

Goodyear Municipal Court Executive Summary FY21

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 2021, 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 Brutinel, 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 Brutinel "...Courts need to improve, to set goals for improvement, and to chart the course for accomplishing those goals... Our courts have established a nationally recognized reputation for excellence in innovation, judicial administration, and education, which we intend to continue into the future."

Training, Development & Succession Planning

- *Succession planning:* The Court experienced two new hires this fiscal year, adapting training practices to align with pandemic-related health and safety protocols to continue the on-boarding process of Court team members in response to the rapid changes related to the national pandemic. The backfill of these vacant positions within the Court supports 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scholars, and subject matter experts well-versed in the analysis and evaluation of Courts in a broad social and historical content.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 re-appointed by Chief Justice Brutinel as committee member*
 - *Arizona Court Manager program: 1 participant*

- *Arizona Court Supervisor program: 5 participants*
- Arizona Court Security Officer Academy (Administrative Order 2019-105) – impacting ACJA section 5-304, requires current Court Security Officers to complete Training and become certified by 6/30/2021. The Court Security Guard successfully completed the mandatory CSO training with the Arizona Supreme Court Education Center, prior to the required deadline.

Community Outreach & Partnerships

- Implementation of the Online Dispute Resolution (ODR program) January 2021. Currently the Goodyear Municipal Court has the highest caseload rate in the statewide ODR system, with over 300 misdemeanor traffic cases referred to this pilot program and over 52 cases that have reached a successful plea negotiation with the Prosecutor's Office using the ODR system.
- Implementation of DocuSign: over 60 misdemeanor cases processed for electronic signature and Telephone Sentencing
- Continued participation in the Glendale Municipal Court Annual Stand Up for Veterans event and Tempe Municipal Court Arizona StandDown for Veterans event
- Problem Solving Community Court consultant contract pending for development of pilot Court program (January 2022)
- 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
- Municipal Court 101 presentation 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)
- Remote/Virtual court appearances via Zoom/Microsoft Teams/facetime and or telephone to increase user access and respond to pandemic health and safety protocols
- 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.

On-going budgeted Programs and Services

- Court Appointed Counsel – expansion of contracts to include Advisory Council services in FY23
- Language Services – expansion of services to include remote interpreter services in addition to in-person
- Self Help Center
- Jury Management
- Security
- COJET training and other professional development of staff

Goodyear/Guadalupe Intergovernmental Agreement

Pursuant to the Intergovernmental Agreement entered by the Town of Guadalupe and the City of Goodyear, the Goodyear Municipal Court retains all financials receipted for delinquent cases outstanding from the Guadalupe Municipal Court. Total fines and fees receipted from Guadalupe Municipal Court in FY21: \$28,804.21. As anticipated when entering into this agreement, the processing of financial transactions creates minimal impact on Goodyear Court personnel and resources as the transactions are primarily automated and receipted directly

into the Court database without Court staff needing to touch the case or case management system unless the balance is satisfied in full.

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.

- FY21 budgeted \$45,000 to supplement the cost of the Court Security Guard position
- FY21 revenue \$89,134.51 (162.10% of estimated revenue)
This increase in revenue does include a one-time \$22,000 payment from the Town of Guadalupe Municipal Court pursuant to the Goodyear and Guadalupe IGA.

CIP Funding

- The Court kicked-off the Court Security Improvements project construction in early 2020. Project construction was completed during calendar year 2021, enhancing the court facility security to meet mandated Arizona Supreme Court Security Standards. The CIP project was delivered on time and within budget.

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. *Increase experience as operations resumed nationwide in public activity, police enforcement, and other processes which were previously halted during the pandemic as it related to public isolation/quarantine and social distancing protocols.*

Charge Filing Stats

- FY21: 10,990
 - Misdemeanor Non-Traffic: 996
 - Domestic Violence: 393
 - DUI: 1,195

- Criminal Traffic: 1,308
- Civil Traffic: 6,679
- Local Non-Criminal Ordinance: 318
- Protective Orders: 101

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. *Backlogs not resolved due to operational response to national health pandemic and necessary health and safety protocols which impacts the Courts ability to timely process cases with safe social distancing and adequate staffing resources. Increase in workload demands as the Court experienced increased staff absences, case continuances and delays for reason such as quarantine periods.*

- FY21: 97% (10,690 terminated cases)

Courtroom Activity:

146 Trials/Hearings held

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. The next scheduled Operational Review was conducted in December of 2021 and the Court is currently awaiting the report from the Arizona Supreme Court Operational and Financial review teams.

The Court conducted an external Tri-Annual Financial Audit on in August 2021 as required.

Innovation, Efficiencies & Projects

This fiscal year Court staff worked above and beyond to adapt to the monumental impact of the COVID-19 health pandemic on Court operations. The following achievements are to be recognized during FY21::

- ODR/DocuSign
 - Successful defendant participation and compliance, replacing the previous 'plea by mail' process
 - Increase in activity and demand will require additional staffing resources in order to maintain these valuable remote Court processes
- Civil Traffic Records Destruction
 - Overtime project for staff, purging civil cases which have met retention and recycling case file supplies
- Problem Solving Community Court pilot
 - Presentation to Council and approval for pilot program to support Problem Solving Court to address cases for those experiencing homelessness, mental health, or having veteran eligibility. Project is in partnership with Goodyear Police Department and City of Goodyear Prosecutor's Office.

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
- 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
 - Problem Solving Community Court

- Online Dispute Resolution & DocuSign
 - Compliance Assistance Program – full implementation
 - Fine Reduction Program
 - Warrant resolution docket
 - Community Service program
- Fair Justice Task Force Initiatives
- Delay Reduction & Best Practices