

***SUPERIOR COURT
OF ARIZONA
IN MARICOPA COUNTY***



**ANNUAL
STATISTICAL
REPORT**

FISCAL YEAR 2002

July 1, 2001 – June 30, 2002

Office of the Presiding Judge
Office of the Trial Courts Administrator

Superior Court of Arizona In Maricopa County

We are pleased to present the Fiscal Year 2002 Annual Statistical Report of the Superior Court of Arizona in Maricopa County. As in previous years, this Report provides information about the court's core business functions, as well as other services and programs designed to meet the justice needs of the citizens in Maricopa County.

During FY 2002, several very significant and historic events were undertaken for courts in Maricopa County. The first was the construction of a new Northwest Superior Court Facility in the City of Surprise. Opened in July 2002, this 25,000 square foot modular building houses four judicial divisions using the latest high-tech courtrooms. Family Court, Civil, and Probate matters will be heard at the Northwest Court. Other regional courthouses have been proposed in the Court's master space plan.

Superior Court also began to transition its technology away from an outdated legacy, mainframe calendaring and statistical database onto a server-driven, web-based, and relational technology platform. The new Integrated Court Information System (iCIS) will replace a variety of existing databases and merge all court departments into one system.

No doubt the most significant court event occurring in FY 2002 involves the future structure of courts in Maricopa County. Responding to an Administrative Order from the Arizona Supreme Court, the Superior Court began to restructure the administration of limited jurisdiction courts in the county, merging their supervision under the new Trial Courts in Maricopa County umbrella. The 23 justice courts will merge their administrative functions with those in Superior Court, thus reducing redundant responsibilities and improving service.

The Court would like to acknowledge and thank the Board of Supervisors, the Arizona Supreme Court, and the Arizona State Legislature for their continued support and funding during these difficult budget times. Comments and suggestions regarding Court programs and statistical reporting are most welcome.

Respectfully Submitted,

Colin F. Campbell
Presiding Judge

Gordon M. Griller
Trial Courts Administrator

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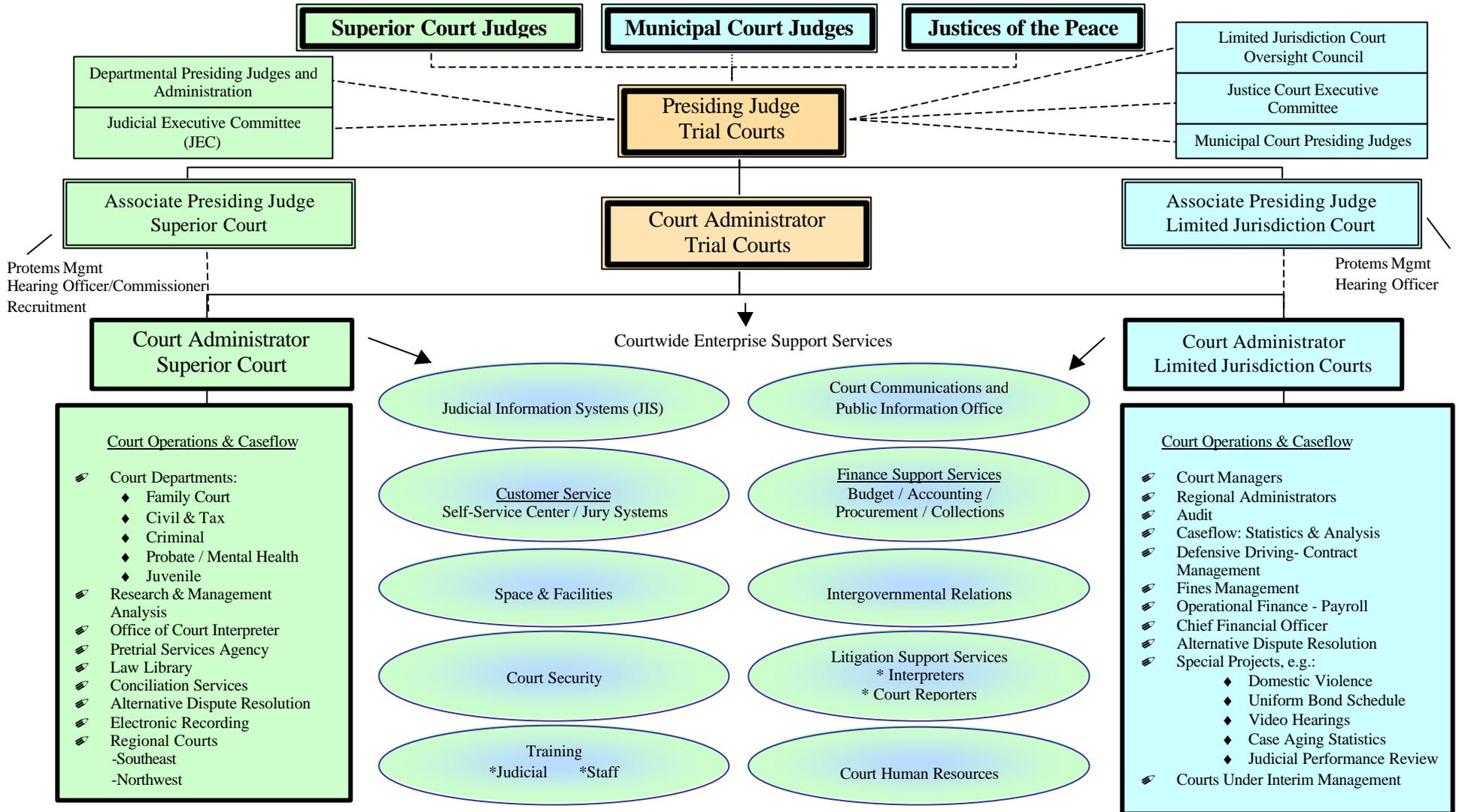
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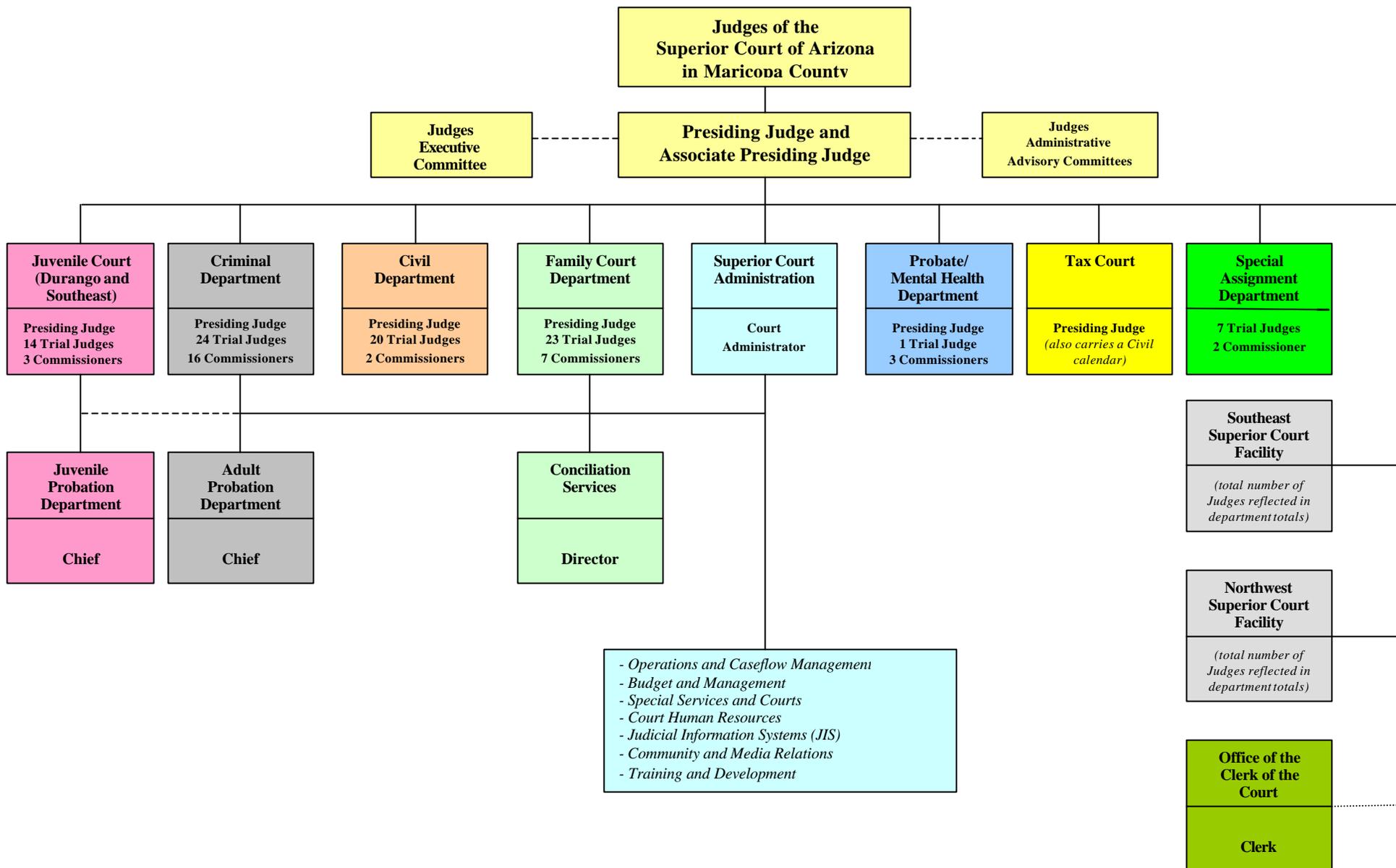
NEW TRIAL COURTS ORGANIZATION STRUCTURE

