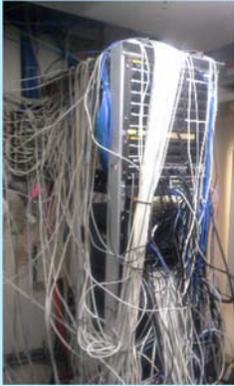


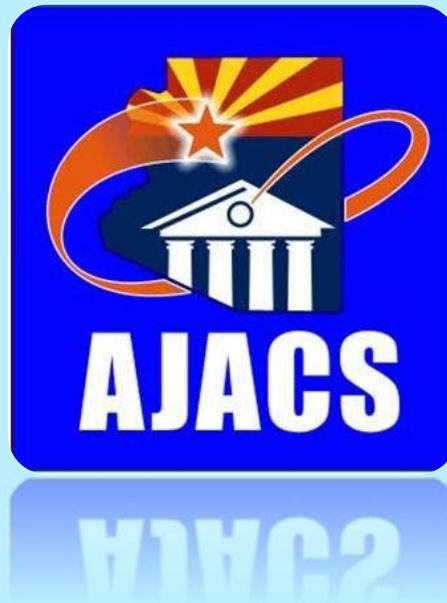
# GLENDALE CITY COURT Annual Report 2017



2016 Equipment Room



2017 Equipment Room



2017 Court Server



AJACS Opening Screen



## Message from the Presiding Judge

This past year saw the implementation of many technology projects. The most impactful one was a new case management system from the Arizona Supreme Court, Administrative Office of the Courts (AOC). The Arizona Judicial Automated Case System (AJACS) replaced the previous system known as AZTEC. To prepare for the conversion of over 50,000 cases, the Court sent all employees (apart from the judges) for extensive training. The Court also received weekly “clean up” reports from the AOC for several months. Penny Jones, Courtroom Operations clerk, diligently worked these reports resulting in our Court having the best conversion rate of any converted court in the state. Only 19 cases did not convert successfully to the new system. Many of our prior enhancements created over the years with AZTEC were rewritten by Court Systems Analyst Brad Bundy. His work allowed the Court to retain all off the former systems features while enhancing functionality. Court Systems Analyst Alejandro Rodriguezcrepo was also essential to the

transition working extensively with AOC business analysts to set up system parameter tables for Glendale City Court. Courtroom Operations were restructured to reduce the wait time in courtrooms for case processing by providing 2 clerks in every courtroom with specialized dockets. Even with the training staff received and extra training for the supervisors and leads, AJACS has created many challenges. Though operating as designed, it was necessary for staff to create work arounds to accomplish operational efficiencies while identifying inconsistencies within AJACS. The AOC has continued to work with the Glendale City Court to help resolve these inconsistencies.

Additionally, Glendale City Court was selected by the AOC to be the pilot for the State for implementation of an electronic warrant system. Meetings occurred in 2017 to create a system to electronically send warrants and quashed warrants to the Police Department as well as the Court receiving electronic notification for any defendant arrested on a Glendale warrant. This project will be implemented in 2018 but substantial work occurred in 2017 between City IT, AOC IT, Glendale Police Department, JWI (a third-party vendor) and the Court.

The electronic check-in system fulfills one of the courts other desires. This system has eliminated paper sign in sheets in courtrooms for defendants. When the defendant checks-in, the defendant’s name appears on a large monitor in the courtroom. Everyone in the courtroom can easily determine who is still waiting to be seen by a prosecutor or judge. Glendale City Court has been visited by representatives of other courts to determine if our system can be implemented in other courts.

The Court also replaced the old Court server, a project involving many entities including AOC IT, City IT and Court employees. Brad Bundy and Alejandro Rodriguezcrepo, Court System Analysts, were instrumental in helping lead this project to a successful implementation.

The challenges presented with our new AJACS system could not have been overcome without the total dedication of all our Court staff to insure every process functioned correctly. They have worked tirelessly to learn the new system then shared their knowledge with other Courts and the AOC. All successes in this area are due to the dedication and diligence of Glendale City Court's employees.

