



# JUDICIAL ADVISORY BOARD MINUTES

October 3, 2012

The Judicial Advisory Board of the City of Mesa met in the lower level meeting room of the Council Chambers, 57 East 1st Street, on October 3, 2012 at 7:52 a.m.

## BOARD PRESENT

Kate Ali'varius  
Phillip Austin  
Margaret Downie  
Robin Harris  
Peter Lesar  
Teresa Sanders

## BOARD ABSENT

David Brooks

## STAFF PRESENT

Michael Claspell  
Christy Trevino  
Paul Thomas

Chairman Ali'varius excused Boardmember Brooks from the entire meeting.

### 1. Introduce new Board Members.

The Boardmembers introduced themselves and provided a short synopsis of their professional backgrounds.

### 2. Elect Chair and Vice Chair.

Deputy City Clerk Michael Claspell briefly outlined some of the duties of the Chairman of the Judicial Advisory Board.

It was moved by Boardmember Austin, seconded by Boardmember Downie, that Boardmember Lesar be appointed as Chairman of the Judicial Advisory Board.

Chairman Ali'varius declared the motion carried unanimously by those present.

Chairman Lesar thanked Boardmember Ali'varius for her service as Chairman of the Judicial Advisory Board.

It was moved by Boardmember Ali'varius, seconded by Boardmember Downie, that Boardmember Austin be appointed as Vice Chairman of the Judicial Advisory Board.

Chairman Lesar declared the motion carried unanimously by those present.

3. Approve minutes from the February 29, 2012 Board meeting.

It was moved by Boardmember Ali'varius, seconded by Boardmember Downie, that the minutes of the February 29, 2012 Board meeting be approved.

Chairman Lesar declared the motion carried unanimously by those present.

4. Items from citizens present.

There were no items from citizens present.

5. Hear an update on the Mesa City Court from Presiding Magistrate Matt Tafoya.

Presiding Magistrate Matt Tafoya introduced Court Administrator Paul Thomas, Deputy Court Administrators Lenny Montanaro, Albert Lemke and Janie Moreno, who were prepared to address the Board. He expressed his appreciation to the Board for their service and reported that the Mesa Municipal Court is healthy, strong and moving forward. He also noted that staff is currently working on the new Case Management System which, in his opinion, is a massive project that will be very time consuming.

Mr. Thomas explained that today's presentation is an opportunity for staff to provide the new Boardmembers with a snapshot of the Court and discuss some of the new projects and processes that are currently underway.

Mr. Montanaro displayed a PowerPoint presentation (**See Attachment 1**) and offered a statistical analysis of various activities at the Mesa Municipal Court in FY 2010/11 as compared to FY 2011/12. (See Page 2 of Attachment 1)

Mr. Montanaro also discussed the efforts expended by staff to encourage customers to utilize electronic services and the Interactive Voice Response System (IVR). He said that the Auto Dialer, which is used to make collection calls and notify individuals of their court dates, has proven to be a very customer service oriented process.

Mr. Thomas stated that the budget cuts made in prior years has forced the Court to conduct more of its business electronically in order to compensate for the loss of staff. He stated that the Court has been successful in providing electronic services to the public and, in many cases, eliminated the need for individuals to personally appear. He added that during busy office hours, staff can be pulled from other areas to assist customers who are present at the counters.

In response to a question from Chairman Lesar, Mr. Montanaro explained that transitioning to the use of hand-held devices and the deployment of officers to train other agencies resulted in less citations being filed.

Mr. Montanaro summarized the eCitation project and described how the hand-held device can scan a driver's license and submit a citation electronically to the Court. He stated that to date, there has been 13,849 eCitations filed and 692 hours of staff time saved.

Mr. Thomas commented that the hand-held devices were originally a pilot project that involved only 22 police officers. He said that the project proved to be a benefit and pointed out that when the City Manager called for a one-time funding effort that would produce significant results, it was determined that the addition of more hand-held devices would allow the Court to meet such a goal. He stated that with the support of the Police Department, the Court took the initiative and asked the City for \$300,000 in order to outfit more officers with hand-held devices. He added that this joint effort has been a benefit to both the Police Department and the Municipal Court.

Mr. Montanaro noted that even with these electronic innovations, the Court continues to make its customers their number one priority.

Mr. Thomas stated that transitioning the Criminal Divisions to a paper-on-demand environment was a huge undertaking, as it required the conversion of 96,000 paper case files into an electronic form.

Ms. Moreno reported that it has taken approximately one year to develop the process that will be used to convert and transition the paper files to electronic files. She said that with electronic files, the judges will literally have the files at their fingertips.

Mr. Thomas remarked that converting paper files into electronic files is a significant milestone among large-volume Courts.

Mr. Lemke said that in FY 2008/09 the Court placed 95,700 outbound calls. He explained that in an effort to deal with the loss of staff, the collection calling process was replaced with an Auto Dialer. He reported that the Auto Dialer has placed 58,220 calls this year, which accounts for 72% of the outbound collection calls made by Court staff.

Responding to a question from Boardmember Harris, Mr. Lemke explained that at this time, there is no way to track whether or not the fines collected were a result of an electronic call or a call placed by a live person.

Mr. Lemke stated that the first phase of the Auto Dialer campaign was the Court date reminder. He said that individuals receive an automated reminder call two days prior to their hearing. He noted that this process has reduced the number of Failures to Appear.

Mr. Thomas briefly reviewed the Mesa Municipal Court's FY 2012/13 innovations and reported that the Court's new Case Management System, which is sponsored and funded by the Arizona Supreme Court, is on track to be fully implemented by July 1, 2013. He advised that the Supreme Court has invested \$2 million into this project and, as a result, has saved the City the expense of having to purchase its own system. (See Page 4 of Attachment 1)

Mr. Thomas pointed out that electronic signatures and fingerprints will also be uploaded into the Case Management System, thereby eliminating the need for paper documents and scanning for the Court. He also advised that staff is working on a process to electronically import forms submitted by the public directly into the Court Electronic Data Management System (EDMS).

