

Administrative Office of the Courts



INVESTIGATION SUMMARY, DETERMINATION, PROBABLE REVIEW AND RECOMMENDATION REPORT

Complaint No. 24-D129

School No. [REDACTED]

February 19, 2026

Certification and Licensing Division

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
INVESTIGATION SUMMARY, DETERMINATION, PROBABLE
REVIEW AND RECOMMENDATION REPORT**

<i>CERTIFICATE HOLDER INFORMATION</i>	Business Name:	EZ AZ Defensive Driving
	School Number:	████
	Type of Certificate:	Defensive Driving School
<i>COMPLAINANT</i>	Name:	Yolimar Roman
<i>INVESTIGATION INFORMATION</i>	Complaint Number:	24-D129
	Investigator:	Shaun Baland
Complaint Received:		01/08/2024
Complaint Forwarded to the Certificate Holder:		01/09/2024
Certificate Holder Received Complaint:		01/13/2024
Response From Certificate Holder:		01/16/2024
Period of Active Certification:		11/27/2024
Status of Certification:		Expired 10/31/2025
Availability of Certificate Holder:		Available
Availability of Complainant:		Available
Report Date:		02/19/2026

ALLEGATIONS:

1. EZ AZ Defensive Driving failed to timely submit court diversion fees to the Country Meadows Justice Court.

SUMMARY OF INVESTIGATIVE PROCEDURE:

- Written complaint and documentation submitted by complainant, Yolimar Roman (“Roman”), Deputy Court Manager, Country Meadows Justice Court (“Country Meadows”)
- Written response and documentation submitted by Beatriz Mena (“Mena”), Director of Operations for EZ AZ Defensive Driving (“EZ AZ”)
- Review of applicable Certification and Licensing Division (“Division”) records
- Review of applicable sections of Arizona Revised Statutes (“A.R.S.”), Arizona Codes of Judicial Administration (“ACJA”) §7-201 and §7-205, and Arizona Supreme Court Rules

INTERVIEWS:

1. Yolimar Roman

2. Beatriz Mena

SUMMARY OF FACTUAL FINDINGS OF INVESTIGATION:

In the complaint, Roman, for Country Meadows, alleged that EZ AZ failed to timely submit court diversion fees for defendant Marvin Schoenherr ("Schoenherr"). Roman stated that on 01/08/2024, Country Meadows was contacted by Schoenherr regarding a Failure to Appear notice. Schoenherr informed the court that he had completed defensive driving school on 11/07/2023; however, no remittance payment had been received by Country Meadows at that time.

In her interview with the Division, Roman verified through the defensive driving school report that Schoenherr had completed the course with EZ AZ. Upon discovering that payment for the court diversion fee was not received, County Meadows contacted EZ AZ, after which the diversion fees were submitted. Roman confirmed in her interview that Schoenherr was not negatively impacted, no additional fees were incurred, and the matter was resolved. Roman stated she could not determine whether the delay originated with the court, the defensive driving school, or both.

In the initial written response to the complaint, EZ AZ's Mena stated that Schoenherr completed the course on 11/07/2023 and the completion was entered into the defensive driving tracking system. Mena said check [REDACTED] was mailed to Country Meadows on 11/26/2023.

During her interview with the Division, Mena explained that Country Meadows returned the original remittance check because an unrelated remittance report for Phoenix Municipal Court was mistakenly included in the same mailing. Mena further noted that the remittance report itself bore date stamps of 11/22/2023 and 12/11/2023. Mena stated that the envelope containing the returned check was not date-stamped, making it unclear exactly when EZ AZ received the returned check. Mena explained that EZ AZ slows operations and reduces staffing during the holidays.

Mena said that EZ AZ does monthly balancing of accounts to ensure all diversion fees have been paid timely. She stated her account showed the payment was issued but she had not learned of the court's processing or lack thereof. The court contacted her before she learned the payment had not been processed. On 01/09/2024, Country Meadows called EZ AZ indicating the payment had not been received. EZ AZ canceled the original check and issued a replacement check the same day. Mena stated both she and the court clerk apologized for the confusion and confirmed that Schoenherr was not assessed any additional fees or penalties. Mena further stated this type of error had not occurred previously and that EZ AZ staff has been instructed to double-check all future mailings to ensure only appropriate documentation is included.

Roman informed the Division that Country Meadows court staff have also been advised to contact schools when confusing or extraneous documentation is received, rather than

returning payments. Roman and Mena indicated this was an isolated clerical error, compounded by holiday-related processing delays. The defendant was not adversely affected, and corrective measures have been implemented by both the court and the school to prevent recurrence.

