

TECHNICAL ADVISORY COUNSEL

A Subcommittee of the Commission on Technology

Minutes

February 8, 2002

Members Present:

Mohyeddin Abdulaziz (phone)
John Barrett
Ron Beguin
John Coward
David Davis
Daniel Edwards
Maureen Haggerty for Karl Heckart
Carol Merfeld
Gregg Obuch
Ellie Price

Members Not Present:

Joan Harphant
Robert Kinas
Ann Kuhn
Will Taggart
Michael Tomkins

Others Present:

Jim Ham
Tim Lawler

INTRODUCTIONS

Maureen Haggerty called the meeting to order on behalf of the Karl Heckart, Chair, at 10:00 a.m. and welcomed everyone attending. Members introduced themselves.

Members first discussed their courts' experiences with and procedures for handling bulk data requests. Currently, most do have and fulfill many of these requests. Most had a formula or model for calculating the cost of such bulk data requests. Members suggested that a workgroup might create a guideline or model for such calculations that could be used by all courts.

Members then reviewed the newly issued *Justice for a Better Arizona: A Strategic Agenda for Arizona's Courts 2002-2005*. They identified initiatives that would have technology impacts, noting existing or planned statewide or local technology projects that support them. Further, TAC identified initiatives which may benefit from the adoption of statewide standards with the possibility that TAC workgroups might be formed to look into these further. The results of that discussion are below along with the text of the *Strategic Agenda*.

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

1-A Abused and Neglected Children

There may be no greater exercise of governmental power, with the exception of the imposition of the death penalty, than the state's removal of children from their parents once allegations and evidence of abuse or neglect have been established. Courts are required to balance the protection of the child with the right of the parent. Once intervention is deemed necessary, it is imperative that courts act swiftly and fairly to dispense justice, ensuring that parents are given every reasonable opportunity to become responsible for the care of their children. If parents are unable to assume custody, courts and ancillary services must make every effort to find appropriate, permanent homes so that no child languished needlessly in the custody of the state.

Initiatives for Agenda 1-A Abused and Neglected Children

Process child abuse and neglect cases in a fair and timely manner to ensure children have safe, nurturing, and permanent homes while protecting the rights of all parties.

1.A.1. Model Court

- Continue implementation of Model Court statewide.

Statewide Impact: Current statewide efforts are underway in enhancements to JOLTS and its dependency module, and DCATS to support the model court work flows.

Local Initiatives: State JOLTS system as well as Maricopa and Pima systems are being enhanced.

TAC action: None

1.A.2. Recruit Foster Homes

- Encourage public and private agencies to increase efforts to recruit foster homes for children in need

1.A.3. Recruit Adoptive Homes

- Encourage public and private agencies to increase efforts to recruit adoptive families and expedite the certification process for children available for adoption.

1.A.4. Educate the Judiciary

- Provide continuing education to the judiciary on the impact of child abuse and neglect on children and families.

Statewide Impact: Suggest reporting projects to provide statistical information to support this effort.

Local Initiatives: none

TAC action: none

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

1-B Victims of Domestic Violence

Domestic violence affects thousands of Arizona citizens each year. Courts and probation departments observe the real impact such violence has, not only on victims of abuse, but also on children who live with and witness violence in their own homes. It is important for judges and judicial staff to be knowledgeable and possess the skills necessary to process domestic violence cases swiftly and appropriately when victims of abuse seek court protection.

Initiatives for Agenda 1-B Victims of Domestic Violence

Develop and implement best practices and procedures to address domestic violence effectively and to reduce its impact on children and families.

1.B.1. Probation Services-LJCs

- Expand probation services to the limited jurisdiction courts for domestic violence cases, including the creation of specialized caseloads where appropriate, to ensure offender compliance with court orders.

Statewide Impact: The volumes in APETS will be impacted as those sentenced in limited jurisdiction courts are supervised by adult probation departments.

TAC recommends that a statewide initiative should be to integrate APETS with courts' case management systems in order to more efficiently and effectively share and process data.

Local Initiatives: Pima and others are already providing supervision. Maricopa has some APETS integration with CMS.

