

Phoenix Justice System Innovations and Efficiency Study

Final Presentation

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National Center for State Courts

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Phoenix Justice System Efficiency and Innovations



Project Timeline

- Contract Commenced May 23
- Strategic Issues Retreat with City Staff June 15
- Site Visit (5 days) June 27 – July 1
- Follow-Up Visits by Project Director July thru December
- Study Concluded January 26
- Final Report February 23
- ➔ **Public Safety Sub-Committee Presentation February 28**

Finding: Phoenix Justice System Better than Most Large Cities

Police Department

- Mobile Vans for DUI Arrests are Very Cost-Effective
- Pre-Booking Facility Saves Time and Money
- Efficient Officer Scheduling between PPD and Court
- Quick Forensic Lab Turnaround Times

City Prosecutor

- Useful Electronic Data Interfaces with Police and Courts
- Front-end Case Focus: Early Triage; Plea Cut-Off
- Early Discovery Exchange: Highly Imaginative Homegrown Software
 - eDiscovery; eDisclosure Center
 - ePlea; eVictims Center
- Community Prosecution Program: Small, but Effective
- Office Productivity at Relatively High Levels with Reduced Staffing

Finding: Phoenix Justice System Better than Most Large Cities

Municipal Court

- High Level of Business Process Automation and Digitized Functionality
- Excellent Processing of Civil Infractions; Petty Misdemeanors
 - Civil Traffic; Parking; Zoning; Other Civil Ordinances
 - 98.9 % of all Civil Traffic Cases Disposed within 120 Days
- Fines/Fees and Restitution Enforcement Program Very Productive
- High Performance Maintained as Judicial | Non-Judicial Staff Reduced

Public Defender

- Case Handling Meets ABA and National Legal Aid Guidelines
- Attorney Performance Reviews by Independent PD Committee
- Weighted Workload System Holds Costs in Check
- Diversion Programs for Veterans and Homeless Populations

Finding: Improvements Needed in Four Major Areas

- Improve Departmental Collaboration via a PHX Justice Coordinating Council
- Enhance the Use of Technology
 - Work toward an Integrated Justice Information Solution
 - Coordinate Technology Governance through the PHXJustice Council
 - Upgrade the Municipal Court Case Management System
 - Replace the Police Automated Computer Entry (PACE) System
 - Implement e-Citations (e-Ticketing)
 - Adopt an Interactive Video In-Custody Appearance System
- Create Problem-Solving Courts for Habitual Violators
- Improve Caseflow Processes
 - Reduce Failures to Appear in DUI and Non-Traffic Misdemeanor Cases
 - Enhance the Timely Flow of Arrest Data from PPD to the Prosecutor
 - Improve Victim/Witness Cooperation in Domestic Violence Cases
 - Set Pretrial Motions and Settlement Conferences More Effectively
 - Assign Experienced Prosecutors Earlier in Cases to Expedite Dispositions
 - Streamline Bail Review Court to Reduce Incarcerated Stays