

# **Administrative Office of the Courts**



## **INVESTIGATION SUMMARY, DETERMINATION, PROBABLE CAUSE REVIEW AND RECOMMENDATION REPORT**

**Complaint No. 24-D135**

**School No. [REDACTED]**

**February 23, 2026**

**Certification and Licensing Division**

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

|                                                       |               |                             |                                        |
|-------------------------------------------------------|---------------|-----------------------------|----------------------------------------|
| <b>CERTIFICATE<br/>INFORMATION</b>                    | <b>HOLDER</b> | <b>School Name:</b>         | Central Phoenix Traffic<br>School, LLC |
|                                                       |               | <b>School Number:</b>       | ■                                      |
|                                                       |               | <b>Type of Certificate:</b> | Defensive Driving School               |
| <b>COMPLAINANT</b>                                    |               | <b>Name:</b>                |                                        |
| <b>INVESTIGATION<br/>INFORMATION</b>                  |               | <b>Complaint Number:</b>    | 24-D135                                |
|                                                       |               | <b>Investigators:</b>       | Lorraine Brown<br>Shaun Baland         |
| <b>Complaint Received:</b>                            |               |                             | April 30, 2024                         |
| <b>Complaint Forwarded to the Certificate Holder:</b> |               |                             | May 6, 2024                            |
| <b>Certificate Holder Received Complaint:</b>         |               |                             | May 6, 2024                            |
| <b>Response From Certificate Holder:</b>              |               |                             | May 18, 2024                           |
| <b>Period of Active Certification:</b>                |               |                             | December 14, 2017- present             |
| <b>Status of Certificate:</b>                         |               |                             | Active                                 |
| <b>Availability of Certificate Holder:</b>            |               |                             | Available                              |
| <b>Availability of Complainant:</b>                   |               |                             | Available                              |
| <b>Report Date:</b>                                   |               |                             | February 23, 2026                      |

**ALLEGATIONS:**

1. Central Phoenix Traffic School, LLC, improperly entered the completion of a defendant's defensive driving course.
2. Central Phoenix Traffic School, LLC, did not timely remit the court diversion fee.

**ADDITIONAL FINDINGS:**

None.

**SUMMARY OF INVESTIGATIVE PROCEDURE:**

- Written complaint and documentation submitted by complainant Karen Torres ("Torres"), clerk at White Tank Justice Court ("White Tank Court").
- Written response and documentation submitted by Central Phoenix Traffic School ("Central Phoenix") by previous owner, Robert Grossman ("Grossman").

- Defensive Driving Tracking System record (“DDTS”), involving James Ashurst (“Ashurst”).
- 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. Robert Grossman
2. James Ashurst
3. Cecilia Tovar

## **SUMMARY OF FACTUAL FINDINGS OF INVESTIGATION:**

When the Division initially received the complaint, Grossman was the owner of Central Phoenix. Grossman sold Central Phoenix, and the defensive driving school is under new ownership.

### Complaint

On April 30, 2024, Torres, on behalf of White Tank Court, submitted a complaint involving Central Phoenix Traffic School, LLC (“Central Phoenix”). Torres said she is responsible for processing checks from defensive driving schools. On April 22, 2024, White Tank Court was notified that defendant, Ashurst, completed a defensive driving course on February 25, 2024. Torres said that Ashurst was already found in default by the court and assessed additional court fees.

Torres said she contacted Central Phoenix and spoke with “Bob” [Grossman], who explained that Ashurst had started the course on February 25, 2024, but did not click on the last button to confirm completion of the course. Therefore, the system did not generate a certificate of completion. Torres said the defendant noticed that he did not complete the course “sometime last week” and contacted Central Phoenix. Torres said Central Phoenix just entered a completion date of February 25, 2024, and paid the fees to the court.

On May 8, 2024, Torres emailed the Division requesting to withdraw the complaint. On May 9, 2024, Division staff responded to Torres’s email letting her know that the complaint could not be withdrawn, per ACJA §7-201(H)(1)(e) and (f).

### Response to Complaint

In his response, Grossman said that the White Tank Court tried to withdraw the complaint, but he understood that the Division could not allow complainant to take such action. He argued that an attempt to withdraw the complaint should be relevant to the investigation.