TAC action: none

1.B.2. Orders of Protection Registry

- Expand the electronic centralized registry to include orders of protection from all courts.

Statewide Impact: Continued development and support of the current project.

Local Initiatives: Current on-going initiatives from non-ACAP courts.

TAC action: none

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

1.B.3. Educate Judiciary

- Provide continuing education to the judiciary concerning the seriousness of domestic violence, the cycle of abuse, and its impact on families, particularly children.

This initiative may have an impact on statewide and/or local infrastructure, especially network bandwidth. An upgrade to accommodate increased bandwidth needs may be necessary for initiatives that may use distance learning and video streaming technologies.

1.B.4. Educate Public

- Assist in educating the public on domestic violence and the availability of services for those affected by domestic violence.

This initiative may have an impact on local and/or statewide web site content. Some coordination between local and state would be beneficial to reduce redundancy and standardize court information and responses.

1-C Vulnerable Persons

As the population of our state continues to increase and age, courts are often called upon to appoint fiduciaries, licensed by the court, to aid those in need of assistance in managing their personal and financial affairs due to age or other infirmity. Courts must ensure, through effective oversight, policies, and training that fiduciaries act in the best interests of those they serve and are held accountable for performing their duties properly.

Initiatives for Agenda 1-C Vulnerable Persons

Implement the re-engineering of probate case management statewide to ensure protection of elderly, mentally incapacitated, and other vulnerable persons.

1.1. Screen/Monitor Fiduciaries

- Develop procedures to screen and monitor fiduciaries.

Statewide Impact: An AOC function that may require development of various tracking systems. Also, provide Web public access to fiduciary information.

Local Initiatives: none

TAC action: none

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

1.C.2.Audit Procedures

- Develop uniform procedures to audit the accounting practices of fiduciaries.

Statewide Impact: Enhancements to PAM may be required to provide for greater controls and reporting on accounting.

Local Initiatives: This may begin in Pima where PAM is currently operational.

TAC action: none

1.C.3.Automated Case Processing;

- Develop statewide automated case processing and uniform case management systems for probate cases.

Statewide Impact: PAM rollout statewide will support this initiative.

Local Initiatives: Pima's continued use and enhancement is current local initiative.

TAC action: none

1.C.4.Educate Judiciary;

- Provide continuing education to the judiciary on the effective oversight of probate cases.

This initiative may have an impact on statewide and/or local infrastructure, especially network bandwidth. An upgrade to accommodate increased bandwidth needs may be necessary for initiatives that may use distance learning and video streaming technologies.

1-D Probation Supervision

Persons who violate the laws of this state must be held accountable. Courts determine the appropriate punishment for these individuals within the requirements of existing laws in order to deter crime and protect the public. If the court determines probation to be the most appropriate action, it must ensure that the offender is not only held accountable, but is offered rehabilitative services designed to reduce or eliminate future criminal activity. Those offenders with histories of substance abuse or mental illness present a unique challenge, and innovative approaches must be considered, such as drug courts and family courts, to reduce offender recidivism and promote public safety.

Initiatives for Agenda 1-D Probation Supervision

Provide a balanced approach to probation that focuses on holding probationers accountable, keeping communities safe, and providing treatment and rehabilitation services to offenders.

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

1.D.1.Enhance Collections

- Enhance efforts to collect restitution and fees from probationers.

Statewide Impact: Statewide A/R and collections tracking modules would support this effort. It fits in with the current statewide AZTEC financial system rewrite.

Local Initiatives: Some jurisdictions have acquired stand-alone collections modules. Maricopa used CUBS. Pinal has researched this and plans to implement something at the local level.

TAC action: none

1.D.2.Conditions of Probation

- Require that probationers complete all conditions of probation, including community service hours.

Statewide Impact: Development of this tracking module in APETS will support this initiative.

Local Initiatives: none discusses.

TAC action: none

1.D.3.Probation-Sex Offenses/DUI

- Provide probation services to the limited jurisdiction courts for those convicted of sex offenses and DUI offenses.

Statewide Impact: As with domestic violence, the volumes in APETS will be impacted as those sentenced in limited jurisdiction courts are supervised by adult probation departments.

