



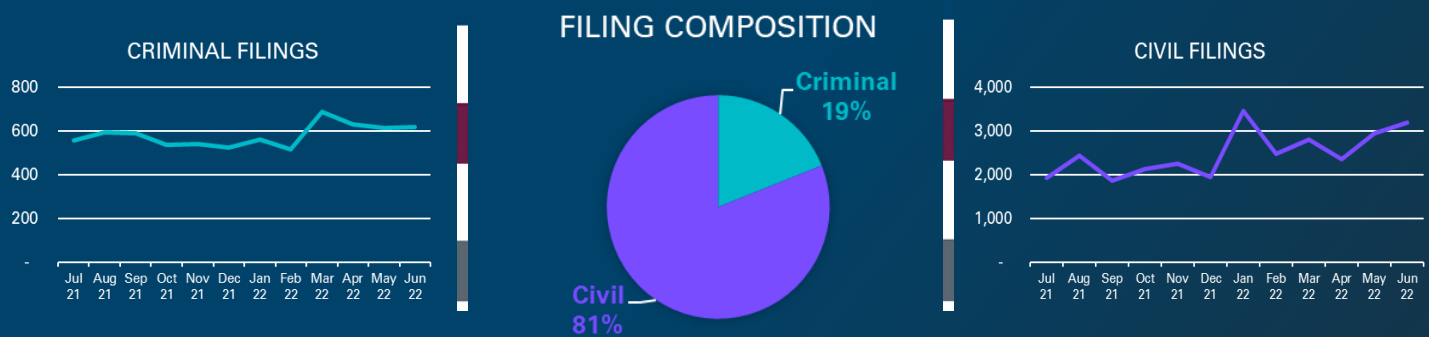
CHANDLER MUNICIPAL COURT

Annual Report
Fiscal Year 2021-2022

Court Stats At A Glance

FY2021-22 Filings

CASE TYPE FILINGS	FY 2019/20	FY 2020/21	FY 2021/22
Criminal Misdemeanor	5,779	4,290	4,518
Criminal Traffic (DUI)	1,801	2,151	1,872
Domestic Violence	737	531	580
Total Criminal	8,317	6,972	6,970
Civil Traffic	23,982	23,703	29,389
Parking/Local Ord	254	406	409
Total Civil	24,236	24,109	29,798
TOTAL FILINGS	32,553	31,081	36,768
PROCEEDINGS			
Jury Trial	12	-	-
Bench Trial	22	8	40
Civil Traffic Hearings	538	613	684
Juvenile Hearings	693	616	642
Initial Appearances	4,418	3,627	5,259
OP	1,038	751	706



Phone Calls

	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Total Calls	2,391	3,613	3,687	3,765	3,406	2,586	3,649	3,004	3,975	3,769	3,680	3,770
Avg. Talk Time	2:19	2:25	2:14	2:18	2:22	2:25	2:06	2:03	2:39	2:23	2:22	2:20
Avg. Hold Time	0:28	0:26	0:27	0:26	0:24	0:21	0:24	0:32	0:20	0:17	0:15	0:20

SECURITY STATS

Court Visitor	47,500
Unauthorized Weapons	949
Security Incidents	5



Domestic Violence Shelter Partnership

Partnered with local DV shelter to establish a safe and direct channel from the shelter to the court for victims seeking to file a protective order. This partnership uses current technology and logistics so no additional cost to the city.



Veterans' Court

Participant of the East Valley Regional Veterans' Court to assist veterans going through the court system. Veterans' in this program will be tied with services from the VJO. This fiscal year, the Chandler Court has over 270 hearings.

Community Support Court

This is a treatment court dedicated to helping individuals who have been charged with a criminal misdemeanor that may be experiencing homelessness. This is a collaborative partnership among the City of Chandler Prosecutor's Office, Neighborhood Resources, defense attorneys, homeless navigators and the Court. Since inception, the court has seen over 22 active participants.

Mental Health Court

Working with Mercy Gilbert and Chandler Justice Partners, this specialized calendar pairs participants experiencing mental health concerns, with services as housing, medication, treatment.

