

GLENDALE CITY COURT Annual Report 2020



...well-trained staff who embrace city values, conduct work in a professional manner and create an environment that is safe and respectful of fellow employees and the public we serve.



Message from the Presiding Judge

Another year, major law changes, new technology, new processes at the Court...

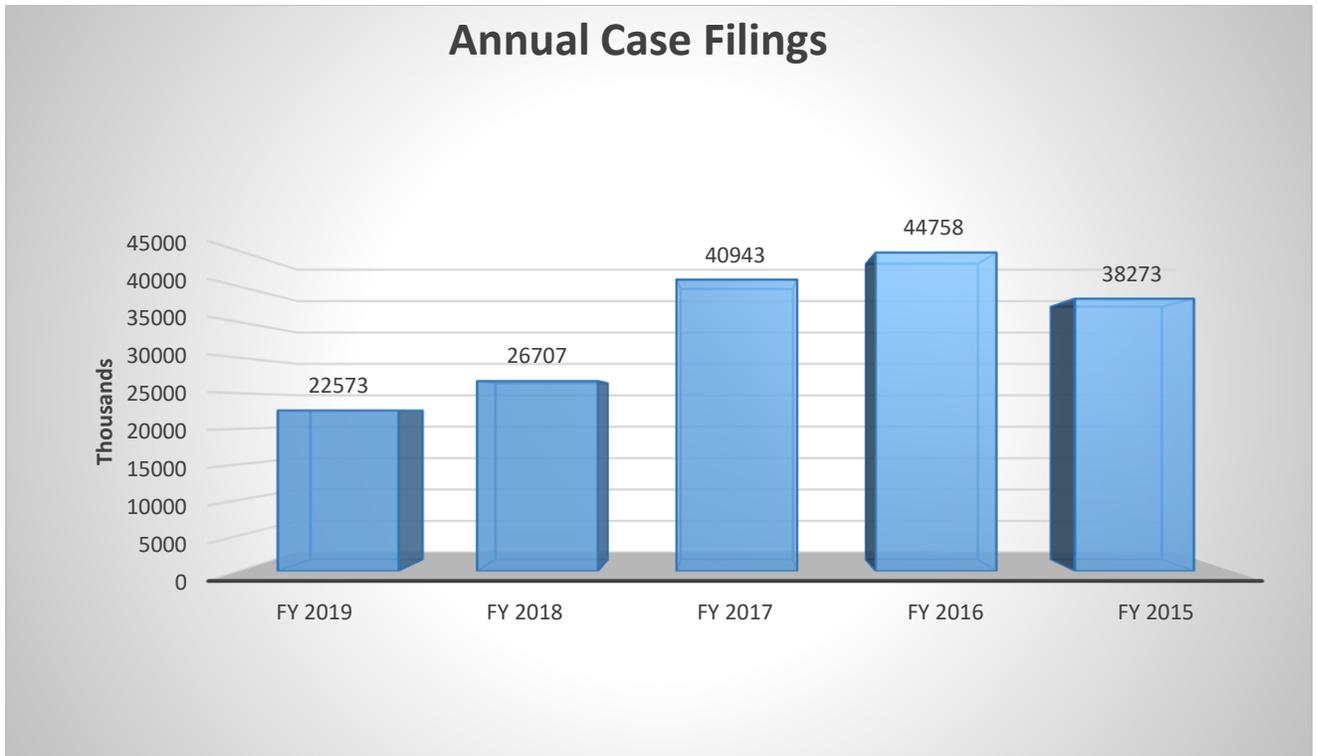
The Court is constantly evolving as new laws are implemented and technology advances. This past year has been one of technology enhancements.

Major enhancements were the development of the eWarrant process, new courtroom audio, numerous reports created by the Court IT Programmer, revising the Court website and serving as the pilot of AZPoint. The Court also served as a pilot court for PayNearMe, an Arizona Supreme Court program allowing defendants to pay their fines at 7-Eleven, CVS and Family Dollar stores.

The Court continues to develop new technology processes and serve as a pilot court for the Arizona Supreme Court in many areas. A big shout out to Brad Bundy and Alex Rodriguezcrespo, Court Systems Analysts, for their creativity and support.

