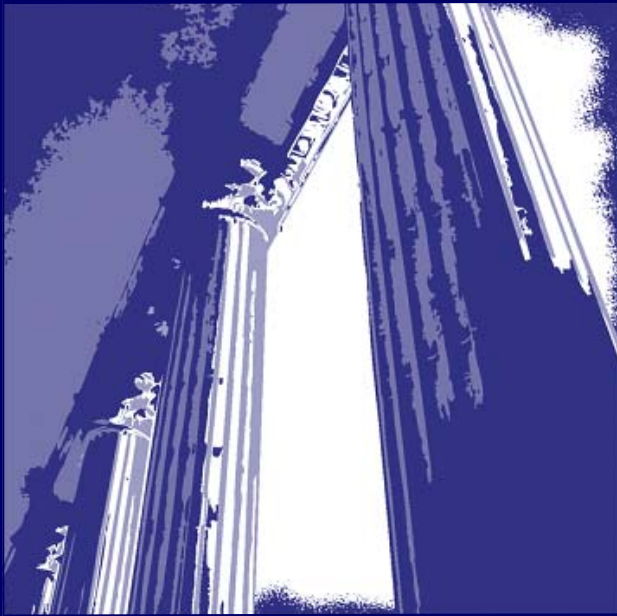


Tempe Municipal Court



State of the Court

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

January 2009



INTRODUCTION

This is the fifteenth 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

- The implementation of the City's new photo enforcement program had a significant impact on the Court. Photo enforcement filings in the 2008 calendar year totaled 99,822, compared to 7,803 filings in calendar year 2007. This is an increase of more than 1,300 percent. The Court has processed almost 25,000 defensive driving program completions and more than 95,000 payments through in-person contact, IVR telephone payments, lockbox and mail payments.
- Mental Health Court (MHC), which was established November 4, 2003, just completed the fifth year of operations. From the program's inception through calendar year, 2008, 200 people were placed in the Mental Health Court and 119 successfully completed the program. There are currently 12 people participating in the program; two are homeless and two have co-occurring disorders. MHC 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. While the primary mission of this program is to dispense justice while addressing the needs of this unique population, it has earned strong community support. Community members have offered to provide clothing and other essential items to help contribute to successful program completion of the program participants. Gerri Mattern is further evidence of that community support. Ms. Mattern served as the Tempe City prosecutor for 20 years until her retirement in 2003 and now represents MHC participants pro bono. She was recently recognized by the Arizona Coalition to End Homelessness as their "Volunteer of the Year" in recognition of her work with this population.
- 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 six 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. Thus far, 35 people have completed the program performing over 16,000 documented community service hours.

- The Court has filled one of our three Lead Court Service Specialist positions via a competitive internal reclassification using existing employees. The Lead Court Specialist has been instrumental in providing hands-on training to our many new employees while assisting in projects and handling coverage issues within the Court.
- In collaboration with the Police Department, Social Services and the Prosecutor's Office, the Tempe Municipal Court streamlined the Minor in Possession Program to better serve court users. The Minor in Possession Program is an option for first-time offenders charged with an alcohol related offense(s) who choose to participate in and complete a substance abuse program in exchange for the dismissal of their charge(s). In February 2008, the program was modified to allow defendants time to attend the class prior to their court date. This eliminated the need for defendants to appear in court if they successfully completed the program. The change in the process expedited the adjudication of these cases. To date, 901 cases have been adjudicated prior to the assigned court date.
- The relocation of the Police Department's dispatch unit and the implementation of a new police radio system required that the Court replace the existing panic alarm system. The Court worked with Public Works, Information Technology and a contracted vendor to install new panic alarm buttons in each courtroom and at every public service window. The alarm system is monitored by court security staff, who respond to each activation and determine if emergency response is required.
- Our Court Service Specialists have an average of less than two years of experience in their positions. In order to assist employees with the learning curve in understanding the many nuances of the Courts as well as our new case management system, our Court Training Coordinator has created a training center. Employees have hands on learning experience that increases their efficiencies within their positions.

Technology Improvements

- This coming year the Court will implement its new case management system that was developed in collaboration with the Arizona Supreme Court's Administrative Office of the Courts. The new system will "go live" March 30, 2009 and is expected to increase operational efficiencies. The Tempe CMS utilizes current and emerging technology sets that will serve the Court well for many years to come. The full impact of this move to a different automated system will be determined throughout the calendar year. Undoubtedly, this effort will lead to changes in various court business rules and accompanying procedures. This project was entirely funded by grants from the Administrative Office of the Courts and the Court Enhancement Fund.

Cost Effectiveness

- In March of 2007, the Council approved an ordinance change allowing creation of a court commissioner position. This position was filled through the reclassification of one of our existing hearing officers. This new position has given the court flexibility to have the Commissioner work in the criminal division on a limited basis in addition to his regular job duties in the civil division while saving costs of paying for a pro tem judge. To date, the Commissioner has worked a total of 586 hours in the criminal division which resulted in cost savings of \$29,300. This position is currently vacant and staffed by pro tem judges as this individual was appointed our new Criminal Division judge.