Integrated Trials Courts in Maricopa County, Arizona

Superior · Justice · Municipal

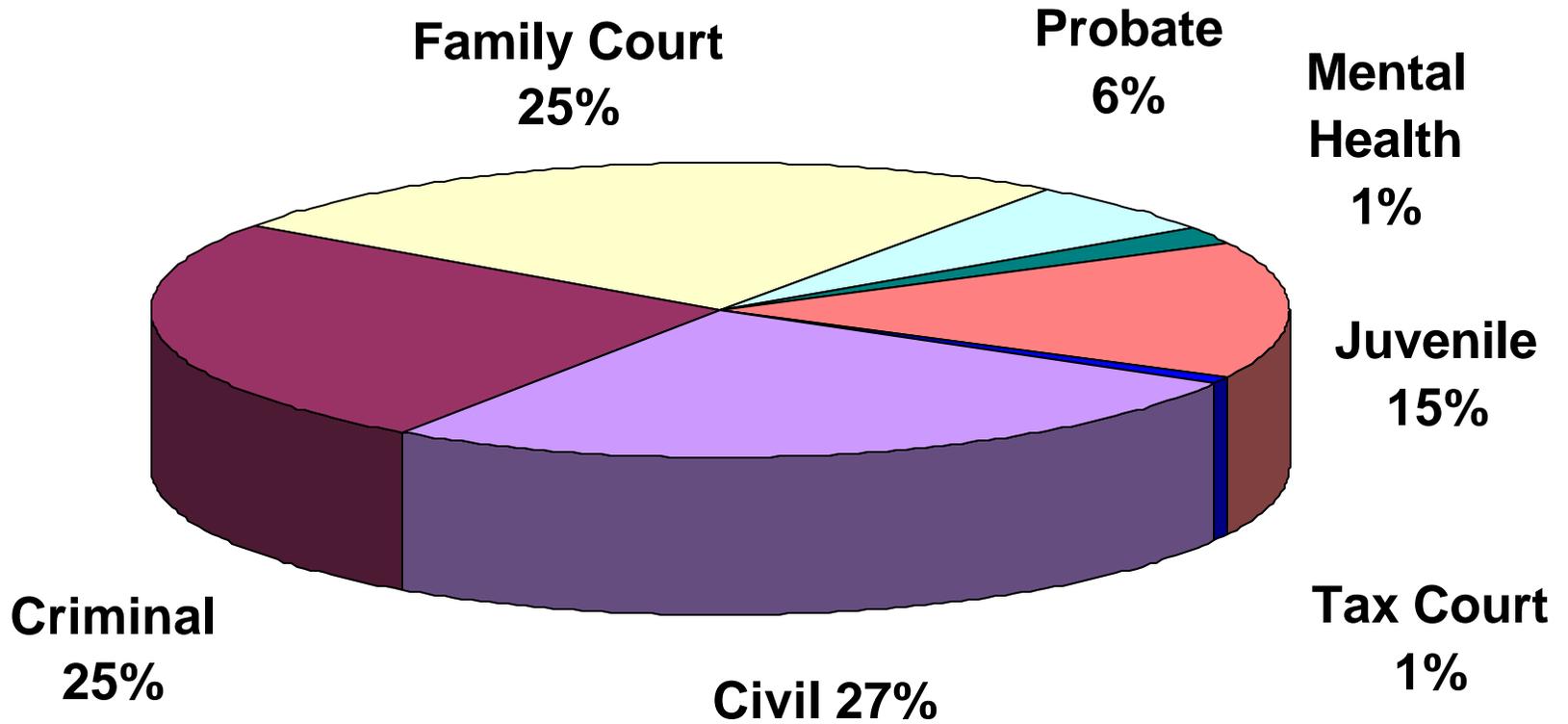


ORGANIZATION CHART

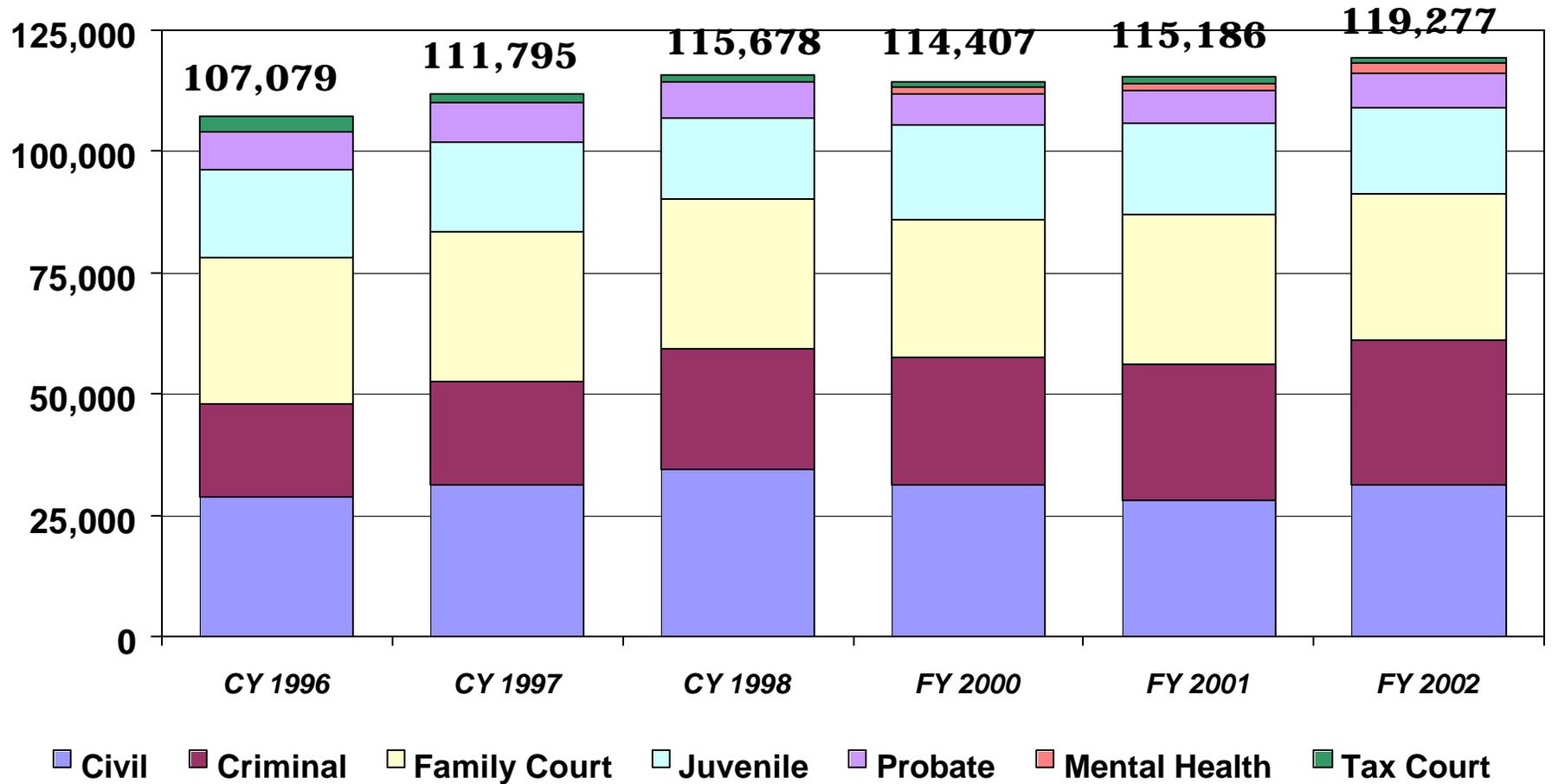


CASE FILINGS BY DEPARTMENT, FY 2002

Total Filings = 119,277



CASE FILINGS BY DEPARTMENT, CY 1996 - 1998 AND FY 2000 - 2002



TOTAL ANNUAL CASE FILINGS BY DEPARTMENT, CY 1996 – 1998 AND FY 2000 - 2002

COURT DEPARTMENT	<u>CY 1996</u>	<u>%</u>	<u>CY 1997</u>	<u>%</u>	<u>CY 1998</u>	<u>%</u>	<u>FY2000</u>	<u>%</u>	<u>FY 2001</u>	<u>%</u>	<u>FY 2002</u>	<u>%</u>
Civil	28,880	27.0%	31,158	27.9%	34,621	29.9%	31,258	27.3%	28,052	24.4%	31,188	26.1%
Criminal	19,203	17.9%	21,207	19.0%	24,708	21.4%	26,184	22.9%	28,106	24.4%	30,020	25.2%
Family Court	30,097	28.1%	31,050	27.8%	30,882	26.7%	28,551	25.0%	30,695	26.6%	29,894	25.1%
Juvenile	18,094	16.9%	18,610	16.6%	16,485	14.2%	19,439	17.0%	18,984	16.5%	18,016	15.1%
Probate ¹	7,871	7.4%	7,877	7.0%	7,630	6.6%	6,414	5.6%	6,569	5.7%	7,047	5.9%
Mental Health							1,518	1.3%	1,640	1.4%	2,104	1.8%
Tax Court	2,934	2.7%	1,893	1.7%	1,352	1.2%	1,043	0.9%	1,140	1.0%	1,008	0.8%
Annual Totals	107,079	100 %	111,795	100%	115,678	100%	114,407	100%	115,186	100%	119,277	100.0%

¹ Prior to Fiscal Year 2000, Probate and Mental Health case filings were reported together.

NOTE: Prior to FY 2000, the Superior Court reported in a calendar year (January – December) format. Therefore, the FY 2000 Annual Report includes an addendum with statistical totals from January, 1999 through June, 1999.

CRIMINAL DEPARTMENT

The Regional Court Centers (RCC) and Direct Filings