Glendale City Court adjudicates criminal misdemeanors, City Code violations, traffic violations and certain juvenile offenses committed in the City of Glendale. In cases of domestic violence and harassment, the Court issues protective orders. The Court has the authority to issue search warrants for misdemeanors and felonies.





Annual Case Filings - Statistical Trends for Fiscal Years 2019-2015

Case Type	FY 2019	FY 2018	FY 2017	FY 2016	FY 2015
Criminal Traffic	992	2068	2317	2598	2193
Misdemeanors	3603	4634	7066	7936	7070
Failure to Appear	460	894	675	1031	814
Civil Traffic	10972	13456	22783	24645	19859
Parking / Local Ordinance	3535	2107	3826	3787	3492
Protective Orders	2580	2923	2933	3242	3304
DUI	431	625	1343	1519	1541
Total Filings	22573	26707	40943	44758	38273

Hearings and Trials

Case Type	FY 2019	FY 2018	FY 2017	FY 2016	FY 2015
Protective Order Hearings	623	853	995	1046	1141
Civil Traffic Hearings	290	236	246	370	370
Jury Trials	1	9	42	48	55

2019 Fiscal Highlights

- Through the **FARE** Collection Program (Fines, Fees and Restitution Enforcement), the Court recovered financial delinquencies totaling \$988,403.57 in 2019. FARE’s automated statewide collections enforcement efforts are administered by the Arizona Supreme Court to target defendants in arrears on court financial obligations. The program has been active since 2003. Glendale City Court participated from the outset with collections totaling \$22,070,441 during those sixteen years.

- The Court’s **Tax Intercept Program** (TIP) collected \$193,543 this year. This automated program, operated by the Arizona Supreme Court in conjunction with the Department of Revenue, allows the Court to collect state income tax refunds and lottery winnings for overdue court payments. The court entered 3,503 cases into the program in 2019.

- **Home detention with electronic monitoring** continues to provide substantial cost savings for the Glendale Police Department’s prisoner maintenance budget. During 2019, a total of 4,672 days of electronic monitoring in lieu of incarceration was ordered by Glendale judges and served by 302 defendants. Had all these days been spent in jail, more than \$479,221.64 would have been incurred in additional jail costs. All defendants are carefully screened to eliminate violent offenders.

- **Compliance Assistance Program (CAP)** is a new payment program offered by the Glendale City Court to help parties reduce and resolve defaulted (past due) civil traffic fines and parking ticket cases. Participation in the program requires the party to make an affordable down payment on the outstanding balance. The Court will then lift the party’s license suspension for their Glendale case(s) so long as they make the agreed upon monthly payment until paid in full. In CY 2019 there were 1,043 program participants with collections totaling \$993,120. Fifty-six percent of the program participants successfully paid their entire balance.

Fiscal Trends					
	CY 2019	CY 2018	CY 2017	CY 2016	CY 2015
FARE Collections	\$ 993,120	\$ 1,217,658	\$ 1,938,100	\$ 1,968,980	\$ 1,862,855
TIP Collections	\$ 193,543	\$ 182,436	\$ 197,868	\$ 202,782	\$ 181,235
Home Detention Savings	\$ 479,221	\$ 602,823	\$ 671,087	\$ 651,242	\$ 413,000

Training and Professional Development

Supreme Court Educational Compliance

During 2019, Glendale City Court's staff and judges achieved 100% compliance with Arizona Supreme Court's annual education standards mandated by the Administrative Office of the Courts (AOC). All full-time judges and court personnel must complete at least 16 credit hours of continuing judicial education each year, including ethics and computer network security. All judges and court employees were also required to complete a course on Arizona Code of Judicial Administration § 1-304: Discrimination and Harassment. In addition, the judges attended a mandatory three-day judicial training conference sponsored by the Arizona Supreme Court.

This year three employees shared the responsibility as Training Coordinators: Marcia Bradley, Irene Rueda and Lisa Taylor. The group accredited 57 educational courses, including on-site classes, webinars, satellite broadcasts, e-learning opportunities and independent learning modules. Thirty-nine classes were held at the court. On-site classes save time, travel and other expenses for educational activities. All staff completed the new AZPoint Protective Order Training in preparation for the statewide rollout.