Grossman said the description of the circumstances surrounding the complaint had several mistakes. First, he said White Tank Court did not contact Central Phoenix to speak with “Bob.” Grossman said he contacted White Tank on April 19, 2024, and spoke with a clerk named Christy who confirmed that the court would accept a diversion check and allow Ashurst to have his ticket dismissed. Grossman added that the court diversion payment was mailed in a timely manner, having been delivered to the Williams Post Office on April 23, 2024. Grossman said, “I did not just enter a completion date.” He said White Tank Court Clerk, Christy, assured him that the court approved his actions.

Grossman provided background information. He said Ashurst spent the required four hours on the defensive driving course and finished all the sections of the course prior to his deadline. Grossman stated that the only action Ashurst failed to complete was to click on the website link that reads, “Once you have finished – click here: Survey and Certificate of Completion to receive your certificate.” As a result of this omission, Ashurst did not receive his Certificate of Completion and Grossman did not receive notice of Ashurst having completed the course.

Grossman said that because the time Ashurst had to complete the class was “getting short, I sent the normal emails and/or text messages we send reminding customers to finish the course.” Once the court date was reached, Grossman sent the “out of time” email instructing Ashurst to contact the court. Grossman said it is not unusual for several weeks to pass before a student gets back to Central Phoenix with information about their extension date so “I wasn’t very concerned when I did not receive an immediate response” from Ashurst.

Grossman stated that on April 19, 2024, Ashurst contacted Grossman by telephone to let him know that he had been contacted by a collection service regarding his citation with the White Tank Court. Grossman said he spoke on the phone with Ashurst, who is an elderly man of 77. Ashurst told Grossman that he had not seen Grossman’s email or text message and that he often makes mistakes on the computer systems. Grossman said, at that point, he could have closed his records at Central Phoenix, remitted and refunded fees, and let Ashurst contact the White Tank Court. However, in an attempt to assist his customer, Grossman said he inserted himself into this problem and let Ashurst know that Grossman would contact the White Tank Court on Ashurst’s behalf and see if anything could be done to allow Ashurst to have his ticket dismissed. Following his conversation with Ashurst, Grossman said he contacted the White Tanks Court. Once Ashurst’s case was closed, Central Phoenix contacted Ashurst by telephone to let him know that the citation had been dismissed, paid, and the matter was closed.

Grossman added that aside from the recitation of the circumstances and events surrounding the complaint, the substance of the complaint seemed to be that Central Phoenix “just entered a completion date and has not mailed out a check to the court.” Grossman said he entered the completion date following a telephone conversation with the court and mailed out a check well within the timeframe required. Grossman said Debra Grossman spoke

with White Tank Court daily the following week and Torres let them know that she got very busy and forgot to add the notes about their conversation to the file. Grossman said Central Phoenix's actions were shared with the White Tank Court and the school made an effort to ensure the court remained informed at all times.

Grossman noted that this was the first complaint filed against his defensive driving school and he takes the issues raised very seriously. To prevent future issues, Grossman said he decided that he will not rely solely on electronic communication with customers. When a customer is approaching the deadline without completion, Grossman will utilize voice communication as well as email and text messages to ensure that Central Phoenix's messages are received and understood. While this is not a common problem, Grossman said he wanted to do everything he could to prevent such an issue from recurring.

**Allegation 1: Central Phoenix Traffic School, LLC, improperly entered the completion of a defendant's defensive driving course.**

On August 27, 2024, Division staff sent an email to Torres requesting documentation relating to Ashurst's matter. In response, Torres reiterated that on April 22, 2024, White Tanks Court was notified that Ashurst completed the defensive driving course on February 25, 2024, but by that time, Ashurst was defaulted. When Torres spoke with "Bob" at Central Phoenix, he explained that Ashurst started the course on February 25, 2024, but did not click the completion button to generate a certificate of completion.

Torres added that she believed that Ashurst realized he did not click the last button or that, perhaps, he received the court's mail for late notice. Once Ashurst clicked on the last button, Central Phoenix entered the completion date and mailed a check to the court. Torres said after speaking with her supervisor, Cecilia Tovar ("Tovar"), the court "went ahead and accepted the check...on 05/02/2024."

Prior to Grossman's interview, Division staff asked him for a record of emails with Ashurst and also for the electronic footprint involving Ashurst. Grossman claimed he did not know what an electronic footprint was. Division staff informed him that the electronic footprint represents the record defensive driving schools are required to keep regarding the students' progress through the course, including login and logout times. Grossman claimed that the course never stored the login and logout information for each student and that this functionality has not changed since Grossman purchased the school from the previous owner. He said that the course database does not have any fields to store that data.

