

Arizona Supreme Court
Steering Committee on Data-Based Court Performance and Data Standards
AGENDA

June 4, 2025, 1:30 p.m. - 3:30 p.m.
Arizona State Courts Building, 1501 W. Washington, Room 331, Phoenix, AZ 85007 and
[Zoom Webinar Link](#)

Conference Call Line 888-788-0099, Webinar 998 7589 1012, Passcode 871318
Meeting Room and Zoom Webinar are open at 1:15 p.m.
Meeting Materials located at [Meeting Information \(azcourts.gov\)](#)

1:15 p.m.	Meeting room and Zoom Webinar open for Members, Attendees and Presenters		Laura Ritenour, Arizona AOC
1:30 p.m.	Call to Order - Introduction of New Member, Niltza Flores, Cochise County Superior Court Administrator - Roll Call - Opening Remarks - Appreciation for Judge Pamela Gates' service to the Steering Committee		Hon. James Beene, Chair, Arizona Supreme Court
1:33 p.m.	Discuss/Vote	Draft Minutes from March 2025 Meeting (Vote)	Hon. James Beene
1:35 p.m.	Call to the Public		Hon. James Beene
1:37 p.m.	Present/Discuss	Digital Workforce Project, Clerk of the Superior Court, Maricopa County	Nancy Rodriguez, Valerie Coleman, and Ryan MacDonald
2:05 p.m.	Present/Discuss	DUI Time Standards and Caseflow Management Training Workgroup	Jennifer Curtiss and Laura Ritenour
2:25 p.m.	Present/Discuss/Vote	Arizona Case Processing Time Standards - Administrative Order 2025-67 - Proposal re: Presiding Judges Acknowledgement of Time Standards Reports Submitted to AOC – feedback from other committees (Vote) - Appellate Performance Measures Online Data - Draft Concept for FY26 Public Report	Hon. James Beene and Laura Ritenour

3:15 p.m.	Update/Discuss	Data Standardization Advisory Committee	Michael Malone, Arizona AOC
	Next Meeting: Committee Annual Meeting, September 3 2025, 12:00 – 3:30 p.m., in person at AOC Judicial Education Services Building, 3003 N. Central Avenue, 5 th Floor, Phoenix, AZ 85012 and via Zoom for those unable to attend in person Meeting Information		Hon. James Beene
3:30 pm	Closing Comments and Adjournment		Hon. James Beene

EXECUTIVE SESSION: For any item listed on the agenda, the Committee may vote to go into Executive Session for the purpose of discussion or consultation with an attorney employed by or representing any judicial entity regarding legal advice, pursuant to the Arizona Code of Judicial Administration, Code Section 1-202(C)(5)(c)

All times are approximate. The Chair reserves the right to set the order of the agenda. For any item on the agenda, the Committee may vote to go into executive session as permitted by Arizona Code of Judicial Administration §1-202. Please contact Laura Ritenour at (602) 452-3675 with any questions concerning this agenda. Persons with a disability may request a reasonable accommodation by contacting Laura Ritenour at (602) 452-3675. Requests should be made as early as possible to allow time to arrange for the accommodation.

STEERING COMMITTEE ON DATA-BASED COURT PERFORMANCE AND DATA STANDARDS

March 5, 2025

1:30 p.m. - 3:30 p.m. Hybrid Attendance - In Person and Zoom Webinar

DRAFT MINUTES

Members Present: Hon. James Beene, Ms. Rachel Cameron, Ms. Jennifer Curtiss, Hon. Pamela Frasher-Gates, Ms. Shawn Friend, Ms. Tina Mattison, Hon. Douglas Metcalf, Ms. Donna McQuality, Hon. Heidi Owens, Hon. Michael Peterson, Ms. Nancy Rodriguez, Mr. Jeff Schrade

Members Absent: Hon. Thomas L. Chotena, Hon. Don Taylor, and Hon. Trevor Ward

Presenters and Guests: Ms. Jennifer Ferguson, and Mr. Chris Phelps

Administrative Office of the Courts (AOC) Staff: Mr. Stewart Bruner, Ms. Jennifer Jones, Mr. Michael Malone, Ms. Laura Ritenour, and Mr. Michael Wise

I. CALL TO ORDER

A. Welcome and Opening Remarks

The March 5, 2025, meeting of the Steering Committee on Data-Based Court Performance and Data Standards was called to order by the Chair, Justice James Beene, at 1:31 p.m. Justice Beene conducted member roll call, established a quorum, and mentioned the meeting was being recorded. Justice Beene welcomed Rachel Cameron to the committee. Ms. Cameron is the Chief Information Officer of the Judicial Branch of Maricopa County. He welcomed Hon. Douglas Metcalf from the Superior Court in Pima County, replacing the Hon. Ken Lee. He welcomed Jeff Schrade, the new Deputy Director of the AOC, replacing Marcus Reinkensmeyer. He also welcomed Jennifer Jones, the new AOC Court Operations Manager, replacing Cathy Clarich.

B. Approval of the December 11, 2024, Minutes

The draft minutes from the December 2024 meeting of the Steering Committee on Data-Based Court Performance and Data Standards were presented for approval. Justice Beene called for any corrections to the minutes, and none were made. A motion was made by Judge Michael Peterson and seconded by Donna McQuality to approve the minutes. The motion passed unanimously.

II. REGULAR BUSINESS

A. Call to the Public

Justice Beene announced that the Steering Committee on Data-Based Court Performance and Data Standards will be moving the "Call to the Public" section to the beginning of its meetings to ensure everyone has an opportunity to speak. Justice Beene made a call to the public for comments. There was no answer.

B. Presentations to Committees on Proposed Time Standards Modifications

Laura Ritenour presented a list of committees that have or will hear the proposed modifications to the time standards and shared that she and the workgroup chairs have received positive feedback and support from committees so far. She, along with the workgroup chairs, will be presenting these modifications at the upcoming Arizona Judicial Council meeting and hopes it will result in an Administrative Order for changes to three of the time standards. Justice Beene expressed his appreciation for all of Laura's work.

C. 2024-2029 Strategic Agenda Draft Proposals

Justice Beene reported that Laura Ritenour would be facilitating a discussion on the draft proposals for meeting Goal 4.1 of the 2024-2029 Strategic Agenda. Members were encouraged to provide feedback on the wording, priority, and content of the proposals.

