

***TUCSON CITY COURT  
ARIZONA'S LARGEST VOLUME COURT  
MONTHLY UPDATE FOR AUGUST 2016***



This report is designed to provide monthly updates on the Court’s activity, projects and progress towards improving operations and service. This initial report is longer than the follow on reports will be as some background is given to put the information into context.

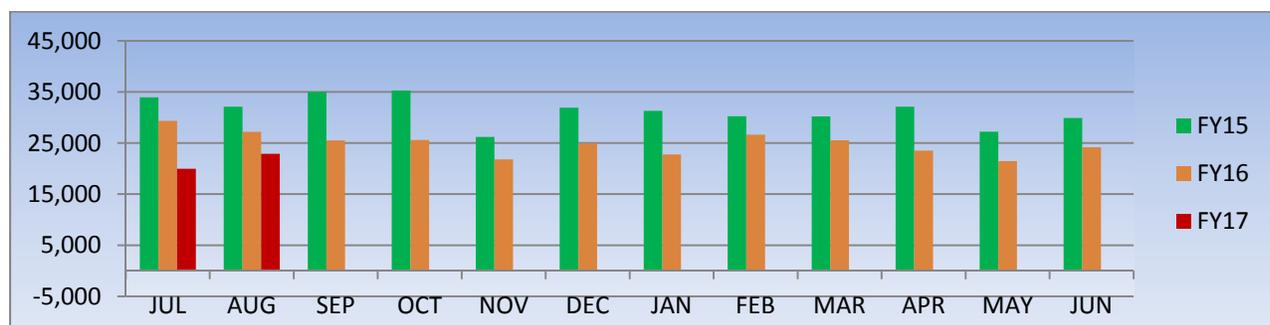
## BACKGROUND

The Tucson City Court is Arizona’s largest volume Court. It is a Limited Jurisdiction Court (LJC) responsible for adjudicating misdemeanor crimes, violations of criminal traffic, civil traffic, parking and city ordinances within the city limits. Tucson City Court processes an average of 243,000 charges annually; approximately 30% of the charges filed are criminal. On average, there are 336,931 visitors to the court building each year. The court collects an average of \$24.7 million per year in gross collections and disburses about \$13.3 million to the City of Tucson with the remainder disbursed to the state and other local governments. The Court’s customer call center receives roughly 129,600 calls per year and approximately 60,000 pieces of mail per year. In Fiscal Years (FY) 15 and FY16 the Court was authorized 135.8 employees: 12 judicial officers and 123.8 administrative staff. As of FY17, the Court reduced its employees to 112.8; 9 judicial officers and 101 administrative staff which include 2.8 grant funded employees.

Using the most recent (FY15) Arizona Supreme Court statistics and comparing Tucson City Court to the other top 5 highest volume limited jurisdiction courts, Tucson City has:

- ✓ 1,628 charges per employee
- ✓ The highest number of terminated charges per employee at 2,108 per employee.
- ✓ The highest number of terminated charges at 286,747 with the highest clearance rate at 129.5%.
- ✓ Lowest cost per terminated charge at \$39.21 (expenses/terminated charges with or without including restricted funds).
- ✓ Highest net revenue of \$14,201,912 (revenue – expenses, with or without including restricted funds).