- In fiscal year 2008 the Court collected \$7,212,373 in revenues to the City. This figure was 29 percent higher than projections for the fiscal year. Overall, the Court received \$14,335,928 in payments in fiscal year 2007, which was \$2,390,539 more than the prior year. 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-complaint.
- With the advent of Tempe's new photo enforcement program, the court received additional staff to address the dramatic increase in workload. Even with this increase in staffing we still have the highest ratio of non-judicial employees to filings in Maricopa County and have exceeded our Fiscal year 2008 revenue projections by over one million dollars. The increase in filings caused direct impact on the amount of work processed in the Civil Division with these additional filings resulting in a significant increase in judicial and staff case processing. Telephone calls are up more than 161 percent over the previous year and the number of cases closed increased by more than 326 percent. Judicial staff ruled on over 4,000 motions and held almost 4,000 civil traffic hearings; a 194 percent increase over the prior fiscal year.
- For every dollar spent on Court operations, the Court collects \$2.66; an increase of five percent over the prior fiscal year which is among the highest ratios of revenue to expenditures for comparison courts within Maricopa County.

Customer Services

- The Court worked with the Arizona Supreme Court to conduct a customer satisfaction survey. The survey, *CourTool 1, Public Access and Fairness Survey*, is one of several measurements the Arizona Supreme Court has endorsed to allow courts to better assess performance using both quantitative and qualitative methodologies. The survey was provided to everyone exiting the court building during the course of a typical business day. Participants were asked to complete a questionnaire rating the Court in areas such as access, fairness, safety and judicial impartiality. Of note, 93 percent of those surveyed felt safe in the courthouse; 91 percent felt they were treated with courtesy and respect; 84 percent felt they were treated the same as everyone else; and 84 percent felt they received the information needed to move forward with their case. These results will serve as a baseline, with the survey being repeated annually.
- Court employees are ethically restricted from providing legal advice and can only provide legal information as to procedure. All Court employees participated in mandatory training on the difference between providing legal information and giving legal advice to the public. This better equipped employees to respond to customer enquiries within the constructs of judicial canons.
- 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 7 percent turnover rate in calendar year 2008. This employee stability greatly improves the quality of our customer services.
- The Court has made it a practice to respond to customer inquiries and "Council Communicators" within 24 hours of receipt.
- The Tempe Court interpreters have improved upon the technology that allows Spanish speaking court users to understand court proceedings through the use of special assistive listening devices.
- The Court worked collectively with Public Works and the Police Department to continue a project to overhaul and modernize the two existing elevators within the Police/Courts

Building. The Court provided the space needed to house the plumbing and equipment used to power both elevators. The public elevator upgrade is complete, with the second elevator slated to be upgraded in the near future.

- With two full years in position, the Court Training Coordinator has ensured that court employees have met their 16 hour Arizona Supreme Court education requirement. Court employees completed a total of 1,410 hours of training during the 2008 calendar year. This is an average of 34 hours per employee. We have recently been notified that our Training Coordinator received a Trainer Excellence Award from the Arizona Supreme Court for his outstanding work.
- There were six full-time regular employees hired in calendar year 2008. We continued the New Hire Orientation process with a full week introduction to the court followed by monthly surveys via the web and non-formal meetings with the training coordinator. The survey has evolved during the last two years to include questions that ask the new employee to evaluate their own progress as well as the training they receive. If they feel their training is not satisfactory, they are asked to suggest ideas of what can be improved to help them progress. We also went from a completely confidential survey to one that identifies the respondent to better address any concerns directly. The survey is an excellent gauge for the probationary employee to ensure their confidence as they progress in the learning process. The survey also ensures that the supervisor is fulfilling their responsibility to training the newly hired employee.
- The Tempe Municipal Court utilizes a thorough performance evaluation process to assess court staff. Performance evaluations are linked to specific duties assigned to each team. These measures provide clear expectations and accountability to employees. Management meets a least four times per year with staff to discuss performance and progress. These quarterly reviews open lines of communication and eliminate the “surprise” of the annual performance evaluation content.
- The court has placed a strong emphasis on the cross training of its employees so that they can provide service on multiple teams. This training greatly increases our flexibility as a court and our ability to adapt when personnel changes occur.

Community Outreach

- In April 2008, the Arizona Supreme Court’s Administrative Office of the Courts recognized the Tempe Municipal Court for “Improving the Communications and Cooperation with the Community and Other Branches of Government.” The Court was identified as making significant contributions with its various community outreach programs, many of which are listed throughout this document.
- An article on how the Tempe Municipal Court addresses disaster recovery was published in the winter 2008 edition of the *Court Manager*.
- Mark Stodola was the recipient of the National Association of the Court Management’s Bill and Mary Chesshire Community Honor “in commemoration of his exemplary work with children and young adults within the community.”
- Court supervisor Alexis Allen has been elected 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.

- 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 "The Rule of Law-Protecting People." 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
- 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

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

- The Judicial Staff Education Committee
- 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 Commission on Victims in the Courts
- The Arizona Supreme Court Commission on Technology
- The Technical Advisory Council
- The Court Automation Coordinating Committee
- The Restorative Justice Resource Council

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, court groups, schools and community organizations.

DISCUSSION

This year brings new challenges and difficult realities due to the current economic climate. The greatest task before us is how to best sustain the mission of the Court, our purpose and core values with fewer resources. When I review the accomplishments of this Court and its continuing goals for 2009, I am again in awe of the work that is done by such a dedicated and hard working staff. It is an honor to be considered the leader of this group. As the City faces the challenges of the economic downturn, I feel fortunate to have this team working with me to address those challenges.

