

Goodyear Municipal Court Executive Summary FY19

Committed to the fair and impartial administration of justice, we deliver efficient and accessible customer service by timely processing all legal matters within our jurisdiction.

City of Goodyear Municipal Court

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The Goodyear Municipal Court is part of the integrated judicial system and serves as the Judicial branch of the Goodyear Municipal government. The Court is subject to the administrative authority of the Arizona Superior Court and the Arizona Supreme Court.

To Our Stakeholders

This summary provides highlights of the Court's performance of Fiscal Year 2019, as well as goals for the current and coming fiscal years. The Court continues to model itself after the current strategic agenda initiatives as set by Chief Justice Bales, while continuing to align with the City of Goodyear's own strategic plan initiatives.

Strategic Highlights

The Goodyear Municipal Court recognizes the importance of identifying opportunities to grow as an organization, and therefore we work to design goals that support the foundational components of a Court's purpose and responsibilities. It is best stated by Chief Justice Bales "to earn the support of our communities, we who work in the judiciary must continue to exemplify our deep commitment to fairness, integrity, efficiency, and equal justice under law."

Training, Development & Succession Planning

- *Succession planning:* The Court experienced two new hires this fiscal year, with the addition of one temporary Court Specialist II and one permanent Court Specialist II position. The addition of these positions to the Court aligns with the Court's initiatives related to timely case processing, improved customer service, and the Court's ability to manage the caseload with desired and mandated time frames.
- *Arizona Supreme Court, Court Leadership Institute of Arizona (CLIA) & National Center for State Court programs.* The CLIA is led by experienced Arizona court faculty, scholars, and subject matter experts well-versed in the analysis and evaluation of Courts in a broad social and historical content. Programs are designed to strengthen the knowledge and skills of Court employees as they grow professionally within the Arizona Court system.
 - *CLIA appointment: Court Administrator appointed by Chief Justice Bales as committee member*
 - *Arizona Court Executive/Certified Court Executive program: 1 graduate*
- *Arizona Court Interpreter Credentialing Program (Administrative Order 2016-02) –* The Court hired a new Court Interpreter in February of 2019. Under the

Administrative Order, the individual has two years to reach Tier 3 or 4 credentials under the Arizona Court Interpreter credentialing requirements. The employee completed the first of a three-part testing phase, receiving a Tier 1 credential. Extensive time, training, and studying has been completed by this individual to prepare for testing in: general court knowledge, understanding of ethical conduct as required by Administrative Order No. 2015-98 and language skills in both English and non-English language. The final exam shall demonstrate oral interpreting examination in various modes of interpretation. *(note: at the time of the presentation of this report, the Court has re-purposed the Court Interpreter position).*

Community Outreach & Partnerships

- Full implementation of eCitation software with the Police Department. \$27,633.20 Court JCEF grant funding was provided for this project.
- Continued participation in the Glendale Municipal Court Annual Stand Up for Veterans event and Tempe Municipal Court Arizona StandDown for Veterans event
- Partnership with Maricopa County Regional Homeless Court – granting approval for eligible defendants to complete community service in lieu of payment of fines, if they participate and successfully graduate in the Homeless Court program
- LEAD alumni presentation: Court Administrator and City Prosecutor presented to the City of Goodyear LEAD alumni, providing information about how the two branches of government work together in the City of Goodyear. A courthouse tour and Q&A with the Presiding Judge was also included in the presentation.
- Municipal Court 101 presentation now incorporated in the GEO schedule for departments to learn about the Judicial Branch in the City of Goodyear (presented by the Court Administrator)

Access & Fairness

- Language Services & Access (continually provided as mandated)
- Self Help Center
 - The room includes a large directory map for local Justice, Superior and Juvenile Courthouses, as well as a guide as to services which can be obtained at each respective Court. The room also contains a display board

for services in both English and Spanish, a resource wall, and a Public Access computer. Court customers can now obtain certain documents required from MVD by using the computer and printing to the customer service station, saving time and reducing the amount of return visits to the Court.

Financial Highlights

Courts collect monies in the form of restitution, fines, and fees, the purpose is to administer justice. Courts are not revenue-generating centers. The following financial data is due to the Courts ability to carry out impartial administration of justice, seeing to it that each case is sentenced fairly and impartially, and that sentences are applied to each individual case accordingly. Payment compliance is achieved in a number of ways, including: payment plans, proactive enforcement, and enhanced collection efforts. In FY18 the Court introduced additional technology to Court customers which added an additional online payment portal which allows for real-time case balance information and automated payment posting for all case types. The new payment portal is at no cost to the Court and is supported by the Administrative Office of the Courts.

On-going budgeted Programs and Services

- Court Appointed Counsel
- Language Services
- Self Help Center
- Jury Management
- Security
- COJET training and other professional development of staff

Court Enhancement Fund

Pursuant to Goodyear City Code Article 6-3-5(E) the City Court shall annually report the amount of money collected and expended during the reporting period and the progress made in Court enhancement.

- FY19 budgeted \$40,000 to supplement the cost of the Court Security Guard position
- FY19 revenue \$67,811.38 (161.50% of estimated revenue)

The Court requested an increase in the Court Enhancement Fund fee, from \$10, to \$20, which was approved by the Council in FY18. Future revenue will allow the Court to continue to supplement the Court Security Guard position and fund other technological needs planned in FY20.

