

Administrative Office of the Courts



INVESTIGATION SUMMARY, DETERMINATION, PROBABLE CAUSE REVIEW AND RECOMMENDATION REPORT

Complaint No. 24-D133

School No. [REDACTED]

February 19, 2026

Certification and Licensing Division

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

<i>CERTIFICATE HOLDER INFORMATION</i>	Business Name:	Go ToTrafficSchool.com
	School Number:	██████
	Type of Certificate:	Defensive Driving School
<i>COMPLAINANT</i>	Name:	Yolimar Roman
<i>INVESTIGATION INFORMATION</i>	Complaint Number:	24-D133
	Investigator:	Shaun Baland
Complaint Received:		02/15/2024
Complaint Forwarded to the Certificate Holder:		02/21/2024
Certificate Holder Received Complaint:		02/26/2024
Response From Certificate Holder:		02/28/2024
Period of Active Certification:		12/19/2007
Status of Certification:		Active
Availability of Certificate Holder:		Available
Availability of Complainant:		Available
Report Date:		02/19/2026

ALLEGATIONS:

1. Go ToTrafficSchool.com 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 for Country Meadows Justice Court (“Country Meadows”)
- Written response and documentation submitted by Sharon Ourian (“Ourian”), owner of Go ToTrafficSchool.com (“Go To Traffic School”)
- 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. Sharon Ourian
3. Keisha Parris
4. Beverly Delenela

SUMMARY OF FACTUAL FINDINGS OF INVESTIGATION:

The Division substantiated Allegation 1.

In the complaint, Roman, for Country Meadows alleged that Go To Traffic School failed to timely submit court diversion fees for defendant Joyce Lynn Le Dune (“Le Dune”), citation number 913479823331002.

Roman stated that Le Dune completed defensive driving school on 12/01/2023. On 02/05/2024, a representative from Go To Traffic School contacted Country Meadows and advised that a check had been issued on 12/16/2023; however, the court had not received the payment. Roman reported that a replacement check was subsequently received by Country Meadows by mail on 02/14/2024. Roman alleged that due to the delay, the defendant’s driver license was impacted.

In her interview with the Division, Roman verified the information provided in the complaint. Roman stated Go To Traffic School explained that a new payment portal was utilized to reduce payment issues. Go To Traffic School reconciled outstanding payments and found Le Dune’s outstanding payment. Arrangements were made for a replacement check to be issued immediately. Roman clarified that Le Dune’s license could have been suspended because of the delayed payment. Because Go To Traffic School rectified the matter and payment was issued, Le Dune’s license was not suspended, and the matter was resolved.

In her written response to the complaint, Ourian, for Go To Traffic School, acknowledged the delay in payment of the court diversion fee and stated that the issue stemmed from Go To Traffic School’s transition to a new third-party check processing system in December 2023. Ourian explained that Go To Traffic School transitioned from issuing checks directly through QuickBooks to using Bill.com as a processing vendor.

According to Ourian, the new processor experienced difficulties properly handling court remittance checks, resulting in some checks being delayed or misrouted. The school’s internal reconciliation showed this payment as not cashed and contacted the court. Upon learning that the payment for Le Dune had not been received by the court, Go To Traffic School issued a replacement check, which was received by Country Meadows on 02/14/2024.

During the Division’s recorded interview, Ourian and staff further detailed Go To Traffic School’s payment process. Ourian stated that court remittances are reviewed internally, uploaded to Bill.com, approved by management, and then processed by the vendor.

Keisha Parris (“Parris”), who oversees payment processing, explained that shortly after the transition to Bill.com, Go To Traffic School began receiving reports from multiple vendors and courts indicating delayed receipt of checks. Parris stated that despite assurances from the vendor regarding timely mailing, several payments were delayed beyond expected delivery windows.

Parris explained that Go To Traffic School routinely runs internal reconciliation reports to identify checks that remain uncashed for extended periods. In reviewing these reports, staff identified the payment associated with Le Dune as outstanding and proactively issued a replacement check prior to receiving confirmation from Country Meadows that the original payment had not been received. The school provided record of the court diversion report. See below:

Court Diversion Report

Period:

Dec 1-15, 2023

Court:

727

Court ID:

COUNTRY MEADOWS JP

Payment Date:

Dec. 08, 2023

Payment Amount:

\$ 100.00

Check Number:

Student	DOB	License	Lic. State	Citation	Violation	Violation Date	Court	Court Code	Completed
Le Dune, Joyce				913479823331002	28-844A2	11/27/2023	COUNTRY MEADOWS JP	727	12/1/2023

Payee

Country Meadows JP

Payment date

12/18/2023

Store

Account

Tags

Start typing to add a tag

Category details

AMOUNT	DUE DATE	NAME/ID #, CUSTOMER	CURR
\$100.00			GTTS AZ

Item details

Total

\$100.00

Parris stated that the replacement check was received by the court and later cashed, while the original check ultimately arrived at the court weeks later and was returned as a duplicate payment. See below:

Check

Cleared

USD 100.00 check payment to Country Meadows JP created by Keisha Parris

Payment out #PS4020502 - 0940496

Tracking info

February 06, 2024

Payment scheduled

▼

February 06, 2024

Initiating payment

▼

February 08, 2024

Sending payment to vendor

▼

February 14, 2024

Delivering check

▼

February 16, 2024

Payment cleared

The payment for USD 100.00 is completed.