- RCC program, begun in February 2001 in Downtown Phoenix, was expanded in FY 2002 to a Northwest site (Glendale) and to the Southeast Regional Facility (Mesa).
- By combining the felony preliminary hearing and arraignment dates to the same day, the RCCs have dramatically shortened felony case processing times by approximately ten days per case.
- In May, Superior Court in Maricopa County began the Direct Complaint Program, which eliminated the need for felony complaints to be filed with the Justice Courts, and permitted those complaints to be filed directly with the Superior Court.
- In by-passing the Justice Courts, felony processing times were again shortened because there was no need to delay the felony case when awaiting a bindover to Superior Court.

Fiscal Year Filings, Dispositions, and Time Standards

- Due in part to the Direct Filing Program, new felony filings for the year rose dramatically from last fiscal year. Currently, Superior Court receives approximately 3,000 new case filings per month.
- The number of cases terminated in the year was nearly 4 percent above last year. To help ensure trial date certainty, as well as help manage an active pending case inventory that averaged nearly 7,500 cases, a dedicated group of Civil Department judges made themselves available on a weekly rotating basis throughout the year to try over-flow criminal cases.
- Although the inventory of active pending cases was nearly the same as of year end June 2001, the age of the active cases continued to decrease. 84 percent of all active pending cases were less than 180 days old.