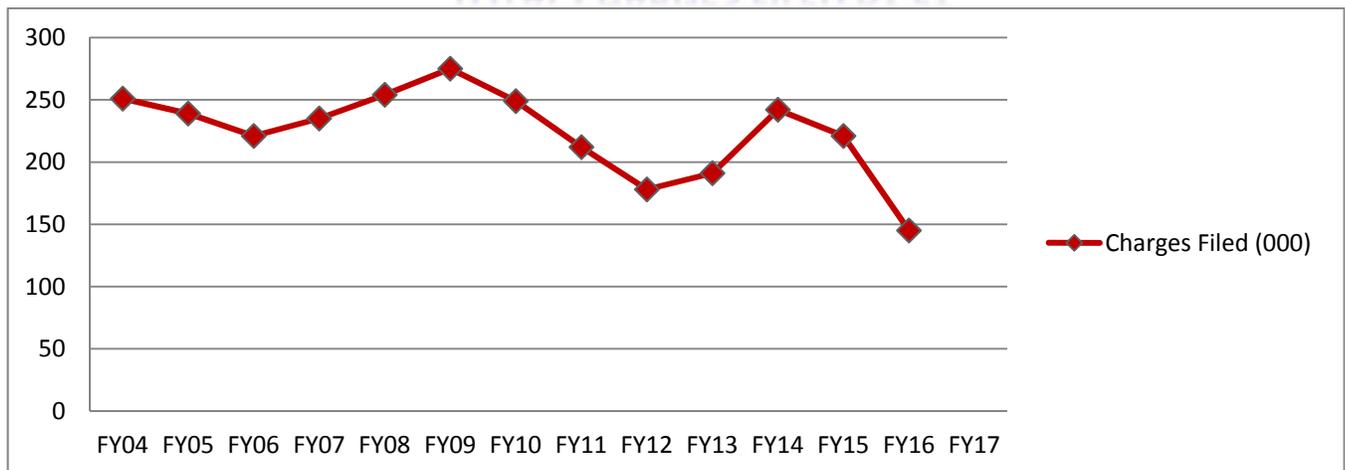
## VISITORS TO COURT BUILDING



## TUCSON CITY COURT CHARGES FILED

August-16	MONTHLY				FISCAL YEAR TO DATE			
	August Filed/ Issued	July Filed/ Issued	# Change	Variance	2017 YTD Filed/ Issued	2016 YTD Filed/ Issued	# Change between FYs	Variance between FYs
<b>Type Of Charge</b>								
Civil Traffic	4,930	4,203	727	17.30%	9,133	17,679	(8,546)	-48.34%
Parking (parking tickets are now paid in first 30 days to Park Tucson)	812	1,708	(896)	-52.46%	2,520	4,186	(1,666)	-39.80%
Civil Ordinance Violations (non parking)	145	131	14	10.69%	276	414	(138)	-33.33%
DUI	330	384	(54)	-14.06%	714	680	34	5.00%
Misdemeanors	4,645	4,889	(244)	-4.99%	9,534	6,498	3,036	46.72%
Criminal Traffic Serious	18	21	(3)	-14.29%	39	42	(3)	-7.14%
Criminal Traffic (all others)	426	399	27	6.77%	825	1,164	(339)	-29.12%
Others	0	0	0	0.00%	0	268	(268)	-100.00%
<b>TOTAL Charges</b>	<b>11,306</b>	<b>11,735</b>	<b>(429)</b>	<b>-3.66%</b>	<b>23,041</b>	<b>30,931</b>	<b>(7,890)</b>	<b>-25.51%</b>
<b>Petitions</b>								
Orders Of Protection	145	129	16	12.40%	274	213	61	28.64%
Injunctions Against Harassment	82	50	32	64.00%	132	146	(14)	-9.59%
<b>TOTAL Petitions</b>	<b>227</b>	<b>179</b>	<b>48</b>	<b>26.82%</b>	<b>406</b>	<b>359</b>	<b>47</b>	<b>13.09%</b>