Process date

02/09/24

Account

Billcom Money Out Clearing

Arrival date

02/14/24

Memo

Dec 1-15, 2023 Completion - Billcom Check ...

Payment address

COURT CODE 0127 10450 W. VAN BUREN ...

Total payment amount

USD 100.00

Total vendor credits applied

USD 0.00

Beverly Delenela (“Delenela”), Go To Traffic School’s court liaison, stated that when courts contact Go To Traffic School regarding missing payments, staff verify the payment status, reissue checks when necessary, and notify the court accordingly. Delenela stated that courts do not typically provide details regarding any administrative or licensing actions taken against defendants during payment delays.

Regarding the alleged license impact on Le Dune, Go To Traffic School representatives stated they were not notified by the court of the specific nature of any action taken against Le Dune’s driver license and did not receive information indicating whether the impact was administrative, temporary, or otherwise resolved upon receipt of payment.

Ourian acknowledged the seriousness of timely court remittances and stated that corrective actions were taken with the third-party processor. Parris indicated that Go To Traffic School escalated the issue with Bill.com, implemented enhanced tracking and monitoring of mailed payments, and advised the vendor that continued delays would result in termination of services. According to Go To Traffic School, no similar issues have occurred since these corrective measures were implemented.

On or about February 5, 2024, Go To Traffic School contacted Country Meadows after Go To Traffic School’s reconciliation process caught that Country Meadows did not cash the original check for the court diversion payment submitted on December 18, 2023. Go To Traffic School reissued a check for the court diversion fee on or about February 14, 2024. According to Ourian, Go To Traffic School addressed and corrected the issue with their third-party payment processing system. The defendant’s license was ultimately not impacted since Go To Traffic School communicated with the court and ensured timely payment.

Although Go To Traffic School’s reconciliation system seems to have caught that the court diversion check submitted to the court on December 18, 2023 was not cashed by Country Meadows and Go To Traffic School reissued a check to the court, the original check for the diversion fee was not issued until December 18, 2023, even though the defendant completed the defensive driving course on December 1, 2023. To be timely, pursuant to ACJA §7-205(F)(26)(f)(2), Go To Traffic School was required to submit the court diversion fee within 11 days of course completion which was on December 1, 2023. Therefore, the court diversion fee was due on or before December 12, 2023 and not

December 18, 2023, when Go To Traffic School documented that the payment was sent to Country Meadows.

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.

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DISCIPLINARY HISTORY:

Complaint No. 11-D005

Substantiated Allegation:

- Failed to report completion and failed to remit payment of court diversion fee

Date of Board Decision

- August 15, 2012

Board Decision/Disciplinary Action:

- Letter of Concern

Complaint No. 22-D014:

Substantiated Allegation:

- Go ToTrafficSchool.com, on four separate occasions, failed to transmit court diversion fees and remittance reports within eleven (11) days of the completion of the class to the Phoenix Municipal Court.

Date of Board Decision:

- February 9, 2023

Board Decision/Disciplinary Action:

- Letter of Concern

Complaint No. 23-D034

Substantiated Allegation:

- Go ToTrafficSchool.com does not require students to correctly answer substantive questions after each segment before students can proceed to the next segment, in violation of ACJA §7-205(F)(24)

Date of Board Decision

- September 17, 2025

Board Decision/Disciplinary Action:

- Letter of Concern

SUBMITTED BY

Shaun Baland, In [REDACTED]
Certification and Licensing Division

02/19/2026

Date

REVIEWED BY:

Pasquale Fontana, Manager
Certification and Licensing Division

2/19/2026

Date

Abigail Raddatz, Director
Certification and Licensing Division

2/23/2026

Date

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

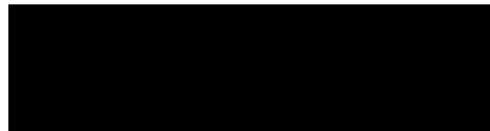
REVIEW AND DECISION OF THE PROBABLE CAUSE EVALUATOR:

Pursuant to 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-D133:

- ☐ 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):
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- ☒ 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

2/23/2026

Date

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

<i>CERTIFICATE HOLDER INFORMATION</i>	School Business Name:	Go ToTrafficSchool.com
	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 GoToTrafficSchool.com, 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-D133.

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), §§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 Go ToTrafficSchool.com (School No. [REDACTED]).

SUBMITTED BY:

[REDACTED]

February 26, 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-D133 and Go ToTrafficSchool.com, School No. [REDACTED], 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.

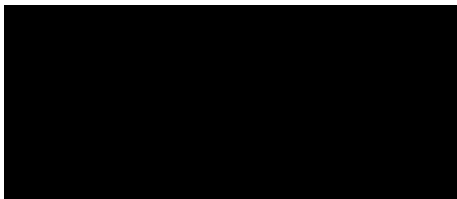
- ☐ Order the preparation of documents necessary for informal or formal disciplinary actions under subsection (H)(7)(b), (H)(8)(b) or (H)(9)(b)
- ☐ Request the license holder appear before the Board to participate in a Formal Interview, pursuant to ACJA § 7-201(H)(8).
- ☐ Enter a finding the public health, 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