Glendale's judges attended a two-day annual training conference hosted by the Arizona Governor's Office of Highway Safety on December 5th and 6th. Judges Finn and Burkholder participated in the planning and taught at the conference. In October, Judge Finn, along with the Court Administrator Chris Phelps, attended an invite-only leadership conference which was hosted by the Arizona Supreme Court. In addition, Judge Finn served as faculty for a statewide Mental Health Court Conference and for the State Bar Association's annual ethics training on professionalism. Judge Delgado served as faculty for the Arizona Supreme Court's Civil Traffic Hearing Officers Academy held in April and October.



Specialized Problem-Solving Courts

As **Mental Health Court** enters its seventh year of operation, there have been 750 participants that have been referred to the program: 63 participants in 2019. The program has graduated 316 participants. To graduate and earn diversion of their criminal case(s), they must successfully complete all requirements given to them. In partnership with the City Prosecutor's Office, a public defender and local behavioral health experts from Mercy Care, the program's goal is to maintain psychiatric stability of mentally ill defendants. This reduces recidivism, jail costs and expensive court-ordered mental health evaluations. Mental Health Court provides judicial supervision to make sure defendants follow their case manager's treatment plans, take medication as prescribed and attend required programs such as substance abuse counseling and health & wellness programs. A pair of Mental Health Court news stories can be found on Glendale City Court's *YouTube* playlist at:

http://www.youtube.com/playlist?list=PLh2gy1UEBrT_szUEJrzbyEd2W7lspPEgb

Since 2004, all persons convicted of domestic violence crimes have been required to attend Glendale's **Domestic Violence Treatment Court** program. Treatment Court follows a problem-solving approach like Mental Health Court, monitoring about 212 domestic violence offenders each month. By law, a convicted domestic violence offender must complete a minimum of 26 weeks of counseling. In 2019, the court mandated 323 defendants to attend counseling.

Since program inception, almost 3,650 defendants completed all Treatment Court program requirements for graduation. For defendants who are compliant, their review court date is scheduled in coordination with their target completion date of the mandatory minimum 26-week counseling sessions.

*Glendale City Court's
Domestic Violence
Treatment Court is a past
recipient of the Arizona
Supreme Court's annual
"Justice for a Better Arizona"
Achievement Award.*

Enhanced supervision of non-compliant convicted domestic violence offenders was implemented with a new specialty court, **Non-Compliance Court**. All of these non-compliant persons have a Petition to Revoke their probation filed by the Prosecutor's Office. During the docket, both a prosecutor and public defender are present. Many defendants admit they have violated the terms of their probation. Community service, jail and either a return to DV Treatment Court or Supervised Probation is the result of their

admission for violating their probation. The goal is to provide faster consequences for the defendants' non-compliance.

For the Court's [Supervised Probation Review Docket](#), Maricopa County Adult Probation Department provides felony-level supervision of Glendale City Court's misdemeanor domestic violence offenders having at least one prior conviction. During this docket a probation officer/surveillance officer team develops a monthly review calendar to verify adherence to court orders. Non-compliant defendants are ordered to perform community service and can incur other sanctions.

The Court's [DUI Review Docket](#) is conducted twice-monthly. The docket's purpose is to monitor substance abuse counseling compliance and progress of all defendants convicted of DUI. This specialized docket provides judicial oversight to maintain defendant accountability through status checks of counseling attendance and other sentencing conditions.

Court Technology

eWarrants

Phase three of the project was designed to return served and executed warrants electronically to the Court, by the Police Department once an arrest is made. Once the Police Department clears the warrant from the Arizona Criminal Information Center (ACIC) database, the system generates a PDF of the original warrant with a "Served/Executed" watermark. The watermark includes the date the warrant was removed from ACIC with the name and badge number of the officer who cleared the warrant.

Due to the success of the project, the Arizona Supreme Court is moving forward with plans to replicate the Glendale eWarrant system for all limited jurisdiction AJACS courts statewide and 13 of the AJACS Clerk of the Superior Court offices. Glendale hopes to continue enhancement and improve the system, with a goal of reconciling all warrants electronically in real time; thereby eliminating the need to validate warrants manually. The Glendale City Court is working with the Department of Public Safety to obtain a complete record of all active warrants on file with the State in order to complete this goal.