4.1.a.1

Laura Ritenour presented the proposals for goal 4.1.a.1. Rachel Cameron suggested incorporating metadata and data attributes, and Laura will follow up with her on this. Jennifer Curtiss emphasized the importance of prioritizing education and training, particularly case-type specific time standard training, to help determine when to publish data. It was agreed that training will be a priority, as Jerry Landau is working on DUI Time Standards training, which Laura recommended using as a framework for future sessions. Jeff Schrade highlighted that training is a key component across multiple sub-goals. Nancy Rodriguez stressed the need to include explanations in time standards reports to clarify their content and purpose, suggesting these explanations be added to both the reports and section D of the proposal.

With the inclusion of the proposed changes Judge Michael Peterson made a motion to approve proposal 4.1.a.1 and was seconded by Jennifer Curtiss. The motion passed unanimously.

4.1.b.1

Laura presented the proposal for goal 4.1.b.1. Tina Mattison asked if language should be added for non-AJACS and eBench courts, based on the phrase "already exist" in the goal. She also inquired whether the CCR would be included

in the proposal. It was suggested that the AO and AD for data and timelines could be incorporated into these proposals. A suggestion was made to use the CCR to pull dashboard data. Judge Doug Metcalf highlighted an obstacle of linking the dashboard to case files, enabling users to click on a case and access the case file. He questioned how these systems could connect. Laura Ritenour will further explore this, while the AOC is investigating time standards dashboards and system integration.

With the inclusion of the proposed changes Nancy Rodriguez made a motion to approve proposal 4.1.b.1 and was seconded by Donna McQuality. The motion passed unanimously.

4.1.b.2

Laura Ritenour presented the proposal for goal 4.1.b.2. Jennifer Curtiss suggested different language for “handbooks” and proposed “reference materials” may be more encompassing.

With the inclusion of the proposed changes Donna McQuality made a motion to approve proposal 4.1.b.2 and was seconded by Jennifer Curtiss. The motion passed unanimously.

4.1.b.3

Laura Ritenour presented the proposal for goal 4.1.b.3. Jennifer Curtiss questioned how the AOC would ensure all courts comply with section D and suggested revising the wording. Jeff Schrade suggested including the word “access”. He also brought up that goal 5 of the Strategic Agenda involves launching a clerk certification training program and maybe this could be infused with data standardization and field training. Jeff Schrade will follow up on this separately. Nancy Rodriguez raised a concern about the wording in section F, asking if it was intentional to focus on court management, as it involves much more than data and time standards. Jennifer Curtiss agreed, and they decided to work on alternative language for section F. Jennifer Curtiss also noted the need to address the term "access" in section D and will add that to the proposal.

With the inclusion of the proposed changes Jennifer Curtiss made a motion to approve proposal 4.1.b.3 and was seconded by Jeff Schrade. The motion passed unanimously.

4.1.b.4

Laura Ritenour presented the proposal for goal 4.1.b.4. Jeff Schrade asked if this is a good spot to insert the CCR into the proposal. He also brought up the possibility of using A.I. tools to extract business intelligence.

Tina Mattison made a motion to approve proposal 4.1.b.4 and was seconded by Judge Michael Peterson.

D. Draft Proposal re: Local Presiding Judges Acknowledgement of Time Standards Reports Submitted to AOC

Laura Ritenour presented the proposal. Judge Douglas Metcalf asked how judges would assess the accuracy of the reports. She clarified that the proposal is more about recognizing that the data belongs to the court and welcomed that feedback. She suggested adjusting the wording to emphasize acknowledging receipt and review of the data. Judge Michael Peterson agreed with Judge Metcalf's concerns, noting that it's valuable for the presiding judge to be involved in reviewing the reports to identify any significant discrepancies that may require further investigation.

With the inclusion of the proposed changes Donna McQuality made a motion to approve the proposal for Local Presiding Judges Acknowledgement of Time Standards Reports Submitted to AOC and was seconded by Judge Michael Peterson. The motion passed unanimously.

E. Data Standardization Advisory Committee (DSAC) Update

Mike Malone presented the summary, providing context on the DSAC, its purpose, and its members. He thanked everyone for their work. Shawn Friend raised concerns about probate cases, time standards, and the definition of a terminated case, particularly regarding the change of termination codes when a decision is made about a guardianship or conservatorship. Mike noted that the category is set for review, is complete, but is awaiting the yearly reports. He asked if this issue should be addressed by the DSAC committee. Laura Ritenour stated she will work with Shawn Friend to draft a proposal.

F. Adjournment

The meeting was adjourned at 2:54 p.m.

III. NEXT COMMITTEE MEETING DATE

The next meeting is Wednesday, June 4, 2025, and is hybrid format, with attendees and members appearing either in-person at the State Courts Building or over Zoom webinar. In-person attendees and members should come to Room 331 at the State Courts Building, 1501 W. Washington, Phoenix AZ 85007.

**STEERING COMMITTEE ON DATA-BASED COURT PERFORMANCE
AND DATA STANDARDS**

Date of Meeting: June 4, 2025	Type of Action Required: [] Formal Action/Request [x] Information Only [] Other	Subject: Digital Workforce Project
---	--	--

PRESENTER(S):

Ryan MacDonald, EDM Program Director, Clerk of the Superior Court, Maricopa County

DISCUSSION:

The Arizona Judicial Branch 2024-2029 Strategic Agenda’s Goal 4.1 states that the branch should investigate the availability and applicable use of business intelligence tools to measure and enhance court and case flow performance. The Digital Workforce Project in the Office of the Clerk of the Superior Court in Maricopa County is an example of this goal in action. Ryan MacDonald will present an overview of this project.

