

Goodyear Municipal Court

Language Access Plan (LAP)

I. Legal Basis and Purpose

This document serves as the plan for the Goodyear Municipal Court to provide to persons with limited English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101–42.112). The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come into contact with the Goodyear Municipal Court.

This language access plan (LAP) was developed to ensure meaningful access to court services for persons with limited English proficiency. Although court interpreters are provided for persons with a hearing loss, access services for them are covered under the Americans with Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed in this plan.

II. Needs Assessment

A. Statewide

The State of Arizona provides court services to a wide range of people, including those who speak limited or no English. From a statewide perspective, the following languages were listed with the greatest number of speakers who spoke English less than “Very Well” in Arizona (according to the American Community Survey estimate report from the U.S. Census Bureau dated March 2022):

1. Spanish
2. Navajo
3. Vietnamese
4. Chinese
5. Arabic

B. Goodyear Municipal Court

The Goodyear Municipal Court is responsible for providing services identified in this plan to all LEP persons. However, the following list shows the foreign languages that are most frequently used in this Court’s geographic area.

1. Spanish
2. Vietnamese
3. Arabic

This information is based on data collected from the Court interpreter scheduling records.

III. Language Assistance Resources

A. Interpreters Used in the Courtroom

1. Providing Interpreters in the Courtroom

In the Goodyear Municipal Court, court interpreters will be provided in all courtroom proceedings at no cost to all LEP witnesses; litigants; victims; parents, guardians, and family members of minor witnesses, victims, and/or litigants; as well as any other person whose presence or participation is necessary or appropriate, as determined by the judicial officer.

The Goodyear Municipal Court employs credentialed interpreters in the courtroom pursuant to the provisions of Arizona Supreme Court Administrative Order 2016-02 on the credentialing of court interpreters, and Arizona Code of Judicial Administration § 7-301 on continuing education requirements for credentialed interpreters. To comply with these authorities, the Court will implement written policies regarding the use of interpreters. [Attachment A – Goodyear Municipal Court Policy #105 – Interpreter Services].

It is the responsibility of the private attorney, public defender or City Prosecutor to provide qualified interpretation and translation services for witness interviews, pre-trial transcriptions and translations and attorney/client communications during out-of-court proceedings. Pre-Trial Conferences scheduled by the Court will be covered by interpreters scheduled by the Court, and public defenders may schedule in-person client meetings at the court with interpreter assistance being provided by the Court.

2. Determining the Need for an Interpreter in the Courtroom

The Goodyear Municipal Court may determine whether a court customer has limited English proficiency. Identification of language needs at the earliest point of contact is highly recommended. The need for a court interpreter may be identified prior to a court proceeding by the LEP person or on the LEP person's behalf by court security; court staff (front counter/courtroom/telephonic); or outside justice partners such as law enforcement, victim advocates, probation/parole officers, attorneys, social workers, or as noted on any initial appearance documents. Courts should have a documented process to identify LEP needs for parties with notation in the physical and electronic case file. The Goodyear Municipal Court personnel will attempt to verbally obtain language needs, or utilize the "I Speak" Statement card and/or "Language Identification" Cards provided by the Arizona Supreme Court resource center.

Signage throughout the court building indicating interpreter services are available may also help to identify LEP individuals. The Goodyear Municipal Court will display this sign at the following locations: security station, front windows, self-help center, lobby and courtrooms.

The need for an interpreter may also be determined in the courtroom at the time of the proceeding. In a case where the Court is mandated to provide an interpreter, but one is not available at the time of the proceeding, even after the Court has made all reasonable efforts to locate one, as previously outlined in this plan, the case will be postponed and continued to a date when an interpreter will be available.

3. AOC Interpretation Resources

Court Interpreter Registry, Roster of Credentialed Court Interpreters, and Listserv:

The AOC maintains a statewide registry of individuals who indicate they have interpreting experience and have expressed interest in working in the courts. The registry includes information on the individuals' credentialing status with the Arizona court interpreter credentialing program (ACICP). The court using interpreting services will determine the competence of the persons listed and their suitability for a given assignment. This registry is available to court staff on the Internet at <https://apps.azcourts.gov/registry>.

The AOC also maintains a public Arizona roster of credentialed court interpreters. The public roster lists the name, language, credential level, and contact information for those interpreters who have successfully earned an ACICP credential and who have consented to having their information appear in the public roster. The public roster is available on the Arizona Judicial Branch website at <https://www.azcourts.gov/interpreter>.

Additionally, AOC created a statewide listserv to allow courts to communicate via email on court interpreter-related matters. The listserv is an excellent resource to locate referrals for specific language needs. Access codes and instructions to join the listserv, may be obtained from the AOC language access contact person.

