

Chandler Municipal Court



Strategic Plan FY2022–2025

Goal I. Furthering Court Relations with Community Partnership and Awareness

Collaborating with Justice Partners to address Specialized Populations and Reduce Recidivism

- Partner with City of Chandler Neighborhood Resources to create a Support Court assisting with individuals experiencing homelessness.
- Collaborate with social service agencies and Maricopa County Department of Health to offer Rule 11 screenings and mental health programs.
- Establish a volunteering program to increase community awareness of court processes.
- Partner with City of Chandler Neighborhood Resources to offer court mandated screenings onsite.

Support Self-Represented Litigants

- Partner with Arizona Supreme Court and the legal community to expand legal resources for self-represented litigants.
- Improve court forms and website content to be more user-friendly.
- Increase training for court staff to assist with self-represented litigants.
- Improve court security measures to promote a safe environment for staff and the public.
- Review walk-in process to offer more service hours outside normal business hours.

Goal II. Expand Court Technology to Enhance Court Operations and Promote Access to Justice

Enhance Court Case Management System

- Partner with City of Chandler Information Technology to improve programming support.
- Conduct GAP analysis of CMS with modern acceptable IT standards.
- Identify areas of improvement to CMS process to increase efficiency and accuracy.
- Strive for compliance with AOC and City of Chandler IT technology and architectural standards.
- Identify network security risks and implement processes to reduce or eliminate risks.

Expand Use of Technology to Increase Access to Justice

- Adopt an online payment contract application process, allowing litigants to set up payment contracts online.
- Take steps toward creating a digital lobby, including purchasing and installing monitors outside of courtrooms to see case progress.
- Implement an online customer service chat, allowing clerks to provide digital service to the public.
- Develop real-time warrant update process where law enforcement agencies can readily access warrant status of defendants.
- Research and recommend options to implement virtual hearings, allowing eligible litigants to resolve their case remotely.
- Collaborate with criminal justice partners to expand digital information exchange and communication.
- Enhance online motions filings to directly interface with case management system.
- Implement real-time streaming of court proceedings.
- Convert In-Custody hearings to remote hearings.

Goal II. Expand Court Technology to Enhance Court Operations and Promote Access to Justice

Improve Court Operational Efficiency

- Convert paper forms to digital forms, allowing litigants and judicial officers to sign electronically.
- Complete OPIH project to move all paper process electronically.
- Expand digital imaging process to convert paper documents to digital including purchasing scanners.
- Improve contactless process by converting physical fingerprint to digital fingerprint.
- Convert existing lobby queuing system to a more robust system to improve people flow and reduce wait times.
- Expand text notification process to provide litigants with information about upcoming and/or missed key events.
- Develop process to allow litigants to participate in recurring billing.
- Develop online training platforms to improve staff knowledge.
- Research and implement cloud-based project management and communication tools.

Goal III. Promote a Professional and Well-Trained Workforce

Improve Staff Training

- Review and update all Administrative Orders, Policies, and Procedures.
- Create employee focus workgroup to analyze and make recommendations to training process.
- Ensure compliance with Arizona Supreme Court Continue Judicial Education Training to court staff.
- Review COJET courses and include training in leadership, Code of Conduct, Ethics, Network Security, Case Processing, Minimum Accounting Standards, and Anti-Harassment and Discrimination.
- Develop courses in process improvement including establishing a workgroup to focus on case processing improvements.

Promote Professional Growth

- Create opportunities for staff to gain exposure and awareness of job duties one level higher.
- Work with AOC and City of Chandler to offer leadership academy courses to staff.
- Conduct review of organizational chart and governance structure to ensure coverage of court duties and functions.
- Work with court staff to develop career-related goals and focus.

Goal III. Promote a Professional and Well-Trained Workforce

Promote Positive and Cohesive Workgroup

- Conduct a space study of workplace environment to identify needs and plan for improvement.
- Conduct Employee Satisfaction Surveys.
- Develop employee relations process to incorporate understanding, accountability, and training.
- Create a workgroup to focus on employee morale and retention.
- Develop alternative work schedule to offer telework options.
- Implement employee recognition programs such as Employee of the Quarter, Project / Task Recognitions, and Annual Service Awards, and Annual Recognition event.
- Improve morale and pride by purchasing swag products to reward staff for going above and beyond.

Goal IV. Promote Accountability and Transparency

Ensure Compliance with Rules, Laws, and Codes

- Conduct series of internal audit reviews to ensure compliance.
- Ensure compliance to audits performed by the AOC, City of Chandler, and any external audit, as required by law.
- Be fiscally responsible by creating an active oversight on court budget and expenditures.
- Adopt principles of using Data Driven Decision making practices.

Promote Transparency

- Publish key statistical numbers to Council and City Manager.
- Collaborate with City Departments to provide updates and status of monthly revenue and expenditures.
- Publish annual and strategic plans online for the public to access.