

Interview Summary

Name of person interviewed
Luz M. Esteban Zamora
Relationship to the case
Witness

Person conducting the interview and preparing written statement
Amanda Batiz, Operations Division Manager, Superior Court

Location of Interview
Millville Municipal Court

Date of Interview
12/16/2022- Friday

Time of Interview
9:45 a.m. - 10:30 a.m.

Summary:

I am a Bilingual Clerk II and I have been employed with Millville Municipal Court for nine months. My supervisor is Kimberly Hamlyn. As far as my duties, we have several. So, to start off, when we train, we go through the basics- data entry; customer service at the window; case rescheduling; post bail; answering phones; and other basic office duties. We also assist with sound recording for court hearings. It also depends on who is going to do what. Sometimes, we can be at the window when it's not court or we check in the defendants. Usually, Amber Oliver or Amber Gandy clerk. Kim Hamlyn determines the workflow. There is not a specific duty that I am responsible for every day- so case scheduling all depends because you have traffic violations and then you have criminal cases. If an officer writes a ticket for a specific date, we can't really change that. If someone requests to come in-person, we try to accommodate them. If they want a virtual hearing, we try to accommodate them, but if people fail to appear and there are bench warrants, we have to set them up to appear in person. I ask the court administrator before rescheduling, but we do try to accommodate them. I usually try to ask a supervisor before rescheduling. I don't want to take that upon myself. We assist everyone equally even if they don't speak the language. Schedules start with 9 a.m. first appearance traffic violations. We usually schedule about 30-40 cases. Then 9:30 a.m. for second appearances; 10:30 a.m. is for attorneys. 1:00 p.m. is for first appearance criminal; 1:30 p.m. is for public defender cases; 2:30 p.m. for failure to appear. The public defender forms are scheduled at the same time as Public Defenders at 1:30 p.m. Our court days are Mondays and Wednesdays.

Regarding the November Supreme Court Order, I am going to be honest-- I am not familiar with the November 2021 Supreme Court Order. I am not familiar with the October 27, 2022, order either. I don't remember getting specific guidance on the orders. I do know I was given a handbook on rules and code of conduct; rules on employment. No one from Millville provided guidance on the Supreme Court orders.

When it comes to scheduling, I know that if cases are scheduled in-person for first appearance you can't change that. Most of the time you can't change that. When I first

started, I was provided with a paper copy of the court calendar. It is a calendar of dates and times that we are supposed to schedule to. It was just in general a guide for Monday and Wednesday court days. That calendar was provided to me when court first started for in-person and virtual court. The schedule that has been provided has not changed. I don't remember it changing at all. We need further clarification on how we are supposed to be scheduling. I think the scheduling will be changing in the future. Kim told me the schedule was changing two or three weeks ago. I don't remember the reason for the change though. I just do what I am told.

As far as interpreting and scheduling, on virtual dates we have language line. For in-person dates we have a Spanish Interpreter in-person twice a month. If someone asks for an interpreter, we can set up a hearing using language line. Twice a month we have Miss Linda if the person wants to come in person. If they are scheduled virtually for a certain language, we write a note for the bench so they can connect to language line. If the individuals are already scheduled in-person, we have Miss Linda. If they are scheduled virtually, we leave that alone. It depends if the defendant wants to come in person, it is up to them. If they are scheduled for in-person, we accommodate them to the best of our ability. I ask the Court Administrators before accommodating them. Most of the time we do try to accommodate them. If they come in person and say they need an interpreter, but they are scheduled virtually, I go step-by-step and tell them how to go on the website for the link. If they still need help, I tell them to come back and I set them up and then they come in-person and I help them. We give them options really. If they are flat out saying no to virtually and say that they want to come in person, we accommodate them.

The scheduling of interpreter cases has not changed during my employment. Not in July either. If someone needs an interpreter and are scheduled for virtual court, we use language line. I am not familiar with what the bench clerk does for language line since I don't work as bench clerk.

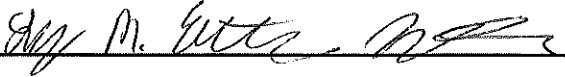
For interpreting resources, we have some papers that are in Spanish. I think the public defender form is in Spanish but not entirely all of them. Sometimes when other paperwork is not in Spanish, I verbally translate the form if they need helping to read it. I read it from English to Spanish. I only know what to do with a Spanish speaking litigant. If we had another language that we needed for someone, I would just go to my supervisor. I don't think we have tools in place to explain the court process in other languages.

Cases needing an interpreter are not intentionally scheduled for in-person for the in-person interpreter. Every case is different. Only certain cases are scheduled in-person, then the rest are virtual. When a person asks for an interpreter, the case is not automatically scheduled for in-person with the interpreter. If it is virtual, it stays virtual and language line is used. If the case initiates in-person, then it is kept in-person. Cases are not scheduled for in-person based upon the person's last name. A person's last name does not play a part in the scheduling. I am not aware of Judge Witcher having any role in the scheduling in Millville. Everything we are told to do comes from the Court Administrator. I am not aware of Judge Witcher voicing concerns over scheduling. No one has come to me with any concerns in scheduling.

Luz Esteban Zamora
December 16, 2022

Date: January 5, 2023

Luz Esteban Zamora
Full Name



Date: January 5, 2023

Amanda A. Batiz
Signature of Person Conducting the Interview
/S/ Amanda Batiz

Date: January 5, 2023

Kelly Johnston
Signature of Management Witness
/S/ Kelly Johnston