TAC recommends that a statewide initiative should be to integrate APETS with courts' case management systems in order to more efficiently and effectively share and process data.

Local Initiatives: Pima and others are already providing supervision. Maricopa has some APETS integration with CMS.

TAC action: none

1.D.4.Treatment-Mentally Ill

- Ensure the provision of treatment services for mentally ill offenders.

Statewide Impact: Current tracking systems must be enhanced to assure that privacy requirements for such information are adhered to.

Local Initiatives: none

TAC action: Technical security standards for protection of data.

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

1.D.5.Needs/Risk Assessment

- Ensure offenders are appropriately screened for needs and risk to the community and that appropriate services are provided.

Statewide Impact: JOLTS and APETS already provide automated tools and tracking for this initiative. To the extent that screening models are revisited and enhanced, program modifications may be required.

Providing greater access to NCIC data in the screening process to support risk to the community may have an impact on justice integration efforts with law enforcement.

Enhancing technology use for drug screening (e.g. the Gila retinal scan process).

Automated integration with testing agencies for more efficient and timely reporting of test results. Also, provide for more efficiency by using integration for the business activities (i.e. invoice processing) surrounding this testing.

Integration of JOLTS, APETS and AZTEC (or other CMS) would support providing more complete information on an offender.

Local Initiatives: Gila's retinal screening for drugs.

TAC action: none

1.D.6.Drug/Alcohol Treatment

- Expand drug/alcohol treatment programs for probationers.

1.D.7.Educate Judiciary

- Provide judicial education on the management and supervision of substance abusing offenders.

This initiative may have an impact on statewide and/or local infrastructure, especially network bandwidth. An upgrade to accommodate increased bandwidth needs may be necessary for initiatives that may use distance learning and video streaming technologies.

1.D.8.Drug Court

- Make greater use of drug courts and treatment in reducing substance abuse and recidivism in the justice system.

Statewide Impact: Development of an automated system to support this initiative that is integrated with existing the CMS.

Local Initiatives: Several jurisdictions are currently implementing stand-alone systems to track drug court activity.

TAC action: none

AGENDA 1: PROTECTING CHILDREN, FAMILIES & COMMUNITIES

Develop and implement a comprehensive officer safety program in order to ensure the safety of officers and staff, thereby enhancing the effectiveness of probation in protecting the community.

1.D.9. Officer Safety

- Establish, implement, and monitor statewide policies concerning officer safety, utilizing the continuum of force model, up to and including the provision of firearms to officers.

Statewide Impact: Availability of a GIS-based analysis integrated with JOLTS, APETS and CMS would support provision of data needed to establish policies. There could be requests for additional tracking modules in systems to support such tracking.

Local Initiatives: none

TAC action: none

1.D.10. Safety Training

- Ensure that on-going safety training is provided to probation personnel.

This initiative may have an impact on statewide and/or local infrastructure, especially network bandwidth. An upgrade to accommodate increased bandwidth needs may be necessary for initiatives that may use distance learning and video streaming technologies.

1.D.11. Safety Training/Equipment

- Advocate for resources necessary to provide training and safety equipment to probation personnel.

This initiative may have an impact on statewide and/or local infrastructure, especially network bandwidth. An upgrade to accommodate increased bandwidth needs may be necessary for initiatives that may use distance learning and video streaming technologies.

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

2-A Fairness in the Judicial System

The judiciary aspires to a fair and impartial justice system. The court community should strive to reflect the diversity of the public it serves at all levels and have open dialogue with all groups in order to increase respect and understanding between courts and the public they serve.

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

Initiatives for Agenda 2-A Fairness in the Judicial System

Continue to strive for a justice system in Arizona which is free from actual or perceived racial, ethnic, gender, or economic bias.

2.A.1.Minority Communications

- Enhance communication between courts and minority communities.

This initiative may have an impact on local and/or statewide web site content. Some coordination between local and state would be beneficial to reduce redundancy and standardize court information and responses.

2.A.2.Educate Judiciary

- Provide continuing education of the judiciary on issues of cultural and racial diversity.

This initiative may have an impact on local and/or statewide web site content. Some coordination between local and state would be beneficial to reduce redundancy and standardize court information and responses.

