

Jefferson District Court

District Court is where most Kentuckians involved in court proceedings will appear, and is devoted to juvenile matters, city and county ordinances, misdemeanors, violations, traffic offenses, probating of wills, arraignments, felony probable cause hearings, small claims involving \$2,500 or less, civil cases involving \$5,000 or less, voluntary and involuntary mental commitments and cases relating to domestic violence and abuse. There are 17 District Court divisions in Jefferson County.

Online Payments

Online payments for pre-payable traffic citations are available in Jefferson County. Motorists who receive a pre-payable traffic citation can pay their fines and costs online at their convenience. Pre-payable traffic citations have a set fine that can be paid without a court appearance.



For more information, please visit <http://courts.ky.gov/payments/>

eWarrants

Kentucky became the national leader in warrant technology. E-warrants revolutionized the way law enforcement agencies access and serve warrants by providing immediate access to outstanding warrants through a searchable database. Judges have the ability to receive, review, and authorize warrants anywhere there is internet access. Not only do these capabilities optimize the use of criminal justice resources, but they greatly enhance officer safety as well as improve safety for the citizens of Jefferson County.

Attorney E-mail Service

The Jefferson County Office of the Circuit Court Clerk has continuously looked for creative ways to utilize existing court technology to improve customer service while reducing the reliance on paper. Through our annual attorney survey, we have learned there is a high demand for technology in the court system, specifically the ability to conduct business by e-mail. The OCCC offers attorneys the ability to redocket cases, verify warrants and request documents electronically via e-mail.

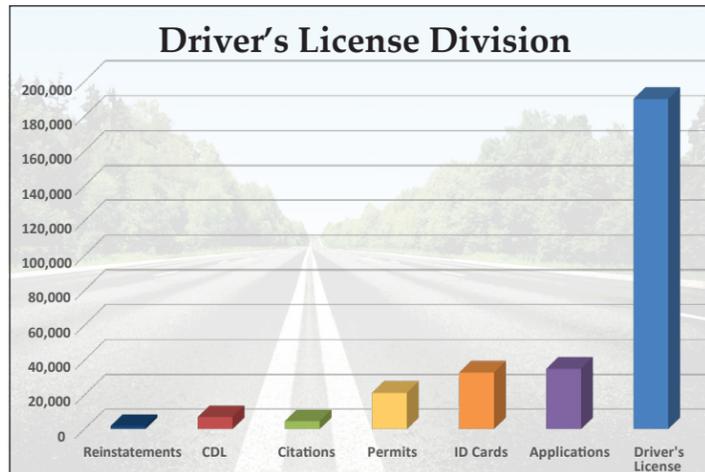
Jefferson County Driver's License Division

The Circuit Court Clerk's Driver's License division consisting of six branches in Jefferson County operates under a complex business model not found in many other states. Three government agencies consisting of the Circuit Court Clerk, Kentucky State Police and the Department of Transportation (DOT) form an integrated effort in issuing licenses and IDs. This presents a unique challenge of achieving excellent customer service through a multi-agency approach of collaboration. In 2015, our focus was improving technology and addressing inefficient processes which is crucial in that we had a total throughput of 293,615 with a monthly average of 24, 468 transactions. We issued an average of 15,521 licenses per month. We continued in 2015 with our over-arching strategy of delivering good customer service in an efficient manner. Our customer comment card feedback reflected a 98% positive rating.



It is no longer a simple matter of a driver's license where originally licenses were meant to do one thing: document that a person was old enough and fit enough to operate a vehicle. Our mission has now changed because a license or ID has evolved into a

primary secure credential. It is the first document a person is asked to show when entering a building and the last one required to board an airplane. Using 2015 as a springboard we will continue to look at service design solutions and modern technology to meet the diverse needs of our citizens.