35 Day Initial Pretrial and Final Trial Management Conferences

- In October, the court moved the Initial Pretrial Conference (IPTC) for not guilty pleas from 56 days after arraignment to 35 days. By advancing settlement and plea negotiations in many cases by almost a month, scheduled court hearings produced an earlier resolution in a majority of those cases.
- In spite of efforts to more efficiently manage felony case processing at the RCC and IPTC stages, many cases were still settling on the morning of trial. This situation wasted court resources and frustrated jurors already called to hear trials. Therefore, in February, the court undertook major efforts to conduct final trial management conferences in most cases scheduled for trial. Usually scheduled about two days prior to trial, these conferences have had a dramatic effect in ensuring either trial certainty or earlier settlements, which saves money in the jury office and makes better use of other court resources.

CRIMINAL DEPARTMENT

Trial Transfer

- Improving trial certainty often leads to trial judges being “double booked” for scheduled trials. In order to maximize judicial resources and maintain trial timelines set in rules, judges place cases into Trial Transfer, which helps locate available judges who can try these cases on short notice.

Early Disposition Court (EDC) and Initial Appearance Court

- Drug-related offenses accounted for nearly 30 percent of the 24,303 sentencing that occurred in FY 2002. Over half of those drug cases were funneled through EDC, which utilizes an expedited case processing model to resolve simple possession and use issues in approximately 20 days instead of the court-wide average of 92 days for other case types. Welfare fraud and spousal support fugitives also go through EDC.
- Nearly 70,000 defendants were seen at Initial Appearance Court, which operates six daily calendars in the Maricopa County Madison Street Jail. Over 80 percent of those defendants are charged with felony offenses, but some misdemeanor defendants are also processed at the jail.

2001 Maricopa County vs. U.S. Crime Rates

	<i>Maricopa County</i>	<i>United States</i>	<i>U.S. Change</i>	<i>U.S. Change</i>
	<i>Offenses per</i>	<i>Offenses per</i>	<i>since 2000</i>	<i>since 1997</i>
	<u><i>100,000 people</i></u>	<u><i>100,000 people</i></u>		
Murder	9	6	+1.3%	-17.5%
Rape	26	32	-0.8%	-11.5%
Robbery	197	149	+2.4%	-20.2%
Aggravated assault	334	319	-1.7%	-16.6%
Auto theft	1,177	431	+4.5%	-14.8%
Burglary	1,136	741	+1.6%	-19.4%
Larceny	3,546	2,485	+0.3%	-14.1%

Source: FBI 2001 Uniform Crime Report (*The Arizona Republic, October 29, 2002*)

Future Plans

- Implement a centralized Probation Revocation Center (PRC) which will consolidate all probation revocation hearings into three full-time calendars.
- Create a Domestic Violence Calendar and position it within the PRC to focus accountability on domestic abusers.
- Create a Mental Health Calendar, also positioned within the PRC, to provide expedited treatment opportunities for seriously mentally ill probation violators.
- Implement an Initial Pretrial Conference Center to centralize all not-guilty plea pretrial conferences on two dedicated calendars.
- In late fall or early 2003, the Criminal Department will transition to a newly developed web-based data system (iCIS), which will fully integrate case processing into one database platform instead of maintaining the three independent legacy systems.

CRIMINAL DEPARTMENT

Criminal Department Selected Operational Statistics, FY 2001 - FY 2002

	<i>FY 2001</i>	<i>FY 2002</i>	<i>FY 2001- FY 2002</i>
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Total Case Filings	28,106	30,020	6.8%
Total Terminations	27,111	28,093	3.6%
Clearance Rate ¹	96.5%	93.6%	-3.0%
Active Pending Caseload	7,655	7,741	1.1%
Total Trials Completed	825	734	-11.0%
Trial Rate ²	2.9%	2.4%	-17.2%
Defendants Sentenced	22,938	24,303	6.0%
Acquitted/Dismissed	4,101	3,753	-8.5%
Guilty Plea Arraignments	6,246	6,140	-1.7%
Notices of Change of Judge	1,039	508	-51.1%
Settlement Conferences Held	1,817	2,700	48.6%
Successful Settlements	1,138	1,879	65.1%
Lower Court Appeals Filed ⁴	2,509	1,089	-56.6%
Bond Forfeiture Hearings	927	1041	12.3%
Amount of Bonds Forfeited	\$2,064,161	\$2,399,332	16.2%

Case Aging Statistics (in days)³ for Terminated Criminal Cases

50 th Percentile	100	92	-8.0%
90 th Percentile	276	243	-12.0%
98 th Percentile	623	539	-13.5%
99 th Percentile	705	764	8.4%

¹ Clearance rate equals total terminations divided by total case filings.

² Trial rate equals total trials completed divided by total case filings.

³ Case aging days are computed from Filing Date in Superior Court to Termination, which includes days to sentencing for guilty defendants. In addition, case aging days include all elapsed calendar time except days out on bench warrants, Rule 11 competency treatments, adult diversion programs, and appeals pending in a higher court.

⁴ Lower Court Appeals filed in FY 2001 include approximately 1,400 "ADAMS" DUI cases filed in July, 2000 and resolved in May, 2001.

CIVIL DEPARTMENT and TAX COURT

Challenges During 2002

- Escalating felony filings in the Criminal Department and a resolve by court leadership to maintain trial date certainty required Civil Department judges to act in an overflow capacity for criminal trials whenever Criminal Department judges were already in trial. These responsibilities were rotated each week within the department and, by the end of the fiscal year; civil judges had completed nearly 17 percent of all felony trials.
- Unfortunately, by dedicating judicial resources to criminal trials, while civil case filings rose by 11 percent, civil judges were not able to terminate enough cases to prevent the active pending inventory from raising by almost 2,000 cases.

Selected Civil Department Operational Statistics, FY 2001- FY 2002

	New Case Filings		% change	Case Terminations		% change
	<i>FY 2001</i>	<i>FY 2002</i>	<i>'01 to '02</i>	<i>FY 2001</i>	<i>FY 2002</i>	<i>'01 to '02</i>
Tort Motor Vehicle	5,399	5,301	-1.8%	5,640	5,305	-5.9%
Tort Non-Motor Vehicle	2,327	2,626	12.8%	2,271	2,284	0.6%
Medical Malpractice	447	462	3.4%	365	390	6.8%
Contract	8,274	8,955	8.2%	8,657	8,464	-2.2%
Tax	27	10	-63.0%	30	9	-70.0%
Eminent Domain	243	259	6.6%	281	240	-14.6%
Lower Court Appeals	439	398	-9.3%	441	584	32.4%
Unclassified Civil	10,896	13,177	20.9%	15,077	11,833	-21.5%
TOTALS	28,052	31,188	11.2%	32,762	29,109	-11.2%
Civil Trials Completed	366	375	2.5%			
Trial Rate	1.3%	1.2%	0.1%			

Tax Court Selected Operational Statistics, FY 2001- FY 2002

	New Case Filings		% change	Case Terminations		% change
	<i>FY 2001</i>	<i>FY 2002</i>	<i>'01 to '02</i>	<i>FY 2001</i>	<i>FY 2002</i>	<i>'01 to '02</i>
Cases of Record						
Property	289	351	21.5%	382	273	-28.5%
Other	455	396	-13.0%	343	414	20.7%
Small Claims						
Property	397	258	-35.0%	439	305	-30.5%
Other	1	3	200.0%	2	1	-50.0%
TOTALS	1,142	1,008	-11.7%	1,166	993	-14.8%

ALTERNATIVE DISPUTE RESOLUTION

Justice Courts Mediation Program

- 11 of the 23 Maricopa County Justice Courts participate in the Alternative Dispute Resolution (ADR) Mediation Program, with mediators assigned an average of 288 cases per week during FY 2002 (an increase of over 30 percent from last year).
- 2,492 mediations were scheduled in FY 2002, with about 66 percent of those resulting in a formal mediation.
- Of the 1,664 mediations held during the year, 66 percent (1,092) resulted in a full agreement which removed them from the court calendar. The remaining 34 percent (572) with no agreement proceeded to trial or another court hearing.

