

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,
 Administrative Hearing Officer Linda L. Ingles**

Management Lead: Robert S. Cruz

Quarterly Report ending: March 6, 2013

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 III. Action Plan developed.	10%	Lorrie Perez June Carino Robert Cruz	June 2013	Management recognizes that this activity is dependent upon the Judiciary's CMS vendor completing this portion of the project.

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

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE:
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 facility.	Probation educational classes are being held regularly at NCS since November 2012. There have been approximately 341 clients that have attended the classes,	100%	John Lizama, Melanie Brennan, Trisha Suzuki	November 2012	Management applauds the subcommittee for completing this activity as scheduled. Management recognizes that this effort has provided ample parking at our Hagatna facility for court patrons.

	thereby alleviating parking congestion throughout the week/month. 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.	Petit Jury orientations will continue to run every Wednesday at NCS from 2/6/13-12/31/13. Rescheduled orientations from 8am-12pm and regular jury orientations from 1pm-5pm every Wednesday. Approximately 976 people have been orientated at NCS since November 2012 until February 6, 2013. Action Plan developed.	100%	Jennifer Conceicao, Lillian Kosaka, Juanita Seman	November 2012	Management applauds the subcommittee for completing this activity as scheduled. Management recognizes that this effort has provided ample parking at our Hagatna facility for court patrons.

3. Enhance court interpreter program

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE:
<p>1. Establish minimum qualifications for participants in interpreter program.</p> <p>2. Draft rules to govern interpreter program.</p>	<p>Application form is being utilized for interested applicants. Applications received through 1/13/13 and will be screened by Judge EBA. Rules that were drafted are being circulated now to the Guam Bar Association and Judges for comments and will be placed on the JC Agenda in Feb. or Mar. 2013. JC approved the Court Interpreter Registry Program in Nov. 2012. Action Plan developed.</p>	<p>75%</p> <p>75%</p>	<p>Judge Sukola, Geri Cepeda, Merly Karsom, Doreen Pangelinan</p> <p>Judge Sukola, Geri Cepeda, Merly Karsom, Doreen Pangelinan</p>	<p>February 2013 (6 mos)</p> <p>March 2013</p>	<p>Management is pleased with the progress made thus far and encourages the subcommittee to complete this activity.</p>
<p>3. Draft the Judiciary's Code of Professional Conduct and Code of Ethics for Court Interpreters, and present to the Judicial Council for approval.</p>	<p>Judicial Council approved the Code in January 2013 to include Block Pay Schedule. Action Plan developed.</p>	<p>100%</p>	<p>Judge Sukola, Geri Cepeda, Merly Karsom, Doreen Pangelinan</p>	<p>January 2013</p>	<p>Management applauds the subcommittee for completing this item as scheduled.</p>
<p>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,</p>	<p>Ongoing. Anticipated training will commence in late February or early March 2013, with all</p>	<p>25%</p>	<p>Judge Sukola, Geri Cepeda, Merly Karsom, Doreen Pangelinan</p>	<p>January 2014 (18 mos)</p>	<p>Management is eager for this item to be completed.</p>

<p>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>	<p>interpreters possibly registered by mid end of March 2013. Action Plan developed.</p>				
<p>Other information: Judge EBA is forming the Language Assistance Program Coordinator position (LAP). She is currently forming the position by creating a schedule for all Judges to use and is assigning interpreters to each courtroom, based on each of the Judge's needs. Additionally, she has met with APD and will meet with PDSC for briefing on how the schedule works and will provide them with a schedule to follow.</p> <p>The Language Assistance Program Coordinator was originally the Mediator/Coordinator position that was adopted by the Judicial Council earlier in 2012. Judge EBA had proposed to separate the two positions to create the LAP Coordinator. The LAP Coordinator position maybe placed on the Judicial Council agenda in February or March 2013 for adoption.</p>					<p>Management recognizes the position of Language Assistance Program Manager was approved and adopted by the Judicial Council of Guam in March 2013.</p>

