 staff (FY 08)
<u>#10 PRESCOTT VALLEY</u>	<u>25,579</u>	<u>9 staff (FY 08)</u>
TOTAL MUNICIPAL COURTS	1,557,948	

PROJECTED
CONSOLIDATED EXPENDITURES FOR ALL COST CENTERS
FY 2008-2009

ACCT #	ACCT DESC	1410	1411	1412	1400 ROLLUP	08/09 BUDGET	+ / - BUDGET		
6201	OFFICE SUPPLIES	1,710.07	7,228.94	8,507.59	17,446.59	14,937.00	(2,509.59)		
6305	CLOTHING	438.03	-	-	438.03	600.00	161.97		
6351	MINOR EQUIPMENT	-	-	-	-	500.00	500.00		
6370	PRINTING & COPY	1,175.65	12,514.55	11,445.81	25,136.01	19,857.00	(5,279.01)		
6505	BOOKS & PUBLICATIONS	4,483.39	-	-	4,483.39	4,000.00	(483.39)		
6513	FIRST AID	-	-	-	-	90.00	90.00		
6514	AWARDS	402.49	-	-	402.49	1,700.00	1,297.51		
6599	MISCELLANEOUS	883.85	-	-	883.85	1,000.00	116.15		
TOTAL	MATERIALS & SUPPLIES	9,093.48	19,743.49	19,953.39	48,790.36	42,684.00	(6,106.36)		
6656	CONSULTANTS -- Interpreters	-	5,525.45	95.45	5,620.91	3,900.00	(1,720.91)		
6665	JURY FEES	-	21,192.36	-	21,192.36	15,981.00	(5,211.36)		
6668	LEGAL FEES -- Pro Tems	-	-	-	-	120,000.00	120,000.00		
6669	COLLECTION FEES	-	-	4,297.87	4,297.87	3,100.00	(1,197.87)		
6670	PUBLIC DEFENDER FEES	239,760.00	-	-	239,760.00	220,000.00	(19,760.00)		
6672	CONTRACTED SERVICES	-	4,816.91	-	4,816.91	2,566.00	(2,250.91)		
6688	OFF-SITE STORAGE	1,484.60	-	-	1,484.60	1,279.00	(205.60)		
6693	LAUNDRY	68.89	-	-	68.89	350.00	281.11		
6694	INTERPRETERS	-	6,695.98	3,019.09	9,715.07	8,800.00	(915.07)		
6701	CELL PHONE CHARGES	314.23	-	-	314.23	-	(314.23)		
6702	TELECOMMUNICATIONS	282.01	-	-	282.01	900.00	617.99		
6704	POSTAGE	54.60	-	-	54.60	50.00	(4.60)		
6716	MEMBERSHIP & SUBSCRIPTION	4,196.73	-	-	4,196.73	5,917.00	1,720.27		
6753	OUTSIDE PRINTING	511.09	986.00	18,632.17	20,129.26	11,700.00	(8,429.26)		
6755	DUPLICATING	-	986.00	2,578.35	3,564.35	2,500.00	(1,064.35)		
6856	EQUIPMENT REPAIR	463.93	-	38.12	502.05	1,150.00	647.95		
6906	EQUIPMENT RENTAL	15,146.08	-	-	15,146.08	12,000.00	(3,146.08)		
6990	LICENSES	-	-	-	-		#VALUE!		
TOTAL	FEES & SERVICES	262,282.16	40,202.69	28,661.05	331,145.90	410,193.00	79,047.10		
7401	TRAINING & SEMINAR	3,558.41	-	-	3,558.41	5,600.00	164.01		
7403	TRAVEL EXPENSES	1,877.58	-	-	1,877.58	5,702.00	3,824.42		
7404	LOCAL MEETINGS	1,139.56	-	-	1,139.56	1,200.00	60.44		
TOTAL	TRAINING & SEMINAR	6,575.56	-	-	6,575.56	12,502.00	5,926.44		
TOTAL	TOTAL BY COST CENTER	277,951.19	59,946.19	48,614.44	386,511.82	465,379.00	78,867.18		