Division staff reviewed email records provided by Grossman. An email from Central Phoenix to Ashurst, dated February 25, 2024, acknowledged that Ashurst submitted copies of his citation and identification. The email notified Ashurst that he could begin the defensive driving course and complete the course seven (7) or more days prior to the court date, that he had to spend four (4) hours on the course, that he could log in and out as often as he wanted, and that once he completed the four (4) hours and all twenty-three (23) sections to click on "Once you have finished – click here..." to receive the Completion Certificate.

The Division reviewed an email from Central Phoenix to Ashurst, dated March 5, 2024, identifying that Ashurst had not completed the defensive driving course because he was short one (1) hour of the requisite four (4) hours, and that the court would not allow Ashurst's ticket to be dismissed unless he completed the course. See below:

**Need to Complete Defensive Driving Course**

1 message

Tue, Mar 5, 2024 at 11:45 AM

Jim,

I noticed that you have finished the 23 sections of the course. But, please remember that the Court will not allow me to have your ticket dismissed until you have accumulated 4 hours on the course. You will need another hour.

This is a reminder from your on-line Defensive Driving School:

- Your deadline to complete the class is 7 or more days prior to your court date. **You must complete the class and the survey no later than midnight tonight.**
- Please don't forget that the Court requires that you spend **4 hours** on the course before your ticket can be dismissed. Even if you complete all the sections of the course early, you will still need to spend 4 hours reviewing the material.

If you need additional time to complete the class, you may contact the Court and request an extension or continuance.

Thanks again and please don't hesitate to call or email if you have any questions!

Thanks,

Robert Grossman

Support Team  
Central Phoenix Traffic School, LLC

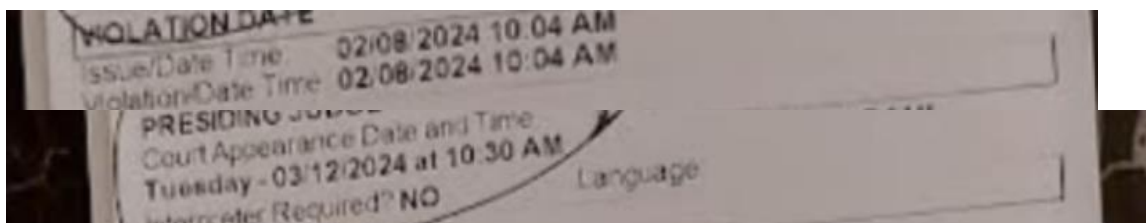
On September 18, 2024, Division staff interviewed Grossman. He denied that he entered a completion date for Ashurst without evidence of completion. Grossman said that Christy, the White Tanks Court clerk, assured him that the court approved Grossman's actions of entering the completion date after the court arraignment date and upon payment of the court diversion fees.

Division staff asked Grossman about the March 5, 2024, email sent to Ashurst that informed him that he needed to complete one (1) more hour of the course. Grossman stated that Ashurst completed all 23 sections of the course but had not spent the entire four hours taking the course. Grossman stated he did not have the information regarding how many minutes Ashurst spent on the course, but Ashurst had completed the three questions in each of the 23 sections of the course but had not spent a full four hours.

Division staff asked Grossman to explain his written response to the complaint in which he stated that Ashurst had spent the required four hours completing the course and had finished all the sections of the course. Division staff noted that this statement was

inconsistent with the information Grossman provided in his March 5, 2024, email to Ashurst. Grossman said that Ashurst did not click the button to take the survey and to receive his completion certificate in February. Grossman said Ashurst had completed the hour that was needed by the time that Grossman submitted the response to the Division [May 18, 2024]. Grossman could not provide the Division with the date when Ashurst completed the course involving the missing hour. Grossman could not state how he knew that Ashurst went back into the course to complete the hour.

The Division reviewed an image of Ashurst's citation which reflected a February 8, 2024, violation date, and a March 12, 2024, court appearance date.



