



F. PHILIP CARBULLIDO
CHIEF JUSTICE

Judiciary of Guam

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ALBERTO C. LAMORENA III
PRESIDING JUDGE

PERRY C. TAITANO
ADMINISTRATOR OF THE COURTS

September 7, 2012

Memorandum

TO: 2012-2015 Strategic Plan Subcommittee Chairs, Co-Chairs and Management Leads
All Justices, Judges and Employees of the Judiciary of Guam

FR: Chief Justice F. Philip Carbullido, Strategic Plan Chair 

RE: Management Response Plans

Hafa Adai. Please be advised that Management Response Plans have been developed in response to Quarterly Progress Reports submitted by each of the 4 Strategic Focus Area Subcommittees. The Management Response Plans are available for review on both the Intranet and Guamcourts.org through the following hyperlinks:

Intranet: <http://intranet/Information/2012StrategicPlan.asp>

Internet: <http://www.guamcourts.org/Information/2012StrategicPlan/StrategicPlan.html>

Thank you for contributing to the success of the Judiciary.

cc: AOC Perry C. Taitano, Strategic Plan Co-Chair



**Judiciary of Guam 2012-2015 Strategic Plan: Our Way Forward
MANAGEMENT RESPONSE PLAN**

Date: August 27, 2012

Strategic Focus Area 1: Access to Courts and Delivery of Services.

Chair: Judge Anita A. Sukola

Co-Chairs: Sr. Judge Elizabeth Barrett-Anderson, AHO Linda L. Ingles

Management Lead: Robert S. Cruz, Deputy AOC

Quarterly Report Ending: August 20, 2012

Strategic Projects and Activities

1. Offer more court services online

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE
Payment of fines, fees, restitution, and jury questionnaires	Ongoing via CMS Phase II. Action Plan developed.	10%	Lorrie Perez June Carino Robert Cruz	June 2013	By June 2013: Need to ensure current procedures are amended to accommodate online services.

					<p>By July 1, 2013:</p> <p>Issue joint memo to all employees from CJ, AOC, and Chair Sukola notifying them of the availability of these services.</p> <p>Ensure personnel assigned to the Judicial Information Booth are notified.</p> <p>DPPCR to issue media release notifying the public of the availability of these services.</p>
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2. Offer more court services and functions at off-site locations

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE
<p>2a – Probation. Provide educational classes for probation clients at Northern Court Satellite (NCS). Anger and Stress Management (juveniles and adults), Alcohol Education Program (AEP) English, AEP Chuukese, Petty Theft Diversionary, Court Crime Prevention.</p> <p>Will free up 65 to 112 parking stalls weekly in Hagatna facility.</p>	<p>Probation is coordinating with NCS to transfer ed classes from Hagatna to NCS as early as Nov 2012. Action Plan developed.</p>	50%	<p>John Lizama, Melanie Brennan, Trisha Suzuki</p>	<p>Between November 2012 to January 2013</p>	<p>By Tuesday, September 4, 2012:</p> <p>Send memo to PFMA and CPO to determine if renovations for classrooms are necessary, cost and timeframe to complete renovations.</p> <p>Note: Memo sent out 9/7/12.</p>
<p>2b – Jury. Provide jury orientations on Wednesdays biweekly at NCS (twice per month).</p> <p>Will free up 160 to 200 parking stalls every other Wednesday (arraignment days) in Hagatna facility.</p>	<p>Jury is coordinating with NCS to transfer jury orientations from Hagatna to NCS. Action Plan developed.</p>	25%	<p>Jennifer Conceicao, Lillian Kosaka, Juanita Seman</p>	<p>November 2012</p>	<p>By Friday, September 7, 2012:</p> <p>Send memo to Magistrate Judge, All Judges, C&M Clerk and Deputy Clerk of Court, Case Management System Project Management Officer, notifying them of the transfer of jury orientations to NCS with the following dates:</p> <ul style="list-style-type: none"> • November 7, 14, and 21, 2012;

					<ul style="list-style-type: none"> December 5, 12, and 19, 2012. <p>Every other Wednesday in 2013; dates to be provided next reporting period.</p> <p>Note: Memo to be sent out 9/7/12 or week of 9/10/12.</p>
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3. Enhance court interpreter program