RECOMMENDED ACTION OR REQUEST (IF ANY):

For Information Only



Digital Workforce

Intelligent Capture and Automated Docketing

6/4/2025



Maricopa Count Clerk of the Superior Court

Ryan MacDonald : EDM Program Director

Agenda

- Digital Workforce
 - Challenges
 - Intelligent Capture
 - Robotic Process Automation (RPA)
- Results
- Q&A



Challenges

Repetitive

- Thousands of Docket Codes across multiple case types
- Complex variations of required docketing elements
- Docketing staff saw a lot of data entry points as a decision rather than repeatable steps

Trusted Data

- Most docket entries require additional data not already captured
- Must automatically capture more complex fields to be successful

Intelligent Capture

- First Intelligent Capture Solution while successful did not capture all data required for docketing
- For RPA to be successful Intelligent Capture must expand to include all required data needed for docketing



Digital Court Workforce



CSI Intellidact

Used by Employees

Document Classification
Feature Extraction



Nintex RPA

Robotic Process Automation

Automated Docketing

Digital Workforce Flow



Training Set (Waiver with a Plea (WWP))

Document (31 / 61) - CR2022-131457-002 - WWP - 9-13-2022 - 175015836 - NONE - CR IMPC

File Name	Added	Missing	Docun	Expect
CR2019- [REDACTED] WWP - 6-27-	0	0	Waiv	0
CR2020- [REDACTED] WWP - 6-27-	0	0	Waiv	0
CR2021- [REDACTED] WWP - 5-4-2	0	0	Waiv	0
CR2022- [REDACTED] WWP - 9-13-	0	0	Waiv	0
CR2022- [REDACTED] WWP - 6-27-	0	0	Waiv	0
CR2022- [REDACTED] WWP - 9-13-	0	0	Waiv	0
CR2022- [REDACTED] WWP - 6-5-2	0	0	Waiv	0
CR2022- [REDACTED] WWP - 9-30-	0	0	Waiv	0
CR2022- [REDACTED] WWP - 12-15	0	0	Waiv	0
CR2022- [REDACTED] WWP - 7-13-	0	0	Waiv	0
CR2022- [REDACTED] WWP - 3-15-	0	0	Waiv	0
CR2022- [REDACTED] WWP - 5-2-2	0	0	Waiv	0
CR2022- [REDACTED] WWP - 9-13-	0	0	Waiv	0
CR2022- [REDACTED] WWP - 6-26-	0	0	Waiv	0
CR2022- [REDACTED] WWP - 9-13-	0	0	Waiv	0
CR2022- [REDACTED] WWP - 10-18	0	0	Waiv	0
CR2022- [REDACTED] WWP - 3-7-2	0	0	Waiv	0
CR2023- [REDACTED] WWP - 4-12-	0	0	Waiv	0
CR2023- [REDACTED] WWP - 6-6-2	0	0	Waiv	0
CR2023- [REDACTED] WWP - 4-12-	0	0	Waiv	0
CR2023- [REDACTED] WWP - 2-1-2	0	0	Waiv	0
CR2023- [REDACTED] WWP - 2-24-	0	0	Waiv	0
CR2023- [REDACTED] WWP - 3-20-	0	0	Waiv	0
CR2023- [REDACTED] WWP - 4-26-	0	0	Waiv	0
CR2023- [REDACTED] WWP - 5-10-	0	0	Waiv	0
CR2023- [REDACTED] WWP - 6-13-	0	0	Waiv	0
CR2023- [REDACTED] WWP - 6-14-	0	0	Waiv	0
CR2023- [REDACTED] WWP - 5-10-	0	0	Waiv	0

Clerk of the Superior Court
FILED
T. Owen, Deputy
09/13/2022 2:31 PM

IN THE SUPERIOR COURT OF THE STATE OF ARIZONA
IN AND FOR THE COUNTY OF MARICOPA

<p>THE STATE OF ARIZONA,</p> <p style="text-align: center; color: green;">Plaintiff,</p> <p>vs.</p> <p>DANIEL [REDACTED] aka DAN [REDACTED] aka DAN [REDACTED] aka DAN [REDACTED]</p> <p>DOB: [REDACTED] Booking #: [REDACTED]</p> <p style="text-align: center; color: green;">Defendant.</p>	<p>CR2022-[REDACTED]-002</p> <p>WAIVER OF PRELIMINARY HEARING WITH PLEA AGREEMENT - 2nd CONVICTION UNDER A.R.S. §13-901.01</p>
---	---

DECLARATION by defendant as follows.

Defendant is represented by her attorney: [REDACTED]

DTI I hereby voluntarily waive my right to a preliminary hearing understanding that I will be held to answer and an Information will be filed charging me with having committed:

Count 2: Possession Or Use Of Narcotic Drugs, a class 4 Felony, committed on or about August 18, 2022.

This is a non-dangerous, repetitive offense under the criminal code.

DTI I understand and acknowledge that:

A. I have a right to a preliminary hearing.

B. I am represented by an attorney now. Further, I know I have a right to an attorney for all further proceedings in this case. If I cannot afford one, then one will be appointed to represent me at this preliminary hearing as well as in the Superior Court for all purposes including trial, free of charge.

Results by Field Type - WWP

FiledDate (1 item)

Field	Date	Confidence
09/13/2022	Filed	99.92%

CaseNumber (1 item)

Field	CaseNum	Confidence
CR2022-[REDACTED]-002	CaseNurr	100.00%

DefendantName (4 items)

Field	Name	Capacity	Confidence
DANIE [REDACTED]	Person		100.00%
DANIE [REDACTED]	Person	AKA	100.00%
DANIE [REDACTED]	Person	AKA	100.00%
DANIE [REDACTED]	Person	AKA	99.86%

Note (0 items)

Results by Entity Type - WWP



Training Set - WWP

Document (31 / 61) - CR2022-131457-002 - WWP - 9-13-2022 - 1750158

Search...