Division staff reviewed records obtained from the Defensive Driving Tracking System ("DDTS"). Records show Ashurst's violation date as February 8, 2024, arraignment date as April 19, 2024, class date as February 25, 2024, and completion date as April 19, 2024.

|                      |                                         |                            |            |
|----------------------|-----------------------------------------|----------------------------|------------|
| Violation Date:      | <input type="text" value="02-08-2024"/> |                            | MM-DD-YYYY |
| Arraignment Date:    | <input type="text" value="04-19-2024"/> |                            | MM-DD-YYYY |
| Extension Date:      | <input type="text"/>                    |                            | MM-DD-YYYY |
| School Receipt Date: | <input type="text" value="04-19-2024"/> |                            | MM-DD-YYYY |
| Class Date:          | <input type="text" value="02-25-2024"/> |                            | MM-DD-YYYY |
| Completion Date:     | <input type="text" value="04-19-2024"/> |                            | MM-DD-YYYY |
| Completion Type:     | <input type="text" value="AD"/>         |                            |            |
| Class Result:        | <input checked="" type="radio"/> Pass   | <input type="radio"/> Fail |            |

On October 7, 2024, Division staff interviewed Ashurst. He stated, "I received a letter from the courts that the fine had not been paid, so I called the courts and was told there was a problem with the course. I had not realized that I had finished the course in less time than was required and passed so I thought that I had completed the course." Ashurst said the court was very cooperative and took care of it. "They contacted the school, and they got back with me promptly and let me know the problem had been resolved." Ashurst stated he went back into the course and completed the required time. Ashurst stated he did not complete the course prior to contacting the school regarding the letter he had received stating that the fine had not been paid.



Division staff asked Ashurst whether he had to retake the entire course or if he could explain how he was able to complete the required time. Ashurst replied, “I don’t remember.” Ashurst told the Division that he went back into the course and “put on something and sat and read a book,” but clarified that he had not done so before issuance of the fine/collection notice.

Division staff contacted White Tank Justice Court on November 5, 2025, and spoke with Tovar, Court Manager. She said that Ashurst enrolled in the defensive driving course with Central Phoenix. According to court records there was never a notification from Central Phoenix that Ashurst had completed the course, and no fees had been submitted to the courts on behalf of Ashurst. Tovar further stated that Ashurst never contacted the court to request an extension. Tovar told the Division that Ashurst was defaulted on April 14, 2024, and “Motor Vehicle” was notified.

Tovar said Grossman contacted White Tank Court on April 21, 2024, and told Tovar that Ashurst had completed the course on February 25, 2024, but had failed to hit the submit button to get the certificate of completion. Grossman requested that he be allowed to submit the court diversion fees and for the court to allow Ashurst to complete the course. Tovar said Grossman paid the court diversion fees and Tovar contacted the Department of Motor Vehicles to alert that the default was removed, and the ticket was dismissed.

Division staff asked Tovar how Ashurst was able to have the ticket dismissed after the time had elapsed for course completion. Tovar stated she had to go into the court’s system and change the disposition code from default to dismissal. Tovar stated that she listed “clerk error” in the system so that it would allow Tovar to dismiss the ticket.

As evidenced by Central Phoenix’s March 5, 2024, email to Ashurst, although Ashurst completed the 23 sections of the defensive driving course, Ashurst did not complete the required 240 minutes of the course. In that email, Grossman told Ashurst that the court would not allow Central Phoenix to dismiss the ticket until Ashurst completed the one hour remaining in the four (4) hours he was required to complete. Central Phoenix also informed that Ashurst could contact the court to seek an extension of his arraignment date so that Ashurst could complete the course.

It may be that Ashurst did not review the March 5, 2024 email from Grossman. Regardless, the Division did not find evidence that Ashurst successfully completed the course by March 12, 2024, which was the original court arraignment date. Ashurst did not complete the defensive driving course on February 25, 2024, evidenced by Central Phoenix’s March 5, 2024, email to Ashurst.

Tovar told the Division that Ashurst did not contact the court for an extension prior to the March 12, 2024, arraignment date and that Ashurst only contacted the court on April 19, 2024, after Ashurst received notification from a collection agency. When the ticket was not dismissed by March 12, 2024, White Tank Court entered the ticket as a default. The court resolved the matter by indicating on its internal records that it was a “clerk error,” seemingly based on what Grossman represented to the court.



