



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

Date: December 31, 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: November 11, 2012

Strategic Projects

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	<p>Management is eager to offer these online services to the public, and looks forward to completion of this activity.</p> <p>By June 2013:</p> <p>Need to ensure current procedures are amended to accommodate online services.</p> <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>

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 NCS. Anger and Stress Management (adults), AEP English, AEP Chuukese, Petty Theft Diversionary.</p> <p>Will free up 55 to 95 parking stalls weekly in Hagatna facility.</p>	<p>Probation has scheduled with NCS to transfer classes from Hagatna to NCS effective November 7, 2012. Action Plan developed.</p>	<p>100%</p>	<p>John Lizama, Melanie Brennan, Trisha Suzuki</p>	<p>November 2012</p>	<p>AOC issued a memo to the Chief Probation Officer and Procurement and Facilities Administrator on September 5, 2012 requesting for a facility assessment at Northern Court Satellite. Response: Renovations are not necessary at the present time.</p> <p>Management issued a memo dated September 27, 2012 to the Magistrate Judge, all Justices and Judges, and all Judiciary Employees notifying them of the movement of educational courses conducted by Probation Services Division to the Northern Court Satellite beginning November 7, 2012.</p> <p>Management applauds Probation officials and the chairs of this subcommittee for completing this activity in a timely fashion.</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 has scheduled with NCS to transfer jury orientations from Hagatna to NCS effective November 7, 2012. Action Plan developed.</p>	<p>100%</p>	<p>Jennifer Conceicao, Lillian Kosaka, Juanita Seman</p>	<p>November 2012</p>	<p>Management issued a memo dated September 5, 2012 to the Magistrate Judge, all Justices and Judges, Superior Court Clerk and Deputy Clerk of Court, Jury Commissioner, and Case Management System Project Management Officer notifying them of the movement of jury orientation to the Northern Court Satellite beginning November 7,</p>

					2012. Management applauds Courts and Ministerial and Jury officials, and the chairs of this subcommittee for completing this activity in a timely fashion.

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. 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)	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. Management is pleased with the progress made thus far and looks forward to the completion of this activity.
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)	Management is pleased with the progress made thus far and looks forward to the completion of this activity.
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,	Ongoing. Action Plan developed.	5%	Judge Sukola, Geri Cepeda, Merly Karsom, Doreen	January 2014 (18 mos)	By August 2013: Review committee's standardized training outline; review report on the

<p>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.</p> <p>Cost: Nominal and/or no cost</p>			Pangelinan		<p>potential for collaboration with other courts; review recommendations for recruitment of interpreters; and review proposed date(s) for Court interpreter Basic Training orientation.</p> <p>Management is pleased with the progress made thus far and looks forward to the completion of this activity.</p>
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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:
<ol style="list-style-type: none"> 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. <p>Cost: \$3,000 to \$6,000</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) Training & media campaign: upon install of booth	<p>By April 2013:</p> <p>Management will review committee's report with regard to installation of booth; update of all Court brochures; and review training schedule for staff.</p> <p>Ensure DPPCR is notified to prepare for launch of media campaign once training is completed and the booth is operational.</p>

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. 	Ongoing. Under development pending Implementation of Phase III. Action Plan developed.	10%	Carl Perez, Valerie Tenorio	June 2013	<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 videos and 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 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. 	<p>Ongoing. Ongoing. Under development pending Implementation of Phase III. Action Plan developed. Action Plan developed.</p>	<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 videos and 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 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 	<p>Ongoing. Action Plan developed.</p> <p>Cost quotations received from three (3)</p>	<p>If April 2013 completion: 45%</p> <p>If April 2014</p>	Elaine Naputi, Justice Robert Torres, Robert Cruz	<p>Subject to funding avail: April 2013 (FY13), or April 2014</p>	<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</p>

<p>public;</p> <ol style="list-style-type: none"> 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.) <p>Cost: \$75,000-\$100,000</p>	<p>vendors.</p> <p>On-site survey has been completed to determine internal electrical infrastructure for power and electrical requirements and cost estimates have been received.</p> <p>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.</p> <p>Project subject to funding availability.</p>	<p>completion: 25%</p>		<p>(FY14)</p>	<p>needs to be postponed to FY2014 due to other funding priorities and/or shortfalls.</p>
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5. Expand resources available to Pro Se litigants

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE:
<ol style="list-style-type: none"> 1. Provide additional pro se forms on the Judiciary website. 	<p>Ongoing. Based on the previous work of the SRL Committee,</p>	<p>Items 1-3: 50%</p>	<p>Judge Sukola, Geri Cepeda, Ann Keith, Galo</p>	<p>1: February 2013 (6 mos)</p>	<p>By January 2013: 1: requires media release, signage,</p>

<p>2. Continue the ongoing collaboration with Guam Legal Services Corp. regarding forms on the guamselfhelp.org website.</p> <p>3. Work collaboratively with the Guam Law Library to determine its potentially increasing role in providing information to self-represented litigants.</p> <p>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.</p>	<p>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.</p>	<p>Items 4: 8%</p>	<p>Perez, Norbert Mendiola</p>	<p>2-3: July 2013 (12 mos)</p> <p>4: January 2014 (18 mos)</p>	<p>and information updates to employees and divisions who staff public counters. Recommend forms be available via the self-help kiosk as well as the Judiciary website.</p> <p>By June 2013:</p> <p>2-4: requires media release, signage, and information updates to employees and divisions who staff public counters. Recommend instructional video be available via the self-help kiosk as well as the Judiciary website.</p> <p>Management is pleased with the progress made thus far and looks forward to the completion of these activities.</p>
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6. Develop parking solutions

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE:
<p>To increase public parking capacity within the JOG. Cost: 25 stalls = \$100,000</p>	<p>Ongoing. Action Plan developed. Pending FY2014 JBF funding approval.</p> <p>Facilities Maintenance workers have begun clearing the area on Esperanza street for parking plans.</p>	<p>15%</p>	<p>Raymond L.G. Taimanglo</p>	<p>July-August 2014</p>	<p>Management applauds the efforts of the Facilities Maintenance staff, subcommittee lead tasked with this activity, and subcommittee Chairs on progress made thus far.</p> <p>Management has included in the FY2013 JBF budget funding for design of the parking.</p>

**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: 3/9/13

Concurred by: 
F. PHILIP CARBULLIDO, Chief Justice of Guam

Date: 3/13/13