Filename	Page	Classification Result	Confidence	Trained Document
CR2023-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2023-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2023-001 - WWP	7	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2023-001 - WWP	8	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2023-001 - WWP	7	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2023-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	7	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	7	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	99.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-002 - WWP	6	Waiver with a Plea (WM)	94.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	99.1%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	7	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	7	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	6	Waiver with a Plea (WM)	100.0%	Waiver with a Plea
CR2022-001 - WWP	3	Waiver with a Plea (WM)	100.0%	Waiver with a Plea

Clerk of the Superior Court
FILED
T. Owen, Deputy
09/13/2022 2:31 PM

IN THE SUPERIOR COURT OF THE STATE OF ARIZONA
IN AND FOR THE COUNTY OF MARICOPA

<p>THE STATE OF ARIZONA, Plaintiff,</p> <p>vs.</p> <p>DANIEL [REDACTED] aka DAN [REDACTED] aka DAN [REDACTED] aka DAN [REDACTED]</p> <p>DOB: [REDACTED] Booking #: [REDACTED]</p> <p>Defendant.</p>	<p>CR2022- [REDACTED]-002</p> <p>WAIVER OF PRELIMINARY HEARING WITH PLEA AGREEMENT - 2nd CONVICTION UNDER A.R.S. §13-901.01</p>
--	---

DECLARATION by defendant as follows:

Defendant is represented by her attorney: [REDACTED]

DTI I hereby voluntarily waive my right to a preliminary hearing understanding that I will be held to answer and an information will be filed charging me with having committed:

Count 2: Possession Or Use Of Narcotic Drugs, a class 4 Felony, committed on or about August 18, 2022.

This is a non-dangerous, repetitive offense under the criminal code.

DTI I understand and acknowledge that:

- I have a right to a preliminary hearing.
- I am represented by an attorney now. Further, I know I have a right to an attorney for all further proceedings in this case. If I cannot afford one, then one will be appointed to represent me at this preliminary hearing as well as in the Superior Court for all purposes including trial, free of charge.
- I am giving up the right to confront and cross-examine witnesses.
- I am giving up the right to present evidence in my behalf and that I am giving up the right to have the magistrate determine if there is sufficient evidence against me to

Classification Result

Waiver with a Plea (WWP) 94.0%

Document Class	Document Classification Re:	Confidence
Waiver with a Plea (WWP)		94.0%
Plea Agreement (PAG)		80.0%

Separation Result



Digital Court Workforce (cont.)

Clerk of the Court's Robotic Process Automation



Nintex

Performs repeatable tasks

Operate applications like a human

Automate business processes based on actions or events



Nintex Bot

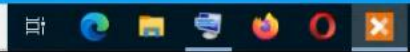
17.13 Help Account

Nintex Bot ready...

"DigitalWorkforce_Docket" botflow has completed running. Go to [Nintex RPA Central](#) to run additional botflows , or [view instances](#) to see the history and status of previously run botflows.

[View Instances](#) [Run Botflow](#)

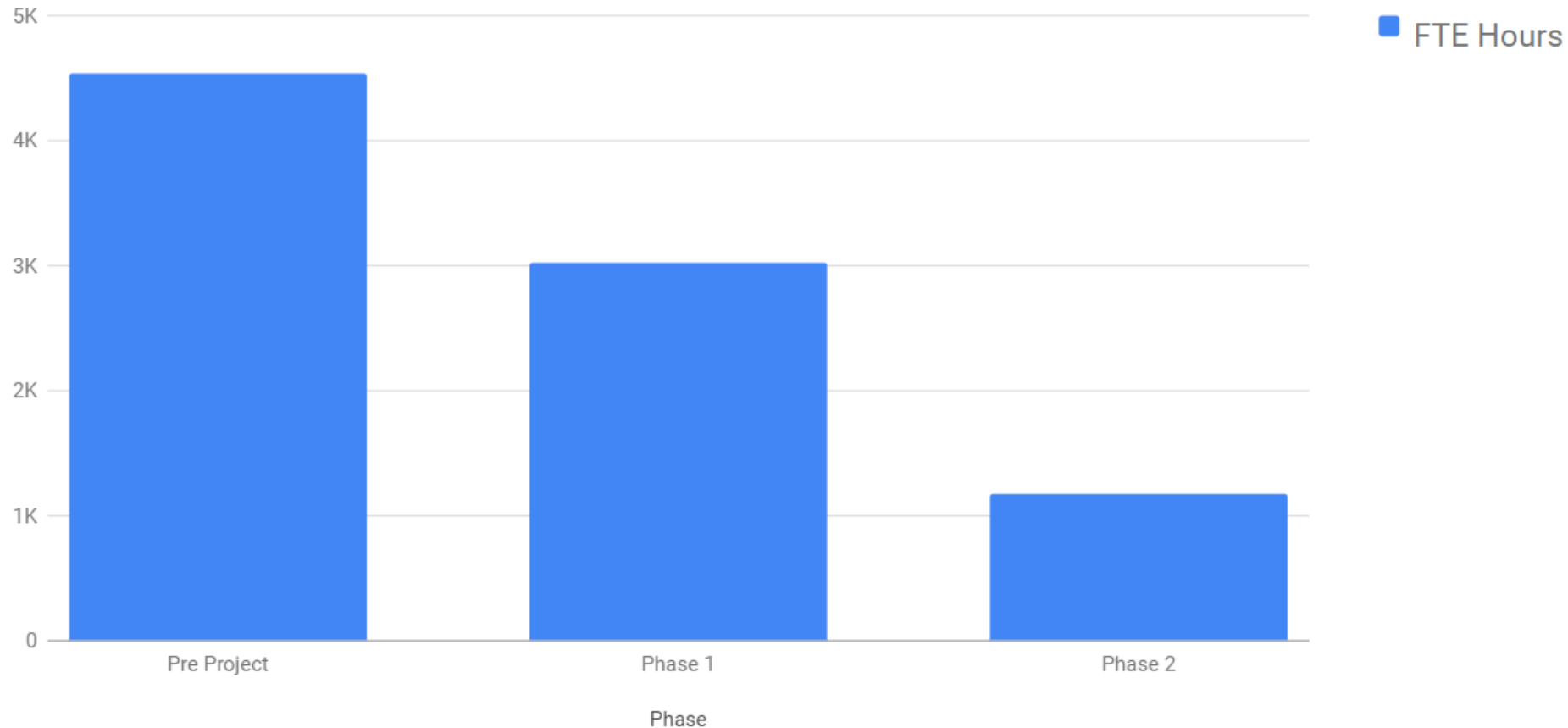
?



Digital Workforce Savings

Intelligent Capture

Projected Full Time Employee Hours Per Quarter



- Phase 1 reduced labor on the processing of scanned documents by approximately 33% due to the elimination of sorting and barcoding by human employees.
- Phase 2 introduced Automated Docketing via the Nintex RPA tool and is showing a reduction on the processing of scanned documents by a further 40%.