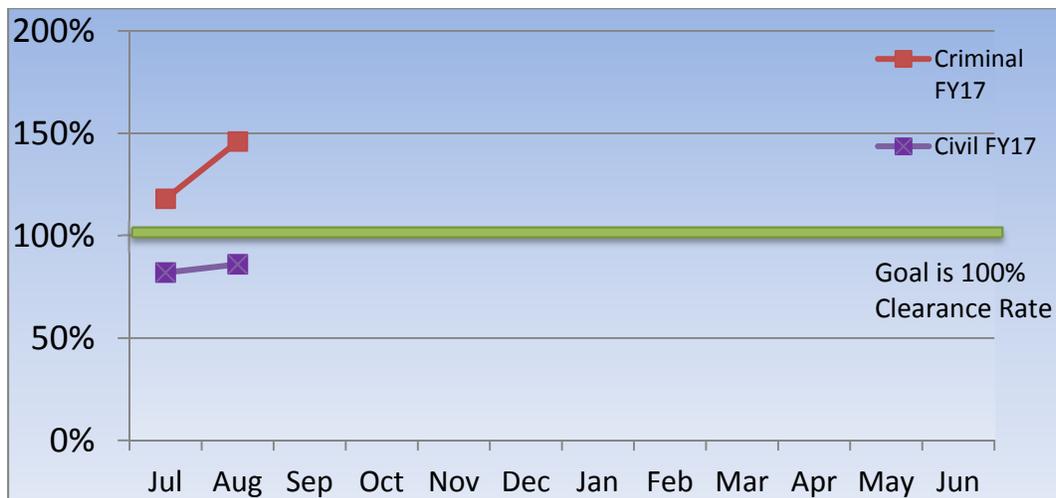
### TOTAL CHARGES FILED BY FY



## PERFORMANCE MEASURES

### CLEARANCE RATES FY17

Clearance rates are a primary performance measure for courts. A clearance rate indicates whether a court's pending caseload is expanding or contracting; the goal is a 100% clearance rate. That is often difficult to attain as criminal cases that go into warrant status remain undisposed and on the books as a pending case.



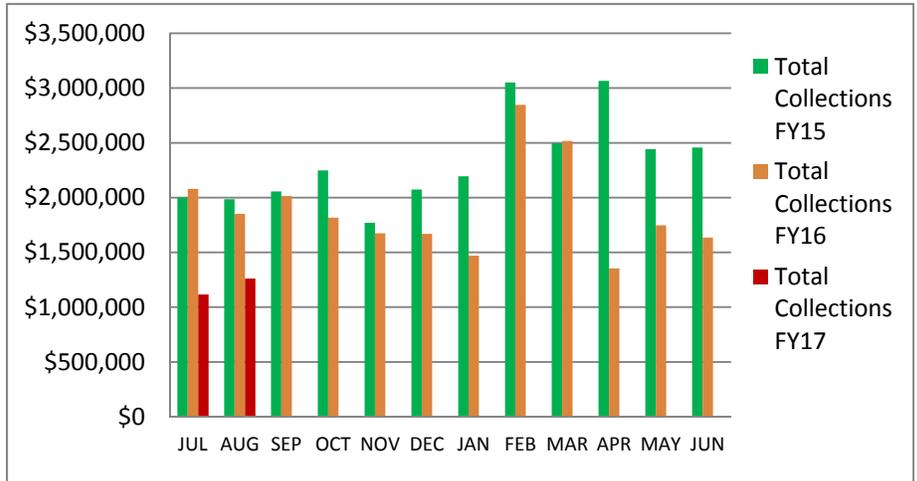
The reason for the low civil traffic clearance rate is that the court is not currently defaulting civil traffic cases. There is a remaining issue with our case management system, Arizona Judicial Automated Case System (AJACS), conversion and reporting dispositions to Motor Vehicle Division (MVD). We are working on this issue with both the MVD and Administrative Office of the Court (AOC) and should have it resolved shortly. This is to the benefit of individuals charged with civil traffic violations, as it gives them more time to resolve their civil traffic case without additional fees being added or their driver license being suspended.

### ADDITIONAL PERFORMANCE MEASURES

Additional performance measures will be added in future monthly updates. The management reports, measuring various performance measures, have not yet been made available to courts with the new case management system known as the Arizona Judicial Automated Case System or AJACS. The Administrative Office of the Court is still testing these reports and when they are released by the AOC we will incorporate them as part of this report.