Therefore, this forward serves as a big thank you to every Court employee for what you do every day. Nothing could be accomplished without you!



*...well-trained staff who embrace city values, conduct work in a professional manner and create an environment that is safe and respectful of fellow employees and the public we serve.*

Glendale City Court adjudicates criminal misdemeanors, City Code violations, traffic violations and certain juvenile offenses committed in the City of Glendale. In cases of domestic violence and harassment, the Court issues protective orders. The Court has the authority to issue search warrants for misdemeanors and felonies.

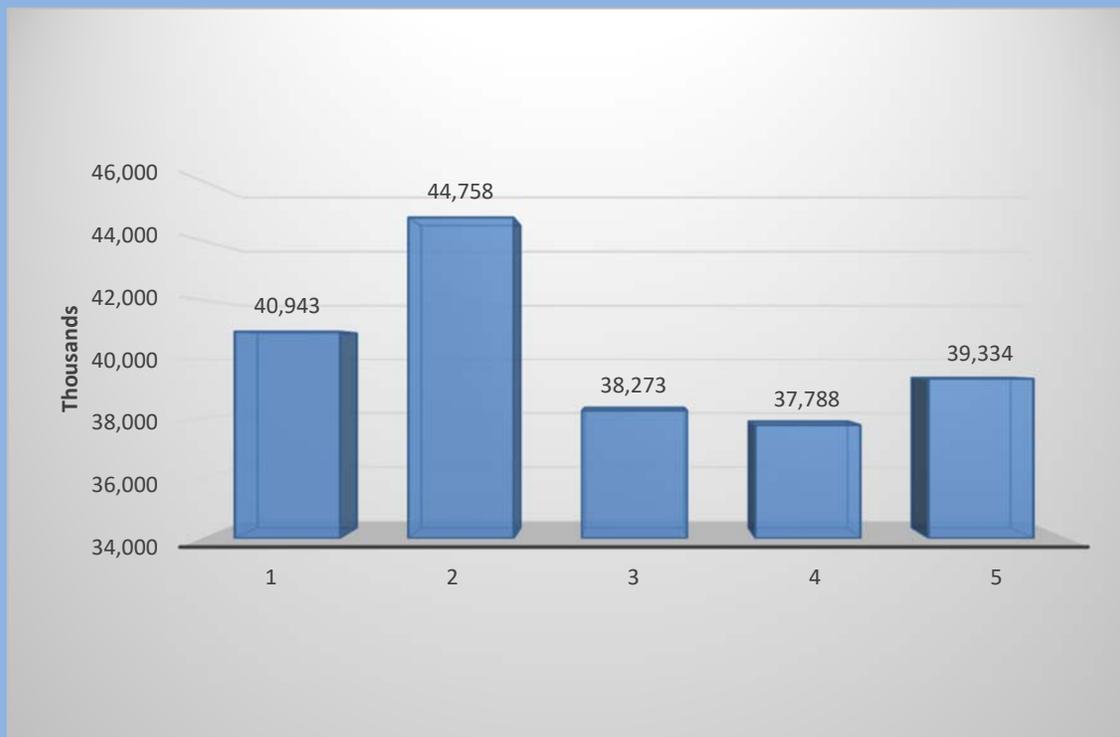
**Annual Case Filings - Statistical Trends for Fiscal Years 2016-2013**

Case Type	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Criminal Traffic	2317	2,598	2,193	2,189	2,544
Misdemeanors	7066	7,936	7,070	6,529	6,872
Failure to Appear	675	1031	814	723	711
Civil Traffic	22783	24,645	19,859	20,067	22,891
Parking	3826	3,787	3,492	4,030	1,950
Protective Orders	2933	3,242	3,304	2,869	2,973
DUI	1343	1,519	1,541	1,381	1,393
<b>Total Filings</b>	<b>40,943</b>	<b>44,758</b>	<b>38,273</b>	<b>37,788</b>	<b>39,334</b>