As noted, we have for years been operating as a very efficient court that from a staffing perspective is very lean when compared to other large volume courts in the valley. Yet with the budget realities of the City, we are going to be increasingly challenged to meet our mandates. As part of the Criminal Justice System – Police, Prosecutor, Court – this becomes even more challenging as we have no control over the size of our workload. This workload is determined by the activities of the Police Department as well as the decisions of the Prosecutor’s Office.

The additional challenge of a court facing a budget reduction is that there is very little that we do that is not mandated by the Constitution or statute. The collection of fines and fees 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 political or economic climate. We must preserve our ability to do so.

I am happy to report that we will implement our new Case Management System in just two months. One key reason for our ability to 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 towards the development of just such a system. Extensive training is already

underway to ensure a smooth transition. We are confident that this flexible and highly functioning system will assist us in mitigating staff losses without any decrease in our ability to process cases efficiently and serve our customers well.

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. Yet there are limitations as to what the Court can cut while still meeting the needs of the community we serve. Currently proposed staff reductions will leave us with a 1996 staffing level for a caseload 105% higher than that same year. In response to this budget crisis we have obtained grant funding after negotiating with both the Superior and Supreme Court to support the necessary staff to meet our legal requirements through fiscal year 2011. We hope that in effect this buys the city time to move towards an economic recovery. Together with the anticipated increased efficiency of our new CMS system, along with other technology initiatives with our criminal justice partners, we will then be able to continue to focus on our mission of effective and efficient justice for the citizens of Tempe.

The new year brings a change to our bench. Judge Michelle O'Hair-Schattenberg has retired after serving this court for fourteen years. The Judicial Advisory Board conducted an extensive recruitment process including two rounds of interviews before making Judge Thomas Robinson, a long time Tempe resident, their final recommendation to the Council. This transition to the bench was eased due to the fact that Judge Robinson has already served this Court for fourteen years, first as a Hearing Officer and then as a Commissioner. Judge Robinson has already shown the commitment to quality that is a hallmark of our bench and we are pleased to welcome him into this new position.

Judge Robinson is just one more example of the quality of people with whom I am fortunate to work. As you have no doubt noted from the lists of community involvement our

court employees continue to serve the community in so many ways. We are often solicited to speak at various conferences and participate in court associations and committees because of our reputation for expertise.

CONCLUSION

As you can imagine, the accomplishments of this court are a source of pride for me as well as for the City of Tempe. Even in the face of these difficult times, I have every confidence that we will meet the challenges with the same level of commitment and teamwork that we have always demonstrated.

I would be remiss to not also extend my thanks and gratitude to the various departments throughout the City who continue to provide 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 Human Resources Department provided much support through the process for judicial recruitment and selection. As always, the direction of the Mayor and Council for all of us to continue to focus on excellence in our public service is much appreciated.

We will continue to focus on our goal of being both a stable and progressive Court that serves this community by providing effective and efficient administration of justice. We appreciate the opportunity to serve Tempe.

ATTACHMENTS

- Attachment # 1 – Court Mission and Vision Statement
- Attachment # 2 - 2009 Goals
- Attachment # 3 – Maricopa County Municipal Courts Activity Statistics
- Attachment # 4 – Workload Indicators, Criminal and Civil Divisions
- Attachment # 5 – Budget Summary
- Attachment # 6 – Revenue Summary
- Attachment # 7 – Court Training report
- Attachment # 8 – Security Statistics
- Attachment # 9 – Training Report

COURT MANAGEMENT TEAM

- Mark Stodola, *Court Manager*
- Rick Rager, *Deputy Court Manager, Automation Manager*
- Nancy Rodriguez, *Deputy Court Manager, Civil Division, Budget Manager*
- Christy Slover, *Court Services Supervisor, Court Services, Criminal Division*
- Jennifer Dubois, *Financial Services Supervisor, Civil Division*
- Jacque Frusetta, *Administrative Services Supervisor, Court Administration*
- Alexis Allen, *Court Services Supervisor, Civil Division*
- Frankie Valenzuela, *Court Training Coordinator*
- Jeanette Wiesenhofer, *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, *Deputy Human Resources Manager*
- Tom Canasi, *Community Services Manager*
- Kathy Berzins, *Deputy Community Services Manger, Social Services*
- 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*
- Gene Obis, *Information Technology Manager*
- Dave Heck, *Deputy Information Technology Manager*
- Ted Hoffman, *Deputy Information Technology Manager*
- Ron Smith, *Applications Supervisor*

JUDICIAL ADVISORY BOARD

Judy Aldrich
Thomas E. Klobas
Brad Tebow
Hon. Mark Aceto
Margaret Stockton

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*

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.

2009 GOALS

Leadership Development

Judge Arkfeld and several court managers have participated in the Tempe Learning Center's Leadership Development Programs. The Court recognizes that these Franklin Covey trainings provide a powerful framework and tools to help achieve our highest priorities. We have arranged additional trainings to assist us in establishing purpose statements for our court teams and better measure our strategic goals for 2009.

Case Management System (CMS) Implementation

The Court is finalizing development of a Case Management System that utilized \$500,000 in seed money from state grants. The system, created in partnership with the Arizona Supreme Court, uses a robust technology set. System implementation is scheduled for March 30, 2009. The City's Information Technology Department has primary responsibility for the data migration from the Court's current Legacy application to the new system.