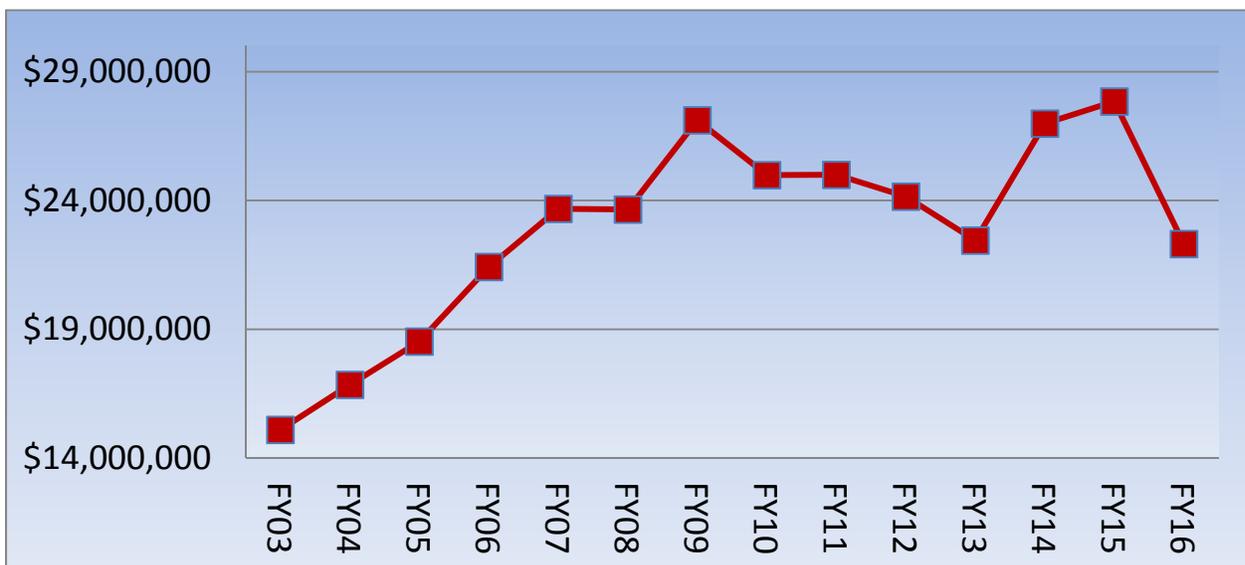
## COLLECTIONS (ENFORCEMENT OF COURT ORDERED SANCTIONS)

The imposition of court ordered sanctions often results in the assessment of fines and fees which the court is obligated to enforce and collect. Tucson City Court participates in the Fines, Fees, and Restitution Enforcement (FARE) program which is a mandated statewide collection program overseen by the Arizona Supreme Court. Our court has participated in the FARE program since 2003 and over that time our collection rate on delinquent amounts has been 40.44% for defendants that are located.



The FARE program allows the court to participate in the Traffic Ticket Enforcement Assistance Program (TTEAP) and the Tax Intercept Program (TIP). Total collections have been decreasing as the number of charges filed decrease.