Mr. Montanaro briefly discussed the forms that are currently available online and can be submitted electronically by the public directly into the Court's system. He added that this innovation will provide immediate access to documents for judicial review.

Mr. Thomas stated that the National Center for the State Courts, which is a non-profit consulting entity in Williamsburg, Virginia, recently designated the Mesa Municipal Court as a national model for blending courthouse design with technology in operations. He reported that in August the Court hosted a delegation from Savannah, Georgia that came to observe the Court's operations. He added that it is anticipated that other delegations will visit to observe similar processes.

Magistrate Tafoya acknowledged the highly skilled Court staff and administrators who serve the public with great efficiency.

Boardmember Austin thanked the Court staff for their professionalism and expertise. He also expressed concerns regarding the increased demands on the Court, which could eventually affect the quality of service. He requested that Court staff provide the Board with regular updates and reports.

(At 8:43 a.m., Chairman Lesar excused Boardmember Austin from the remainder of the meeting.)

Boardmember Downie encouraged the new Boardmembers to tour the Mesa Municipal Court as it may provide them with a better understanding of the Court's operations.

In response to a question from Boardmember Downie, Mr. Montanaro explained that the Court will accept electronic filings from attorneys, but clarified that they are still required to file the original document.

Boardmember Downie stated that when reviewing the reappointments she would be interested in knowing how the judges have embraced the new technology.

Boardmember Ali'varius expressed her appreciation to staff for their dedication and service to the community.

Chairman Lesar thanked Magistrate Tafoya and Court staff for their efforts with respect to the innovative processes that have been implemented and for making customers their number one priority.

6. Review notebooks and discuss policies, schedule and work plan for the Board.

Chairman Lesar stated that each Boardmember was provided a notebook, schedule, work plan, procedures and contact information.

Responding to a question from Chairman Lesar, Mr. Claspell explained that in order to avoid a possible violation of the Open Meeting Law, Boardmembers should contact him with any questions or concerns they may have related to the reappointment process.

Discussion ensued relative to the future scheduling of meetings.

Mr. Claspell explained that the purpose of the January meeting would be to ensure that the judges who are up for reappointment have received their materials and submitted their applications. He said that at the February meeting, all of the information, including survey results would be presented to the Board, who would then develop the interview questions.

Chairman Lesar stated that if there was no objection from his fellow Boardmembers, the January 2, 2013 meeting could be cancelled.

Boardmember Ali'varius suggested that along with the collection of statistics and data, that staff also collect the judge's employee files and suggested that perhaps Mr. Claspell could scan those files.

Boardmember Downie advised that beginning in January, she will have a Wednesday Court calendar that will begin at 8:00 a.m.

Mr. Claspell commented that Boardmember Downie could participate telephonically. He also noted that the February meeting would consist of an Executive Session and said that telephonic participation could also occur for that meeting.

Further discussion ensued relative to changing the date for the February Board meeting in order to accommodate and provide an opportunity for all Boardmembers to be present.

Chairman Lesar stated that a meeting date change will be explored.

7. Review and consider items related to the reappointment of three magistrates:

7-a. Review reappointment schedule

(There were no questions or concerns from the Board regarding this item.)

8. Scheduling of meetings and general information:

Chairman Lesar stated that it was the consensus of the Board that the January 2, 2013 meeting be cancelled and that the Board's next meeting would tentatively be scheduled for February 6, 2013.

9. Adjournment.

It was moved by Boardmember Ali'varius, seconded by Boardmember Harris, that the meeting of the Judicial Advisory Board be adjourned at 9:01 a.m.

Chairman Lesar declared the motion carried unanimously by those present.

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Judicial Advisory Board meeting of the City of Mesa, Arizona, held on the 3<sup>rd</sup> day of October, 2012. I further certify that the meeting was duly called and held and that a quorum was present.

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LINDA CROCKER, CITY CLERK

bdw  
(attachment – 1)

# Mesa Municipal Court



# FISCAL YEAR ACTIVITY COMPARISON

	FY 10/11	FY 11/12	% of Change
Charges Filed	140,745	129,857	-8%
Visitors to the Court	266,304	252,262	-5%
Counter Assistance	137,193	137,677	0%
Web/IVR Hits	413,784	313,964	* -24%
Courtroom Events	48,697	49,683	3%
Incoming Calls	290,730	267,144	-9%
Outgoing Calls	53,793	80,811	64%

\* ITD changed from Urchin analytics to Google analytics for tracking

# FY 11 / 12 INNOVATIONS

- **eCitation project in conjunction with Mesa PD**
  - E-Citation moved to production on July 20, 2011
  - Total e-filings through February 2012 - 6,200 - 244 hours of manual entry saved
- **Transitioning the criminal divisions to a paper on demand environment**
  - Criminal divisions transitioned to paper-on-demand July 11, 2011
  - January 1, 2012 – completed scanning of all criminal cases – 1.4 Million Documents
- **Employed the Auto Dialer for collection calling**
  - March 7, 2011 (Phase I implementation – Initial Delinquency)
  - December 2011 (Phase II implementation – Continued Delinquency)

# FY 12 / 13

## INNOVATIONS

- **New Court Case Management System**
  - On track for target date July 1, 2013
- **Electronic signatures and fingerprints**
  - Eliminates paper documents and scanning for the court
- **Electronically import forms submitted by the public directly into the court's EDMS**
  - Available immediately for judicial review

# QUESTIONS