When Grossman contacted White Tank Court in April 2024, to resolve Ashurst's ticket issue, Grossman spoke with Tovar and told her that Ashurst had completed the defensive driving course and just missed the final step involving clicking the button to obtain the certificate of completion. Grossman did not disclose that Ashurst had not completed the requisite four hours because he was short one hour of the required 240 minutes of Central Phoenix's teaching time. When speaking with Tovar, Grossman did not reference the March 5, 2024 email that he sent to Ashurst informing him that the ticket could not be dismissed because Ashurst had not completed the course.

Central Phoenix tried to assist Ashurst after he was contacted by the collection agency for failure to pay the traffic ticket fine. However, Central Phoenix's improper handling of this matter is very concerning.

DDTS shows that Central Phoenix entered a class date of February 25, 2024, a court arraignment date of April 19, 2024, and a completion date for Ashurst as April 19, 2024. Even if Central Phoenix amended the DDTS record reflecting an April 19, 2024, arraignment date, Ashurst could not have completed the course on the same date because of the seven clear day rule (ACJA §7-205(F)(24)(d)(2)(d)).

(d) the continuance is requested at least seven days prior to the arraignment date. A court may not authorize a school to grant a continuance and a school may not grant a continuance if the continuance is requested less than seven days prior to the arraignment date.

The Division recognizes that Central Phoenix is under new ownership. However, the misconduct and violations involve Central Phoenix as a business entity even though the actions described in this Investigation Summary occurred while Central Phoenix was owned and operated by Grossman and his wife.

ACJA §7-201(F)(1):

F. Role and Responsibilities of Certificate Holders.

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 of 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 §7-201(H)(6)(k)(6), (7):

k. Engaged in unprofessional conduct, including:

(6) Failed to practice competently by use of...unacceptable practices;

(7) Failed during the performance of any responsibility or duty of the profession or occupation to use the degree of care, skill and proficiency commonly exercised by the ordinary skillful, careful and prudent professional certificate holder engaged in similar practice under the same or similar conditions regardless of any level of harm or injury to the client or customer;

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)(24)(b)(4):

b. Access the defensive driving database correctly and accurately and:

(4) Report completions timely and accurately; and

ACJA §7-205(F)(25)(d):

d. Not issue a certificate of completion, enter student completion records in the defensive driving database in advance, nor enter a student record for any individual who has not actually completed an approved defensive driving course.

Allegation 1 is substantiated.

**Allegation 2: Central Phoenix Traffic School, LLC failed to pay court diversion fees in a timely manner.**

As detailed in Allegation 1, Grossman contacted White Tank Court on April 21, 2024, sometime after Grossman got a call from Ashurst who had received notification from a collection agency for failing to pay the speeding ticket.

Grossman called White Tank Court and informed the court that Ashurst had completed defensive driving on February 25, 2024, but that Ashurst failed to complete a survey and did not obtain his certificate of completion. When communicating with White Tank Court, Grossman did not mention the March 5, 2024 email that he sent to Ashurst explaining to him that Central Phoenix could enter a completion record because Ashurst was one hour short of the requisite 240 hours. As a result of that conversation, White Tank Court resolved the ticket issue by identifying the problem as a clerical error.

Central Phoenix was correct in first alerting Ashurst on March 5, 2024 that he had not successfully completed the course. The Division recognizes that Central Phoenix was trying to assist Ashurst after he contacted the school on April 19, 2024, although the actions taken by Central Phoenix were improper even if done with good intentions.

The issue to resolve in Allegation 2 is whether Central Phoenix timely paid the court diversion fee.

ACJA §7-205(F)(26)(f)(2) and (3) set out the terms of remitting court diversion fees:

(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.

(3) The school shall transmit the court diversion fees and the remittance report only for those students who have successfully completed the defensive driving course and the completion record has been successfully transmitted to the AOC. Pursuant to subsection (F)(26)(c), the school shall hold the court diversion fees in trust for any student who has registered and paid the fees but not yet completed the course.

Central Phoenix did not initially enter Ashurst's completion date on February 25, 2024, because Ashurst did not successfully complete the course on that date. Therefore, Central Phoenix did not submit the court diversion fee within 11 days of February 25, 2024, accordingly.