### TOTAL COLLECTIONS BY FY



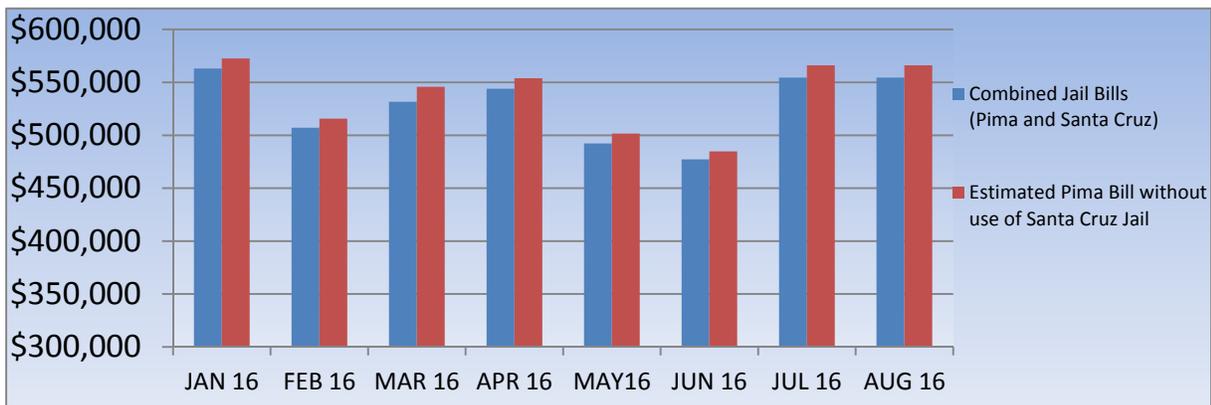
## JAICOST REDUCTION

There are several ongoing collaborative efforts between the City Prosecutor, City Public Defender, Tucson Police Department (TPD) and the Court to control jail costs. These include plea offers made at initial appearances at the jail, video reviews for defendants being held, cite and release on appropriate crimes by TPD, Alternative to Jail Program (ATJ), use of Santa Cruz County Jail for confinement sentences longer than 10 days, walk-in warrant court held every afternoon Monday through Thursday and Saturday Warrant Days conducted twice a year in January/February and again in June/July time frame.

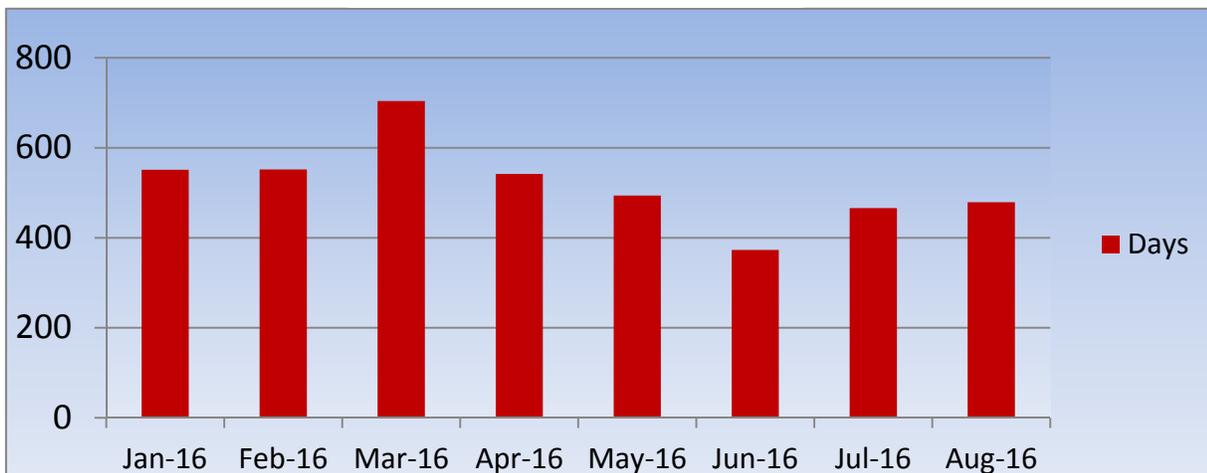
## USE OF SANTA CRUZ COUNTY JAIL

The use of the Santa Cruz County jail for defendants sentenced to jail terms for 10 days or more is producing a cost savings of approximately \$10,000 per month. The daily savings is \$24.02 when compared to Pima County Jail.