Video Remote Interpreting:

The AOC has installed video conferencing equipment at the State Courts building that will allow courts with compatible technology to remotely conference an interpreter from the Phoenix metro area or from another court jurisdiction into their court to improve resource allocation and reduce time and costs associated with interpreter travel. Contact the AOC Language Access Plan (LAP) contact for more information on VRI connectivity and a checklist for court proceedings most appropriate for video conferencing.

B. Language Services Outside the Courtroom

The Goodyear Municipal Court is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to all court services and programs outside the courtroom. Court services and programs include but are not limited to self-help centers, customer service windows, jury service, records, and online and telephonic services.

1. Assistance for Understanding Court Procedures and Policies

Services offered by the Court generally to English-speaking customers pursuant to the employee code of conduct (ACJA §1-303) must also be provided to LEP litigants in their language.

2. Assistance for Filling-Out Court Forms and Pleadings

The Goodyear Municipal Court will assist in the filling-out of Court forms for those LEP Court customers who are unable to do so either by themselves or with the assistance of another competent adult proficient in English, and available to render assistance in a timely manner.

3. Court-Ordered Services and Programs

The Court also is responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to all Court-ordered services and programs. Court-ordered services and programs include but are not limited to conciliation, mediation, arbitration, treatment or educational programs provided by a Court employee, or a private vendor under contract with the Court. Contracts with vendors that provide direct services to Court users must include the requirement that the vendor provide language services, including interpreters, for all LEP individuals.

Should a LEP Court customer be unable to complete a form, either alone or with the assistance of another competent adult proficient in English and available to render assistance in a timely manner, the Court will make arrangements to assist the customer to complete forms in English to the same extent that the Court offers such assistance to anyone who is unable to complete a form on their own (e.g., illiterate or disabled customers), in keeping with ACJA §1-303. This assistance for LEP Court customers may take various forms:

- A. Engaging an interpreter (in person or remotely) to interpret between a Court staff member and the Court customer, thus allowing the Court staff member to transcribe verbatim the customer's answers to form questions. In this instance, a notation should be added to the form indicating to the Court how the information on the form was obtained, thereby allowing the creation of an oral record in open Court confirming the form's content matches the LEP person's intended meaning. Whenever possible, the Court staff member transcribing onto the form should not be the same staff person accepting the filing.
- B. Engaging a Court staff interpreter (if employed) to assist the LEP person to complete the form by writing a complete and accurate English translation of the LEP person's answers to form questions. In this instance, a notation should be added to the form indicating to the Court how the information on the form was obtained thereby allowing the creation of an oral record in open Court confirming the form's content matches the LEP person's intended meaning. Whenever possible, the staff interpreter translating information onto the form should not be the same interpreter assisting the

LEP person in court during a hearing.

- C. Waiving the requirement that a form be filed, where appropriate. In this instance, the LEP person should be taken into the courtroom, sworn, and examined to create an oral record of what would otherwise have been filed in writing via the form. If necessary, that record can then be transcribed verbatim into the corresponding form fields. A notation should be added to the form indicating how the information on it was obtained.

This assistance will be provided in a timely manner considering the urgency of the action and any impending deadlines.

For Court-ordered programs and services provided by vendors, should the Court become aware that language services are not offered by the vendor(s), the Court will i) consider whether the Court can provide resources for meaningful access, or ii) consider whether different services or programs are available which will provide meaningful access for LEP individuals.

The Court uses the following resources to facilitate communication with LEP individuals and Court staff or providers of Court-ordered services:

- Staff court interpreters or independent interpreter contractors;
- Bilingual employees – Goodyear Municipal Court Policy #101 – Spanish Bilingual Staff
- “I Speak” cards, to identify the individual’s primary language;
- Language Identification cards, to identify the individual’s primary language
- On-demand translation technology, solely for the purpose of ascertaining the required language, if the LEP individual requires verbal assistance to identify their language (ex: audible/google translation)
- Telephonic interpreter services, (from contract interpreters or an agency); and,
- Video remote interpreting services (where available)

To provide linguistically accessible services for LEP individuals, the Goodyear Municipal Court provides the following:

- Self-help center services that include ‘Notice of Interpreter Services’ signage, access to telephonic interpreter services, access to video remote interpreter services (if available, with the assistance of the Court)
- Written informational and educational materials and instructions in Spanish.
- Website link from the Court’s website (if applicable) to the Supreme Court’s Spanish translated webpage for Court forms and instructions and other language access related resources such as the Courts LAP and the complaint form and process.

4. Bilingual Staff and Volunteers

The Goodyear Municipal Court uses bilingual staff in the provision of linguistically accessible

services for LEP individuals. These staff assist LEP individuals at public counters, information desks or kiosks, self-help center, jury service, by email and by telephone, in the same manner as that for English-speaking Court users.