Hearings and Trials					
Case Type	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Protective Order Hearings	995	1,046	1,141	985	1,002
Civil Traffic Hearings	246	370	370	351	338
Trials (Jury and Non-Jury)	42	48	55	32	41

**Annual Case Filings**

Statistical Trends for Fiscal Years 2013-2017



## 2017 Fiscal Highlights

- Through the **FARE Collection Program** (Fines, Fees and Restitution Enforcement), the Court recovered financial delinquencies totaling \$1,938,100 this year. FARE’s automated statewide collections enforcement efforts are administered by the Arizona Supreme Court to target defendants in arrears on Court financial obligations.
- The Court’s **Tax Intercept Program** (TIP) collected \$197,868 this year. This automated program operated by the Arizona Supreme Court allows the Court to collect state income tax refunds and lottery winnings for overdue Court payments.
- **Home detention with electronic monitoring** continues to provide substantial cost savings for the Glendale Police Department’s prisoner maintenance budget. During 2017, a total of 7427 days of electronic monitoring in lieu of incarceration was ordered by Glendale Judges and served by 463 defendants. Had all these days been spent in jail, more than \$671,087 would have been incurred in additional jail costs. All defendants are carefully screened to eliminate violent offenders.

	Fiscal Trends			
	CY 2017	CY 2016	CY 2015	CY 2014
FARE Collections	\$1,938,100	\$1,968,980	\$1,862,855	\$1,760,165
TIP Collections	\$197,868	\$202,782	\$181,235	\$189,906
Home Detention Savings	\$671,087	\$651,242	\$413,000	\$420,000

## Training and Professional Development

### Supreme Court Educational Compliance

During 2017, Glendale City Court’s staff and judges achieved 100% compliance to the Arizona Supreme Court’s annual education standards mandated by the Administrative Office of the Courts. All full-time judges and Court personnel must complete at least 16 credit hours of judicial education each year, including ethics training and computer network security. Judges must also attend a three-day judicial training conference sponsored by the Supreme Court. This year, Training Coordinator Marcia Bradley accredited 57 educational courses, including local on-site classes, webinars, satellite broadcasts, e-learning opportunities and independent learning modules. On-site classes save time, travel and other expenses for education activities.

Glendale’s judges also attended the two-day annual training conference hosted by the Arizona Governor’s Office of Highway Safety December 7<sup>th</sup> and 8<sup>th</sup>. Judge Finn and Court Administrator Chris Phelps attended the invite-only Arizona Supreme Court 2017 Court Leadership Conference in October. Judge Finn also served as faculty for a statewide Mental Health Court Conference and for the State Bar Association’s annual ethics training on professionalism.



## Specialized Problem-Solving Courts

As **Mental Health Court** enters its fifth year of operations in 2017, nearly 662 participants have been referred to the program, 203 participants in 2017 alone. This represents a 100% increase in participants entering the program compared to the prior year. The program has graduated 247 participants after they have successfully completed all requirements to earn diversion of their criminal cases. In partnership with the City Prosecutor’s Office, a public defender and local behavioral health experts from Mercy Maricopa Integrated Care, the program’s goal is to maintain psychiatric stability of mentally ill defendants. This reduces recidivism, jail costs and expensive Court-ordered mental health evaluations. Mental Health Court provides judicial supervision to see defendants follow their case manager’s treatment plans, find housing, take medication as prescribed and attend required programs, such as substance abuse counseling. Presiding Judge Elizabeth Finn and Mental Health Court Program Coordinator Kathy Williams were awarded the first Judicial Officer Mental Health Court Criminal Justice Collaboration Award from David’s Hope. The award is given to those individuals who have shown outstanding service and leadership in mental health criminal justice collaboration in Arizona. A pair of Mental Health Court news stories can be found on Glendale City Court’s *You Tube* playlist at:

[http://www.youtube.com/playlist?list=PLh2qy1UEBrT\\_szUEJrzbyEd2W7lspPEgb](http://www.youtube.com/playlist?list=PLh2qy1UEBrT_szUEJrzbyEd2W7lspPEgb)

Field Cod

Since 2004, all persons convicted of domestic violence crimes have been required to attend Glendale’s **Domestic Violence Treatment Court** program. Treatment Court follows a problem-solving approach similar to Mental Health Court, monitoring about 350 domestic violence offenders each month. By law, a convicted domestic violence offender must complete a minimum of 26 weeks of counseling. Since program inception, almost 3,199 defendants completed all Treatment Court program requirements for graduation.