Defensive Driving Implementation

In compliance with legislation and the Supreme Court's Administrative Order 2008-78, the Court is now able to accept registrations and completions from all certified defensive driving schools in the state. The changes were implemented effective January 1, 2009 so that drivers with eligible violations can now attend any defensive driving class, including on-line courses. This is a major change in how business has been done with defensive driving schools and has resulted in additional costs to the court that were previously absorbed by the contracted schools.

Disaster Preparedness

The Court plans to further enhance its already comprehensive disaster preparedness and business continuity plan by exploring the purchase of fireproof cabinets to protect original complaints and fingerprint records for cases that the Court is required to maintain and preserve, and by continuing to implement unannounced drills to test manual work-around procedures. Tempe is assisting other courts in the development of disaster preparedness plans

Customer Service

In efforts to continue our quest to emphasize positive interaction with both internal and external customers we will continue to offer the public customer satisfaction surveys as one way to measure our service. In addition, we have developed in-house classes such as Legal Advice vs. Legal Information and Basic Spanish for Court Employees that will offer staff resources to better serve our customers. Lastly, we will continue to discuss in monthly team meetings and training e-mails the importance of quality customer service to both the public and to internal customers.

Training

The Court continues to explore ways to maximize the potential of court staff. With the help of our court training coordinator, we have established new in-house training classes and have outside training classes available for staff development. In addition, we will use e-learning to help train employees as a fast low cost-method of learning. This year will also be spent working on creating training manuals for our new case management system and developing “hands-on” training sessions for staff.

Stability of the Court Workforce

In previous years the Court has experienced tremendous turnover from its front line staff resulting instability through out the court. This past year we have realized needed stability while addressing dramatic increases in workload, The Court had 7% turnover rate in calendar year 2008. It is essential that we continue to maintain stability in our employee ranks in order to address continued workload increases.

Employee Accountability

The Court is continuing to examine ways to better measure employee and Court performance through the use of CourTools, quarterly and annual evaluations, independent audits and customer service surveys.

MARICOPA COUNTY MUNICIPAL COURT ACTIVITY FOR FISCAL YEAR 2007/2008

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 is the fourth largest municipal court in the state (after Phoenix, Tucson and Scottsdale) in terms of filings, yet is the ninth largest city in the state.
- Tempe Municipal Court has the second highest ratio of revenue to expenditures; \$2.66:1 (\$2.66 in revenue for every \$1.00 spent on court operations). This was a five percent increase over last year.
- In Fiscal Year 08, the Tempe Municipal Court had the second lowest cost per filing of comparable municipal courts (\$36 per filing). The average cost per filing in Maricopa County is \$61 and the average cost per filing for the entire state judiciary is \$42.
- The Tempe Municipal Court has the highest filings per judge in Maricopa County.
- There were 30,172 filings per bench officer and 4,133 filings per non-judicial staff in Fiscal Year 08; a 17 percent increase for bench officers and a six percent increase for non-judicial staff over the prior fiscal year.
- On average, over 600 people a day entered our building to address court matters in Fiscal Year 2007/2008.

MARICOPA COUNTY MUNICIPAL COURT ACTIVITY FY 2007/2008

COURT FILINGS FY 2007/2008

	<u>CRIMINAL</u>				<u>PROTECTIVE</u>		<u>% TO</u>	
	<u>TRAFFIC</u>	<u>MISDEMEANOR</u>	<u>CIVIL TRAFFIC</u>	<u>ORDINANCE</u>	<u>ORDERS</u>	<u>TOTAL</u>	<u>COUNTY</u>	<u>% TO STATE</u>
GLENDALE	9,860	8,995	36,507	3,014	2,582	60,958	5.25%	3.63%
CHANDLER	5,881	7,603	34,210	2,010	1,070	50,774	4.37%	3.02%
MESA	14,771	18,080	98,183	3,451	1,945	136,430	11.75%	8.13%
TEMPE	9,856	14,307	102,973	22,999	726	150,861	12.99%	8.98%
SCOTTSDALE	16,134	10,544	191,305	5,911	1,046	224,940	19.37%	13.40%
PHOENIX	56,804	45,460	205,624	39,861	3,574	351,323	30.26%	20.92%
MARICOPA CO	133,523	122,690	804,710	86,119	14,101	1,161,143	100.00%	69.15%
STATE OF ARIZONA	178,786	243,032	1,098,390	138,022	20,899	1,679,129	100.00%	100.00%

COURT REVENUES AND EXPENDITURES FY 2007/2008

	<u>REVENUE</u>	<u>EXPENDITURES</u>	<u>REVENUE PER</u>	<u>EXPENDITURE</u>	<u>\$ RATIO</u>
			<u>FILING</u>	<u>PER FILING</u>	<u>REVENUE TO</u>
					<u>EXPENDITURE</u>
CHANDLER	\$6,951,924	\$3,892,541	\$137	\$77	\$1.79:\$1
GLENDALE	\$7,466,391	\$4,938,000	\$122	\$81	\$1.51:\$1
TEMPE	\$14,335,928	\$5,386,274	\$95	\$36	\$2.66:\$1
SCOTTSDALE	\$24,393,576	\$6,042,371	\$108	\$27	\$4.04:\$1
MESA	\$17,933,623	\$6,988,259	\$131	\$51	\$2.57:\$1
PHOENIX	\$43,604,409	\$31,461,090	\$124	\$90	\$1.39:\$1
MARICOPA CO	\$139,541,599	\$70,567,835	\$120	\$61	\$1.98:\$1
STATE OF ARIZONA	\$192,874,516	\$101,243,720	\$115	\$42	\$1.91:\$1