The City Court Systems Analyst, Brad Bundy, has spent countless hours working with the AOC Information Technology Division to adapt Glendale's system to function within the state case management system, AJACS. Throughout 2019, Brad met with AOC and Pragmatica, an information technology company, as well as 5 other pilot courts. The group had twenty-one joint application design sessions to determine the functional design of the system to insure it would work for both limited and general jurisdiction courts. The AOC programmers also met with Brad and Pragmatica at least twenty more times to discuss data mapping and coding of the application. Testing of the new functionality is scheduled for early 2020.

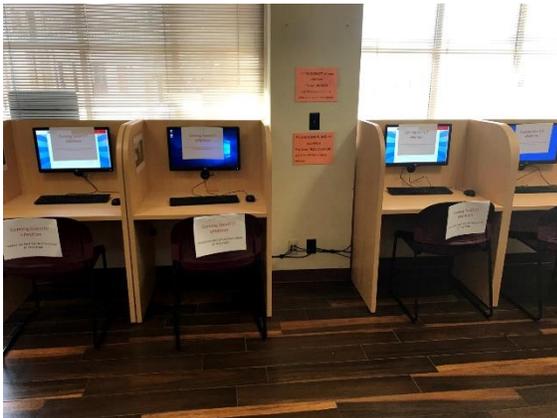
[AZPoint](#)

The Arizona Criminal Justice Commission (ACJC), working over a two-year period, developed a new process for addressing protective orders - primarily Orders of Protection in domestic violence situations. Judge Finn led the policy groups helping to refine what should be submitted to the legislature for statutory changes. Many of the changes required the Supreme Court to develop new programs with the help of a grant obtained by ACJC. In 2018, the Arizona Legislature passed HB2249, substantially rewriting procedural requirements for Orders of Protection and Injunctions Against Harassment. The plaintiff can now create the petition requesting relief online on any kind of device--a computer, a tablet or a phone. The plaintiff can go to any court to request the relief. After the judge grants an Order of Protection, the case management system forwards the documents to the appropriate law enforcement agency, constable or entity authorized to serve process based on the location of the defendant. The law enforcement agency must provide confirmation of service to the plaintiff as soon as practicable or notify the plaintiff if service cannot be completed within 15 days of receiving the order. The law enforcement agency must continue to try to serve the defendant until service is complete or for the life of the order which is one year. The protective order becomes effective upon service and remains in effect for one year from the date of service. An affidavit, declaration, acceptance or return of service must be filed no later than 72 hours after service, excluding weekends and holidays, with the clerk of the issuing court or as otherwise required by court rule. For Injunctions Against Harassment and non-emergency orders, the law enforcement agency is required to register the injunction with NCIC, instead of the county sheriff, within 24 hours of service. The Supreme Court is required to maintain a central repository for Orders of Protection and Injunctions Against Harassment.

If an emergency Order of Protection is issued, the order expires at the end of the next judicial business day or 72 hours after issuance, whichever is longer.

The AOC in conjunction with ACJC, was charged with automating the filing of protective order petitions, transmitting orders granted by the court to law enforcement, registration of the affidavit of service and entry into NCIC. Glendale City Court was chosen as the only court to pilot the new system in Arizona. This is because of their past technology accomplishments working with the AOC and their close relationship with the Glendale Police Department.

In May of 2019, the Court began meeting with the AOC to develop the functional requirements for the system, including the requirements for the servicing agencies. The Court not only aided in the design of the application but also in the design of internet portals. The three portals were the petition portal for the plaintiff, the clerk portal for courts to use if the plaintiff did not recall their confirmation number and the service portal to be used by law enforcement. The petition portal was planned for petitioners to remotely complete the application process from the safety of their home or shelter. Development continued into the Fall. Testing began in November between the internet portal and the AJACS test application.



The Court obtained special workstations with computers to be used by the plaintiffs to complete the petitions for protective orders. The Supreme Court was very complimentary of the system Glendale created for the convenience of the victims.