*Glendale City Court’s Domestic Violence Treatment Court is a past recipient of the Arizona Supreme Court’s annual “Justice for a Better Arizona” Achievement Award.*

The Maricopa County Adult Probation Department provides felony-level supervision of Glendale City Court’s misdemeanor domestic violence offenders having at least one prior conviction. During the **Supervised Probation Review Docket** a probation officer/surveillance officer team develops a monthly review calendar to verify adherence to Court orders. Noncompliant defendants are ordered to perform community service and other sanctions.

City Court conducts twice-monthly DUI Sentence Review Calendars during a **DUI Review Docket** to monitor substance abuse counseling compliance status and progress of all defendants convicted of DUI. This specialized calendar provides judicial oversight to maintain defendant accountability through status checks of counseling attendance and other sentencing conditions.

## Connecting with the Community

### Standing Up For Veterans



Many City Court staff were involved in planning the “Stand Up For Veterans” community outreach event held at Glendale Community College on September 23, 2017, including twelve City Court staff who volunteered their services. Court staff served as liaisons for triage to refer veterans to proper stations, running public access queries on Court case histories, and tracking community service projects performed during the event. Community Service through the City was used to satisfy monetary penalties in 28 Cases. A total of 161 veterans received assistance on civil and

criminal legal issues during Stand Up. Judge Finn represented 21 different city Courts and heard 46 cases of veteran defendants. Representatives from ADOT’s Motor Vehicle Division provided customer service to 114 veterans on licenses, titles, registration, disability plates, MVD records and identification cards. Maricopa County Public Defenders assisted 25 veterans with free consultation on criminal cases, plus restoration of civil rights for felony convictions. The State Bar of Arizona’s Volunteer Lawyer program provided free legal advice on civil matters. Glendale City Court staff also helped resolve fifteen cases for military veterans during the 2017 Maricopa County Stand Down, which was held at Veterans Memorial Coliseum January 28<sup>th</sup> and 29<sup>th</sup>. Stand Down is the largest outreach event for homeless veterans in the country.

### Law Day

Glendale City Court hosted its annual Law Day celebration on May 2nd, as 50 students from Our Lady of Perpetual Help School learned about the justice system. This year’s Law Day theme “The 14<sup>th</sup> Amendment: Transforming American Democracy” explores the many ways that the Fourteenth Amendment reshaped American law and society. City Councilmember Joyce Clark greeted the students with an overview of how the Court intersects city government. Judge Finn explained to the students how the Fourteenth Amendment served as the cornerstone of the rule of law and the foundation for protecting fundamental legal rights. Other Law Day speakers included Glendale Police Detective Brian Piech, Court Interpreter Jesse De La Huerta, Court Clerk Denise Castro, Assistant City Prosecutor Stephen Mufarreh and Public Defender Courtney Boyd-Collins. Law Day is



designed to celebrate the rule of law in America and educate citizens about the role of the judiciary in their communities.

## **Adult Probation Satellite Office**

The Maricopa County Adult Probation Department is conducting field satellite office duties to meet probationers at Glendale City Court each Tuesday. The Juvenile Probation Department also performs similar duties at Glendale City Court, utilizing space in the Court's lobby to meet with clients on Thursdays. Adult and juvenile probation satellite offices provide a community presence and customer service element for probationers in Glendale.