OVER /
UNDER BGT \$78,867.18

TEMPE MUNICIPAL COURT
REVENUE SUMMARY
FY 08-09

ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT YTD REVENUES
4601 PARKING FINES	323,640.04	295,786.52
4602 TRAFFIC FINES	2,322,270.76	2,621,374.97
4603 CRIMINAL FINES	1,217,599.68	1,153,186.11
4604 PUBLIC DEFENDER FEES	88,956.35	71,340.47
4605 FORFEITURES	169,159.90	112,653.15
4607 NEIGHBORHOOD ENHANCEMENT	61,496.53	63,337.58
4609 ANIMAL CONTROL		-
4612 DDS COURT DIVERSION	902,318.97	1,033,229.07
4616 SMOKING ORDINANCE FINES	-	-
4617 DDS OUT OF STATE DIVERSION	2,943.00	8,967.00
4621 DEFAULT FEES	391,166.44	478,673.84
4624 BOOT FEES / PARKING	6,692.02	9,777.00
4627 COUNTY JAIL FEE	425,872.90	409,840.19
4628 COPIES AND TAPES	18,017.50	34,165.25
4636 PROCESS SERVICE	75,712.77	202,605.60
4640 SURETY BOND FORFEITURES	4,750.00	-
4642 REINSPECTION FEE/NBR ENH		-
4643 RENTAL HOUSING CODE FINE	100.00	-
4648 CONTEMPT CHARGES		-
4653 CITY JAIL FEE	161,984.55	136,968.49
4660 WARRANT FEES	84,648.63	82,860.81
4661 PROSECUTOR FEES	235,916.28	304,217.46
4935 CASH OVER / SHORT	(522.02)	2,620.60
4949 OTHER	34,200.24	38,569.22
TOTAL	6,526,924.54	7,060,173.33
ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT YTD REVENUES
4641 PUBLIC SAFETY ENHANCEMENT FUND	593,723.81	699,252.88
4634 28-2533 20% TO PD (Cost Center 2210)	1,155.00	-
4637 28-4139 100% TO GENERAL FUND	125,375.62	141,216.95
ACCT # AND DESCRIPTION	CURRENT FY PROJECTED	CURRENT YTD REVENUES
4632 COURT USER FEE (CEF)	595,216.82	1,387,519.10
4851 INTEREST ACCRUED	17,801.78	23,323.06
4853 GAIN / LOSS ON INVESTMENT		-
TOTAL	613,018.60	797,823.56



2009 Training Report

COURT MISSION: To contribute to the quality of life in our community by fairly and impartially administering justice in the most effective, efficient, and professional manner possible.

TRAINING OBJECTIVE: Encourage continuous workplace learning to increase knowledge, skills, and job engagement of court personnel thus helping to successfully fulfill the court's mission.

2009 Training Hours by Division:

Administration/Bench:	251.38
Criminal Division:	102.5
Civil Division	224
Total Training Hours:	577.88

Committee on Judicial Education and Training (COJET) Summary:

Tempe Municipal Court employees have met all COJET requirements for 2009. With the exception of one employee who completed all requirements except an ethics credit. This employee was on extended maternity leave and an exemption from compliance was requested from the Maricopa County Superior Court Presiding Judge.

The number of training hours completed by Tempe Municipal Court staff is lower than in previous years for two reasons. The first is Supreme Court Administrative Order 2009-01 which allows for a 50% reduction in the number of continuing education hours for all court staff except Judges. This Administrative Order is in response to the current budget crises. The second reason is that in 2009 the majority of the training was focused on THEMIS, the new court case management system.

THEMIS - Case Management System:

In anticipation of the May 2009 implementation of the new system, several training sessions were scheduled at the city's ITD computer lab to allow staff familiarization and hands-on experience. The court training center was utilized daily for ongoing training until the call center was implemented. The Court provided training on THEMIS to six other departments including the City Prosecutor's Office, Police Records, Community Development, CARE 7, Housing, Social Services, and Risk Management.

2010 GOALS:

As stabilization of the new system occurs, it is becoming increasingly important that we rewrite procedures to include new system and operational processes that have changed due to implementation of the new system. In addition, creating online training to supplement procedures will help when training new employees, cross-training current employees, and to assist employees retain current knowledge of the court case management system.

The court will offer several ethics related classes in the first quarter and last quarter of the year to allow an opportunity for all court staff to get their ethics requirement fulfilled.

Tempe Municipal Court
Security Statistics
FY 2009

DATE	MACE	KNIVES	RAZOR BLADES	TOOLS	CAN OPENERS	BOX CUTTERS	SCISSORS	NAIL FILES	GUNS	HAND CUFFS/ KEYS	NEEDLES	CHAINS	PICKS	AMMO	MAGS	MISC. ITEMS	TOTAL ITEMS	COUNTS	
																		PERSONS	ALARM
JUL	7	200	29	82	0	32	32	1	1	11	0	2	4	0	0	37	438	16122	10180
AUG	23	167	11	64	0	31	33	4	2	11	0	8	0	0	0	44	398	15085	9700
SEPT	15	154	5	72	1	23	22	2	1	5	0	5	0	0	0	43	348	15019	9346
OCT	15	178	34	72	1	22	35	3	6	7	0	6	0	0	1	51	431	15284	9462
NOV	21	172	12	53	0	30	33	1	2	8	10	0	0	0	1	30	373	12006	7594
DEC	25	189	16	57	0	34	33	1	3	8	0	9	0	16	0	44	435	15193	9602
JAN	24	156	5	58	1	25	21	2	0	6	2	5	1	0	0	42	348	15530	9828
FEB	11	177	0	39	0	32	30	0	1	3	0	6	0	0	3	35	337	13096	8757
MARCH	14	150	10	59	1	20	25	3	3	2	0	9	3	1	1	43	344	15049	9485
APRIL	26	212	3	60	0	22	25	1	1	8	1	3	1	0	0	36	399	15998	9842
MAY	26	168	1	48	0	23	16	1	1	0	0	5	0	0	0	40	329	14292	8450
JUNE	22	183	19	44	0	28	12	1	2	0	0	9	1	0	0	35	356	15797	9366
2008-2009																			
TOTALS	229	2106	145	708	4	322	317	20	23	69	13	67	10	17	6	480	4536	178,471	111,612
AVG/MO	9	191	13	64	0	29	29	2	2	6	1	6	1	2	1	44	412	16225	10147
07-08																			
TOTAL	173	1,713	110	490	20	331	163	4	12	121	4	104	0	0	0	250	1,471	145,807	104,977