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>NON-JUDICIAL</u>	<u>FILINGS PER</u>	<u>FILINGS PER</u>	<u>FILINGS</u>	<u>FILINGS</u>
		<u>OFFICERS</u>	<u>STAFF</u>	<u>JUDGE</u>	<u>HEARING</u>	<u>PER BENCH</u>	<u>PER NON-</u>
					<u>OFFICER</u>	<u>OFFICER</u>	<u>JUDICIAL</u>
							<u>STAFF</u>
CHANDLER	4	1	42	3,371	36,220	10,155	1,209
GLENDALE	3	1	48	6,285	39,521	15,240	1,270
TEMPE	3	2	36.5	8,054	62,986	30,172	4,133
SCOTTSDALE	5	2	59	5,336	98,608	32,134	3,807
MESA	7	1	82.5	4,693	101,634	17,054	1,654
PHOENIX	22	4	348	4,648	61,371	13,512	1,010
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

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	982	16	398	2,325	3,721	7.40%	6.80%	7.33%
GLENDALE	60	11	256	364	691	0.38%	1.00%	1.13%
TEMPE	326	12	128	2,777	3,243	1.40%	2.70%	2.15%
SCOTTSDALE	321	30	187	2,027	2,565	1.32%	1.06%	1.14%
MESA	493	56	229	2,349	3,127	1.67%	2.39%	2.29%
PHOENIX	1,373	546	847	4,354	7,120	1.88%	2.12%	2.03%
MARICOPA CO	3,835	750	2,529	16,850	23,964	1.79%	2.09%	2.06%
STATE OF ARIZONA	5,057	944	3,534	22,587	32,122	1.42%	2.06%	1.91%

NOTES: This information is provided to the Supreme Court in accordance with annual reporting requirements.
The 6 courts listed above represent 84% (rounded) of the caseload in Maricopa County and 58.08% of the State of Arizona
Court staffing totals for Maricopa County and the State of Arizona not available as of 12/12/08.

Tempe Municipal Court
Civil Division
Workload Indicators
FY 2007-2008

Activity	YTD	Avg/Mo	07/08 Total	06/07 Total	% Chg
Cases Filed	105,362	8,780	105,362	56,304	87%
Charges Filed	116,907	9,742	116,907	69,894	67%
Parking	21,006	1,751	21,006	23,777	-12%
Traffic & Misc.	32,730	2,728	32,730	39,590	-17%
Photo Radar	63,268	5,272	63,268	7,414	753%
Speeding	61,103	5,092	61,103	6,924	782%
Red Light	2,165	180	2,165	487	345%
Arraignments	2,232	186	2,232	2,304	-3%
Courtroom 5	1,155	96	1,155	1,329	-13%
Final Adjudication	651	54	651	837	-22%
Courtroom 6	1,077	90	1,077	975	10%
Final Adjudication	689	57	689	825	-16%
Motions	3,353	279	3,353	3,083	9%
Courtroom 5	1,770	148	1,770	1,999	-11%
Courtroom 6	1,583	132	1,583	1,084	46%
Hearings	2,724	227	2,724	1,977	38%
Courtroom 5	1,321	110	1,321	957	38%
Courtroom 6	1,403	117	1,403	1,020	38%
FTA Defaults	17,097	1,425	17,097	19,670	-13%
Appeals	22	2	22	34	-35%
Civil Correspondence Rec'd	36,677	3,056	36,677	30,255	21%
Returned Mail	8,331	694	8,331	6,834	22%
DDS Completions	18,537	1,545	18,537	8,869	109%
AZDDS	7,463	622	7,463	3,848	94%
CRASH	11,074	923	11,074	5,020	121%
NSC	0	0	0	0	0%
DDS Continuances	6,577	548	6,577	2,053	220%
AZDDS	1,057	88	1,057	627	69%
CRASH	5,520	460	5,520	1,426	287%
NSC	0	0	0	0	0%
Bicycle Diversion Completions	131	11	131	209	-37%
Summons and Complaints	12,312	1,026	12,312	14,144	-13%
Complaints Issued	9,462	789	9,462	11,736	-19%
Complaints Reissued	2,850	238	2,850	2,408	18%
Cashier Activity	40,548	3,379	40,548	34,344	18%
Mail Payments Posted	12,093	1,008	12,093	10,276	18%
Financial Services Interviews	12,504	1,042	12,504	10,709	17%
IVR Payments	23,660	1,972	23,660	19,933	19%
Lockbox Payments	14,219	1,185	14,219	9,955	43%
Phone Calls	77,951	6,496	77,951	N/A	N/A
Civil Division	56,790	4,733	56,790	N/A	N/A
Financial Services	20,371	1,698	20,371	N/A	N/A
Closed Cases	85,930	7,161	85,930	N/A	N/A