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE
1. Establish minimum qualifications for participants in interpreter program. 2. Work on Code of Professional Conduct and Code of Ethics for Court Interpreters. 3. Draft rules to govern interpreter program.	Ongoing. Action Plan developed.	16%	Judge Sukola, Geri Cepeda, Merly Karsom, Doreen Pangelinan	February 2013 (6 mos)	By March 2013: Review rules and committee's recommendation if it requires adoption by Judicial Council, and inclusion in C&M's standard operating procedures.
4. Develop a standardized Court Interpreter Basic Training session. This training will provide interpreters with basic knowledge, skills and abilities, such as modes of interpreting, sight translation, the roles of interpreters, interpreter ethics, consecutive interpreting/note taking, simultaneous interpreting and other skills that are necessary and essential for all interpreters. 5. Work collaboratively with other courts to maximize interpreter resources. 6. Explore innovative methods of recruiting potential interpreters. These methods include meeting with leaders of faith-based and community organizations, government representatives, university and college students, and attending UOG Charter Day and the Micronesian Island Fair.	Ongoing. Action Plan developed.	8%	Judge Sukola, Geri Cepeda, Merly Karsom, Doreen Pangelinan	July 2013 (12 mos)	By August 2013: Review committee's standardized training outline; review report on the potential for collaboration with other courts; review recommendations for recruitment of interpreters; and review proposed date(s) for Court Interpreter Basic Training orientation.
7. Conduct Court Interpreter Basic Training orientation sessions for new interpreters.	Ongoing. Action Plan developed.	5%	Judge Sukola, Geri Cepeda,	January 2014 (18 mos)	By February 2014:

<p>8. Provide annual refresher training to current court interpreters who have gone through the Judiciary of Guam's Court Interpreter Basic Orientation Training and administer English and Ethics Examinations.</p> <p>9. Develop and create valid and reliable English Proficiency and Ethics Examinations to ensure test validity and reliability, as well as provide effective and objective measures of rating while incorporating cultural, linguistic, and regional dialect considerations.</p> <p>10. Present an overview every two years to Judges and key staff of what they can do to help interpreted proceedings run more effectively and efficiently by: 1) understanding the skills required for court interpreting and how difficult such skills are; 2) understanding what the specific role of a court interpreter is and what it is not; 3) understanding how to recognize poor interpreting and how to handle it; and 4) knowing what to expect from court interpreters and what court interpreters will expect from judges. The presentation will also include handouts and discussion of practical tips on working with interpreters.</p>			Merly Karsom, Doreen Pangelinan		Review progress made in areas 7-10, as well as proposed dates for 2 year overview on interpreted proceedings.
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4a. Improve the distribution of court information (judicial information booth)

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE
<p>1. Create a Judicial Information Booth in a central location that is easily accessible to all court patrons.</p> <p>2. Identify a funding source to procure and design the booth.</p> <p>3. Identify information and services most useful to court patrons, and develop instructional brochures on navigating the court system.</p>	Ongoing. Action Plan developed. Quotation for booth received.	16%	Jacqueline Cruz, Virginia Yasuhiro, Melanie Brennan, Galo Perez	Booth: March 2013 (6 mos) Instructional brochures: March-September 2013 (6 to 12 mos)	<p>By April 2013:</p> <p>Review committee's report with regard to installation of booth; review training schedule for staff.</p> <p>Ensure DPPCR is notified to prepare for launch of media campaign once training has begun.</p>

<p>4. Identify and train personnel who will be staffing the booth and ensure that they are trained in customer service and knowledgeable of general court information.</p> <p>5. Launch a media campaign to inform the public that these services are now available.</p> <p>Cost: \$3,000 to \$6,000</p>				<p>Training & media campaign: upon install of booth</p>	<p>Ensure instructional brochures are reviewed by DPPCR and relevant divisions prior to finalization for recommendations.</p>
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4b. Instructional videos for the public access system and e-filing for private attorneys and their staff