Civil and Family Court Settlement Conferences

- A total of 340 civil ADR settlement conferences were held in Superior Court during FY 2002, resulting in 167 (49 percent) full or partial agreements.
- 646 settlement conferences were held in Family Court, with 445 cases (71 percent) reaching either a full or partial settlement.

Civil Shorttrials

- 175 civil “shorttrials,” which utilize only four jurors and expedited case presentations, were referred to ADR in FY 2002. This was an increase of 54 percent from last year.
- 53 cases settled prior to trial, 9 were vacated, and 5 cases were removed from ADR, leaving 108 cases where a shorttrial actually was held.
- Tort Motor Vehicle (non death injury) cases accounted for 75 (69 percent) of all shorttrials held during the year. No other civil case type totaled over 10 percent.

Probate Mediation

- The Superior Court’s ADR staff continues its Probate Mediation Pilot Project, which began last fiscal year. In FY 2002, 60 probate cases were referred to ADR for mediation. 11 cases settled prior to mediation, 14 were cancelled or still pending, and 35 mediations were held.
- 24 mediations (69 percent of those held) resulted in a full or partial agreement, which suggests that an expanded mediation project in probate could be warranted.

PROBATE AND MENTAL HEALTH

Fiscal Year Highlights

- During FY 2002, a new regional Mental Health Court opened in Maricopa County at Desert Vista Behavioral Health Center in Mesa. This Mental Health Court hears over 1,600 cases annually, and provides greater convenience to the patients and hospital staff by conducting hearings in courtrooms located at the facilities where patients receive treatment services.
- A Probate Examiner Staff was implemented to enhance case compliance monitoring of all active probate cases consistent with the goals identified in the Strategic Plan of the Arizona Supreme Court in 2001.

Increased Case Monitoring and Oversight

- In response to an increasing number of public and private fiduciaries convicted of financially exploiting clients, the Arizona Supreme Court mandated increased monitoring of all private fiduciaries. Superior Court created a Probate Examiner Staff consisting of two attorneys and two paralegals charged with reviewing all pending probate cases and ensuring compliance with all statutory reporting requirements and court orders. Currently, approximately 1,200 cases are reviewed each month.
- Three Court Accountants are also currently utilized to review financial accountings in pending conservatorship, decedent estate and trust administration cases. In FY 2002, 2,005 accounting reviews were performed of estates collectively valued over \$393 million.
- In June 2002, the Probate Department enhanced its case management and information processing abilities through implementation of the Court's new iCIS (Integrated Case Information System) database, which will eventually replace the outdated legacy system currently used throughout the court.
- Supervision of Court Volunteers in the Guardian Review Program, who assist the Court in overseeing adult guardianships and conservatorships, helps monitor the welfare of vulnerable adults. Over 2,700 file reviews were conducted in FY 2002 by these court volunteers.

Future Strategic Objectives

- Opening of a new Mental Health Court facility at the Arizona State Hospital commencing in April 2003. With this addition, there will be two courtrooms dedicated to providing mental health hearings and the oversight of mental health cases.
- Increase case monitoring and oversight through the development of a court accountant random audit program, which will provide enhanced review of accountings submitted for court approval.
- Expand the availability of probate court forms and instructions through the Court's Self Service Centers.
- Develop an Elder Justice Program for the Northwest Facility to provide elder citizens with information, education, resources, and assistance in probate court matters.

PROBATE AND MENTAL HEALTH

Probate and Mental Health Selected Operational Statistics, FY 2001 - FY 2002

	New Case Filings		% change	Case Terminations		% change
	<u><i>FY 2001</i></u>	<u><i>FY 2002</i></u>	<u><i>'01 to '02</i></u>	<u><i>FY 2001</i></u>	<u><i>FY 2002</i></u>	<u><i>'01 to '02</i></u>
Estate Probates and Trust Administrations	4,209	4,124	-2.0%	434	18,121	4075.4%
Guardianships and Conservatorships	2,332	2,839	21.7%	1,405	994	-29.3%
Adult Adoptions	28	84	200.0%	3	52	1633.3%
TOTALS	6,569	7,047	7.3%	1,842	19,167	940.6%*

* Terminations increase primarily due to periodic administrative reviews of inactive Probate Trust and Estate cases (17,000+) previously regarded as pending.

	<u><i>FY 2001</i></u>	<u><i>FY 2002</i></u>	<u><i>% change</i></u>
Mental Health Case Filings	1,640	2,104	28.3%
Mental Health Case Terminations	1,239	1,112	-10.3%

FAMILY COURT

Integrated Family Court

- FY 2002 marked the first full year of operation for the Integrated Family Court pilot project, which employs a one family-one judge concept in resolving family and juvenile issues. During the year, 62 cases were referred and accepted into the two judicial division pilot, while many others were screened by the case coordinators and found to be outside the pilot's parameters.
- Cases accepted into the pilot "overlapped" at least two court departments and these cases had the benefit of: earlier case screening and earlier identification of litigant needs, reduction of conflicting court orders, and increased judicial and non-judicial staff work satisfaction.

Family Violence Prevention Center

- The Family Violence Prevention Center opened its doors in October 2001 and fulfills a perceived need in providing a safe, dedicated place for individuals to prepare and file Petitions for Orders of Protection. During the first nine months of operation, the Center helped facilitate requests for 5,455 petitions regarding domestic violence orders.
- Center space includes a reception area, children's area, and office space for advocates from a local Domestic Violence shelter. These advocates provide information about domestic violence and referrals to social service agencies and various community providers, crisis counselors, case managers, and safety planning organizations.

Family Court Service Enhancement Programs

- In 2001, the Family Court Department created a *Domestic Violence Division* dedicated to hearing requests for Orders of Protection and related matters. In FY 2002, its first full year of operation, the Division handled 1,673 requests for Orders of Protection (40 percent of all requests made in Family Court last year). One specifically trained Hearing Officer and staff provide focused efforts on domestic violence issues, more consistency in decision-making, and streamlined and consolidated Orders of Protection administration. In addition, more time is then made available to Family Court judicial officers, allowing those judges the ability to focus on their caseloads and resolve cases earlier.
- In FY 2002, a *Family Court Navigator* was added to the department. The objective of this position is to improve the effectiveness and responsiveness of the Family Court by receiving public questions and complaints, investigating issues, and resolving problems. The Navigator must respond within 24 hours of the first contact with the litigant or party, and continues to communicate with the litigant throughout successful resolution of the issues. The 114 public contacts incurred during the year involved issues such as wage assignment withholding, spousal maintenance, child support modifications, grandparent visitation, and perceived delays in scheduling hearings and other court-related events.