While bilingual staff may not be used to *interpret* between two or more people who do not speak the same language, they may communicate directly with LEP individuals in their language to provide legal information and customer service in the normal course of business, just as they would with English speakers. The term “bilingual,” however, does not necessarily connote a level of language fluency or literacy necessary to have these conversations. While some bilingual staff may have been speaking a second language their entire life, they may not have received formal education in its proper uses and/or may be unfamiliar with how to express certain legal terms and concepts. As recommended by the Arizona Supreme Court, the Goodyear Municipal Court bilingual staff’s language skills are assessed to ensure they are able to speak and understand another language at a level sufficient to carry out conversations with native speakers of the language without introducing errors or confusion. This measure can help avoid complaints from LEP individuals due to ineffective language assistance.

Bilingual staff complete an independent bilingual assessment issued by the City of Goodyear Human Resources Department provider, however bilingual staff who have not completed the credentialing program are not used in lieu of interpreters, either in Court or for Court-ordered programs and services.

- The Goodyear Municipal Court has bilingual employees in the Spanish language.
- The Goodyear Municipal Court has a formal policy #101 to identify Spanish bilingual employees who may provide assistance to LEP customers when necessary.
- When LEP customers seek our assistance outside of the courtroom, the Goodyear Municipal Court will first try to meet their needs by using the language skills of our employees.
- For face-to-face encounters, as well as telephone conversations, the Goodyear Municipal Court uses the Language Line when on-site interpreters are not available.
- When Court staff does not know the language a customer is speaking, they use ‘I Speak Cards’, or ‘Language Identification Cards’, which are available in many languages.
- Staff who have some knowledge in another language but need help with Court terminology may consult glossy sources, or utilize online translations tools for simple clarification to aid in identifying an LEP person’s language needs. These glossaries or online translation tools are not meant to replace a proficient speaker in the target language.

C. Court Appointed or Supervised Personnel

The Goodyear Municipal Court shall ensure that Court appointed or supervised personnel, including but not limited to child advocates, guardians ad litem, Court psychologists and doctors

provide language services, including interpreters, as part of their service delivery system to LEP individuals.

D. Translated Forms and Documents

The Arizona Courts understand the importance of translating forms and documents so that LEP individuals have greater access to the courts' services. The Goodyear Municipal Court currently uses limited forms and instructional materials translated into Spanish, and in 2025 the Court is undergoing a Court-wide forms revision project, which will include translation of various court documents. This project is to include automation of AJACS court forms, which may not be automatically translated by AJACS, and updates to the Court website. The Goodyear Municipal Court will continuously work with the AOC Language Access Contact for professional translation services of commonly issued forms and reference materials, including Court website content.

1. Sight Translation

The Court will provide assistance to LEP persons for the understanding of Court-issued documents which are provided in English, through sight translation or other reasonable means. Sight translation of Court-issued forms, instructions, and other vital documents should be performed by a qualified Court interpreter. In the event one is not available, or if the document does not lend itself to sight translation due to its length, complexity, or legibility, other reasonable means may be employed to ensure meaningful access for the LEP person. These include, but are not limited to the following:

- A. Explanation of the contents of the document by a competent bilingual court employee;
- B. Engaging a remote interpreting service to relay a court staff member's explanation of the document's contents;
- C. Submission of the document for a timely written translation, as appropriate.

Interpreters at Court hearings are expected to provide sight translations of Court documents and correspondence associated with the case. Under most circumstances, materials primarily directed to attorneys, advocates, law enforcement, or other professionals will not be considered 'vital' for these purposes.

E. Website/Online Access

The Goodyear Municipal Court web address is www.goodyearaz.gov/court. The 2025 web page includes:

- Menu tab with availability of language services is published on the home page, however the 2025 web page is not fully translated. The court will continue to pursue full Spanish translation with the City of Goodyear webmaster.
- Language Access Complaint Forms in English, Spanish, Arabic, Chinese & Vietnamese
- Link to Arizona Supreme Court Complaint Form

- A hyperlink to: Arizona Supreme Court's Spanish-translated webpage at <https://www.azcourts.gov/elcentrodeautoservicio>
- A hyperlink to Arizona Courts Online Payment (FARE/OLCP) with link for Payments instructions in Spanish
- The Goodyear Municipal Court payment website is www.goodyearcourtpay.com with an icon link for a Spanish translated webpage.
- A hyperlink to AZPoint for Protective Orders, with a direct link for a Spanish language AZPoint portal page.

IV. Court Staff and Volunteer Recruitment

A. Recruitment of Bilingual Staff for Language Access

The Goodyear Municipal Court is an equal opportunity employer and recruits and hires bilingual staff to serve its LEP constituents. Primary examples include but are not limited to:

- Bilingual staff to serve at public counters and or self-help centers; and
- Bilingual staff available on call to assist with contacts from LEP individuals, as needed.