**SANTA CRUZ COUNTY JAIL SAVINGS**



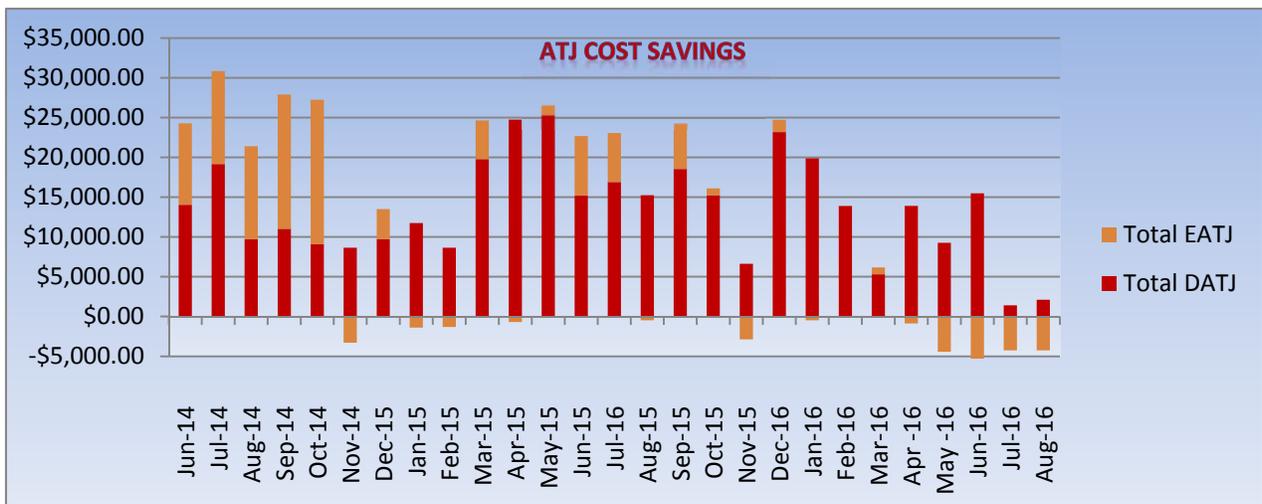
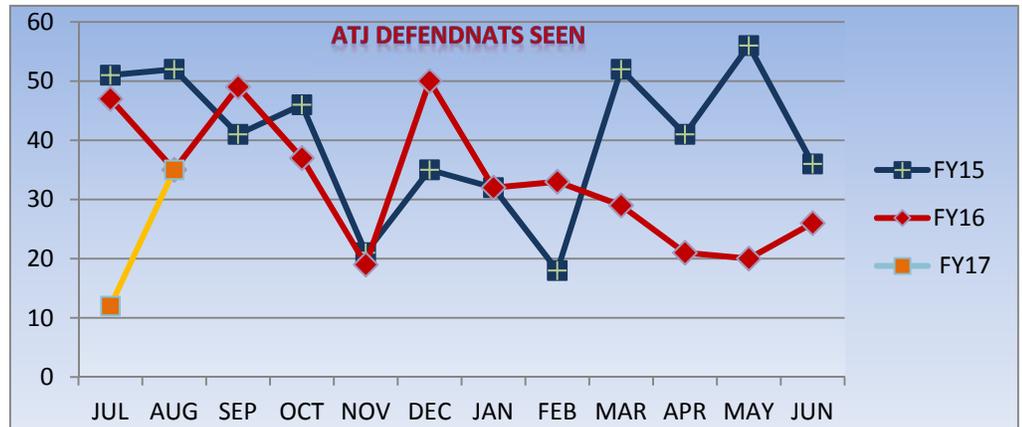
**SANTA CRUZ COUNTY JAIL DAYS USED**



## ALTERNATIVE TO JAIL PROGRAM (ATJ)

The ATJ program has seen a significant decline in use over the years. As TPD has refined and improved its use of the Cite and Release Program, ATJ use has declined. It is unknown at this time whether Pima County will be seeking to join our ATJ program or create a similar program as part of their strategies related to the MacArthur grant, targeted towards reducing jail use.

As the number of defendants seen at the ATJ program has decreased so have the cost saving generated by the program. The Evening Alternative to Jail (EATJ) operated at a loss for six of the twelve months in FY16 Program