## **Court Technology**

The Court migrated to the new statewide case management system, AJACS, on August 21, 2017 after months of preparation by staff scrubbing the data to be converted. Ultimately, the Court, led by Penny Jones, converted 50,305 cases with only nineteen cases identified with data quality problems. Judge Finn, Court management and leads attended two full weeks of training followed by staff attending one week of training prior to implementation. In order to logistically cover the Court without impacting customer service it was necessary to suspend alternative work schedules and vacations during training and implementation. The Court has continued to work closely with the Administrative Office of the Courts (AOC) to identify opportunities for improving AJACS. The Court meets with the AOC implementation team weekly to define new best practices and to solve systemic problems as they are discovered. The Court has also volunteered to pilot programs for forms generation, custom analytics reports and table maintenance.

Court Systems Analysts, Brad Bundy and Alex Rodriguezcrespo, in conjunction of the City IT Department managed the updating of the Court's network infrastructure to current industry standards. Additionally, Brad and Alex procured and installed a new server for the Court addressing security concerns identified by AOC and City IT. The Court also expanded services to the public by placing check-in systems in each Courtroom. Members of the public check in for their Court appearance, verify or update contact information and are added to a display notifying the Court of their appearance. Walk-in defendants can also use the system which then orders the case file for the judge to be delivered by records staff to the courtroom clerk.

Converting to AJACS also required Brad to rewrite all the existing Court automation applications like populating the docket reader boards in the Court lobby, tracking case files, the check-in system, text, phone and email notices sent by as reminders of Court dates or payments due, as well as the Mental Health Court application and more...

## **Defendant Psychiatric Evaluations**

As the result of the successful implementation of the Rule 11 mental competency evaluations of misdemeanor defendants in the Glendale City Court, the legislature amended A.R.S. § 13-4503. The amended law grants the Presiding Judge in each county the authority to authorize a

municipal court or justice Court to exercise jurisdiction over competency hearings in misdemeanor cases. The Glendale City Court entered a determination in twenty-three cases during the CY2017 pilot averaging forty-four days from entry into the mental competency phase to disposition. The prior time to disposition in Superior Court had been one-hundred five days. Because psychiatrists meet with defendants at the Courthouse instead of their clinics or offices, the number of defendants who fail to appear for psychiatric appointments has been reduced. The pilot program has therefore saved costs billed to the Court for the doctor's time from failures to appear at appointment as well as jail costs and Court staff resources. The speed of the determination also provides the defendant with a more rapid restoration to psychiatric stability. Glendale City Court staff and judges will be incorporating many new processes into Court business operations in the coming year to accommodate the transition from this pilot project to the permanent program authorized by the Presiding Superior Court Judge under A.R.S. § 13-4503.

## Interesting Court Facts

### Did you know???

Security guards screened 98,184 visitors entering the Court building in 2017 and confiscated 3,624 prohibited items such as pocket knives, box cutters and spray canisters.

For the twelfth consecutive year, Judge Finn served as faculty for Glendale University in April. She taught student citizens about domestic violence and DUI case law, as well as overall Court operations and programs.

Glendale City Court conducts business seven days per week, 365 days per year. Even on weekends and holidays, all accused persons are required by Supreme Court Rules to an initial appearance before a judge within 24 hours to be advised of the nature of their charges and have release status reviewed. Clerks and judges who work during daily Jail Court proceedings make sure these rights are honored.

Nearly half of Glendale City Court employees (21) have been working for the City of Glendale for more than 10 years; this includes three 20-year employees.

In addition to providing live Spanish language interpretation during all business hours, Glendale City Court offered interpretation of 26 lesser-known languages for 194 in-person calendared Court proceedings during FY 2017, and 285 via an instant telephonic language line. Some of these less common languages are Malay, Tigrinya, Kirundi, and Assyrian. Can you name any of the countries or regions where these languages are predominantly spoken? See the answers below.





*Answers: Malaysia (Malay), Ethiopia (Tigrinya), Burundi and parts of Tanzania (Kirundi), and Syria, northern Iraq (Assyrian)*

*Pictured above: CBI Security staff Larry Coleman, George Mirabile, and Anthony Coleman*