FAMILY COURT

Settlement Conference Program

- In FY 2002, Family Court implemented a new program to assign one court commissioner to hear settlement conferences from a team of judges, resulting in three teams in downtown Phoenix and one team at the Southeast Facility in Mesa. The team management approach helped streamline the referral process to settlement conference officers and produced more timely submission of judgments when agreements were reached. The 69 percent full and partial settlement rate in the 646 Family Court conferences heard during the year attests to the success of the program.
- Expanding into the new Northwest Regional Court Facility in Surprise, and transferring Family Court calendars within the four divisions to be located there.
- Expanded and improved statistical reporting capability through transition to the Court's new iCIS web-browser database. This fully relational technology will enhance Family Court's ability to not only record, monitor, and review the management of pre-decree court cases, but for the first time develop statistics and track post-disposition Family Court cases involving requests for modifications of judgments (estimated to be nearly 40 percent of Family Court judicial workload).

Family Court Selected Operational Statistics, FY 2001 – FY 2002

	<i>FY 2001</i>	<i>FY 2002</i>	<i>FY 2001 – FY 2002</i>
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
Dissolution Filings	17,147	17,456	1.8%
Other Case Filings	<u>13,548</u>	12,438	-8.2%
TOTAL CASE FILINGS	30,695	29,894	-2.6%
Dissolution Terminations	17,591	16,121	-8.4%
Other Case Terminations	<u>14,594</u>	12,953	-11.2%
TOTAL TERMINATIONS	32,185	29,074	-9.7%
Clearance Rate	104.9%	97.3%	-7.2%
Active Pending Caseload	20,338	20,834	2.4%
Domestic Violence: Orders of Protection			
Total Filings	3,899	4,750	21.8%
Orders Issued	3,433	4,234	23.3%
Orders Denied	489	558	14.1%
Emergency Orders Issued	201	139	-30.8%
Domestic Violence: Requests for Hearings to Revoke/Modify Orders of Protection			
Requests	1,635	2,072	26.7%
Hearings Commenced	1,415	1,572	11.1%

FAMILY COURT CONCILIATION SERVICES

FY 2002 Highlights

- The fiscal year increase in dispute assessments (nearly 10 percent above last year) is especially noteworthy, as it represents one of activities that consumes a very large part of the resources dedicated to Conciliation Services. An average assessment constitutes approximately 15 hours of an evaluator's time. During FY 2002, 14 evaluators managed this caseload, averaging 9 dispute assessments per month.
- Case referrals to the department continued to increase at a significant pace, over 18 percent in the last two years, while overall Family Court pre-decree case filings have remained constant. Caseload growth may, in part, be due to a corresponding increase in Paternity/Maternity Family Court filings and referral to Conciliation Services.

Early Post-Decree Conference

- During FY 2002, the *Early Post-Decree Conference (EPDC)* pilot project, begun in January 2001, was expanded into a full service offering at both the downtown Phoenix Court Complex and the Southeast Court Facility in Mesa. Participant feedback remains positive, and the process yields settlement rates similar to those achieved in confidential mediation (50 percent or higher). EPDC generally concludes within a 30-day timeframe, in contrast to mediation, which generally completes within 60 days of case assignment, and dispute assessment, which concludes on average within a 90-day period.

Conciliation Services Selected Statistics, FY 2001 – FY 2002

	FY 2001	FY 2002	FY 2001 – FY 2002
	<u>Totals</u>	<u>Totals</u>	<u>% Change</u>
<i>Counseling</i>	408	434	6.4%
<i>Mediation</i>	3,726	3,774	1.3%
<i>Assessment</i>	1,381	1,518	9.9%
<i>Evaluation</i>	40	20	-50.0%
<i>EPDC*</i>		299	
TOTAL CASELOAD	5,555	6,045	8.8%

* Early Post-Decree Conference pilot project

FAMILY COURT CONCILIATION SERVICES

Educational Services

- In FY 2002, Conciliation Services implemented a contractual agreement with the Court's Parent Information Program (PIP) service providers, thereby reducing the number of providers from over 30 to 12. The Department also coordinated efforts with the Office of the Arizona Attorney General to inform parties to Title IV-D actions of their obligation to attend the PIP Program when custody and/or parenting time of minor children is at issue.
- The Parental Conflict Resolution (PCR) Class expanded to the court's Southeast location during the year, as participant numbers continued to increase. The PCR Class is a joint collaboration between Conciliation Services and the Clerk of Court's Family Support Center, which conducts PCR in a gender-balanced, team-teaching approach to help broaden alternatives available to families facing conflict-related issues.
- Conciliators participated in a statewide effort to develop a Mediation Orientation video, describing the mediation process and its benefits, to be presented to parents at their initial mediation appointment.

Training Initiatives

- A department-wide, two-day custody evaluator training for all professional Conciliation Services staff was held in December 2001, which was devoted to both basic training and advanced evaluator training topics. In addition, a 40-hour Family Mediation statewide training, conducted by Directors of the Association of Family and Conciliation Courts (AFCC), was hosted by Maricopa County in April 2002.
- Throughout the fiscal year, Conciliation Services reviewed its service protocols regarding domestic violence and sought to ensure that programs, procedures, and practices were sensitive to the needs of victims and children experiencing domestic violence. Additionally, the Department sponsored several training events, including "Domestic Violence 101" presented by the Arizona Coalition Against Domestic Violence. Department staff also attended a pre-conference institute on cultural diversity and the effects of domestic violence at the Arizona AFCC conference in February 2002.
- In Spring 2002, Family Evaluators met to define and refine the scope of the Dispute Assessment, and to develop consistent criteria for determining when a case should be considered for a Dispute Assessment, as opposed to a Full Family Evaluation. These guidelines should provide evaluators with clear parameters to narrow the scope of inquiry when managing caseloads, avoiding superfluous investigation in Dispute Assessment and more accurately capturing Full Evaluations in meaningful statistical reporting.

JUVENILE COURT

Dependency Process

- The Preliminary Protective Conference (PPC) and Preliminary Protective Hearing (PPH), scheduled 5 to 7 business days from the time a child is removed from home, was one of the more important changes in dependency law that took effect in 1999. At the PPC, parties meet to address a variety of issues such as paternity, placement, visitation, and family reunification services. Any agreements reached are relayed to the court and the parties proceed to the PPH, where findings are made, orders are entered, and future hearings set.
- This process replicates “Model Court,” conducted at numerous Juvenile Court sites across the country. Improvements such as the PPC and PPH are no longer the “model,” but codified in juvenile law now the norm.
- Of the 1,040 dependency cases filed at Juvenile Court during FY 2002, nearly 65 percent (670 cases) were filed by the Arizona Department of Economic Security. The remaining 370 cases were filed by either court-appointed counsel/private counsel (24 percent) or self-represented litigants (11 percent).
- Most dependency cases participate in the PPC/PPH process, unless the assigned judge does not order an expedited hearing because, for example, the child has not been removed from home by the State. There were 887 Preliminary Protective Conferences and Hearings conducted in FY 2002. 413 (47 percent) were held at Durango, 346 (39 percent) at the Southeast Juvenile Facility, and 128 (14 percent) at the downtown Phoenix Court Facility, where two divisions began handling juvenile dependency calendars in February 2002.