Digital Workforce Dashboard



DIGITAL WORKFORCE - INTELLIDACT EXTRACTION PROCESSING

28,986
SCANNED

17,502
FULLY AUTOMATED

60.4%
%

10,608
USER MODIFIED

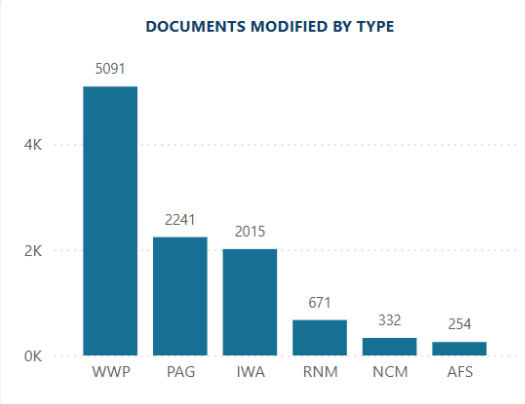
36.6%
%

782
REVIEWED

2.7%
%

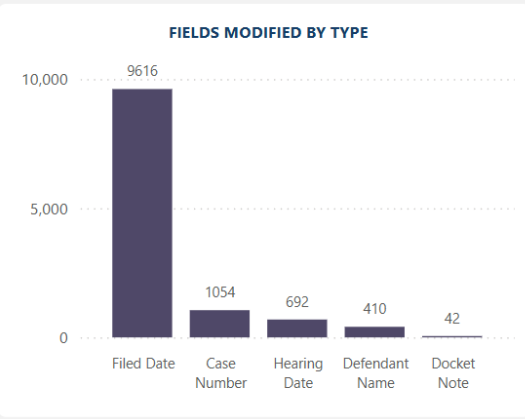
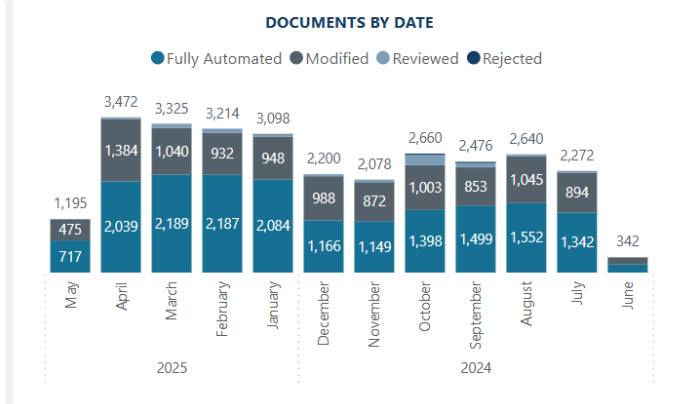
94
REJECTED

DATE
6/17/2024 5/9/2025



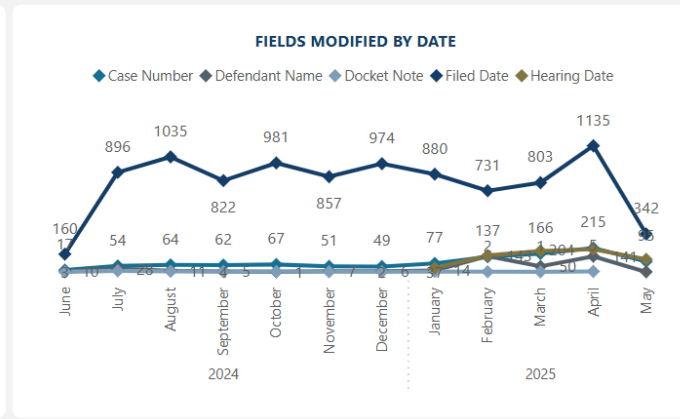
USER MODIFIED DOCUMENTS BY DATE AND TYPE

Year	AFS	IWA	NCM	PAG	RNM	WWP	Total
2025	254	741	332	958	671	1823	4779
January	25	159	31	197	29	507	948
February	45	134	70	213	146	324	932
March	21	164	55	193	211	396	1040
April	120	190	154	251	227	442	1384
May	43	94	22	104	58	154	475
2024		1274		1287		3268	5829
June		22		48		93	163
July		161		208		529	898
August		172		231		649	1052
September		188		197		468	853
October		291		208		504	1003
November		214		187		471	872
Total	254	2015	332	2245	671	5091	10608



USER MODIFIED FIELDS BY DATE AND TYPE

Year	Case Number	Defendant Name	Docket Note	Filed Date	Hearing Date	Total
2025	690	349	12	3891	692	5634
January	77	14	4	880	37	1012
February	137	143	2	731	148	1161
March	166	50	1	803	189	1209
April	215	141	5	1135	204	1700
May	95	1		342	114	552
2024	364	61	30	5725		6180
June	17	3	1	160		181
July	54	28	10	896		988
August	64	11	6	1035		1116
September	62	5	4	822		893
October	67	1	4	981		1053
November	51	7	2	857		974
December	49	6	1	77		880
January	77	14	4	880	37	1012
February	137	143	2	731	148	1161
March	166	50	1	803	189	1209
April	215	141	5	1135	204	1700
May	95	1		342	114	552
Total	1054	410	42	9616	692	11814



Digital Workforce Dashboard

- Questions?





Thank You

**STEERING COMMITTEE ON DATA-BASED COURT PERFORMANCE
AND DATA STANDARDS**

Date of Meeting:	Type of Action Required:	Subject:
June 4, 2025	<input type="checkbox"/> Formal Action/Request <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Other	DUI Workgroup on Case Processing and Judicial Education

PRESENTER(S):

Jennifer Curtiss, Deputy Court Administrator, Tempe Municipal Court, and Steering Committee and Workgroup member, and Laura Ritenour, staff to the Steering Committee

DISCUSSION:

Jennifer Curtiss and Laura Ritenour will provide an update on the workgroup's proposed training outline for Committee feedback.

RECOMMENDED ACTION OR REQUEST (IF ANY):

For information only.