2.A.3.Diversity

- Endeavor to increase the diversity of the judiciary at all levels to reflect the communities it serves while maintaining the highest level of judicial qualifications.

2.A.4.Building Blocks

- Continue efforts to address the over-representation of minority youth in the justice the “Building Blocks” initiative.

2-B Victims’ Rights

For those directly impacted by crime, negotiating the criminal justice system may be a source of frustration. Courts must be responsive to the needs of victims while protecting the constitutional rights of both the accused and the victim. Courts must ensure victims have the opportunity to exercise rights granted to them. Additionally, the victims deserve to be treated with respect by all entities in the criminal justice system.

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

Initiatives for Agenda 2-B Victims' Rights

Ensure that the rights afforded victims of crime are enforced and that victims are informed and treated with dignity and respect.

2.B.1.Ensure Compliance

- Work in cooperation with law enforcement, prosecutorial agencies, defense counsel, and victims to ensure compliance with victims' rights provisions.

Statewide Impact: A statewide modification to the AZTEC calendar to print a "public version" that does not include victim information.

Local Initiatives:

TAC action: none

2.B.2.Educate Judiciary

- Provide continuing education of the judiciary on the rights and appropriate treatment of victims.

This initiative may have an impact on statewide and/or local infrastructure, especially network bandwidth. An upgrade to accommodate increased bandwidth needs may be necessary for initiatives that may use distance learning and video streaming technologies.

2.B.3.Educate Victims

- Educate victims on their rights as well as the responsibilities of prosecutorial agencies and the courts.

This initiative may have an impact on local and/or statewide web site content. Some coordination between local and state would be beneficial to reduce redundancy and standardize court information and responses.

2-C Self-Represented Litigants

For too many people the cost of legal representation has become prohibitive, as evidenced by the ever increasing number of self-represented litigants appearing before the courts. In order to ensure that citizens have meaningful access and an opportunity to be heard, Arizona courts have and will continue to develop methods to provide assistance to litigants so that no one is denied justice solely because they do not have the benefit of counsel.

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

Initiatives for Agenda 2-C Self-Represented Litigants

Develop and implement effective ways to assist self-represented litigants.

2.C.1. Legal Assistance-Pro Se

- Partner with the State Bar to examine effective ways to provide legal assistance to pro se litigants.

2.C.2. Public Access Line

- Implement a public access line to provide general court related information to the public.

This initiative may have an impact on local and/or statewide web site content. Some coordination between local and state would be beneficial to reduce redundancy and standardize court information and responses.

2.C.3. Advice Hotlines

- Encourage the establishment of legal advice hotlines for domestic violence, domestic relations, and juvenile matters.

This initiative may have an impact on local and/or statewide web site content. Some coordination between local and state would be beneficial to reduce redundancy and standardize court information and responses.

2.C.4. Website Forms For LJs

- Expand the judicial department's self-service center web site to include additional forms, instructions, and other information helpful to those who must appear in the limited jurisdiction and superior courts.

Statewide Impact: Encourage statewide standardized forms. Automate forms creation. Get e-filing implemented statewide. Provide forms in Spanish.

Local Initiatives: Maricopa's self-service center just published new Spanish-language forms.

TAC action: none

2.C.5. Simplify Forms/Procedures

- Simplify forms and procedures.

2.C.6. Self-Service/Pro-Bono

- Encourage the establishment of self-service centers in courts and encourage the expansion of pro-bono legal representation by members of the State Bar.

Statewide Impact: Continue to provide PCs to courts for placement in public access areas.

Local Initiatives: Many courts already have such access.

TAC action: none

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

2-D User-Friendly Courts

To enhance public trust and confidence in the judiciary, courts must be truly accessible to those whom they serve. As the age and diversity of Arizona's population increases, courts must address the need for more language interpreters, assistance for the speech or hearing impaired, and the public's growing expectation of assistance in the area of self-representation. Public expectations concerning the timely resolution of disputes, particularly in divorce and child custody proceedings, continue to challenge courts. The continuing development of efficient case processing and management systems is designed to ensure the resolution of disputes in a fair and timely manner, thereby strengthening public confidence in the courts.