Juvenile Court Selected Operational Statistics, FY 2001 – FY 2002

	New Case Filings			% change '01 to '02	Case Terminations			% change '01 to '02
	<u>FY 2001</u>	<u>FY 2002</u>			<u>FY 2001</u>	<u>FY 2002</u>		
Delinquency	12,980	12,667	-2.4%	8,147	9,512	16.8%		
Citations	3,253	2,687	-17.4%	2,154	1,764	-18.1%		
Dependency	981	1,040	6.0%	944	1,100	16.5%		
Adoption	845	771	-8.8%	796	803	0.0%		
Severance*	273	272	0.0%	121	2	-98.3%		
Certifications	652	579	-11.2%	638	868	36.1%		
TOTALS	19,439	18,016	-5.1%	12,800	14,049	9.8%		

NOTE: Severance Case Terminations were difficult to track during FY 2002 due to data entry issues.

JUVENILE COURT

Mediation

- In FY 2002, 795 cases participated in mediation in Juvenile Court. Mediation is required when dependency and severance cases are contested. All parties in a case participate in mediation, including parents, attorneys, guardians, case managers, Court-Appointed Special Advocates, etc. Children can also participate if they are mature enough and have consent. The ultimate goal of mediation is to reach a mutual consensus regarding the disposition of the case. Any agreements reached are sent to the assigned judge for review and acceptance.
- If a parent fails to appear for mediation, the case proceeds to its next scheduled event, the pretrial conference. 21 percent of scheduled mediations did not occur in FY 2002 because of the non-appearance of a parent.
- Of those cases that did complete the mediation process during the year, nearly 60 percent reached a full agreement on all issues and requested that the court vacate all future contested hearings. 28 percent reached a partial agreement about some issues, and 12 percent reached no agreements. Mediation in Juvenile Court helps to empower parties to resolve case themselves, decreases the number of trials, and gets people talking and working together to focus on the welfare of children.

Court Appointed Special Advocate (CASA) Program

- The CASA Program within Juvenile Court serves to recruit, train, and manage community volunteers who are assigned to dependency cases. Volunteers are typically assigned to one case and may serve one child or a group of siblings. Volunteers advocate for the best interests of the children and submit reports to the court to represent those best interests to the assigned judge.
- CASAs are valued members of dependency cases due to their ability to focus on children. As non-legal parties to a case who advocate for the child, the CASA forms a unique and consistent relationship to the child that is not always possible for attorney Guardian ad Litem, who carry large caseloads and cannot see the children on their cases very often. The CASA becomes a trusted person to the child, and also participates in all case management decisions and meetings. The CASA appointment by the court allows for broad discretion in gathering information leading to informed and objective opinions about the child's best interests.
- During FY 2002, 285 volunteers served at some point on a dependency case. CASAs advocated for children in 347 dependency cases involving a total of 638 children. CASAs filed 306 reports to the court, spent 7,609 hours working their cases, and traveled 73,318 miles for their case work, primarily in visiting and serving CASA children.

PRETRIAL SERVICES AGENCY

Highlights of FY 2002

- During FY 2002, services and personnel were expanded to the Southeast Regional Facility to accommodate growth in the Regional Court Center. In addition, PSA implemented a new drug testing process using random scheduling, which results in cost savings without a compromise in service.
- PSA modified countywide Release Forms to a standardized document, thus eliminating 56 individualized forms and realizing significant cost and storage space savings.
- Instituted a pilot project to evaluate the efficacy and value of a Bail Review Unit. Also, PSA began the RFP process for a drug treatment provider, requiring built-in performance measures and seamless collaboration with Adult Probation for better service and cost savings.
- PSA submitted a request to use a Global Positioning System (GPS) to enhance electronic monitoring supervision and provide the Court with further defendant release alternatives.
- During the year, PSA and Judicial Information Services (JIS) continued to develop a more technologically integrated Pretrial Automated Case Tracking System (PACTS) , which will be implemented in FY 2003.

Pretrial Services Agency Selected Operational Statistics, FY 2001 – FY 2002

	FY 2001 <u>Totals</u>	FY 2002 <u>Totals</u>	<u>% change</u> <u>'01 to '02</u>
Initial Appearances	65,525	68,153	4.0%
Interviews and Criminal Histories	35,519	38,177	7.5%
Defendant Monitoring Referrals	6,609	7,619	15.3%
Intakes (Referrals reporting to PSA)	4,979	5,527	11.0%
Defendant Office Visits	11,277	11,435	1.4%
Average Daily Caseload <i>(General Supervision)</i>	543	610	12.3%
Average Daily Caseload <i>(Intensive Supervision)</i>	327	339	3.7%
Average Daily Caseload <i>(Electronic Monitoring)</i>	51	78	52.9%

SELF SERVICE CENTER

- The Self Service Center has over 400 documents available to users in packets and arranged by legal process. During FY 2002, the forms were available in both English and Spanish.
- Although the actual number of forms distributed at the Self Service Center in FY 2002 was slightly lower than in FY 2001, forms available for downloading and printing through the Court's Internet website probably increased. The always accessible website is www.superiorcourt.maricopa.gov/ssc

Self Service Center Forms Distributed, FY 2001 – FY 2002

	FY 2001	FY 2002	% change
	<u>Totals</u>	<u>Totals</u>	<u>'01 to '02</u>
Domestic Violence	9,732	12,297	26.4%
Divorce	13,516	11,529	-14.7%
Probate	5,406	4,576	-15.4%
“other” Family Court Forms*	<u>25,411</u>	<u>21,295</u>	<u>-16.2%</u>
TOTAL Forms Distributed	54,065	49,697	-8.1%

*NOTE: “other” Family Court forms include establishments, modifications, and enforcements.

OFFICE OF THE COURT INTERPRETER

Language Interpreting

- During FY 2002, the Office of the Court Interpreter (OCI) handled in excess of 30,000 court-related matters and 2,500 trial hours that required a Spanish Language interpreter.
- In addition to court-related proceedings and interviews with defendants, witnesses, and victims, OCI supports the Criminal Department Regional Court Centers located in downtown Phoenix, Glendale, and Mesa, the Northwest Regional Facility in Surprise, and the Clerk of the Court Expedited Services.
- New this year, OCI introduced the use of Language Line Services to provide remote telephone interpretation during Initial Appearance Court proceedings held outside normal court hours.

Written Translation

- OCI facilitated the process of translating approximately 900 Self Service Center documents and forms that are now available in bilingual format (English – Spanish) in hard copy and via the court's website. OCI also translated some 300 audiotaped interviews and in excess of 400 documents that included letters to and from criminal defendants, court documents, and brochures.