Revised DUI Time Standards Initial Judicial Training

Recorded Video – 20-30 minutes

- I. Chief Justice Timmer and/or Justice Beene - Introduction and Why Time Standards are Important –
- II. Laura Ritenour – What are the time standards, how were they developed, what are the revised DUI time standards and why were they revised

Lecture/Panel – Moderator, Gabe Goltz or Jerry Landau

Panel:

- **Moderator**
 - **Two judges; one urban, one rural**
 - **One or Two Court Administrators (urban, rural)**
 - **Prosecutor**
 - **Defense Attorney**
- III. Presentation –Caseflow Management
 - a. What is Caseflow Management
 - b. Judge’s responsibility in ensuring caseflow management
 - c. Court Administrators role in Caseflow Management
 - d. Role of Data in Caseflow Management
 - IV. Panel Discussion - Factors in achieving time standards in a DUI case
 - a. Urban and Rural; differences and challenges due to location of the court
 - b. External Factors
 - c. Internal Factors
 - V. Presentation - Prosecutor viewpoint on timely resolution of a DUI case
 - VI. Presentation - Defense Attorney viewpoint on timely resolution of a DUI case
 - VII. Discussion - How we can improve
 - VIII. Presentation - Conclusion – The Future of Time Standards

Idea #1 Panel to broadcast from JEC in Phoenix with concurrent remote locations for audience (discussed at recent workgroup meeting)

- *Potential* Locations depending on how many JEC can accommodate simultaneously
 - Phoenix, Tucson, Flagstaff, Florence, Lake Havasu City, Yuma
- Methods of Presentation
 - Live with live audience in the various locations
 - Record the presentation and make it available on Wendell
 - *With this proposed format due we need to offer multiple presentations with the live panel, maybe not?*
- **Idea #2 Panel to present via Zoom/Teams with judicial officers from specific counties (alternative discussed by Jerry and Laura the week after workgroup meeting, this idea has not been vetted by the workgroup yet)**
 - Judicial officers watch video before the panel presentation on their own time
 - Judicial officers will be required to attend their county's presentation with camera and microphones on
 - State will be broken into 5-8 sections and presentations will be recorded
 - Recording will be made available on Wendell for those who could not attend
- **Presenters**
- **Recommendations to Chief Justice**

5/15/25

IN THE SUPREME COURT OF THE STATE OF ARIZONA

In the Matter of:)	
)	
REVISING THE ARIZONA CASE)	Administrative Order
PROCESSING STANDARDS FOR)	No. 2025 - <u>67</u>
FELONY, DUI, AND JUVENILE CASES)	(Affecting Administrative Order
)	Nos. 2014-108, 2015-60, 2016-50,
)	and 2016-79)
)	

On October 17, 2012, the Steering Committee on Arizona Case Processing Standards (“Time Standards Committee”) was established to review the national model time standards, statutory requirements, court rules, and business processes of Arizona courts, and recommend final case processing standards for all case types in the municipal, justice, and superior courts. Through multiple administrative orders, the Supreme Court has adopted final case processing standards for all case types.

The Steering Committee on Data-Based Court Performance and Data Standards (“Data Standards Committee”) is now responsible for reviewing annually the case processing standards and recommending adjustments as necessary. Data gathered over the past several years has consistently reflected that the current case processing standards for Criminal Felony, Criminal DUI Misdemeanor, Juvenile Delinquency and Status Offense, Juvenile Neglect and Abuse - Adjudication Hearing, and Juvenile Termination of Parental Rights cases are unattainable and idealistic. Accordingly, the Data Standards Committee has recommended revisions to these case processing standards.

On March 13, 2025, the Arizona Judicial Council unanimously recommended approval of the revised case processing standards for the aforementioned case types as reflected in the attached Appendix.

These case processing time standards apply to aggregate categories of cases for a court and are separate and distinct from statutory time limits that are required by statute, rule, or case law for processing a specific case.

Therefore, pursuant to Article VI, Section 3, of the Arizona Constitution,

IT IS ORDERED that the revised case processing standards for Criminal Felony, Criminal DUI Misdemeanor, Juvenile Delinquency and Status Offense, Juvenile Neglect and Abuse - Adjudication Hearing, and Juvenile Termination of Parental Rights as reflected in the attached Appendix are adopted.

IT IS FURTHER ORDERED that the Presiding Judge and Clerk of Court of each county shall review the case processing time standard reports and institute measures to enhance the quality and timeliness of data entered into the case management systems.

IT IS FURTHER ORDERED that the final case processing time standard reports, but not drafts, shall be open to the public.

Dated this 9th day of April, 2025.

ANN A. SCOTT TIMMER
Chief Justice

**APPENDIX
CASE PROCESSING STANDARDS**

<u>CASE TYPE</u>	<u>REVISED ARIZONA STANDARD</u>
Criminal Felony	65% within 150 days 85% within 270 days 95% within 365 days
Criminal DUI Misdemeanor	85% within 180 days 93% within 240 days
Juvenile Delinquency and Status Offense	60% within 60 days 80% within 90 days 98% within 150 days
Juvenile Neglect and Abuse	<u>Adjudication Hearing</u> 80% within 100 days 98% within 150 days
Juvenile Termination of Parental Rights	80% within 180 days 98% within 220 days

See [Arizona Case Processing Time Standards Summary Chart 04 10 2025.xlsx](#) for further specifications.

**STEERING COMMITTEE ON DATA-BASED COURT PERFORMANCE
AND DATA STANDARDS**

Date of Meeting:	Type of Action Required:	Subject:
June 4, 2025	<input checked="" type="checkbox"/> Formal Action/Request <input type="checkbox"/> Information Only <input type="checkbox"/> Other	Arizona Case Processing Time Standards – Items for Discussion and Possible Vote

PRESENTER(S):

Laura Ritenour, Staff to Steering Committee on Data-Based Court Performance and Data Standards and Caseflow Management Specialist, AOC Court Services Division

DISCUSSION:

Laura Ritenour will present to the Committee on the items listed below for their discussion and possible vote:

- Administrative Order 2025-67
- Proposal re: Presiding Judges Acknowledgement of Time Standards Reports Submitted to AOC – Letter and “Presiding Judge” definitions (Vote)
- Appellate Performance Measures Online Data demonstration
- Draft Concept for FY26 Public Report

RECOMMENDED ACTION OR REQUEST (IF ANY):

Proposed Motion for: Motion to recommend to Arizona Judicial Council that presiding judges be required to acknowledge their court’s time to disposition summary data when submitting their fiscal year reports each July to the AOC, starting with FY26 reports.