Tempe Municipal Court
Criminal Division
Workload Indicators
FY 2007-2008

ACTIVITY	Avg/Mo	07-08 Total	06-07 Ttl	% Chg
CASES FILED	1,363	16,350	16,855	-3%
CHARGES FILED	2,982	35,779	38,924	-8%
PRISONERS	854	10,248	9,559	7%
COURTROOM #4 ACTIVITY	699	8,383	7,882	6%
JAIL ACTIVITY	155	1,865	1,677	11%
INITIAL APPEARANCES (jail)	465	5,582	7,662	-27%
ARRAIGNMENTS	543	6,521	9,227	-29%
FINAL ADJUDICATION	117	1,402	2,474	-43%
PRE-TRIAL CONFERENCES	447	5,364	12,084	-56%
TRIALS	12	144	230	-37%
NON-JURY	18	217	225	-4%
JURY	1	7	5	40%
PETITIONS FILED	31	377	538	-30%
ORDER OF PROTECTION	27	320	375	-15%
INJUNCTION PROHIBITING	13	160	163	-2%
OTHER COURTROOM ACTIVITY*	210	2,524	4,993	-49%
CORRESPONDENCE RECEIVED	2,787	33,439	26,552	26%
RETURNED MAIL	499	5,992	6,149	-3%
CERTIFIED MAIL	8	97	228	-57%
MOTIONS	1,767	21,200	22,015	-4%
MTC STATE	258	3,094	2,563	21%
MTC DEFENSE	223	2,675	2,887	-7%
MTC PRO PER	366	4,392	4,775	-8%
MTC PUB DEF	48	570	863	-34%
MTD STATE	703	8,437	9,737	-13%
MTD DEFENSE	6	73	131	-44%
MTD PRO PER	5	54	31	74%
MTD PUB DEF	1	8	10	-20%
OTHER MOTIONS	140	1,679	1,018	65%
WARRANTS ISSUED	948	11,379	12,354	-8%
APPEALS	3	32	36	-11%
PHONE CALLS	3,591	43,091	N/A	N/A
CLOSED CASES	1,230	14,760	N/A	N/A

TEMPE MUNICIPAL COURT
REVENUE SUMMARY
FY 07-08

ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT YTD REVENUES	% PROJ VS PFYA	DIFFERENCE (CFYP - PFYA)
4601 PARKING FINES	376,929.41	323,640.04	(0.14)	(53,289.37)
4602 TRAFFIC FINES	1,637,258.51	2,322,270.76	0.42	685,012.25
4603 CRIMINAL FINES	1,206,677.57	1,217,599.68	0.01	10,922.11
4604 PUBLIC DEFENDER FEES	83,389.73	88,956.35	0.07	5,566.62
4605 FORFEITURES	226,975.75	169,159.90	(0.25)	(57,815.85)
4607 NEIGHBORHOOD ENHANCEMENT	53,747.81	61,496.53	0.14	7,748.72
4609 ANIMAL CONTROL	-	-		0.00
4612 DDS COURT DIVERSION	490,666.90	902,318.97	0.84	411,652.07
4616 SMOKING ORDINANCE FINES	30.00	-	(1.00)	(30.00)
4617 DDS OUT OF STATE DIVERSION	1,623.00	2,943.00	0.81	1,320.00
4621 DEFAULT FEES	404,810.99	391,166.44	(0.03)	(13,644.55)
4624 BOOT FEES / PARKING	3,680.00	6,692.02	0.82	3,012.02
4627 COUNTY JAIL FEE	387,463.97	425,872.90	0.10	38,408.93
4628 COPIES AND TAPES	19,004.45	18,017.50	(0.05)	(986.95)
4636 PROCESS SERVICE	10,052.05	75,712.77	6.53	65,660.72
4640 SURETY BOND FORFEITURES	5,400.00	4,750.00	(0.12)	(650.00)
4642 REINSPECTION FEE/NBR ENH		-		0.00
4643 RENTAL HOUSING CODE FINE	250.00	100.00	(0.60)	(150.00)
4648 CONTEMPT CHARGES	300.00	-	(1.00)	(300.00)
4653 CITY JAIL FEE	145,190.50	161,984.55	0.12	16,794.05
4660 WARRANT FEES	48,025.09	84,648.63	(1.00)	(48,025.09)
4661 PROSECUTOR FEES	149,621.25	235,916.28	(1.00)	(149,621.25)
4935 CASH OVER / SHORT	(1,462.69)	(522.02)	(0.64)	940.67
4949 OTHER	29,331.14	34,200.24	0.17	4,869.10
TOTAL	5,278,965.43	6,526,924.54	0.24	1,247,959.11
ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT YTD REVENUES	% PROJ VS ACT	DIFFERENCE (CFYP - PFYA)
4641 PUBLIC SAFETY ENHANCEMENT FUND	424,059.80	593,723.81		169,664.01
4634 28-2533 20% TO PD (Cost Center 2210)		1,155.00		1,155.00
4637 28-4139 100% TO GENERAL FUND	127,071.89	125,375.62		(1,696.27)
ACCT # AND DESCRIPTION	CURRENT FY PROJECTED	CURRENT YTD REVENUES	% PROJ VS ACT	DIFFERENCE (CFYP - PFYA)
4632 COURT USER FEE (CEF)	441,137.11	595,216.82	0.35	154,079.71
4851 INTEREST ACCRUED	38,552.98	17,801.78	(0.54)	(20,751.20)
4853 GAIN / LOSS ON INVESTMENT		-		0.00
TOTAL	479,690.09	613,018.60	0.28	133,328.51

