Change is a word that people either love or hate to hear. Change can be difficult and intimidating, however, it can also be efficient and rewarding. The Justice of the Peace Court is no stranger to change and Fiscal Year 2015 was no exception, bringing many of the good changes that we all hope to see in furthering our efforts to improve the Court and its service to the public.

Structured Training Programs

We are providing support to our staff by improving training opportunities through refocusing resources and starting to develop structured training programs. Building upon our long-term success with the judicial Basic Legal Education program, we established the first series of Clerk training classes designed to teach newly hired staff basic job functions. This initial training is presented in a central location focusing on standardized procedures during a six week development series. Upon completion, new staff members are better prepared to perform their duties and provide improved service to the public. All of our new training programs are being developed with more interactive features relevant to our clerks, security staff, managers, and our Judicial officers.

Drug and Psychological Testing

In an effort to enhance safety for employees, the public and court users, effective July 25, 2014, all new uniformed services employees are required to be screened for the use of alcohol/controlled substances and psychological impairment prior to a full offer of employment. This policy also affects all uniformed services employees who were employed at the time of implementation by establishing a random drug testing process and incident-based testing should circumstances warrant. Due to the nature of the work performed by uniformed services personnel, the Justice of the Peace Court believes that both drug testing and psychological evaluation of these employees helps to ensure the safety of everyone around them.

Information Center

The Justice of the Peace Court has established a centralized call routing system. Much more than a call center, we have dubbed this enterprise our Information Center. This group, working out of our Voluntary Assessment Center, is being positioned to answer all incoming Justice of the
Peace Court calls. The first steps in this effort started on March 16, 2015 with a transfer of calls from Court 7. Calls from the remaining 24-hour court locations – Courts 11 and 3 – soon followed. By May 26, 2015 the staff of the Information Center took their ten thousandth call. The Information Center staff has shown that they are consistently able to resolve 90% of questions without the need to involve staff at the court location the call was originally directed toward. This frees front-line court staff to complete court business without the incessant interruption of phone calls. With these initial steps, we are already seeing an improvement in service to the public as well as an improved quality of work product in each court location.

Motor Vehicle Network (MVN)

We worked with a private vendor, Motor Vehicle Network (MVN), to install monitors in our court lobbies to display court information, news and features of interest to the public while waiting in our lobbies. MVN is a private company whose tools are also used at Delaware Motor Vehicle locations. In addition to paid advertising, the court also posts information on criminal and civil procedures and where to find helpful information for litigants and other court users. These monitors have helped to make our lobbies more comfortable and welcoming for the public.

Court Recording Equipment

Other internal changes include installation of court recording equipment in every Justice of the Peace Court courtroom. While we are not required to keep an official record, having an audio record available for court proceedings will allow us to ensure that we have a clear record of what occurred in our courts. All judges will be required to record court sessions effective November 2, 2015.

These changes are focused on providing improved service to the public and procedurally fair operations. The Justice of the Peace Court continually strives to improve operations and we look forward to continued change as we move into next year.
NEW CASTLE COUNTY JUDGES

Sitting (left to right):  
Cheryl Stallmann  
Katherine Ross  
Susan Ufberg  
Bonita Lee, Deputy Chief Magistrate  
Rosalie Rutkowski  
Kathy Gravell  
Marilyn Letts

Middle row (left to right):  
Cheryl McCabe-Stroman  
Nancy Roberts  
Deborah Mcnesby  
Nina Bawa  
Susan Cline  
Amanda Moyer  
Roberto Lopez  
Carman Jordan-Cox  
Sean McCormick

Back row (left to right):  
William Moser  
William Young, III  
James Hanby  
Vincent Kowal  
James Tull  
Gerald Ross, III  
Christopher Portante  
Chief Magistrate Alan Davis

Not Pictured: Thomas Brown, Emily Ferrell, Beatrice Freel, David Skelley, Vernon Taylor, Thomas Kenney
**KENT COUNTY JUDGES**

*Not Pictured:* Ernst Arndt, Deputy Chief Magistrate, Pamela Darling

*Continued on next page*
Sitting (left to right):
Stephani Adams
Rochelle Knapp
Jeni Coffelt
Sheila Blakely, Deputy Chief Magistrate
Deborah Keenan
Michelle Jewell
Jana Mollohan

Standing (left to right):
John McKenzie
William P. Wood
Larry Sipple
Christopher Bradley
James Horn
John Martin
Chief Magistrate Alan Davis
John Adams
John Hudson
Nicholas Mirro

Not Pictured:
William Boddy, III
Richard Comly
Herman Hagan