

**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: August 30, 2013

Strategic Projects

1. Offer more court services online

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT RESPONSE
1) Payment of fines, fees, restitution, and jury questionnaires	<p>Ongoing via CMS Phase III. E-Payments will be available October 1, 2013. Testing is currently on-going.</p> <p>On-line Jury Questionnaire is now available as of July 2013. Out of 7,000 Jury Questionnaires sent out via mail, we received 1,200 Juror Questionnaires on-line. Action Plan developed.</p>	75%	Lorrie Perez June Carino Robert Cruz	July 2013 for Jury Questionnaire and October 2013 for E-Payments	Management applauds the efforts of the subcommittee to successfully complete the on-line jury questionnaire activity and recognizes that that e-payments 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 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 educational classes are being held regularly at NCS since November 2012. There have been approximately 1094 clients from Nov 2012 to August 26, 2013 that have attended the classes, thereby alleviating parking congestion throughout the week/month. Action Plan developed.</p>	100%	John Lizama, Melanie Brennan, Trisha Suzuki	November 2012	Management applauds the subcommittee for completing this activity as scheduled and recognizes that this effort has provided ample parking at our Hagatna facility for court patrons.
<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>Petit Jury orientations have been put on hold at NCS due to Jury On-line questionnaire development and training, to include replenishing Master Jury Wheel. Jury Orientations at NCS will commence again in September 2013. Approximately 1,191 people have been orientated at NCS since November 2012 until May 16, 2013. Action Plan developed.</p>	100%	Jennifer Conceicao, Lillian Kosaka, Juanita Seman	November 2012	Management applauds the subcommittee for completing this activity as scheduled and 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 RESPONSE
1. Establish minimum qualifications for participants in interpreter program.	Application form is being utilized for interested applicants.	100%	Judge Sukola, Geri Cepeda, June Carino	February 2013	Management applauds the subcommittee for successfully completing this activity.
2. Draft rules to govern interpreter program.	Adm. Rule 13-004 for CIRP was adopted June 24, 2013 by Guam Supreme Court. Action Plan developed.	100%	Judge Sukola, Geri Cepeda, June Carino	June 2013	
3. Draft the Judiciary's Code of Professional Conduct and Code of Ethics for Court Interpreters, and present to the Judicial Council for approval.	Judicial Council adopted Code of Professional Conduct for Court Interpreters December 2012. Compensation Schedule adopted March 2013. Action Plan developed.	100%	Judge Sukola, Geri Cepeda, June Carino	March 2013	
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.	A total of 43 interpreters trained, with 33 active CIRP Interpreters servicing all courtrooms, PDSC, APD, and Private Attorney Panel <i>Training conducted on</i>	75%	Judge Sukola, Geri Cepeda, June Carino	January 2014 (18 mos)	Management is pleased with the progress made thus far and encourages the subcommittee to continue its efforts to complete this activity.

<p>Cost: Nominal and/or no cost</p>	<p><i>March 1-2, April 15 and May 17, 2013 by the Judiciary of Guam in coordination with GCC.</i></p> <p>Action Plan developed.</p>				
<p>Other information: Judge EBA reported the following:</p> <ul style="list-style-type: none"> • Judge EBA completed 4 workshop/training presentations for newly contracted CIRP Interpreters in Basic Courtroom Interpretation Skills; • Language Assistance Manager, Ms. June Carino, hired and on board as of July 29, 2013; • Translation of two (2) courtroom documents (Speedy Trial Assertion/Waiver and Order of Conditional Release) into Chuukese completed. Translation into other languages is underway; • Projects forward: 1) Judicial Training September 23rd, PJC; 2) LAP Staff Training to be incorporated into all training programs within the Judiciary; 3) Guam Bar Training; 4) Intermediate Interpreter Training prior to end of the year in conjunction with GLSC Sexual Assault/DV Training; 5) Remote Video Interpreting Planning; 6) Develop Interpreter course curriculum in conjunction with GCC for Spring 2014 and possible certification program for interpreters. <p>Breakdown of 43 Interpreters: 11 Chuukese, 5 Chinese, 2 Tagalog, 3 Marshalese, 2 Palauan, 1 Vietnamese, 2 Yapese/Ulithian, 2 Kosraen, 4 Pohnpiean, 1 Chamorro, 3 Korean, 1 Russian, 4 Japanese & 2 American Sign Language. We are still open to accepting applications for other languages.</p>					<p>Management applauds the subcommittee for the successful development and efforts towards implementation of the Language Assistance Program.</p>