Although the matter was resolved, EZ AZ failed to timely submit the court diversion fee. The defendant completed defensive driving school on November 7, 2023. EZ AZ told the Division that the court diversion fee was mailed to Country Meadows on November 26, 2023. ACJA §7-205(F)(26)(f)(2) requires defensive driving schools to remit the court diversion fees within 11 days of completion of the defensive driving course. Therefore, to be timely, the court diversion fee was due no later than November 18, 2023.

ACJA §7-201(F)(1):

1. Code of Conduct. Each individual certificate holder shall adhere to the code of conduct or standards of conduct, subsection (J) in the applicable section of the ACJA.

ACJA §7-201(H)(6)(a):

6. Grounds for Discipline. A certificate holder is subject to disciplinary action if the board finds the certificate holder has engaged in one or more of the following:

a. Failed to perform any duty to discharge any obligation in the course of the certificate holder's responsibilities as required by law, court rules, this section or the applicable section of the ACJA;

ACJA §7-205(F)(1):

F. Role and Responsibilities of Certificate Holders. In addition to the requirements of ACJA § 7 201(F), each school must:

1. Adhere to the standards in the code of conduct in subsection (J).

ACJA §7-205(J)(1)(d):

d. Compliance. A school shall perform all duties and discharge all obligations in accordance with current Arizona law and the administrative rules, court orders, administrative orders, ACJA § 7-201, and this section.

ACJA §7-205(F)(26)(f)(2):

26. Remittance and Reporting of Court Diversion, State Fees and State Surcharges. A school shall comply with the following requirements regarding remittance of fees to the appropriate court and reporting requirements:

f. A school shall transmit all diversion fees to the appropriate court in compliance with the following:

(2) The school shall transmit the court diversion fees and the remittance report to the court once a week and within eleven (11) days of the successful completion of the class.

Allegation 1 is substantiated

DISCIPLINARY HISTORY:

Complaint No. 15-D012

Substantiated Allegations

- School displayed a version of Arizona Supreme Court seal on their website

Date of Board Decision

- February 18, 2016

Board Decision/Disciplinary Action

- Letter of Concern

SUBMITTED BY

Shaun Baland, In
Certification and Licensing Division

02/19/2026

Date

REVIEWED BY:

Pasquale Fontana, Manager
Certification and Licensing Division

02/19/2026

Date



03/09/2026

Abigail Raddatz, Director
Certification and Licensing Division

Date

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
REVIEW, AND DECISION OF THE PROBABLE CAUSE
EVALUATOR**

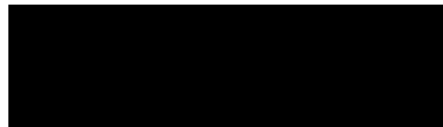
REVIEW AND DECISION OF THE PROBABLE CAUSE EVALUATOR:

Under ACJA §7-201(H)(5)(a), the deputy director, serving in the capacity of probable cause evaluator under ACJA § 7-201(D)(3)(a), having conducted an independent review of the facts and evidence gathered during the course of the investigation of complaint number 24-D129

- ☐ Directs division staff to investigate further.
- ☐ Determines probable cause does not exist demonstrating the certificate holder has committed any acts of misconduct or violations of the statutes, court rules, this section, or the applicable section of the ACJA and enters a written finding to that effect as to Allegation(s):
-

- ☒ Determines probable cause exists demonstrating the certificate holder has committed one or more acts of misconduct or violations of the statutes, court rules, this section, or the applicable section of the ACJA and enters a written finding to that effect as to Allegation(s):

1



Jeffrey Schrade

Probable Cause Evaluator

3/9/2026

Date

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
RECOMMENDATION TO THE BOARD**

<i>CERTIFICATE HOLDER INFORMATION</i>	School Business Name:	EZ AZ Defensive Driving
	School Number:	■
	Type of Certificate:	Defensive Driving School

RECOMMENDATION TO THE DEFENSIVE DRIVING BOARD (“BOARD”):

It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding that EZ AZ Defensive Driving, School ■, has committed the alleged act(s) of misconduct in Allegation 1, as detailed in the Investigation Summary, Determination, Probable Cause Review and Recommendation Report in complaint number 24-D129.

It is further recommended that the Board enter a finding grounds for informal disciplinary action exists under Arizona Code of Judicial Administration (“ACJA”) §7-201(H)(6) for act(s) of misconduct involving ACJA §§7-201(F)(1), 7-201(H)(6)(a), ACJA §§7-205(F)(1), 7-205(F)(26)(f)(2), and 7-205(J)(1)(d).