After Grossman spoke with White Tank Court staff on April 21, 2024, and the court resolved Ashurst's ticket, Central Phoenix entered arraignment and course complete dates of April 19, 2024, into the DDTS, and included that the class date was February 25, 2024. See below:

Violation Date: 02-08-2024 MM-DD-YYYY  
Arraignment Date: 04-19-2024 MM-DD-YYYY  
Extension Date: MM-DD-YYYY  
School Receipt Date: 04-19-2024 MM-DD-YYYY  
Class Date: 02-25-2024 MM-DD-YYYY  
Completion Date: 04-19-2024 MM-DD-YYYY  
Completion Type: AD  
Class Result: ☒ Pass ☐ Fail

White Tank Court allowed Ashurst's completion on April 19, 2024. If April 19, 2024 is the accepted completion date, the court diversion fee would be due within 11 days, or April 30, 2024, pursuant to the 11 day rule in ACJA §7-205(F)(26)(f)(2). White Tank Court received the diversion fee, check no. 13360, on May 2, 2025, according to White Tank Court's receipt records.

Central Phoenix provided an account activity transaction record which showed that check no. 13360 was dated April 21, 2024. Grossman told the Division that he mailed the check to White Tank Court on April 23, 2024. The Division did not find evidence contrary to Grossman's statements. Therefore, the court diversion fee payment was submitted timely.

Allegation 2 is not substantiated.

### DISCIPLINARY HISTORY:

None.

### SUBMITTED BY:

[Redacted Signature]

February 23, 2026

Lorraine Brown, Investigator  
Certification and Licensing Division

Date

### REVIEWED BY:

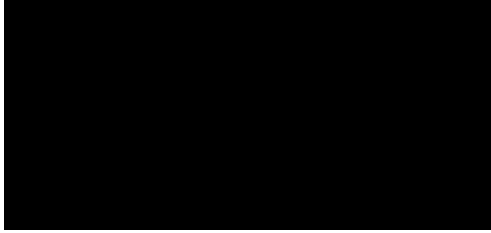
[Redacted Signature]

February 23, 2026

Pasquale Fontana, Manager  
Certification and Licensing Division

Date

**REVIEWED BY:**



February 23, 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**

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**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-D135:

- ☐ 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):

\_\_\_\_\_  
2

- ☒ 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):

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1



Jeffrey Schrade  
Probable Cause Evaluator

\_\_\_\_\_  
3/4/2026

Date

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

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|                                                       |                             |                                        |
|-------------------------------------------------------|-----------------------------|----------------------------------------|
| <b><i>CERTIFICATE<br/>HOLDER<br/>INFORMATION:</i></b> | <b>School Name:</b>         | Central Phoenix Traffic<br>School, LLC |
|                                                       | <b>School Number:</b>       | ■                                      |
|                                                       | <b>Type of Certificate:</b> | Defensive Driving School               |

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**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 Central Phoenix Traffic School, LLC has not committed the alleged act(s) of misconduct as to Allegation 2, as detailed in the Investigation Summary, Determination, Probable Cause Review and Recommendation Report in complaint number 24-D135.

It is further recommended that the Board dismiss Allegation 2, with prejudice.

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), 7-201(H)(6)(K)(6) and (7); ACJA §§7-205(F)(1), 7-205(F)(24)(b)(4), 7-205(F)(25)(d), 7-205(J)(1)(d).

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

Mitigating factors under 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: Change of School ownership**

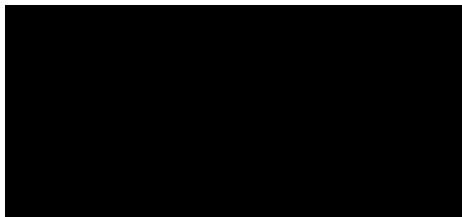


Aggravating factors under ACJA § 7-201(H)(22)(b)(2):

- ☐ 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 Central Phoenix Traffic School, LLC.

**SUBMITTED BY:**



March 4, 2026

Abigail Raddatz, Director  
Certification and Licensing Division

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

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**DECISION AND ORDER:**

The Board having reviewed the above Investigation Summary, Determination, Probable Cause Review and Recommendation Report, regarding complaint number 24-D135, involving Central Phoenix Traffic School, LLC, School Number [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:

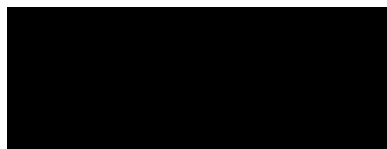
Date, Time, and Location: \_\_\_\_\_

- ☐ 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