Initiatives for Agenda 2-D User-Friendly Courts

Provide an opportunity for those who appear before the courts to participate effectively without inconvenience.

2.D.1. Interpreters

- Implement programs to ensure the availability of qualified language interpreters for non-English speaking litigants.

Statewide Impact: A probable AOC automated tracking function if certification is required.

Implementation of standardized recording and audio/video enabled courtrooms will allow greater remote accessibility, thus expanding on pool of qualified interpreters.

Local Initiatives: Maricopa

TAC action: Address interoperability standards for courtroom technologies.

2.D.2. Speech/Hearing-Impaired

- Implement programs to assist speech or hearing-impaired litigants.

Statewide Impact: As above.

Local Initiatives:

TAC action: Address interoperability standards for courtroom technologies.

2.D.3. Safe Courts

- Maintain court facilities that are safe, accessible, and convenient to use.
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AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

2.D.4.Expand Website

- Enhance public access and usability of information available on-line through the expansion of the Judicial Branch web site and by looking for opportunities to partner with the Executive Branch to utilize its web portal, “Arizona @ Your Service,” to increase the public’s ability to conduct business with the courts.

Statewide Impact: Citation payment processing and other electronic transactions where fee payments are included may be candidates for this initiative.

Current public access web sites support initiative.

Local Initiatives: Bringing into public access those courts that are not now providing it was discussed as a combined state/local initiative.

TAC action: Possibly providing analysis and recommendations on best candidates for using outsourcing.

2.D.5.Customer Service Training

- Provide customer service training for judges and judicial staff.
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AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

Encourage the development of case management systems that reflect best practices in order to resolve disputes in a prompt, fair, and cost-effective manner.

2.D.6.Best Practices

- Assist the courts in the development and implementation of best practices for efficient case processing.

Statewide Impact: Additional enhancements to the CMS may be required to support any process changes resulting from this initiative. MCAP and the AZTEC financial redesign are two current state projects supporting this initiative.

Local Initiatives:

TAC action: none

2.D.7.Eliminate Local Rules

- Encourage the elimination of duplicative local rules and encourage the consistent application of statewide rules of procedure.

Statewide Impact: Current adult probation effort to adopt standard terms and conditions supports this initiative. Suggestion that additional business rules built into AZTEC would support this initiative.

Local Initiatives: none noted.

TAC action: none

2.D.8.EDMS

- Enhance the use of technology within courts to process cases in an efficient manner, including the development of an electronic document management system.

Statewide Impact:

Local Initiatives: Maricopa's current project; Pinal's efforts to initiate an imaging project.

TAC action: none noted

2.D.9.ADR/Expedited Case Dispositions

- Develop innovative ways in which to use alternative dispute resolution methods to achieve more mutually satisfying results and to expedite case dispositions.
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AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

2-E Continuous Improvement

To better serve the public, courts must continuously examine innovative ways to resolve disputes in a fair, timely, and cost-effective manner. Litigants should not be forced to wait in limbo for resolution of such issues as the custody of their children, their financial future, or their very freedom. While traditional adversarial methods of dispute resolution may be appropriate for many cases, it is time to examine better and more cost-effective methods.

Courts of limited jurisdiction, where more than 95 percent of all litigants find themselves, must not be left behind as the judiciary moves forward. Demands placed upon these courts, particularly justice courts, have significantly increased over the years. In order to meet current demand and ensure public trust and confidence, in the judiciary, Arizona courts will continue to expand case re-engineering efforts at all levels.

Initiatives for Agenda 2-E Continuous Improvement

Develop and implement a plan to enhance the operations of limited jurisdiction courts, with particular emphasis on the justice courts.

2.E.1.JP Qualifications/Legal Assistance

- Increase qualifications and provide legal assistance to justices of the peace and their staff as needed.

Statewide Impact: Suggested greater provision of West and Lexus research resources to justices of the peace. This may have an impact on infrastructure as greater bandwidth may be required to accommodate their research needs.

Local Initiatives:

TAC action: none noted

2.E.2.Educate/Certify JPs

- Enhance educational opportunities for justices of the peace and require demonstrated proficiency in areas of law common in cases handled in justice courts to ensure appropriate and consistent decision making.