LAW LIBRARY

Highlights in FY 2002

- The Library continues to offer over 36 networked CD-ROM and Internet-base resources, covering over 160 databases. Major additions in 2002 include BNA's *Lawyer's Manual on Professional Conduct*, *Criminal Law Reporter*, *Electronic Commerce & Law Report*, and *U.S. Law Week*, which provides weekly summaries of federal and state court decisions, key legislative and regulatory developments, and news, with links to *LoisLaw*, providing full text of state and federal cases, statutes, administrative law, and court rules.
- Court research projects completed in FY 2002 included court security; court business continuity planning; public access to electronic court records; use of digital audio and video recording for making the court record; complex business courts; jury source lists and demographics; and electronic courtrooms.

Selected Law Library Statistics, FY 2001 – FY 2002

	FY 2001 Totals	FY 2002 Totals	% change '01 to '02
Reference and Information Services			
Provided to the Public	34,078	29,068	-17.2%
Provided to Attorneys	3,446	3,963	13.0%
Provided to other Court/Government	766	1,893	147.1%
TOTAL	38,290	34,924	-8.8%
Document Delivery Services			
Network Laser Printing	17,756	24,360	37.2%
Circulation	2,120	4,391	107.1%
Tax Forms	4,241	3,263	-23.1%
"other"	2,385	1,573	-34.0%
TOTAL	26,502	33,587	26.7%

NOTE: "other" document delivery services include fax services, interlibrary loans, mail, and current awareness periodicals.

OFFICE OF THE JURY COMMISSION

Fiscal Year Highlights

- The Office of the Jury Commissioner in Superior Court in Maricopa County is responsible for creating a pool of qualified prospective jurors representative of the community as a whole. By law, this pool is formed every six months by merging the County's voter registration and state drivers' licenses files, which produced a master list of 2.4 million names and addresses during this reporting period.
- In addition to Superior Court, the Office of the Jury Commission also summons for the 23 Justice Courts in Maricopa County, as well as for the State and County grand juries. Superior Court also summonses jurors to 10 local municipal courts and provides a source file for the U.S. District Court in Arizona.

	FY 2001	FY 2002	% change
	<u>Totals</u>	<u>Totals</u>	<u>'01 to '02</u>
<i>Total Summonses Mailed</i>	601,910	480,816	-20.1%
<i>Municipal Court Summonses Mailed</i>	152,349	155,413	2.0%

- Citizens called for jury service in Superior Court serve either one day or the duration of one trial. During FY 2002, nearly 25 percent of prospective jurors sent to a courtroom were actually sworn as jurors. Those sworn as jurors are entitled to \$12 per day plus mileage to and from the court complex. Fees and mileage paid to Superior Court jurors in FY 2002 again exceeded \$2 million. Jurors who serve either one day or one trial will not be selected for jury duty again for a minimum of 18 months.

Jury Panel Usage, FY 2001 – FY 2002

	FY 2001	FY 2002	% change
	<u>Totals</u>	<u>Totals</u>	<u>'01 to '02</u>
Total Jury Trials	1,348	1,194	-11.4%
Total Jurors Reporting	70,327	65,761	-6.4%
Total Jurors Sworn	13,582	11,120	-18.1%
Percent Sworn	19.3%	16.9%	-2.4%
Total Jurors Not Used	18,500	19,710	6.5%
Percent Not Used	26.3%	30.0%	3.7%

OFFICE OF THE JURY COMMISSION

- Nineteen standards relating to juror use and management have been developed by the American Bar Association (ABA) to measure a jury system's efficiency. A comparison of three of the ABA standards with the actual figures for the Superior Court follows:

	<u>Actual FY 2001</u>	<u>Actual FY 2002</u>	<u>ABA Standard</u>
Percent of jurors sent to voir-dire	75.7%	69.9%	100%
Percent of jurors sworn	19.3%	24.8%	50%
Percent of jurors not used	26.3%	30.8%	10%

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

Demographic Summary

- The Jury Commission first began monitoring the demographic make-up of the juror pool in 1989. The figures for FY 2002 have been collected through a sample of 32,994 demographic information questionnaires completed by over 65,000 prospective jurors reporting for service. The sample represents two weeks of biographical data collected in each of the twelve months. These figures are compared with the 2000 U.S. Census figures of the population in Maricopa County.

<u>Ethnicity</u>	<u>Maricopa County Census (2000)*</u>		<u>FY 2001</u>		<u>FY 2002</u>	
White (non-Hispanic)	66.2%	10,641	81.2%	25,962	78.7%	
Hispanic	24.9%	1,118	8.5%	2,868	8.7%	
Black (non-Hispanic)	3.5%	296	2.3%	868	2.6%	
Native American	1.5%	135	1.0%	311	0.9%	
Asian	2.1%	237	1.8%	551	1.7%	
Other	1.8%	672	5.1%	2,434	7.4%	
TOTAL	100%	13,099	100%	32,994	100%	

* Source: 2000 U.S. Census figures for Maricopa County, Arizona. These numbers are not adjusted to accurately reflect the percentages of people statutorily eligible for jury service per A.R.S. § 21-201. FY percentages are rounded and may not equal 100 percent.

JUDICIAL INFORMATION SYSTEMS

Transition to iCIS System

- Judicial Information Systems (JIS) supports the various technologies used in Superior Court, Juvenile Court, Pretrial Services Agency, Clerk of Court, and Juvenile and Adult Probation Departments in Maricopa County. The backbone of these database platforms has always been legacy case management systems running on a mainframe computer. Over the years, modifications have taken place within these aging systems but, for the most part, these data conversions were primarily cosmetic. In June 2001, however, court leadership and JIS decided it was time to replace these legacy systems with a new, browser-based, server-driven *Integrated Court Information System* (iCIS). In addition to providing state of the art functionality for users, iCIS will help integrate court-related information among its many departments and customers.

- iCIS provides users with browser-based functionality far superior to anything currently available in packaged applications. In addition, iCIS replaces aging legacy technology that is difficult to use and time-consuming to teach. The “green screen” interface of old has been replaced with an intuitive Internet-like graphical interface. Data is now table-driven, which makes information retrieval and report-writing far less time consuming than constructing programs to access information. Changes to the system can be designed and implemented quickly, and redundant data entry is eliminated, which vastly improves data integrity. Best of all, the former annual cost to operate and maintain the mainframe of approximately \$780,000 has been reduced to approximately \$200,000.

- The rollout schedule proposed for iCIS is very aggressive, but the improved technology has been very well received and the Court is especially anxious to take full advantage of all that an integrated system has to offer. As of the end of Fiscal Year 2002, iCIS is fully operational in the Family Court Department and Probate and Mental Health Department. In August 2002, the Civil Department will move to iCIS, followed by Conciliation Services in September, Lower Court Appeals in December, and the Criminal Department in March 2003. Later in 2003, the Initial Appearance Court within the Madison Street Jail and Pretrial Services will transition to iCIS. For now, Juvenile Court will continue to operate its own computer system within the Arizona statewide network, but planning has already begun to consolidate Juvenile Court with iCIS.