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. 	<p>Ongoing. Working on developing a scalable booth size specifications (i.e., based on proa shape), and may transfer it to a mock (perhaps cardboard and/or</p>	<p>16%</p>	<p>Jacqueline Cruz, Virginia Yasuhiro, Melanie Brennan, Galo Perez</p>	<p>Booth: March 2013 (6 mos) Instructional brochures: March-September 2013 (6 to 12 mos)</p>	<p>Management encourages subcommittee members to make additional progress toward completion of this activity.</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>taping) to determine any necessary adjustments. Thereafter, a request will be made to procurement to obtain quotations from carpenters or carpentry/fabrication firms to provide pricing and an estimated completion date. The goal of having a booth fabricated and in place this fiscal year is attainable. Ongoing. Action Plan developed. Quotation for booth received.</p>			<p>Training & media campaign: upon install of booth</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:
<p>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.</p> <p>2. Test and become familiar with both the public access module and e-filing modules to understand the capabilities and functionality of the software.</p> <p>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.</p> <p>4. Develop a step by step script base on each module's use and functionality.</p>	<p>Ongoing. Under development pending Implementation of Phase III. Action Plan developed.</p>	<p>10%</p>	<p>Carl Perez, Valerie Tenorio</p>	<p>June 2013</p>	<p>Management recognizes that this activity is dependent upon the Judiciary's CMS vendor completing activity 1.</p> <p>Thereafter, subcommittee members can work toward completing activities 2 through 6.</p>

<p>5. Submit the script for review and compliance with the court's policy and rules.</p> <p>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>					
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--	--	--

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:
<p>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).</p> <p>2. Test and become familiar with both the online traffic payment and traffic clearance module, and e-filing module for Pro Se litigants.</p> <p>3. Apply the Court's policies and rules in regards to the e-filing rules associated with Small Claims cases.</p> <p>4. Develop a step by step script base process on each module's use and functionality.</p> <p>5. Submit the script for review and compliance with the Court's policies and rules.</p> <p>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>	<p>Ongoing. Ongoing. Under development pending Implementation of Phase III. Action Plan developed.</p>	<p>Traffic: 20%</p> <p>E-filing: 10%</p>	<p>Galo Perez</p>	<p>Traffic video: June 2013</p> <p>E-filing video: January 2014</p>	<p>Management recognizes that this activity is dependent upon the Judiciary's CMS vendor completing activity 1.</p> <p>Thereafter, subcommittee members can work toward completing activities 2 through 6.</p>

Item 4d. Public video calendar

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT’S RESPONSE:
<p>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;</p> <p>2. Provide two (2) Digital Touch Screen Displays for Public Notices in the General Public Area;</p> <p>3. Provide Multi-Media capabilities to the General Public Displays for Judiciary updates, notices, meetings, etc.</p> <p>4. Obtain price quotations from vendors for budgetary purposes;</p> <p>5. Submit a mid-price budget to the Controller for review, and certification of funds through the Judicial Building Fund;</p> <p>6. Determine internal electrical infrastructure capabilities for power and electrical requirements to operate the Digital Calendaring System.</p> <p>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> <p>Cost: \$75,000-\$100,000</p>	<p>Ongoing. Action Plan developed.</p> <p>Scope of Work is being developed in preparation of issuing a Request for Proposal. This Project subject to funding availability.</p>	<p>Items 4-6: 100%</p> <p>Project expected to be completed within the Strategic Plan Period – subject to funding availability.</p>	<p>Elaine Naputi, Justice Robert Torres, Robert Cruz</p>	<p>Subject to funding avail: April 2013 (FY13), or April 2014 (FY14)</p>	<p>Management recognizes these activities are dependent upon funding availability, and encourages the subcommittee to be creative in identifying alternative sources of funding or an alternate, perhaps modified, plan to accomplish this goal.</p>

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.</p> <p>Cost: 25 stalls = \$100,000</p>	<p>Project site cleared and property monuments located.</p> <p>Obtained \$15,000 JBF Funding for parking lot design work and issued RFP for parking lot design on 1/11/13</p> <p>Closed RFP on 1/25/13 and in the process of RFP evaluation;</p> <p>Expected to award AE Contract by mid-February and begin design work.</p> <p>Upon completion of design work, incremental buildup of the parking will begin;</p> <p>Part of the buildup is to install coral base and smooth the site for parking until funding is available for asphalt.</p> <p>Action Plan developed.</p>	<p>25%</p>	<p>Raymond L.G. Taimanglo</p>	<p>July-August 2014</p>	<p>Management applauds the subcommittee on progress made thus far, and recognizes that funding is necessary to accomplish this goal as planned.</p>

**MANAGEMENT RESPONSE PLAN for
Strategic Focus Area 1: Access to Courts and Delivery of Services
Quarterly Report Ending March 6, 2013**

Approved by: 
PERRY C. TAITANO, Administrator of the Courts

Date: APR 29 2013

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

Date: 5/3/13