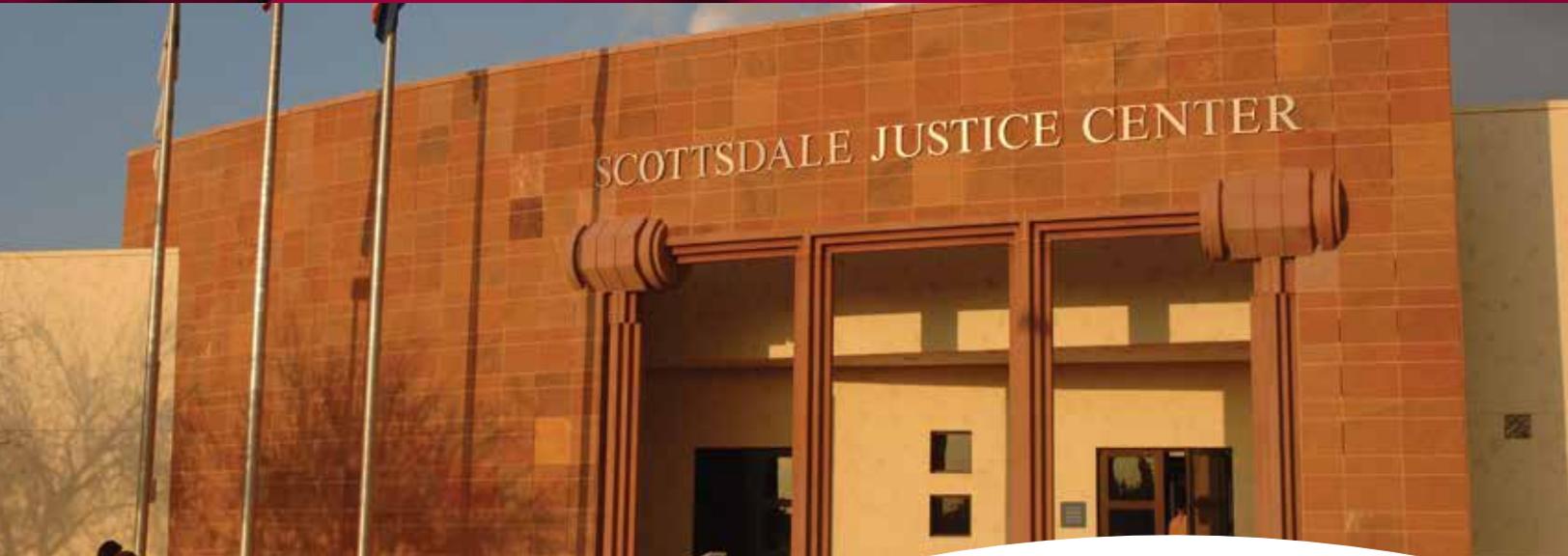# Scottsdale City Court

## Qmatic's Customer Flow Management Solution Helps Improve Court Efficiency



### OVERVIEW

The Scottsdale City Court in Arizona takes pride in being on the cutting edge
of technology. Embracing the most innovative customer flow management and data capture technology and integrating it with Arizona's state-mandated databank and case management solution, has put the Scottsdale City Court in the enviable position of being a model of efficiency in an often chaotic sector of government service.

Realizing that the best way to improve operations lay in the ability to collect daily statistics on who was being served– and for how long– the Court adopted a Qmatic Customer Flow Management system and has augmented that technology with solutions that consistently meet their evolving goals and new challenges.

### THE CHALLENGE

The City Court is a busy place, serving over 10,000 citizens every month. Defendants must be signed in and be directed to the specific courtroom handling his or her case within a fixed time. Furthermore, the Court's defendants have widely divergent needs,little understanding of what is expected of them and often a limited command of the English language.

Beginning with intake and ending with the post-adjudication settlement of fines and other sanctions, each defendant must follow a specific path in a time-sensitive environment. Often the court experienced significant backups when a single inefficiency arose in a stage of the process.

### CUSTOMER TRACKING

Before Qmatic, Scottsdale City Court had a simple "take a paper ticket" system and little else. Incorporating the Qmatic Solution allowed the Court to capture and monitor customer volumes, arrival patterns, and wait and transaction times: critical data that could be used to properly allocate staff and other resources.  Court Services Supervisor, Emily Cohen, observes that "Qmatic provides the Public Service Staff with the ability to track [each] litigant's purpose, time in the queue and time of service, and it gives the staff the ability to know the status of our lobby at any time. These same statistics are also used to produce expectations for the staff members. Collectively, this information gives more confidence to the public and staff as to the status of each individual person."

## SERVING CUSTOMERS WITH DIFFERENT NEEDS

Since their customers were present for different reasons and thus required the assistance of staff with a specific expertise, the Court needed a way to categorize individuals and then match and direct them to the appropriate staff member. By configuring Qmatic with multiple "self-select" categories for customers to choose from, Court personnel were able to identify and select customers based on current service needs. Staff can close the quicker transactions and clear those customers from the queue, resulting in reduced customer wait times and increased customer satisfaction.

## EXPEDITING CUSTOMER FLOW WHILE COMPLYING WITH STATE RULES

The State of Arizona directed that all courts use AZTEC, a case management system that added an additional step to the customer flow process, generated additional and duplicate tickets, and ultimately confused customers. By installing the Qmatic API solution, the Court was able to create a custom user interface to the system that incorporates data from several applications and allows courtroom bailiffs to work with a single application. With this integration, bailiffs can print case disposition tickets in the courtroom, eliminating both redundancies in paperwork and the need for attorneys to physically escort their clients to the ticket printers and the lobby/waiting area. The Court has thus been able to achieve performance goals while simultaneously eliciting positive attorney feedback and significantly reducing customer complaints.

## STAFF TRAINING LEAD TIME

The Scottsdale City Court realized that training new hires quickly and efficiently would reduce wait times for customers and ease the burden for existing staff. The Qmatic solution allowed the Court to direct simple transactions to the new hires and then gradually increase the difficulty of their case loads (along with their responsibilities) as their skills progressed. The Court can allocate resources appropriately without placing an undue burden on more seasoned staff.
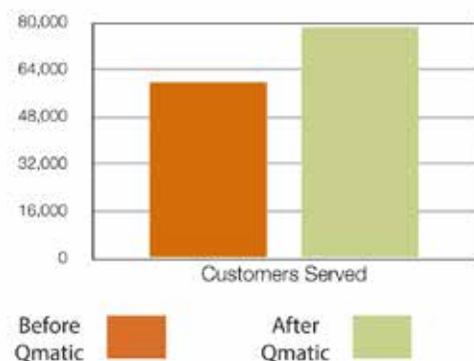
## SERVING NON-ENGLISH SPEAKING CUSTOMERS

On a day-to-day basis it was difficult to predict the number of Spanish-speaking customers seeking assistance. This resulted in backlogs while management located back-up Spanish-speaking staff. The real-time information provided by the Qmatic system helped management monitor the number of Spanish speaking customers in the queue, allowing the Court to staff the counters accordingly. In addition, language choice data collected allowed the Court to identify how many bilingual staff needed to be on hand for the entire court system.

## THE RESULTS

The results of integrating the Qmatic solution have been significant. The court's average wait-times have decreased by 17.5% and maximum wait-times for service have gone from 12:20 to 10:48, a decrease of 12.5%. Of note is that these improvements in service quality occurred over a period when the flow of customer traffic increased by 24%.



Service Improvements



Customers Served

Before Qmatic / After Qmatic