Judiciary of Guam 2012-2015 Strategic Plan
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

Quarterly Report ending: November 11, 2012

Strategic Projects

1. Offer more court services online

Activity	Status	Percentage of Completion	Responsible Party	Completion Date
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

2. Offer more court services and functions at off-site locations

Activity	Status	Percentage of Completion	Responsible Party	Completion Date
2a – Probation. Provide educational classes for probation clients at NCS. Anger and Stress Management (adults), AEP English, AEP Chuukese, Petty Theft Diversionary. Will free up **55 to 95 parking stalls** weekly in Hagatna	Probation has scheduled with NCS to transfer classes from Hagatna to NCS effective November 7,	100%	John Lizama, Melanie Brennan, Trisha Suzuki	November 2012

facility.	2012. Action Plan developed.			
2b – Jury. Provide jury orientations on Wednesdays biweekly at NCS (twice per month). Will free up **160 to 200 parking stalls** every other Wednesday (arraignment days) in Hagatna facility.	Jury has scheduled with NCS to transfer jury orientations from Hagatna to NCS effective November 7, 2012. Action Plan developed.	100%	Jennifer Conceicao, Lillian Kosaka, Juanita Seman	November 2012

3. Enhance court interpreter program

Activity	Status	Percentage of Completion	Responsible Party	Completion Date
1. Establish minimum qualifications for participants in interpreter program. 2. Draft rules to govern interpreter program.	Ongoing. Rules have been drafted and are being reviewed by the Committee. Action Plan developed.	50%	Judge Sukola, Geri Cepeda, Merly Karsom, Doreen Pangelinan	February 2013 (6 mos)
3. Draft the Judiciary's Code of Professional Conduct and Code of Ethics for Court Interpreters, and present to the Judicial Council for approval.	Ongoing. Code has been drafted for both projects and is being reviewed by the Committee. Action Plan developed.	50%	Judge Sukola, Geri Cepeda, Merly Karsom, Doreen Pangelinan	July 2013 (12 mos)
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. Conduct Court Interpreter Basic Training orientation sessions for new interpreters.	Ongoing. Action Plan developed.	5%	Judge Sukola, Geri Cepeda, Merly Karsom, Doreen Pangelinan	January 2014 (18 mos)

Cost: Nominal and/or no cost				

4a. Improve the distribution of court information (judicial information booth)

Activity	Status	Percentage of Completion	Responsible Party	Completion Date
1. Create a Judicial Information Booth in a central location that is easily accessible to all court patrons. 2. Identify a funding source to procure and design the booth. 3. Identify information and services most useful to court patrons, and develop instructional brochures on navigating the court system. 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. 5. Launch a media campaign to inform the public that these services are now available. Cost: $3,000 to $6,000	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) Training & media campaign: upon install of booth

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
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	Ongoing. Under development pending Implementation of Phase III. Action Plan	10%	Carl Perez, Valerie Tenorio	June 2013

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.	developed.			

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
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 three (3) 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. Ongoing. Under development pending Implementation of Phase III. Action Plan developed. Action Plan developed.	Traffic: 20% E-filing: 10%	Galo Perez	Traffic video: January 2013 E-filing video: June 2013

Item 4d. Public video calendar.

Activity	Status	Percentage of Completion	Responsible Party	Completion Date
1. Provide four (4) 46-inch Digital Court Calendars Displays in the General Public Area and nine (9) Digital Court Calendars 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.) Cost: $75,000-$100,000	Ongoing. Action Plan developed. Cost quotations received from three (3) vendors. On-site survey has been completed to determine internal electrical infrastructure for power and electrical requirements and cost estimates have been received. Other vendors will be considered upon issuing the Request for Proposal or Invitation for Bid; software and hardware maintenance to be determined based on specifications/features acquired. Project subject to funding availability.	If April 2013 completion: 45% If April 2014 completion: 25%	Elaine Naputi, Justice Robert Torres, Robert Cruz	Subject to funding avail: April 2013 (FY13), or April 2014 (FY14)

5. Expand resources available to Pro Se litigants

Activity	Status	Percentage of Completion	Responsible Party	Completion Date
1. Provide additional pro se forms on the Judiciary website. 2. Continue the ongoing collaboration with Guam Legal Services Corp. regarding forms on the guamselfhelp.org website. 3. Work collaboratively with the Guam Law Library to determine its potentially increasing role in providing information to self-represented litigants. 4. Explore using different forms of technology and media to provide information to pro se litigants. Produce at least one instructional video that can be viewed on the Judiciary website. Cost: to be determined as objective 6 is being implemented.	Ongoing. Based on the previous work of the SRL Committee, Change of Name forms have been prepared in PDF format to be uploaded on the Judiciary of Guam's website. Also created a dedicated Pro-Se/Self Litigant area in the Guam Law Library, which has several books for pro se litigants. Action Plan developed.	Items 1-3: 50% Items 4: 8%	Judge Sukola, Geri Cepeda, Ann Keith, Galo Perez, Norbert Mendiola	1: February 2013 (6 mos) 2-3: July 2013 (12 mos) 4: January 2014 (18 mos)

6. Develop parking solutions

Activity	Status	Percentage of Completion	Responsible Party	Completion Date
To increase public parking capacity within the JOG. Cost: 25 stalls = $100,000	Ongoing. Action Plan developed. Pending FY2014 JBF funding approval. Facilities Maintenance workers have begun clearing the area on Esperanza street for parking plans.	15%	Raymond L.G. Taimanglo	July-August 2014

Report Submitted By: **Robert S. Cruz, DAOC, Management Lead, SFA 1** Date: **November 12, 2012**