Grant Funding

- As mentioned previously, the Court expended authorized JCEF grant funding in support of the Police Department's eCitation project.
- In June 2019 the Court was awarded funding through the Judicial Collection Enhancement Fund (JCEF) in the amount of \$40,000 in order to supplement the cost of the Court Supervisor position in the Case Processing Division of the Court. This funding is available in part to supplement the one-time funding provided by the City for this position.

Operating Highlights

The Goodyear Municipal Court holds jurisdiction over a limited variety of cases. The Municipal Judge presides over misdemeanor crimes and petty offenses committed within the City of Goodyear, including: civil traffic, criminal traffic, criminal misdemeanors, juvenile traffic, liquor violations, City code, protective orders and search warrants.

Charge Filing Stats

- FY19: 12,187
 - Misdemeanor Non-Traffic: 1,760
 - Domestic Violence: 432
 - DUI: 604
 - Criminal Traffic: 1,061
 - Civil Traffic: 7,778
 - Local Non-Criminal Ordinance: 334
 - Protective Orders: 218

Clearance Rate:

Measured by the number of cases terminated/completed compared to number of cases filed. This data is useful for Courts to analyze trends such as workload on existing staff and potential backlog. The Goodyear Court holds a high performance standard for case processing and

compliance policies, and Court staff are trained to operate at highly efficient levels. Clearance rates continue to exceed filings due to many operational efficiencies.

- FY19: 103% (12,560 terminated cases)

Courtroom Activity:

215 Trials/Hearings held

Time Standards Compliance

Through Administrative Order No 2014-81, the Supreme Court of Arizona ordered that pursuant to Article VI, Section 3, of the Arizona Constitution, Arizona case processing time standards are adopted as final and effective January 1, 2015. The Goodyear Municipal Court produces regular Time Standards reports to the Administrative Office of the Courts in accordance with reporting standards for Limited Jurisdiction Courts. Due to recent statewide automated changes to the AJACS case management system, Time Standards Reports are in a draft phase and are not yet approval for dissemination, while testing of the reporting software continues.

Home Detention Program

Pursuant to the City of Goodyear Home Detention program (Res. 17-1797) the Court approved 77 defendants for home detention in lieu of standard jail incarceration. Of the 77 defendants, only 2 were non-compliant and ordered to complete their jail term with the Maricopa County jail.

- 1,391 total days completed in home detention
- Savings of \$150,061.00 in incarceration costs

Operational & Financial Reviews

The Goodyear Municipal Court last underwent an Operational Review, as recommended by the Administrative Office of the Courts, in 2010. Courts regularly undergo these reviews every 7 years, however due to the exemplary performance on the Courts last review, and the continued compliance with reporting standards. With the transition to a new Presiding Judge in FY19, the Court will engage the Administrative Office of the Courts in late 2020 to request the next Operational Review be performed.

The Court conducted an external Tri-Annual Financial Audit on August 2-3, 2018 as required.

Innovation, Efficiencies & Projects

This fiscal year Court staff worked above and beyond to accomplish a number of projects, while managing an ever-increasing caseload and managing a number of organizational changes. The following changes and projects were implemented and resulted in a positive outcome for Court operations:

- Electronic Records Retention Destruction (ERRD) Project
 - Purged 14,000+ Completed cases in AZTEC in accordance with records retention rules
- New facility signage
 - Expenditure of one-time funding to update the facility signage from “Justice Center” to “Goodyear Municipal Court” for ease of identification with the public
- Customer Service window remodel
 - Expenditure of one-time funding to remodel the customer service windows. Remodel replaced damaged workstation counters, allows for staff to permanently and comfortably work the front windows throughout the day, new shared forms station for staff and storage for supplies, hidden cashier drawers – drastically improving customer service and staff’s ability to conduct business at the windows
- Civil Traffic Records Destruction
 - Overtime project for staff, purging civil cases which have met retention and recycling case file supplies
- Courtroom #2 AV upgrade
 - Replacement of existing AV equipment in Courtroom #2 to meet current technological needs
- Security Standards
 - Security enhancements required pursuant to Supreme Court AO2017-15
 - Security Assessments necessary for Capital Improvement Project submission and submission of scope and necessary improvements for FY20 CIP funding request

Looking Ahead

The Goodyear Municipal Court intends to accomplish a number of future goals, which support Judicial Branch priorities in the State of Arizona as well as priorities specific to this Court. The following future goals and projects have been identified as a priority to the Court, to aid in achieving a high level of service to our customers.

- Strategic, Operational, Security, Technology & Emergency plans
 - Continue efforts to identify and develop meaningful performance measures and opportunities to utilize technology to streamline processes by collaborating with other Courts on pilot projects
- Enhanced security and emergency planning per Administrative Order 2017-15
 - CIP funded Court Security Improvement projects
- Data review and records purge associated with two projects, which also involves update of Courts records retention policy and procedure (meet records retention schedule as mandated):
 - Purging of Laserfiche and Open Text records management system and conversion to On Base records management system
- Increased opportunity to expand judicial services and information within the community
- Power DMS – convert policies and procedures into online database for staff access and consistent application
- Court Programs
 - Compliance Assistance Program (soft implementation in place, full rollout contingent upon staffing levels)
 - Fine Reduction Program
 - Warrant resolution docket
 - Community Service program
- Fair Justice Task Force Initiatives
- Delay Reduction & Best Practices