"Courts are experiencing an increase in caseload where individuals are exhibiting mental health concerns, and it is critical that courts work with the community to establish a program." (293 hearings)

Online Customer Service Chat

Chandler Municipal Court increases its access to the Court by implementing a new customer service online chat. Users are able to access and use this feature to get their questions answered including communicating with a live court clerk. During normal operating hours, users are able to chat with a live agent; however, after hours, the chat function is programmed to answer commonly asked questions, providing more convenience and service 24 hours a day, seven days a week.



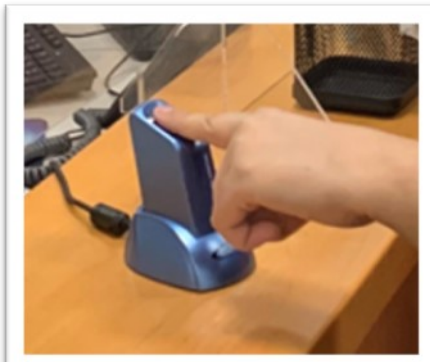
1:5 Service Ratio / Mobile compliant

ADA Recommended

Communicate in different languages

Digital Fingerprint

Using Cares Act funding, we procured digital fingerprint readers and installed them in all the courtrooms. This enables the defendant to digitally affix their fingerprint without staff contact.



Online Services

The court continues to expand its digital services by offering litigants to conduct business online, including payment, case access, calendar lookup, and record request. The court receives about 550 online visitors per day.

Professional and Well-Trained Workforce

...service through **Employee Inclusion & Morale**

Court Culture

Online Chat
Workgroup

Website Update

Inclusiveness

"To develop a culture of inclusion, we created employee-focused workgroups to work on issues facing the court"

Dress Code

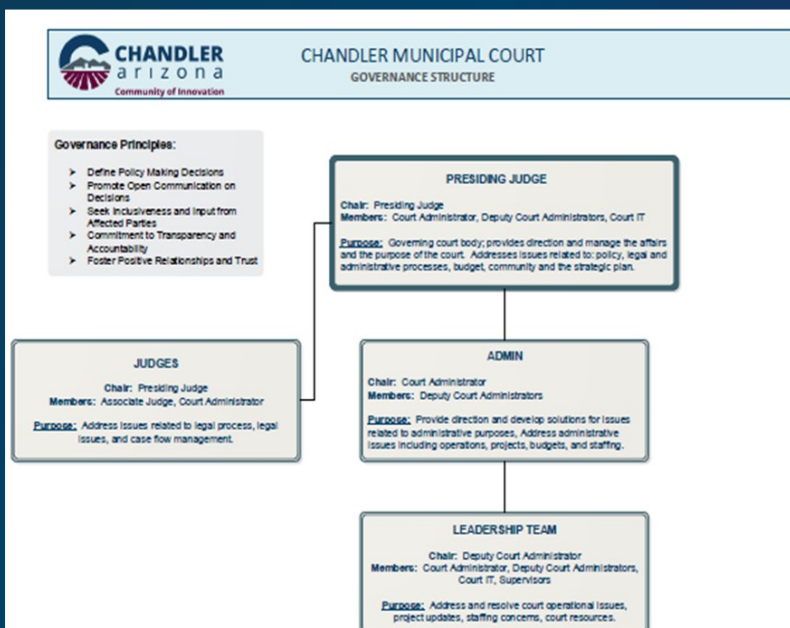
Legislative Impact

Court Newsletter
Committee



Governance Structure

Established a structure of roles and responsibilities, including decision making framework.