PROJECTED
CONSOLIDATED EXPENDITURES FOR ALL COST CENTERS
FY 2007/2008

ACCT #	ACCT DESC	1410	1411	1412	1400 ROLLUP	07/08 BUDGET	+ / - BUDGET
6201	OFFICE SUPPLIES	1,205.06	5,168.55	8,170.80	14,544.41	14,300.00	(244.41)
6305	CLOTHING	206.53			206.53	600.00	393.47
6351	MINOR EQUIPMENT	70.81			70.81	500.00	429.19
6370	PRINTING & COPY	1,535.21	12,423.53	7,169.03	21,127.77	18,000.00	(3,127.77)
6505	BOOKS & PUBLICATIONS	3,677.14			3,677.14	3,500.00	(177.14)
6513	FIRST AID	200.00			200.00	190.00	(10.00)
6514	AWARDS	1,528.10			1,528.10	1,000.00	(528.10)
6599	MISCELLANEOUS	106.33			106.33	1,000.00	893.67
TOTAL	MATERIALS & SUPPLIES	8,529.18	17,592.08	15,339.83	41,461.09	39,090.00	(2,371.09)
6656	CONSULTANTS -- Interpreters		3,420.00	140.00	3,560.00	4,000.00	440.00
6665	JURY FEES		14,384.80		14,384.80	15,981.00	1,596.20
6668	LEGAL FEES -- Pro Tems	105,290.80			105,290.80	122,000.00	16,709.20
6669	COLLECTION FEES			2,837.72	2,837.72	3,250.00	412.28
6670	PUBLIC DEFENDER FEES	210,291.00			210,291.00	220,000.00	9,709.00
6672	CONTRACTED SERVICES		3,847.80	210.00	4,057.80	2,566.00	(1,491.80)
6688	OFF-SITE STORAGE	1,056.05			1,056.05	1,229.00	172.95
6693	LAUNDRY	73.65			73.65	200.00	126.35
6694	INTERPRETERS		7,023.00	2,593.09	9,616.09	11,903.00	2,286.91
6702	TELECOMMUNICATIONS	449.20			449.20	500.00	50.80
6704	POSTAGE	53.51			53.51	125.00	71.49
6716	MEMBERSHIP & SUBSCRIPTION	3,570.00			3,570.00	4,856.00	1,286.00
6753	OUTSIDE PRINTING	775.75	5,887.77	5,764.82	12,428.34	12,200.00	(228.34)
6755	DUPLICATING		1,597.57	1,731.16	3,328.73	4,000.00	671.27
6856	EQUIPMENT REPAIR	515.27	1,100.25	684.23	2,299.75	2,500.00	200.25
6906	EQUIPMENT RENTAL	14,544.77			14,544.77	12,383.00	(2,161.77)
6990	LICENSES	-			-		#VALUE!
TOTAL	FEES & SERVICES	336,620.00	37,261.19	13,961.02	387,842.21	417,693.00	29,850.79
7401	TRAINING & SEMINAR	2,709.51			2,709.51	3,840.00	(747.09)
7403	TRAVEL EXPENSES	1,877.58			1,877.58	3,781.00	
7404	LOCAL MEETINGS	1,121.56			1,121.56	975.00	(146.56)
TOTAL	TRAINING & SEMINAR	5,708.65	-	-	5,708.65	8,596.00	2,887.35
TOTAL	TOTAL BY COST CENTER	350,857.83	54,853.27	29,300.85	435,011.95	465,379.00	30,367.05

OVER /
UNDER BGT \$30,367.05

TEMPE MUNICIPAL COURT
Single Point of Entry
Security Statistics
Fiscal Year 2008

																		COUNTS	
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	PERSONS	ALARM
JUL	16	130	15	29	0	17	27	0	0	16	2	13	0	0	0	14	279	12411	9,223
AUG	9	139	5	56	0	17	13	0	0	15	0	9	0	0	0	19	282	13093	9763
SEPT	16	128	4	34	4	18	11	1	1	7	0	6	0	0	0	17	247	12,694	9,224
OCT	20	139	14	37	0	15	9	0	0	19	0	9	0	0	0	25	287	13,996	10,183
NOV	8	136	8	37	1	25	9	0	1	17	0	10	0	0	0	40	224	11,714	8,983
DEC	16	147	4	44	1	24	11	0	1	7	2	12	0	0	0	20	289	11,215	8,554
JAN	23	184	2	59	0	37	15	0	0	5	0	8	0	0	0	22	355	13,513	10,285
FEB	13	158	15	40	13	84	6	1	2	8	0	13	0	0	0	13	249	13,500	9,355
MARCH	13	177	26	31	0	36	14	0	6	11	0	12	0	0	0	27	353	13,523	9,366
APRIL	21	185	4	57	0	34	16	0	0	7	0	7	0	0	0	31	362	14,807	10,293
MAY	19	175	14	67	0	24	16	2	0	5	0	10	0	1	0	51	384	14,671	9,268
JUNE	18	190	13	66	1	24	32	2	1	9	0	5	0	0	0	53	414	15,341	9,748
2007-2008																			
TOTALS	192	1888	124	557	20	355	179	6	12	126	4	114	0	1	0	332	3725	160,478	114,245
AVG/MO	16	157	10	46	2	30	15	1	1	11	0	10	0	0	0	28	310	13373	9520
06-07 TOTAL	202	2,282	254	1,068	8	314	311	76	2	146	5	134	3	17	2	49	5,469	172,830	99,915

Tempe Municipal Court 2008 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.