Proposal - Case
Processing Time
Standards and
Judicial
Acknowledgement
of Court's Data



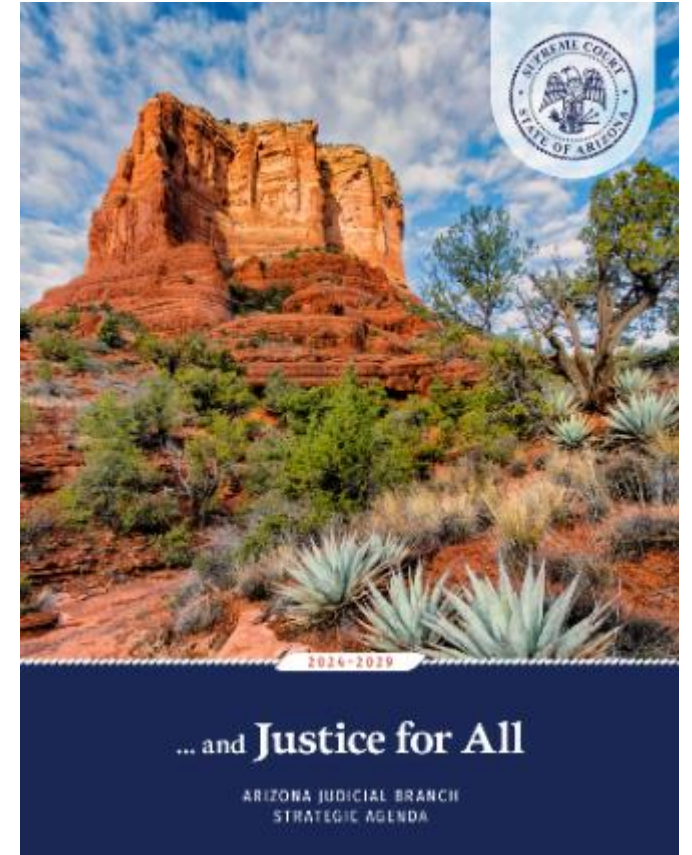
Current Data Submission Process

- Each July, all courts submit their Time to Disposition Summary Reports for all case types for the previous fiscal year to the AOC. Reports are typically submitted by court administrators, managers, or staff.
 - AOC staff compile this data into a statewide and countywide report for review by AOC leadership, Arizona Supreme Court bench, members of the Steering Committee on Data-Based Court Performance and Data Standards, and superior court presiding judges for each county.
 - Currently, the report is not published online as the reports are still being refined and time standards are still being modified
-

2024-2029 Arizona Judicial Branch Strategic Agenda

Goal 4.1

- Requiring presiding judges to establish a process for individual judges to review compliance with case processing standards, and
- Striving to assure that courts adopt and follow case management practices and processes that constitute best practices for particular court types, such as appellate, general jurisdiction, or limited jurisdiction courts.



Efforts to Increase Awareness and Meet the Strategic Agenda

- At the May 2024 Coconino County Limited Jurisdiction Judge and Administrators Workshop, attendees suggested to Laura Ritenour that local presiding judges are copied when courts submit their yearly time standards reports to the AOC.
 - In July 2024, out of 176 courts reporting, 66 courts copied their local presiding judges on the email to the Time Standards email box (about 38%).
 - At its March 2025 meeting, the Steering Committee on Data-Based Court Performance and Data Standards unanimously approved a recommendation that courts be required to get their local presiding judge's acknowledgement when submitting their reports to the AOC.
-

Proposal Request

- The AOC would create an acknowledgement letter template that would be sent to all courts about a month before time standards reports are due to the AOC.
- Staff would run the reports, presiding judges would review the data, sign the acknowledgement letter, and then submit the reports to the AOC.
- Goal of this proposal – Increase judicial awareness of the court’s data being reported and increase the court’s accountability for the data.
- Let’s review the Committee on Superior Courts, Committee on Limited Jurisdiction Courts, and Committee on Juvenile Courts feedback on the draft acknowledgement letter and how “presiding judge” should be defined



Committee feedback on draft letter

Presiding Judge Acknowledgement of FYXX Time to Disposition Time Standards Reports

I hereby affirm that I have reviewed the court's FYXX time to disposition time standards reports. I have typed or signed my name and date in the box below to indicate my acknowledgement.

Presiding Judge Signature / Date

Court Name

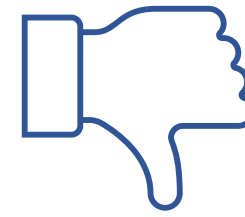


Committee feedback on “Presiding Judge” Definition

- “Presiding judge” should be specific for limited jurisdiction courts – Justice of the Peace for JP courts and Presiding Judge of Municipal Courts
- “Presiding judge” should be generic for superior courts so they can decide who will acknowledge each time standard
 - For example, Criminal Presiding Judge could acknowledge the Felony and Post-Conviction Relief reports, Juvenile Presiding Judge could acknowledge the four juvenile reports, etc.



Discussion, Motions, and Voting



1) Move to recommend the acknowledgement letter state:

“I hereby affirm that I have reviewed the court’s FYXX time to disposition time standards reports. I have typed or signed my name and date in the box below to indicate my acknowledgement.”

2) Move to recommend that the definition of Presiding Judge be – the Justice of the Peace for justice courts, the Presiding Judge for municipal courts, and presiding judge of either the superior court or presiding judge of the department/bench as determined by each superior court

Laura Ritenour
Caseflow Management Specialist,
lritenou@courts.az.gov
or 602-452-3675



DRAFT 05/15/2025

Acknowledgement Letter from Presiding Judge regarding FYXX Time to Disposition Time Standards Reports

Per Administrative Order 20XX-XX, the presiding judge is required to acknowledge the court’s time standards data submitted to the AOC. “Presiding judge” is defined as [insert list here after defined]. A list of which reports are due for each jurisdiction is on the next page.

Instructions:

- 1) After review of the time standards reports, the presiding judge needs to sign and date this acknowledgement letter, enter the court name, then save and name the file.
- 2) The presiding judge or their staff should then create an email to the TimeStandards@courts.az.gov email box. In this email, they should attach this signed acknowledgement letter and FYXX time standards reports. This email needs to be sent no later than July 31, 20XX.

