

A golden statue of Lady Justice, the personification of the law, is shown from the waist up. She holds a pair of scales in her left hand and a sword in her right. The statue is set against a dramatic sky with soft, warm colors of orange, pink, and blue, suggesting a sunset or sunrise. The lighting highlights the metallic texture of the statue.

CHANDLER MUNICIPAL COURT

FY2026 — FY2029

STRATEGIC PLAN

The background of the page features a photograph of the Chandler Municipal Court building, a modern structure with large windows and a prominent entrance. The image is partially obscured by a large, light blue circular graphic element that frames the text.

OUR MISSION

Chandler Municipal Court serves the public and contributes to the quality of life in our community by fairly, impartially, and promptly administering justice in an effective, efficient, and professional manner.

OUR PLAN

The Chandler Municipal Court's FY2026–2029 Strategic Plan outlines a proactive and comprehensive approach to improving court operations. This plan is structured around four strategic goals: enhancing operational efficiency, leveraging technological advancements, strengthening accountability measures, and promoting public trust and engagement. Each goal is supported by actionable initiatives designed to improve service delivery, transparency, and community engagement.

Goal 1 Enhance Operational Efficiency

Goal 2 Leverage Technological Advancements

Goal 3 Strengthen Accountability Measures

Goal 4 Promote Public Trust and Engagement



Enhance Operational Efficiency

Streamline case management and workflow through continuous evaluation and improvement of court procedures, ensuring timely resolutions.

Key Action Items:



Conduct annual operational audits for case processing and financial compliance.



Establish an internal committee to review and update court forms.



Implement a staff feedback loop to identify workflow improvements.



Automate administrative tasks to reduce manual workloads.



Pilot a rapid resolution docket to improve disposition speed and calendar management.



Photo: Chandler City Hall



Leverage Technological Advancements

Implement modern technological solutions to improve service delivery to the public and staff.

Key Action Items:

- ✔ Review Court website content to ensure ADA compliance and information flow.
- ✔ Revamp text message notification system to enhance customer service and improve defendant appearance and compliance rate.
- ✔ Integrate AI-based tool to optimize training of court process and procedures to internal staff.
- ✔ Research mobile-friendly user portals for access to case information, payments, and virtual hearings.
- ✔ Provide staff training on emerging tools to enhance security and proficiency with new technologies.
- ✔ Develop online services to schedule civil traffic hearings and grant defensive driving school extensions.



Photo: Tumbleweed Recreation Center



Strengthen Accountability Measures

Establish clear performance metrics and monitoring systems for court operations, emphasizing transparency and accountability in decision-making processes.

Key Action Items:

- ✔ Define key performance indicators (KPIs) for case resolution times, customer service responsiveness, and clerk performance.
- ✔ Develop dashboard displaying aggregate performance data and trends.
- ✔ Conduct regular performance reviews and team check-ins to address areas for improvement.
- ✔ Implement National Center for State Courts CourTools Survey to assess court performance.
- ✔ Compile essential performance metrics for specialty courts to assess their efficiency and effectiveness.



Photo: Chandler Museum



Promote Public Trust and Engagement

Build community trust by fostering open communication, public outreach, and delivering fair and impartial justice to maintain the integrity of the judiciary.

Key Action Items:

- ✔ Host public events to increase awareness and access to court services.
- ✔ Engage in community outreach initiatives to enhance visibility and promote court services.
- ✔ Produce simplified guides and educational videos explaining common legal processes to the general public.
- ✔ Launch a volunteer court program to assist visitors and foster interaction.
- ✔ Partner with local schools to create civic education programs centered on the judiciary.

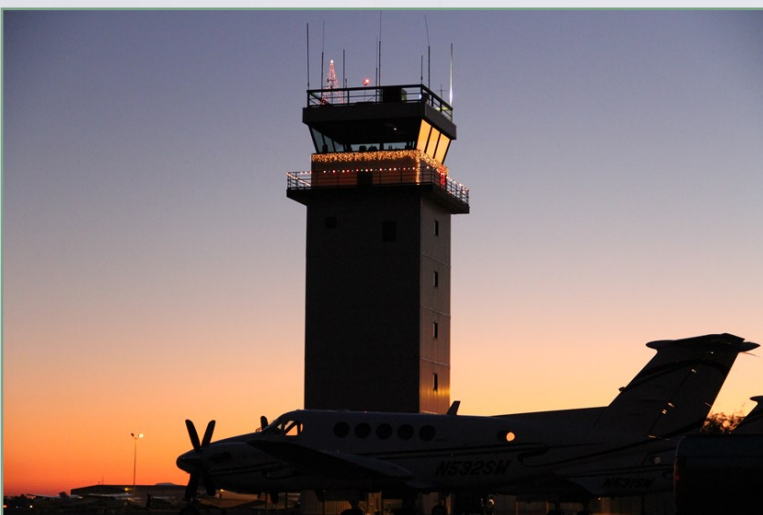


Photo: Chandler Municipal Airport



"This strategic plan reflects the court's commitment to excellence, equity, and accountability. Through targeted initiatives, the Chandler Municipal Court aims to modernize operations, improve outcomes, and enhance public confidence in the justice system."

- Judge Skupin



CITY OF
CHANDLER
COMMUNITY OF INNOVATION