2008 Training Hours by Division:

Administration:	556
Criminal Division:	298
Civil Division	556
Total Training Hours:	1,410

Committee on Judicial Education and Training (COJET) Summary:

The employees of the Tempe Municipal Court completed a total of 1,410 hours of training during the 2008 calendar year. This is an average of 34 hours per employee. The Arizona Supreme Court requires judicial employees to complete at least 16 hours of continuing education annually. This includes a one-hour ethics related class and a core curriculum class designated by the Committee on Judicial Education and Training (COJET). The Court met all COJET requirements for calendar year 2008.

Our goal for 2009 is to have all educational requirements completed by June 30th. While this is an aggressive timeline for COJET completion, we are highly confident that we can accomplish this goal with in-house classes, on-the-job training, and classes provided by Tempe Learning Center and Information Technology.

Case Management System:

Using laptop computers, the Court utilized the former Police Department lobby area as a classroom for staff to become familiar with and test the new Case Management System being developed for the Court. It has been beneficial for staff to get hands-on experience with the new system as well as give valuable feedback to the project manager. A classroom Review and Feedback session was held in late December 2008. Formal intensive training will be held in February 2009 with implementation of CMS in the latter part of March 2009.

New Hire Orientation and Training Evaluations:

There were six full-time regular employees hired during the 2008 calendar year. We continued the New Hire Orientation process with a full week of initial training and introduction to the case management system followed by monthly surveys via the web and non-formal meetings with the training coordinator.

The survey has evolved during the last two years to include questions that ask the new employee to evaluate their own progress as well as the training they received. If they feel their training is not satisfactory, they are asked to suggest ideas of what can be improved to help them progress. We also went from a completely confidential survey to one that identifies the respondent to better address any concerns quickly. The survey is an excellent gauge for the probationary employee to ensure their confidence as they progress in the learning process. The survey also ensures that the supervisor is fulfilling their responsibility to train the newly hired employee.

Workplace Learning:

This calendar year the city of Tempe IT Department implemented PeopleSoft Enterprise Learning Management (ELM) to replace Training Server as the city's learning software. This new software will be used by the Court to track classroom training hours, register staff for classes, track cross-training and current team progress through training checklists.

We were fortunate to have ASU intern Steve Clark for the Fall semester of 2008. For his intern project, he created Curriculum Programs within PeopleSoft ELM. These programs are essentially electronic training checklists of court procedures broken down by teams. A program can be assigned to an employee by a supervisor. If an employee wishes to cross-train on a different team, they can also request to do so by registering for a Program. Once training items within the program are marked complete by the learner and the supervisor, a permanent training record is created showing that the employee successfully trained within that area.

2009 Classes:

We have several classes currently in development for 2009. These classes will vary from teaching workplace skills to safety awareness. Several members of the court staff are assisting in developing and facilitating these classes.

ON-THE-JOB-TRAINING MODEL/CLASS - Several people function as trainers within the court, however, there is no train-the-trainer program to ensure trainers have the skills and ability to successfully train others. Adults have various learning styles so it is important that the trainer uses a blend of teaching techniques while training the learner. To address this gap, Veronica Reyes-Treviño will assist in the development of an On-the-Job Training Model and a Train-the-Trainer Class for those who conduct on-the-job training. The goal is to create consistency in training throughout the court as well as greater success in the transfer of knowledge between the trainer and learner. A successful on-the-job training program will ultimately have a positive impact on staff performance and customer satisfaction.

SAFETY AWARENESS – This class is being developed by Jacki Joiner. It is aimed at helping court staff to identify, report, and respond to safety issues that may affect the public and other employees. Employees will learn about being aware of their surroundings, potential weapons, dealing with angry customers, communicable diseases, workplace violence, evacuations and safety equipment (i.e. panic buttons, fire extinguishers.)

CAC IN THE COURT – The title for the class is still to be determined but CAC stands for Character, Accountability, and Contentment. This class will focus on the positive behavioral skills needed to be successful in any job. We will discuss how a person’s character defines who they are and how the ethical choices they make reflect the type of person they are both in and out of the workplace. Accountability is often talked about in the workplace and this section will ask the question, “When does one become accountable?” Participants will learn how a culture of accountability starts with each individual employee. Finally, job satisfaction vs. contentment will demonstrate the difference between the two. Employees may be satisfied with their jobs one day and not the next. To be content with one’s job is the long term goal. This section will offer tips to employees on how to be content without necessarily being satisfied at all times.

In-House Classes Offered at the Tempe Municipal Court in 2008:

LOCALLY SPONSORED CLASSES	NUMBER OF ACCREDITED HOURS
Legal Advice vs. Legal Information	2
Basic Court Spanish for the Non-Speaker	1.5
CMS Introduction Module 1	1.5
CMS Civil Case Processing Module 2	1.5
CMS Criminal Case Processing Module 3	1.5
CMS Review and Feedback	1.5
CMS Lab	1.5
CMS Supervisor Training	2
CARE 7 Services	1
New Hire Orientation	9
New Hire Reflections Training	12