V. Judicial and Staff Training

The Goodyear Municipal Court is committed to providing language access training opportunities for all judicial officers and staff members. Training and learning opportunities currently offered will be expanded or continued as needed. Those opportunities include:

- Interpreter coordinator training;
- Diversity Training;
- Cultural competency training;
- LAP training;
- New employee orientation training; and,
- Judicial officer orientation on the use of court interpreters and language competency.
- AOC's Language Access Online Training Videos located at <http://www.azcourts.gov/educationservices/cojet-classroom/video-center>

VI. Public Outreach and Education

A. General

To communicate with the Court's LEP constituents on various legal issues of importance to the community and to make them aware of services available to all language speakers, the Goodyear Municipal Court provides community outreach and education and seeks input from its LEP constituency to further improve services. At this time the Goodyear Municipal Court is exploring opportunities to provide specific LEP community outreach and education, which will be made

accessible to LEP persons as they are developed.

The Court welcomes input from the LEP community and its representatives through written and verbal feedback and will seek to inform community service organizations on how LEP individuals can access Court services.

B. Videos, Webinars, On-Line Classes, In-Person Classes and Other Similar Instructional Methods

New public-facing videos designed to assist litigants or the public more broadly shall be in English and Spanish.

Those videos, webinars, and instructional materials currently in existence which are deemed to be “vital” shall be made available in Spanish.

The Court will determine whether any existing videos, webinars, and instructional materials should be made available in languages other than English and Spanish by considering the department of justice’s four-factor analysis.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
2. The frequency with which LEP individuals come into contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to people’s lives; and
4. The resources available to the grantee/recipient or agency, and costs.

VII. Formal Complaint Process

If an LEP Court customer believes meaningful access to the courts was not provided to them, they may choose to file a complaint with the trial court’s Language Access Plan Coordinator or Court Administrator. The Court complaint process includes at a minimum, the following information:

- The Court will respond to any complaint within 30 days and the records will be maintained as public records.
- The complaint may be filed as follows:
 - In person – forms available at service counters in English/Spanish/Arabic/Chinese/Vietnamese
 - By mail:
Attention Language Access Plan Coordinator / Court Administration
14455 W. Van Buren Street, Suite B 101
Goodyear, AZ 85338
 - By email goodyearcourt@courts.az.gov
 - By fax 623-932-6936
 - By phone: 623-882-7211 – Crystal Whelan, Court Administrator

- The Court has attached the complaint form (English/Spanish) to the LAP. In the alternative, the complaint forms may be located at:
www.goodyearaz.gov/government/departments/court/language-services
(English/Spanish/Arabic/Chinese/Vietnamese)
- The court will ensure that translated versions of the complaint form are available in multiple locations, including, but not limited to:
 - Forms posted on the Court's website; and
 - Hard copy forms available at the counters.

VIII. Public Notification and Evaluation of LAP

A. LAP Approval and Notification

The Goodyear Municipal Court's LAP is approved by the Presiding Judge and Court executive officer (Court Administrator). Upon approval, a copy is routed to the AOC Court Services Division. Any revisions to the plan will be submitted to the Presiding Judge and Court executive officer for approval, and then forwarded to the AOC. Copies of the Goodyear Municipal Court's LAP will be provided to the public on request, and is available on the Court webpage under the Language Services tab.

B. Evaluation of the LAP

The Goodyear Municipal Court will routinely assess whether changes to the LAP are needed. The plan may be changed or updated at any time but reviewed not less frequently than once per year.

Every 1 year the court's Court Administrator or designee will review the effectiveness of the Court's LAP and update it as necessary. The evaluation will include identification of any problem areas and development of corrective action strategies. From time to time, the Court may consider using a survey sampling of data collection for a limited time period which involves assessing language access requests to assist in the evaluation of the LAP.

Elements of the evaluation will include:

- Number of LEP persons requesting court interpreters or language assistance;
- Assessment of current language needs to determine if additional services or translated materials should be provided;
- Solicitation and review of feedback from LEP communities within the county;
- Assessment of whether Court staff adequately understand LEP policies and procedures and how to carry them out;
- Review of feedback from court employee training sessions; and,
- Customer satisfaction feedback as indicated on the access and fairness survey, if administered by the court during this time period.
- Review any language access complaints received during this time period.

C. Trial Court Language Access Plan Coordinator:

Crystal Whelan, Court Administrator
Goodyear Municipal Court
14455 W. Van Buren St. Ste B101
Goodyear, AZ 85338
623-882-7211; cwhelan@courts.az.gov

D. AOC Language Access Contact:

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E. LAP effective date: 4/11/2025

F. Date of last revision: 4/07/2025

G. Approved by:

Presiding Judge:



Date: 4/07/2025

Hon. Manuel Delgado, Jr

Court Executive Officer:



Date: 4/07/2025

Crystal Whelan