This initiative may have an impact on statewide and/or local infrastructure, especially network bandwidth. An upgrade to accommodate increased bandwidth needs may be necessary for initiatives that may use distance learning and video streaming technologies.

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

2.E.3.Court Facilities

- Encourage the upgrade of court facilities to better serve the public and provide adequate space for court staff and records.

2.E.4.Centralize Tickets/Collections

- Centralize the processing of civil and criminal traffic tickets to ensure standardized processing and enhanced collection of fines.

Statewide Impact: Some suggestions included centralization of traffic ticket processing, outsourcing of such processing, greater integration and an integration point with law enforcement and collecting, when possible, the court's case data electronically from law enforcement sources.

Local Initiatives: Maricopa Justice Courts noted their exploration of centralization of traffic case processing.

TAC action: none noted.

2.E.5.Resolution-Misconduct

- Ensure accountability through prompt resolution of complaints of misconduct.

Statewide Impact: AOC automated tracking project may result from this initiative.

Local Initiatives: none noted

TAC action: none noted

Work toward re-engineering domestic relations case processing to eliminate, in the vast majority of cases, the adversarial nature of divorce and provide prompt, fair, and more cost-effective methods to resolve divorce and child custody matters.

2.E.6.DR Task Force

- Create a task force to study domestic relations practices and alternatives to the adversarial process.

Explore opportunities for the re-engineering of civil case processing to ensure cases are resolved in a prompt, fair, cost-effective method.

2.E.7.Complex Litigation

- Conduct a thorough study evaluating the proposed use of complex litigation/business courts.

Statewide Impact: A statewide automation impact would be to provide a standard look and feel to the public for these kinds of cases regardless of court of origin. Integration within all levels of CMS may be required to facilitate this.

Local Initiatives: none noted

TAC action: none noted

AGENDA 2: PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

Continue the re-engineering of criminal case processing to ensure expeditious resolution fairly and timely.

2.E.8.Fill the Gap

- Dispose of 90% of felony cases within 100 days and 99% of cases within 180 days (Fill the Gap) and, as necessary, achieve funding to meet these goals.

Statewide Impact: Enhancements to existing automation may result if re-engineering of processing is implemented.

Local Initiatives: none noted

TAC action: none noted

2.E.9.Integrated Justice

- Develop and implement integrated justice information systems to enhance the efficiency and accuracy of data transferred to and received from other governmental entities.

Statewide Impact: Current integration projects for electronic disposition reporting, probation information reporting to law enforcement's CPSR system and the domestic violence system with law enforcement queries all support this. Some discussion of automated citation data collection from law enforcement being optimal.

Local Initiatives: Maricopa's integration projects. Local municipalities providing citation information to courts in some jurisdictions - Phoenix, Mesa and Scottsdale mentioned.

TAC action: none noted

Review the process of keeping the court record to determine the most appropriate and cost-effective method to preserve the integrity of judicial proceedings and effectively utilize valuable court reporter resources.

2.E.10.Record of Proceedings

- Establish a committee to review current court rules and develop new rules, as needed, governing how to best maintain the record of court proceedings.

Statewide Impact:

Local Initiatives: Maricopa's ecourt initiatives support this initiative. Noted that they use FTR but are migrating to JAVS. The systems so not use compatible protocols although the players are free plug-ins.

TAC action: May be an opportunity for TAC to research and recommend standards.

AGENDA 3: CONNECTING WITH THE COMMUNITY

Initiatives for Agenda 3

Communicate effectively with communities we serve to ensure continuous improvement of the court in its service to the community.

3.1. Citizen Summits

- Conduct citizen summits in various locations to gather input from the general public, court users, and minority communities.

3.2. Keep Public Informed

- Keep the public informed of court activities and initiatives through the use of the Judicial Branch web site and other means of outreach.

This initiative may have an impact on local and/or statewide web site content. Some coordination between local and state would be beneficial to reduce redundancy and standardize court information and responses.

3.3. View from Bench

- Foster a continuing relationship with the legislature through the “View from the Bench” programs which pair legislators with judges for purposes of enhancing mutual respect for their respective roles.