Once testing began in early November, the Court was in daily contact with the AOC and their internet developers to identify deficiencies and test new releases. At one point, the Court received four different upgrades to its case management system (AJACS) within four weeks. The changes made were based on the issues Glendale City Court identified with the system. Glendale Police Department was also involved as the sole tester of the law enforcement function. Between the Court and the Police Department, they represented what would occur in over 150 courts as well as 200 law enforcement entities statewide. There were weekly Saturday calls involving both Records Supervisor, Pat Lopez and Judge Finn. Judge Finn was often working with an AJACS programmer on Sundays to have the portal properly interact with AJACS. At other times, several staff members were testing the product 7 days a week. The final change to the petition and clerk portal was made on January 1st in the evening with Judge Finn, the AOC and the

vendor online during a conference call lasting several hours and culminating at 11:00 PM. AZPoint officially began operations on January 2, 2020.

Technology Improvements

The Court made several technology improvements throughout the year. One of the first improvements made was to the Court's docket reader screens and check-in system computers. The Court replaced fifteen Raspberry Pi computer boards that fed the docket reader screens in the lobby, as well as the in-courtroom screens and check-in system computers. The Court Systems Analyst, Alex Rodriguezcrespo, used windows minicomputers as replacements for increased security and operational stability.

The Courtroom Helper and the Court Report Library are two applications that were developed by the Court Systems Analyst, Brad Bundy. The two applications are in constant development, depending on the needs of the Court. During this past year, Brad added 8 new reports to the Courtroom Report Library and twenty-one new screens/queues to Courtroom Helper. Some of the improvements enhanced the Court's ability to balance daily receipts received and to audit cases prior to archiving.

Another major undertaking this past year was the updating of the Court's website. The Court Management team met several times to revise and refine the content of the website. The revised web information included a frequently asked questions section, links to AZPoint protective order website and AzCourtHelp. Although much of the material was revised, the Court retained information on case processing, defensive driving, payment options, records requests and jail information. Court Systems Analyst, Alex Rodriguezcrespo, loaded the materials to the City website; and he currently serves as the Court content editor.

Integrated Courtroom Audio/Video Technology

The Court, facing a collapse of an aging audio recording system, was able to obtain funding from the City to bid a complete overhaul of the audio/visual system court-wide. The vendors who bid on the project met with the Court to determine an approach that would satisfy the requirements established by the Arizona Supreme Court and cause the least onerous conditions for continued court operations. The bid was eventually awarded to ExhibitOne Corporation who provided the most comprehensive plan and had the

flexibility to work around the Court's daily activities. Each courtroom was refitted with new microphones covering the judge's bench, defense and prosecution tables, witness stand and ceiling microphones to capture voices when litigants move about or approach the bench. Each courtroom was also outfitted with speakers in the ceiling, allowing litigants and the public to hear all the parties when they speak. The bench was outfitted with a control panel that allows the judge to mute input from microphones, produce white noise to permit private sidebars and control the volume on the speakers in the gallery.

Audio recordings are captured using Liberty Court Recording software that is controlled by the courtroom clerk. The recordings are captured and stored on a City Court server. Amplifiers and software servers were placed on a new rack at the center of the courthouse in what was formerly a jail cell, previously used for defendants transported to the Court for initial appearances or trial. The room was completely retro-fitted for the necessary power outlets and air-conditioned to protect the servers and recording equipment.

No project of this magnitude goes completely smooth, and this project was no exception. ExhibitOne found the existing conduit for holding the wiring to be a challenge and had to painstakingly thread the needle to rewire the courtroom. Additional challenges were provided by various existing barriers in the ceilings requiring cable runs to be longer. The greatest challenge was outfitting the connection with the Police Department Detention Center due to the length of the cable connection. All jail court proceedings are held with a judge in the courtroom and detention staff, a prosecutor and public defender downstairs in Detention. This project necessitated Detention being outfitted with a new video camera, audio pickup and speaker. Problems arose after installation when the signal would drop unexpectedly. Fortunately, ExhibitOne was able to find a solution to boost the signal with the installation of some additional equipment. Lastly, the external victims' station at the courthouse was outfitted with a new camera that provides a wider view for the party outside and permits them to signal the court when making an appearance. The judge can then permit the victim to speak or mute them until the appropriate time. After much persistence by the Court and stellar customer service by ExhibitOne, the project was a success and has been functioning well ever since completion.

Call Center

On May 23, 2019 the Court implemented two Call Centers using the Mitel Connect System for the Court's main number and the pay by phone lines with the assistance of Tom Gorley, Glendale's Telecommunications Analyst. The Call Center is multifunctional-

- permitting staff to visually see the number of lines in the queue, view missed calls or to return customer calls for those that have chosen the callback option. The system allows supervisors to monitor staff conversations for training purposes, join conversations with customers and record conversations. The system also generates real time or historical reports for Call Center activity in multiple formats. The Court was also given the capability to broadcast an emergency announcement throughout the building utilizing the speaker phones of staff.