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE
<ol style="list-style-type: none"> 1. Review and develop the court's electronic public access (to public cases), and e-filing system with HP (vendor) and court's CMS project team. 2. Test and become familiar with both the public access module and e-filing modules to understand the capabilities and functionality of the software. 3. Apply the Court's policy and rules on what is considered public documents for public access which will be available via the Internet and e-filing. 4. Develop a step by step script base on each module's use and functionality. 5. Submit the script for review and compliance with the court's policy and rules. 6. Produce two (2) videos/electronic recordings that can be used in various ways: as a looping (repeating), on demand instructional videos in a Kiosk setting, or as an Internet link for public access and e-filing. 	<p>Ongoing. Action Plan developed.</p>	<p>10%</p>	<p>Carl Perez, Valerie Tenorio</p>	<p>June 2013</p>	<p>Within June 2013 completion date:</p> <p>Ensure script is reviewed and approved by DPPCR, HR Administrator, Courts and Ministerial Division Head, and Staff Attorney prior to production of video/electronic recordings.</p>

4c. Instructional videos for traffic citation fine payment on-line and E-filing for Pro Se litigants

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE
<ol style="list-style-type: none"> 1. Review and develop the court's online payment for traffic citations and Traffic Clearances, and e-filing for Pro Se litigants (Small Claims cases). 2. Test and become familiar with both the online traffic payment and traffic clearance module, and e-filing module for Pro Se litigants. 3. Apply the Court's policies and rules in regards to the e-filing rules associated with Small Claims cases. 4. Develop a step by step script base process on each module's use and functionality. 5. Submit the script for review and compliance with the Court's policies and rules. 6. Produce two (2) videos/electronic recordings that can be used in various ways: as a looping (repeating), on demand instructional videos process in a Kiosk setting, or an Internet link for public access. 	Ongoing. Action Plan developed.	<p>Traffic: 20%</p> <p>E-filing: 10%</p>	Galo Perez	<p>Traffic video: January 2013</p> <p>E-filing video: June 2013</p>	<p>Within completion dates of both videos:</p> <p>Ensure script is reviewed and approved by DPPCR, HR Administrator, Courts and Ministerial Division Head, and Staff Attorney prior to production of video/electronic recordings.</p>

Item 4d. Public video calendar.

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE
<ol style="list-style-type: none"> 1. Provide four (4) 46-inch Digital Court Calendar Displays in the General Public Area and nine (9) Digital Court Calendar displays for individual Courtrooms (i.e. Superior Court and Supreme Court), accessible to all court patrons, attorneys and the general public. 2. Provide two (2) Digital Touch Screen Displays for Public Notices in the General Public Area. 3. Provide Multi-Media capabilities to the General Public Displays for Judiciary updates, notices, meetings, etc. 4. Obtain price quotations from vendors for budgetary purposes. 5. Submit a mid-price budget to the Controller for review, and certification of funds through the Judicial Building Fund. 6. Determine internal electrical infrastructure capabilities for power and electrical requirements to operate the Digital Calendaring System. 7. Issue an Invitation for Bid, subject to the availability of funds, for a Digital Court Calendar system, Touch Screen Displays and associated costs (i.e. cabling costs, server costs, software costs, programming and interface costs for broadcasting all calendars and public notices, and multi-media capabilities (for the 46-inch displays) to their respective displays, including set-up/installation costs, training costs, annual hardware and software maintenance costs, licensing costs, shipping, etc.). 	Ongoing. Action Plan developed.	<p>If April 2013 completion: 12.5%</p> <p>If April 2014 completion: 5%</p>	Elaine Naputi, Justice Robert Torres, Robert Cruz	Subject to funding avail: April 2013 (FY13), or April 2014 (FY14)	<p>Requires budgetary support.</p> <p>Management needs to determine if this activity can be included as a budgeted item in FY2013, or if it needs to be postponed to FY2014 due to other funding priorities.</p>

6. Develop parking solutions

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE
To increase public parking capacity within the JOG. Cost: 25 stalls = \$100,000	Ongoing. Action Plan developed. Pending FY2013 JBF funding approval.	9%	Raymond L.G. Taimanglo	July-August 2014	Requires budgetary support. By October 2012: Management needs to include this budget item in the FY2013 JBF budget for submission to, and approval of, the Judicial Council.

**MANAGEMENT RESPONSE PLAN for
Strategic Focus Area 1: Access to Courts and Delivery of Services**

Approved by: 

PERRY C. TAITANO, Administrator of the Courts

 Date: 9/12/12

Concurred by: 

F. PHILIP CARBULLIDO, Chief Justice of Guam

 Date: 9/12/12