3.4. Local Citizen Advisory Boards

- Establish local citizen advisory boards in each county to provide input on court operations.

Statewide Impact: Current video conferencing technology could be used to facilitate this effort. Could allow for virtual conferencing. May have some impact on bandwidth needs. May need to look into video streaming and other technologies maximizing use of bandwidth. Local Initiatives: none noted beyond use of video for arraignments.

TAC action: recommending standards

3.5. Customer Service Surveys

- Conduct customer service surveys for continuous feedback from court users.

Statewide Impact: Centralized effort to make use of the Web or electronic survey technology for polling and analyzing.

Local Initiatives: none noted.

TAC action: none noted

AGENDA 3: CONNECTING WITH THE COMMUNITY

Develop educational programs and initiatives to improve the public's understanding of the role and functioning of the court.

3.6. We The People

- Partner with the State Bar Foundation to expand educational programs within schools, such as “We the People,” to foster a greater understanding of the role of the court in a constitutional system of government.

3.7. Law For Kids

- Develop and implement opportunities for young people to observe courts in action and continue partnering with the State Bar to maintain and expand the “Law for Kids” web site.

Statewide Impact: Recommended use of virtual courtroom experiences to allow participation via web technologies. There will be bandwidth challenges if this is pursued.

Local Initiatives: none noted

TAC action: none noted

3.8. Oral Arguments/Town Halls

- Assist the public in developing a greater understanding of the functioning and role of the Supreme Court by conducting oral arguments and town halls in communities around the state.

Statewide Impact: Also, recommend using video streaming and other technologies to provide for web viewing.

Local Initiatives: none

TAC action: none noted

Develop and implement a jury selection and management system which provides a convenient, respectful, and meaningful experience for jurors.

3.9. One Day/One Trial

- Implement one day/one trial statewide.

Statewide Impact: Migrate to jury processing software that will support this.

Local Initiatives: Maricopa's new ACS jury system provides for this.

TAC action:

3.10. Expand Jury Pools

- Expand resource lists used to create jury pools.

Statewide Impact: This will impact existing jury processing as new merging routines will be needed to integrate in names from other sources.

Local Initiatives: Pima Superior has created a name matching module in-house.

TAC action: none noted

AGENDA 3: CONNECTING WITH THE COMMUNITY

3.11. Juror Appreciation

- Develop juror appreciation programs.

3.12. Exit Surveys

- Create juror exit surveys to obtain juror input.

3.13. Juror Compensation

- Increase juror compensation.

3.14. Compliance-Jury Duty

- Implement systems to promote compliance with the requirement to appear for jury duty.

Statewide Impact: Tracking and follow-up modules may be a statewide initiative.

Development of standardized, statewide processes is recommended.

Local Initiatives: Some send notices to jurors who fail to appear but there's no follow up nor penalties for this.

TAC action: none noted

3.15. Jury Software

- Develop jury management software, including systems to assist jurors in scheduling jury service.

Statewide Impact: Automated standardized systems with potential integration to AZTEC recommended.

Local Initiatives: All counties but Maricopa using Jury+ but currently not version that would support such interactive jury scheduling.

TAC action: none noted

Another recommendation: That courts consider juror requests for access to email and the web while serving. Generally, this was towards providing jurors better facilities for serving.

3.16. Educate Public

- Educate the public on the importance of jury duty in order to secure the attendance of those summoned for service.

This initiative may have an impact on local and/or statewide web site content. Some coordination between local and state would be beneficial to reduce redundancy and standardize court information and responses.

AGENDA 4: BEING ACCOUNTABLE

Initiatives for Agenda 4

Recruit and retain a professional, well-trained, customer service oriented workforce to better serve the needs of the public.

4.1. Competitive Salaries/Benefits

- Advocate for competitive salaries and benefits for all court employees, including probation officers, judicial staff, and judicial officers.

Statewide Impact: Technical staff equity with private and other public sector organizations is again an issue.

Local Initiatives: none

TAC action: TAC presented a salary study to COT at a previous meeting. They may undertake this again.

4.2. Improved Retirement

- Advocate improved retirement benefits, including the “Deferred Retirement Option Program,” to encourage the retention of experienced employees who would otherwise retire from state service.