When determining recommendations for disciplinary action, the Division considered the following mitigating and aggravating factors:

Mitigating factors pursuant to ACJA §7-201(H)(22)(b)(1):

- ☐ The absence of a prior disciplinary record;
- ☒ **The absence of a dishonest motive;**
- ☒ **The absence of a selfish motive;**
- ☐ Personal or emotional problems;
- ☐ A timely good faith effort to make restitution or to rectify consequences of misconduct;
- ☒ **Full and free disclosure to the division staff, the board or the hearing officer;**
- ☒ **A cooperative attitude toward any proceedings;**
- ☐ Inexperience in the practice of the profession or occupation;
- ☐ Character or reputation;
- ☐ Physical or mental disability;
- ☐ Physical or mental impairment;
- ☐ Delays in the disciplinary proceedings;
- ☐ Interim rehabilitation;
- ☐ Imposition of other penalties or sanctions;
- ☐ Remorse;
- ☐ The remoteness of prior offenses;
- ☐ Other: _____

Aggravating factors pursuant to ACJA §7-201(H)(22)(b)(2):

☒ **A prior disciplinary record;**

☐ A dishonest motive;

☐ A selfish motive;

☐ Multiple offenses;

☐ Bad faith obstruction of the disciplinary proceedings by intentionally failing to comply with this section, the applicable section of ACJA, court rules or orders of the hearing officer; (Failure to respond to Division requests sent to a valid point of contact reflects an uncooperative attitude toward the investigation)

☐ Submission of false evidence, false statements or other deceptive practices during the discipline process;

☐ Refusal to acknowledge wrongful nature of the conduct;

☐ Vulnerability of the victim;

☒ **Substantial experience in the profession or occupation;**

☐ Indifference to making restitution;

☐ Other: _____

It is further recommended that the Board direct the Division to issue a Letter of Concern to EZ AZ Defensive Driving (School No. [REDACTED]).

SUBMITTED BY:

[REDACTED]

03/09/2026

Abigail Raddatz, Director Date
Certification and Licensing Division

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
DECISION AND ORDER OF THE BOARD**

DECISION AND ORDER:

The Board having reviewed the above Investigation Summary, Determination, Probable Cause Review and Recommendation Report, regarding complaint number 24-D129 and EZ AZ Defensive Driving, School Number ■1, makes a finding of facts and this decision, based on the facts, evidence, and analysis as presented and:

☐ Request division staff to conduct further investigation;

☐ Refer the complaint to another entity with jurisdiction;

Referral to: _____

☐ Determine no violation exists and dismiss the complaint

☐ with prejudice

☐ without prejudice

☐ Determine no acts of misconduct or violation occurred and no discipline is warranted; however the certificate holder's actions need modification or elimination and issue an advisory letter pursuant to subsection (D)(5)(c)(1)(g);

☐ Enter a finding the certificate holder has violated any provisions of the statutes, court rules, this section, or the applicable ACJA specific sections or subsection (H)(6) and order an emergency summary suspension, pursuant to subsection (H)(9)(d);

☒ Enter a finding the certificate holder has violated any of the provisions of the statutes, court rules, this section, the applicable ACJA sections or subsection (H)(6) and issue an order imposing any or a combination of the following information or formal disciplinary sanctions:

☒ Issue a letter of concern

☐ Issue a censure

☐ Resolve any found acts of misconduct or violations by consent order or other negotiated settlement

☐ Place specific restrictions on a certificate

☐ Place the certificate holder on probation or a set period of time under specified conditions

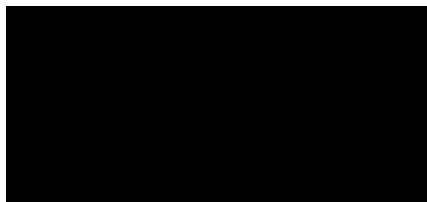
- ☐ Mandate additional training for the certificate holder
- ☐ Issue a cease and desist order pursuant to subsection (E)96)
- ☐ Order suspension of a certificate for a set period of time with specific conditions for reinstatement
- ☐ Order revocation of a certificate with specific conditions for reinstatement
- ☐ Assess costs associated with the investigation and disciplinary proceedings; or
- ☐ Impose civil penalties associated with the investigation and disciplinary proceedings.
- ☐ Order the preparation of documents necessary for informal or formal disciplinary actions under subsection (H)(7)(b), (H)(8)(b) or (H)(9)(b)
- ☐ Request the license holder appear before the Board to participate in a Formal Interview, pursuant to ACJA § 7-201(H)(8).
- ☐ Enter a finding the public health, safety or welfare is at risk, requires emergency action, and orders the immediate emergency suspension of the license and sets an expedited hearing for:

Date, Time, and Location: _____

- ☐ Order the filing of Notice of Formal Charges, pursuant to ACJA § 7-201(H)(10).

☒ Adopts the recommendations of the Division Director.

- ☐ Does not adopt the recommendations of the Division Director and orders:



Johnny Tse, Chair
 Defensive Driving Board

03/23/2026

Date