Law Day

Judge Finn taught two sessions for Law Day at Our Lady of Perpetual Help Catholic Elementary School on May 2nd for the annual Law Day celebration. This year's Law Day theme was the freedom of speech and the press as the foundation of a free society. Judge Finn taught one session for seventh grade and another for eight grade students, approximately 65 students each. Judge Finn provided examples of protected speech and prohibited speech, having the students decide what type of speech it was. The students voted by running to either side of the room or staying in the middle if they could not decide. Examples included the classic yelling "fire" in a theater and extended considerations for today, such as internet uses and social media which were not so clear.

Adult Probation and Juvenile Satellite Office

The Maricopa County Probation Department is now conducting field satellite office duties to meet probationers at Glendale City Court each Tuesday. The Juvenile Probation Department also performs similar duties at Glendale City Court, utilizing space in the Court's lobby to meet with clients on Thursdays. Adult and juvenile probation satellite offices provide a community presence and a customer service element for probationers in Glendale.

Defendant Psychiatric Evaluations

As a result of the successful implementation of Rule 11 mental competency evaluations of misdemeanor defendants in the Glendale City Court, the legislature amended A.R.S. § 13-4503. The amended law grants the Presiding Judge, in each county, the authority to authorize Municipal Courts or Justice Courts to exercise jurisdiction over competency hearings in misdemeanor cases. The Arizona Supreme Court subsequently amended the Rules of Court to permit competency determination in limited jurisdiction courts. The

Glendale City Court, on April 2, 2018, began exercising jurisdiction over those cases independent of the Arizona Superior Court. The Glendale City Court entered a competency determination on 23 defendants resulting in twenty-seven cases being resolved in CY2019. The average time for the Court to make a competency determination was thirty-one days. During CY2018, the average was thirty-six days and in CY2017, the average time was forty-four days. The prior time for a competency determination in Superior Court had been one-hundred five days. Because psychiatrists meet with defendants at the courthouse, instead of their clinics or offices, the number of defendants who fail to appear for psychiatric appointments has been reduced. The program has therefore saved costs billed to the Court for the doctor's time from failures to appear at appointment, as well as jail costs and court staff resources. The speed of the determination also provides the defendant with a more rapid access to psychiatric programs and doctors. Glendale City Court staff and judges continue to incorporate new processes into court business operations to better serve the community.

Standing Up for Veterans



At this year's "Stand Up For Veterans" community outreach event, held at Glendale Community College on September 21, 2019, there was a total of 21 staff members from the Court who volunteered their services to both plan for and work the event. Court staff served as liaisons for triage to refer veterans to proper stations, running public access queries on

court case histories, and tracking community service projects performed during the event. Community Service through the City was used to satisfy monetary penalties in 39 Cases. A total of 212 veterans received assistance on civil and criminal legal issues during Stand Up. Judge Finn and Judge Burkholder represented 22 different city courts and heard 84 cases. Representatives from ADOT's Motor Vehicle Division provided customer service to 141 veterans on licenses, titles, registration, disability plates, MVD records and identification cards. Maricopa County Public Defenders assisted 30 veterans with free consultation on criminal cases, plus restoration of civil rights for felony convictions. The State Bar of Arizona's Volunteer Lawyer program provided 72 free legal consultations on

civil matters. Glendale City Court staff also helped resolve fifteen cases for military veterans during the 2019 Maricopa County Stand Down event, which was held at Veterans Memorial Coliseum on January 25th and 26th. Stand Down is the largest outreach event for homeless veterans in the country.