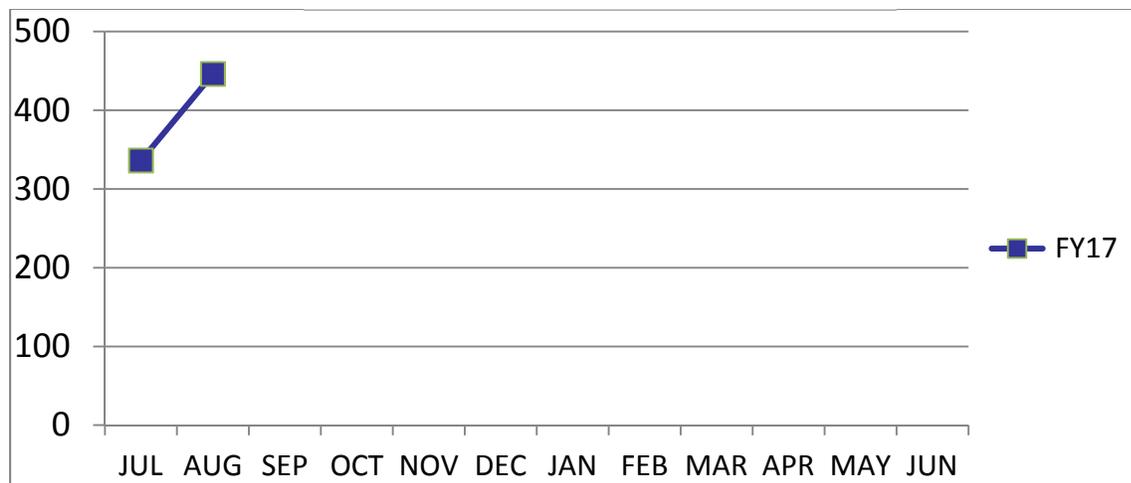


Tucson City Court is working with other courts in Pima County to expand the use of the ATJ program to their jurisdictions. We are also exploring using the EATJ program to offer an expanded hours warrant court a couple of times per week.

**WALK-IN WARRANT COURT**

Tucson City Court has had a walk-in warrant court for approximately 10 years. Warrant Court currently operates in the afternoon session, Monday through Thursday. Walk-in Warrant Court is designed for those defendants who have active warrants to address those warrants at the time of their choosing and to get their case(s) back on track with the court. Additionally, Tucson City Court has conducted three Saturday Warrant Days where defendants could walk in or make an appointment and address their active warrants.

**DEFENDANTS SEEN AT WALK-IN WARRANT COURT**



Tucson City Court had committed to conducting two Saturday Warrant Days per year based off of pilot projects conducted in August 2015, December 2015 and June 2016. Our Plan is to conduct the Saturday Warrant Days in June/July and January/February each year depending on schedules and availability of staff. The Court is also looking to implement expanded hours for the Public Services Lobby which may include an expanded hours Warrant Court; for more information please see the projects section on page 10, item #22.

Saturday Warrant Days:

Date	Total Seen	Warrants Quashed	Other Issues	Total Collected
August 2015	395	210	185	\$13,325
December 2015	460	77	383	\$7,108
June 2016	223	111	112	
<b>Total</b>	<b>1,078</b>	<b>398</b>	<b>680</b>	<b>\$20,433</b>

## PROJECTS

Tucson City Court has several projects underway which will enhance service provided to the public. Projects will be added to this report when started and removed when completed.

### INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

The Court's IVR project will become the point of access for inbound telephone calls as well as outbound reminder calls. Inbound telephone calls will be routed through an automated system that will provide information to the public on court dates, fines/fees owed, case status and route calls to an automated payment system. Out bound calls will provide information to the public such as reminder notices of upcoming court dates, payment dates, default dates, and reporting to the Fines Fees and Restitution Enforcement (FARE) Program. Out bound calling will also route to an automated payment system. It is also expected that the reminder calls will reduce Failures to Appear (FTA) which will reduce the number of warrants issued and ultimately reduce jail costs. The current FTA rate for out of custody arraignments is 29%.

### IMPLEMENTING "JUSTICE FOR ALL" REPORT RECOMMENDATIONS

The Justice for All report has 65 recommendations relating to improving justice in the court system. Many of the recommendations will require state constitutional amendments or statutory changes to implement. The link to the report is:

<http://www.azcourts.gov/Justice-for-All>

There are approximately 17 recommendations that with little effort could be implemented quickly, as we've already have already made progress on implementing 8 of those 17 recommendations. Below are the recommendations we'll be working to, or are currently working on implementing.