Please feel free to contact Laura Ritenour, Caseflow Management Specialist at AOC Court Services Division, if you have questions (lritenou@courts.az.gov; 602-452-3675). Thank you.

Presiding Judge Acknowledgement of FYXX Time to Disposition Time Standards Reports

I hereby affirm that I have reviewed the court’s FYXX time to disposition time standards reports. I have typed or signed my name and date in the box below to indicate my acknowledgement.

Approved by Presiding Judge/ Date

Court Name

Reports Due for Each Court Type
Superior Courts
Civil
Felony
Family Law Dissolution and Allocation of Parental Responsibilities
Family Law Temporary Orders
Family Law Post-Judgment Motions
Probate Guardianship/Conservatorship
Probate Mental Health
Criminal Post-Conviction Relief
Limited Jurisdiction Court Appeals
Protection Orders Ex Parte Hearings
Protection Orders Contested Hearings Held
Protection Orders First Hearing Set
Delinquency and Status Offense
Dependency Permanency Hearings
Dependency Termination of Parental Rights
Dependency Adjudication Hearings
Justice Courts
Misdemeanor DUI
Civil Traffic
Justice Court Civil
Criminal Misdemeanor
Eviction Actions
Civil Local Ordinance (if there is data for the jurisdiction)
Small Claims
Protection Orders Ex Parte Hearings
Protection Orders Contested Hearings Held
Protection Orders First Hearing Set
Municipal Courts
Misdemeanor DUI
Civil Traffic
Criminal Misdemeanor
Civil Local Ordinance (if there is data for the jurisdiction)
Protection Orders Ex Parte Hearings
Protection Orders Contested Hearings Held
Protection Orders First Hearing Set

DRAFT - This version has fake data throughout the document and does not include any real data. It is for illustrative purposes only.

OVERVIEW

This report reflects the Arizona Statewide Case Processing Time Standards Data received for fiscal year 2026 (July 1, 2025 to June 30, 2026). The Superior Court section contains the combined data for all 15 superior courts. The Limited Jurisdiction Court section contains the combined data for all 161 municipal and justice courts. Final case processing standards have been adopted by the Supreme Court for 23 case types. Details on the time standards can be found on the [Time Standards Resources](#) webpage.

SUPERIOR COURT TIME STANDARDS

CIVIL CASES

- Civil cases are a broad category of cases in which a plaintiff requests the enforcement or protection of a right, or the redress or prevention of a wrong. This case type includes automobile torts and other personal injuries, contract disputes, product liability issues, malpractice matters, infringement of intellectual property, and requests for injunctions, among other types of cases.
- Measurement: Filing of initial complaint through disposition (e.g., dismissal, judgment).
- Excluded Time: The following may result in a stay of proceedings and the time elapsed will be excluded from measurement: pre-adjudication special actions, pre-adjudication appeals, bankruptcy, and stays granted pursuant to the Servicemembers Civil Relief Act.

Time Standard	FY26
60% within 180 Days	65%
90% within 365 Days	86%
96% within 540 Days	95%

DRAFT - This version has fake data throughout the document and does not include any real data. It is for illustrative purposes only.

LIMITED JURISDICTION COURT TIME STANDARDS

EVICTION ACTIONS CASES

- Eviction cases are defined as forcible detainer and special detainer actions as set forth in Rule 1 of the Ari
- zona Rules of Procedure for Eviction Actions and ARS §§ 12-1173, 12-1173.01, 33-1368, and 33-1377. Measurement: Filing of initial complaint through disposition (e.g., dismissal, judgment).
- Excluded Time: The following may result in a stay of proceedings, and the time elapsed will be excluded from the measurement: pre-adjudication special actions, pre-adjudication appeals, bankruptcy, and stays granted pursuant to the Servicemembers Civil Relief Act.

Time Standard	FY26
98% within 10 Days	95%

MISDEMEANOR DUI CASES

- Misdemeanor DUI cases are defined as cases filed having a defendant with at least one charge of any of the following at the time the case is filed, or during the life of the case: 28-1381(A), 28-1381(A)(1), 28-1381(A)(2), 28-1381(A)(3), 28-1381(A)(4), 28-1382(A), 28-1382(A)(1), 28-3182(A)(2). NOTE: Felony DUI charges and boating and flying under the influence charges have been intentionally excluded for the purposes of this project.
- Measurement: Filing of complaints through disposition (e.g., dismissal, acquittal, or judgment and sentencing)
- Excluded Time: Stay of proceedings for pre-adjudication warrant status, Rule 11 mental competency proceedings, pre-adjudication diversion, specialty courts/programs, and pre-adjudication special actions/appeals.

Time Standard	FY26
80% within 90 Days	75%
98% within 365 Days	86%

**STEERING COMMITTEE ON DATA-BASED COURT PERFORMANCE
AND DATA STANDARDS**

Date of Meeting: December 11, 2024	Type of Action Required: [] Formal Action/Request [X] Information Only [] Other	Subject: Data Standardization Advisory Committee
--	--	---

PRESENTER(S):

Michael Malone, Director, AOC Court Services Division

DISCUSSION:

Michael Malone, chair of the Data Standardization Advisory Committee, will give an update on the committee's progress since the September meeting.

RECOMMENDED ACTION OR REQUEST (IF ANY):

For Information Only

Data Standardization Advisory Committee

Summary for June 4, 2025 Steering Committee Meeting

From: Michael Malone, Court Services Division Director

Over the past three months, the Data Standards Advisory Committee welcomed its newest member Tania Nieblas (Maricopa County Superior Court) and has dedicated significant time to reviewing and discussing a variety of codes and code sets. After thorough deliberation, the committee approved the following codes and code sets:

- State Bar Associations
- Email Type
- Identity Types
- Post-Conviction Relief Notification Request
- Addition of Status Offense (ST) to the standardized Offense Class
- Addition of Service of Process Information Form (POSOP) to the standardized PO Events
- Person Suffix
- Person Prefix
- Stage Petition Protection Order
- Payment Type

The committee continues to take steps forward in standardizing data elements and improving consistency across systems.