Judges Activities

Judge Manuel Delgado:

- Spoke to students and parents on the function of the court for the Bring your Child to Work Day event
- Spoke with students at the Dream City Christian School about the legal profession during the Lunch with a Professional event
- Panel member for the Getting to Know Me presentation sponsored by the City of Glendale Inclusion Network
- Faculty member for the Administrative Office of the Courts (AOC), Education Service Division, teaching the Civil Traffic Hearing Officers course
- Appointed as a board member to the Judicial College of Arizona by the Arizona Supreme Court

Judge John Burkholder:

- Faculty for Governor's Office of Highway Safety (GOHS) Judicial Traffic Conference's Jury Trial Academy: Contested Hearings and Motion Practice
- Panel member for the "Tools & Resources in Adjudicating DUI Cases" session at the 2019 GOHS Judicial Traffic conference
- Chairman of the Board of Directors for Child Evangelism Fellowship of Arizona
- Participated in Glendale's Veteran Stand Up
- Teach a Sunday School class for kindergarten age students at Desert Springs Community Church

Judge Elizabeth R. Finn:

American Bar Association

- Participated in the Minority Clerkship Program
- Taught youth at risk about constitution

- Elected member of the Executive Committee on the National Conference of Specialized Courts
- Member of the Standing Committee on Diversity in the Judiciary
- Appointed Conference Editor for Judges Journal Magazine and Judicial Record
- Member of the Committees on Ethics and Professional Responsibility and the Technology Committee

Supreme Court Appointment:

- Committee on Mental Health and the Justice System
- Limited Jurisdiction Committee

Taught:

- AZPoint (new protective order system) to many organizations not limited to court staff and advocates, on behalf of the Supreme Court, the Supreme Court Leadership Conference, Justice of the Peace Organization, Community Legal Services

Court Administration

Christopher Phelps, Court Administrator

- Named as a voting member by the Supreme Court for Committee on Technology (COT) and Committee on Judicial Education and Training (COJET).
- Acquired certification as a faculty member by the National Center for State Courts, teaching Arizona Court Manager (ACM) Case Flow and Workflow Management course for the Arizona Supreme Court
- Faculty member for the Arizona Supreme Court Education Services, teaching Arizona Court Supervisor (ACS) Managing Human Resources course
- Named as a member of the City of Glendale's facilitator team. The team was established to rewrite the Core Competencies policy for employee performance management.
- Participating member of the Glendale Employee Organizational Development Experience (GEODE) team which focuses on skill development for employees who are interested in working to become future supervisors and leaders.

Courtroom Amenities



In an effort to better serve the members of our community, the court regularly surveys the citizens who have been called to jury service. The overwhelming complaint over time has been the uncomfortable chairs in the jury box and in the room where they deliberate the verdict. The chairs were wooden with stiff backs and did not swivel so the jurors couldn't easily turn to follow the activities in the courtroom. Fortunately, this year the Court was able to purchase new chairs for the jury room and in all three jury boxes. The Court was also able to obtain matching chairs for the prosecutors and defense tables in all five courtrooms.

Judge Jean Baxter



Judge Baxter retired in December after serving in many roles at the Court. She was a Judge for 25 years and a Hearing Officer for about 5 1/2 years. Recruitment for her replacement will begin in 2020.

Hearing Officer Carla Bastien



The Court is excited to welcome the newest member of the Glendale City Court judiciary, Carla Bastien. Carla was appointed as the new Court Hearing Officer. Carla spent many years serving as a Glendale city prosecutor as well as a contracted public defender for Glendale City Court and other valley courts.

Interesting Court Facts

Did you know???

 Security guards screened 73,328 visitors entering the Court building in 2019 and confiscated 2,024 prohibited items such as pocket knives, box-cutters and spray canisters.

 For the fourteenth consecutive year, Judge Finn served as faculty for Glendale University. She taught student citizens about overall court operations and programs, as well as mental health court and domestic violence treatment court.

 Glendale City Court conducts business seven days per week, 365 days per year. Even on weekends and holidays, all accused persons are required by Supreme Court Rules, to have an initial appearance before a judge within 24 hours, to be advised of the nature of their charges and have release status reviewed. Clerks and judges who work during daily Jail Court proceedings make sure these rights are honored.

 Nearly half of Glendale City Court employees (21) have been working for the City of Glendale for more than 10 years. This includes a 25-year employee, two 20-year employees and eight 15-year employees.

 In addition to providing live Spanish language interpretation during all business hours, Glendale City Court offered interpretation of 24 lesser-known languages for in-person, calendared court proceedings during FY 2019, including 24 Arabic hearings and 21 Kinyarwa language interpreters. Some of these less common languages are Bengali, Pashto, Dinka and Malay.