4.3. Training/Career Opportunities

- Enhance training and career opportunities to increase the knowledge and professionalism of staff.

Statewide Impact: The Technical Training JCEF budgeted should remain for statewide technical training initiatives.

Local Initiatives: none specified.

TAC action: Select or outline a curriculum for such statewide technical training offerings.

4.4. Enhance Education

- Update and enhance the judicial education programs to require comprehensive, meaningful training of judges, judicial staff, and probation officers.

Statewide Impact: Automation orientation training to judges, staff and probation officers should be specified.

Local Initiatives: none noted.

TAC action: TAC workgroup might recommend various classes/curriculums for technical and automation orientation for members of the judiciary.

AGENDA 4: BEING ACCOUNTABLE

Keep the executive and legislative branches of government, as well as the public, informed of court operations, programs, and initiatives.

4.5.State of the Judiciary

- Deliver an annual State of the Judiciary Address.

4.6.Annual Report

- Publish an annual report.

4.7.Strategic Agenda

- Publish the court's strategic agenda.

Statewide Impact: Continue to develop the Information Technology Strategic Plan.

Local Initiatives: Continue to work with courts to develop and submit their ITSPs.

TAC action: none noted.

The Arizona Judicial Council will continue to assist the Chief Justice in the development, review and implementation of the Strategic Agenda of the judiciary.

4.8.Local Court Goals;4.10.Security

- Continue to encourage local courts to engage in setting strategic goals consistent with those established by the Judicial Branch Strategic Agenda.

4.9.Committee Planning

- Continue strategic planning by committees and commissions of the Arizona Judicial Council.

Statewide Impact: COT and other forums for IT planning.

Local Initiatives: At county court level, they are doing strategic IT planning.

TAC action: Continue to provide technology direction, standards and recommendations to COT as requested. Make more opportunities for TAC to do IT strategic planning.

AGENDA 4: BEING ACCOUNTABLE

Increase efforts to ensure that court facilities and all who work within or visit the courts are kept safe from physical harm.

4.10.Security

- Make recommendations on steps necessary to provide appropriate security to protect court facilities, personnel, and computer systems from intentionally inflicted harm or destruction.

Statewide Impact: Current JCEF supported security officer to address statewide vulnerabilities and provide recommendations for security and disaster recovery.

Local Initiatives: none

TAC action: A workgroup to recommend security standards for electronic data, computers and networks.

AGENDA 5: SERVING THE PUBLIC BY IMPROVING THE LEGAL PROFESSION

Initiatives for Agenda 5

Work in partnership with the State Bar and other entities to examine ways in which the legal profession can best serve the public and the justice system as officers of the court.

5.1.Fundamental Concepts

- Work with the Conference of Chief Justices and the National Association of Law School Deans to examine fundamental concepts concerning the legal profession being presented in law schools.
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AGENDA 5: SERVING THE PUBLIC BY IMPROVING THE LEGAL PROFESSION

Continue to improve the attorney discipline process to ensure the efficient, timely, and fair resolution of client complaints.

5.2. Timely Discipline

- Meet time frames established by the Supreme Court for processing complaints.

Statewide Impact: Possible AOC responsibility to provide tracking software related to State Bar oversight responsibilities.

Local Initiatives: none noted

TAC action: none noted

5.3. Notice to Victims

- Provide complainants timely notice and an opportunity to be heard before final disposition of complaints.

5.4. Public Access

- Provide easily accessible information to the public relating to disciplinary actions taken against attorneys in order to protect the public.

This initiative may have an impact on local and/or statewide web site content. Some coordination between local and state would be beneficial to reduce redundancy and standardize court information and responses.

5.5. Client Protection Fund

Ensure the client protection fund is financially solvent in order to reimburse losses caused by the dishonest conduct of attorneys admitted and licensed to practice in Arizona, occurring in the course of the attorney-client or a fiduciary relationship between the attorney and the claimant.

CALL TO THE PUBLIC

There were no respondents to the call to the public. The meeting adjourned at 12:30 p.m.

NEXT MEETING:

Date: April 12, 2002