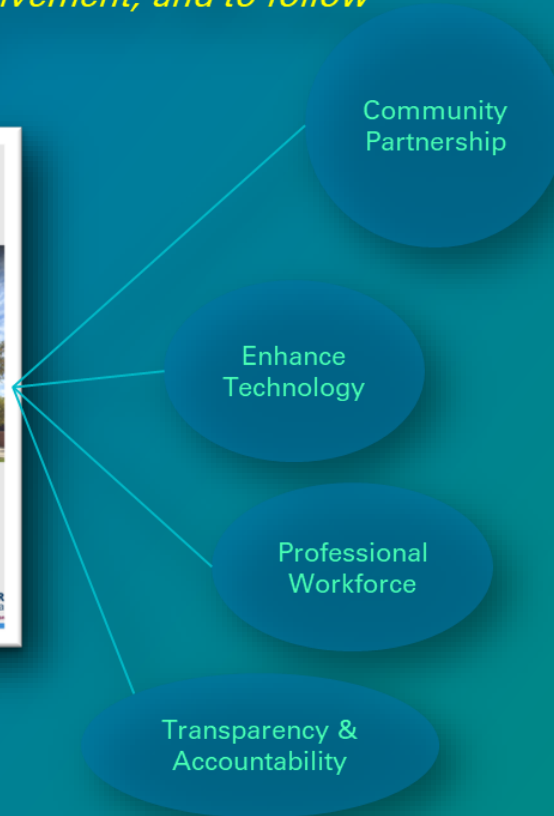
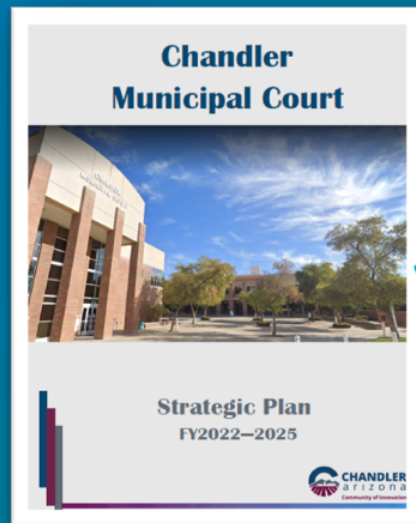


Accountability and Transparency

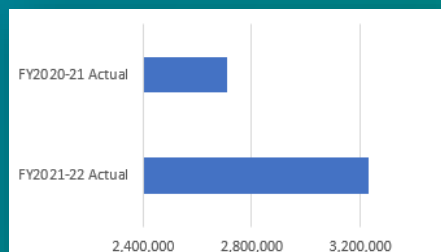
Direction and Strategic Plan

Developed the Court's first Strategic Agenda laying out projects, initiatives, and tasks for the upcoming 3 Fiscal Years

"It is important to establish a strategic compass with staff involvement; and to follow through with the plan"



REVENUE FY 2021-2022	FY2021-22 Budget	FY2021-22 Actual	Variance	FY2020-21 Actual	FY 2022-23 Budget
Total	3,452,700	3,230,002	(222,698)	2,710,076	3,327,500



FILINGS PER CASE	
FY 2021/22	87.85
COST PER CASE	
FY 2021/22	109.95

EXPENDITURE FY 2021-2022	FY2021-22 Budget	FY2021-22 Actual	Variance	FY2020-21 Actual	FY 2022-23 Budget
PERSONNEL SERVICES	4,326,593	3,436,368	(890,225)	4,036,164	4,315,557
PROFESSIONAL CONTRACTS	559,100	487,128	(71,972)	415,715	516,060
COMMODITIY	51,936	69,754	17,818	49,123	127,500
OTHERS/MISC	59,070	49,363	(9,707)	32,755	66,500
Total	4,996,699	4,042,613	(954,086)	4,533,757	5,025,617

Future Projects

Community Outreach

- ❑ Establish court immersion experiences with local high schools.
- ❑ Holding Weekend Event to help with delinquent cases.
- ❑ Court Expectation Videos for the public.

Advance Technology

- ❑ Create Virtual Civil Traffic Court.
- ❑ Increase Online Services.
- ❑ Create real-time warrant data information exchange with Chandler Police.

Professionalism and Employee Development

- ❑ Re-org of Court Operational Teams.
- ❑ Increase Professional Memberships.
- ❑ Increase Court Related Trainings.

Accountability and Transparency

- ❑ Conduct Access and Fairness Survey.
- ❑ Livestream Court Proceedings.
- ❑ Increase Court Publication on Court Website.

Thank you from us all!