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

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT 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> <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>Ongoing. Mockup Design completed as of May 2013 and supplies and materials have been itemized. Based on the cost estimates received, we anticipate the cost of supplies and materials to be between \$3,000-\$5,000. Project is on hold pending JBF funding as per AOC. Once funds are available, and supplies and materials have been purchased and received, the Informational Booth should be completed within 30-60 days. Project will be completed by internal court staff.</p> <p>Ongoing.</p>	<p>35%</p>	<p>Jacqueline Cruz, Virginia Yasuhiro, Melanie Brennan, Galo Perez; Frank Perez, Jess Munoz, Elaine Naputi</p>	<p>Booth: July 2013</p> <p>Instructional brochures: January 2014</p> <p>Training & media campaign: upon install of booth</p>	<p>Management encourages the subcommittee to make additional progress toward completion of this activity.</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 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. Under development pending Implementation of Phase III in November 2013. Action Plan developed.</p>	<p>10%</p>	<p>Carl Perez, Valerie Tenorio</p>	<p>January 2014</p>	<p>Management recognizes that this activity is dependent upon the Judiciary's CMS vendor completing activity 1. Thereafter, subcommittee members can work toward completing activities 2 through 6.</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 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. E-payment implementation set for October 2013.</p> <p>Ongoing development pending Implementation.</p> <p>Action Plan developed.</p>	<p>Traffic: 20%</p> <p>E-filing: 10%</p>	Galo Perez	<p>Traffic video: January 2014</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. 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 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 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. 	<p>Ongoing. Action Plan developed.</p> <p>Scope of Work and review completed and forwarded to Procurement on August 27, 2013 for packaging for possible RFP Issuance upon</p>	<p>Items 4-6: 100%</p> <p>Project expected to be completed within the Strategic Plan Period – subject to</p>	Elaine Naputi, Justice Robert Torres, Robert Cruz	<p>To be determined based on funding availability from the FY 2014 JBF.</p>	<p>Management recognizes these activities are dependent on funding availability and encourages the subcommittee to be creative in identifying alternative sources of funding or an alternative plan to accomplish this activity.</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>availability of JBF funds.</p>	<p>funding availability.</p>			
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5. Expand resources available to Pro Se litigants

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT RESPONSE
<p>1. Provide additional pro se forms on the Judiciary website.</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</p>	<p>In Forma Pauperis form has been completed and was forwarded to the AOC on August 27, 2013 for his approval to publish on the Court's Website.</p>	<p>Items 1-3: 50%</p> <p>Items 4: 8%</p>	<p>Judge Sukola, Geri Cepeda, Ann Keith, Galo Perez, Norbert Mendiola</p>	<p>1: September 2013</p> <p>2-3: January 2014</p> <p>4: January 2014</p>	<p>Management applauds the progress thus far and encourages the subcommittee to continue to make progress towards this vital goal.</p>

<p>provide information to pro se litigants. Produce at least one instructional video that can be viewed on the Judiciary website.</p> <p>Notes: GLSC is currently testing the name change interview and then they will work on the next interview and then add the voice. They are working on the instructions for completing the forms.</p> <p>Cost: to be determined as objective 6 is being implemented.</p>	<p>Geri has sent the draft instructions for this form to Judge Sukola for review.</p> <p>Ongoing. Pending tasks. -Change of name forms --Standard Petition for Protection from Abuse forms -Complaint for Permanent and Temporary Injunction forms. These interactive forms are still being developed by GLSC and we are still waiting on a completion date.</p>				
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6. Develop parking solutions

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT RESPONSE
<p>To increase public parking capacity within the JOG.</p> <p>Cost: 17 stalls = \$60,000.</p>	<p>Design completed on May 16, 2013 for 17 additional stalls. The CJ would like the estimated project cost of \$60,000 to be placed on the</p>	<p>50%</p>	<p>Raymond L.G. Taimanglo</p>	<p>To be determined based on funding availability</p>	<p>Management applauds the subcommittee on progress made thus far and recognizes that funding is necessary to accomplish this goal as planned.</p>

	FY 2014 Judicial Building Fund for funding consideration. Action Plan developed.			from the FY 2014 JBF.	
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**MANAGEMENT RESPONSE PLAN for
Strategic Focus Area 1: Access to Courts and Delivery of Services
Quarterly Report Ending August 30, 2013**

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

Date: 10/21/13

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

Date: 10/24/13