#6. Implement the Phoenix Municipal Court's Compliance Assistance Program statewide. **This program is a version of a Tucson City Court program we've had in place for several years. We will however revise the program so that a judicial decision is not required to recall cases from the FARE program.**

#12. Modify court website information bond cards and reminder letters informing defendants that they may request time payment plans. **Working on revising current documents.**

#15. Implement English/Spanish Interactive Voice Response (IVR) systems. Our IVR system is planned to have English/Spanish voice, text and email capability. Focus will be on voice/text capability and email may be added if cost allows. **Working; statement of work completed.**

#16. Modify forms to collect cell phone numbers – we asked TPD to begin entering phone numbers on citations 10 months ago in preparation for our IVR system. **Working and TPD has been being doing this for six months on citations.**

#17. Update Defendant Contact Information – staff have been directed to do this at each interaction with defendants/respondents to include phone contacts. **Working as ongoing effort.**

#18. Educate Law Enforcement Agencies on Importance of Collecting Current Contact Information – this is an ongoing effort, see #16 above. **Planned, however TPD collects contact information through citations to include any interpreter needs.**

#22. Increasing Access to Court through Extended or Off Hours – we have been discussing expanding lobby and court to 7 or 8 PM twice a week. **Planned as priority number 1.**

#23. English and Spanish Videos Explaining Options in Various Types of Cases - we have the videos prepared and just need to post them on our website. **Videos are completed but not yet posted to website.**

#25. Email Proof of Compliance – our court already accepts scanned documents attached to email as proof as long as the document is authorized as proof in the Civil Traffic Authorities and Delegations. **Our court already accepts proof of compliance by fax or scanned document attached to email.**

#30. Stop Issuing Failure to Pay Warrants. **Our court stopped the practice of issuing failure to pay warrants approximately 10 years ago.**

#36 Use of Specialty/Problem Solving Courts. – **Our court currently has four problem solving courts: Mental Health Court, Dedicated Domestic Violence Court, Regional Municipalities Veterans Treatment Court and Homeless Court.**

#44. Prosecutor and Court Appointed Counsel at Initial Appearance. **Pilot program conducted in which MONTH resulted in plea offers being made at initial appearances but no attorneys.**

#49. Use of Pretrial Service (PTS) Reports in Limited Jurisdiction Court (LJC) Cases. **MacArthur Grant is providing funding for PTS reports on Tucson City Court defendants.**

## **BUILDING IMPROVEMENT PROJECT**

In FY15 the Court began a building improvement project designed to extend the life of the court building by 15 years or until 2030. Many improvements are planned but two, which have been accomplished, are the creation of a transport courtroom and an Alternative to Jail (ATJ) Program courtroom.

The creation of these two courtrooms allows the court to restrict movement of in-custody defendants and prisoners to a small area of our first floor where there will be little to no contact with the public or building employees. This greatly enhances safety for the prisoners, transport officers, court employees and public.



**TRANSPORT COURTROOM**



**ATJ COURTROOM**

Building improvement plans for FY17 include improvements to the main entrance, placing a covering (roof) over the courtyard, resurfacing the six floors of balcony walkways and improvements to the Orders of Protection area.



## **SUMMARY**

Tucson City Court strives to be an innovative court; we are the only AJACS court to offer web payment through our website. We have had programs in place for years that other courts are just now starting to implement such as our DUI home detention program, warrant court, various problem solving courts, ATJ programs and video review program.

We still have work to do and are making progress as with our Interactive Voice Response (IVR) System. These monthly reports will provide information on our current operations and progress on the various projects we undertake to improve operations and service delivery to the public. Future reports will have a monthly focus or highlighted area which will provide an in depth look at one particular aspect of the Court's operations in addition to other information.

Should you have additional questions, concerns or have suggestions for items to be included please contact Court Administration at 520-791-4189 or send an email to [courtweb@tucsonaz.gov](mailto:courtweb@tucsonaz.gov).