6 Convenient Driver's License Locations in Jefferson County

- Bowman Field** 3501 Roger E. Schupp Street
- Downtown** 514 West Liberty Street
- Middletown** 200 Juneau Drive
- Outer Loop/Highview** 7509 Outer Loop
- Southwest** 4917 Dixie Highway
- West Louisville** 2900 W. Broadway

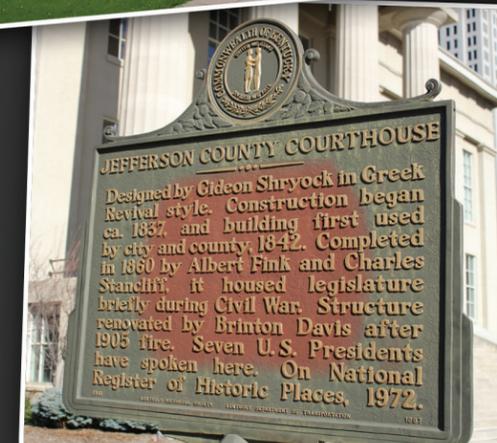
DriveJefferson.com

Through a partnership with the Kentucky Circuit Court Clerks' Trust for Life, the Jefferson County Office of the Circuit Court Clerk launched a new technology initiative, DriveJefferson.com. The website serves as a one-stop source for information relating to obtaining a Kentucky driver's license or identification card in Jefferson County.

For more information, please visit www.DriveJefferson.com.



Jefferson County Circuit Court Clerk
Louis D. Brandeis Hall of Justice
600 West Jefferson Street
Louisville, Kentucky 40202



Jefferson County Office of the Circuit Court Clerk



2015 Annual Report

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Message From Your Circuit Court Clerk

Dear Jefferson County Citizens:

I am pleased to present the *Jefferson County Office of the Circuit Court Clerk (OCCC) 2015 Annual Report*. The report details information regarding the core business activities of the OCCC and highlights important technology initiatives that have

been implemented during my tenure as Circuit Court Clerk.

Our 2015 office theme was **“Boldness in Solutions”** and there is no bolder solution than technology. When I took office in 2007, there was little to no technology in the Courts. However, over the past several years the Jefferson County Courts have made some significant headway in meeting the public’s demand for instant access to justice through the implementation of courthouse technology.

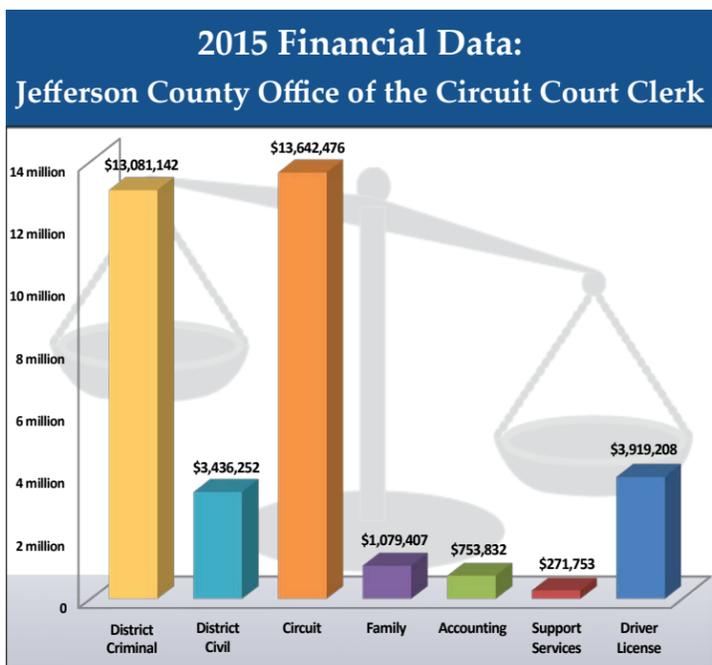
In 2015, the long anticipated electronic case filing system, e-Filing, was implemented here in Jefferson County providing instant access to the Courts and eliminating cumbersome paper processes. E-Filing is just one of the major technology initiatives implemented in Jefferson County to better serve the citizens of this community. Jefferson County has become a progressive leader in court technology with online payments, WI-FI, electronic warrants, emergency protection orders, and now, electronic case filings.

The technological advancements highlighted in this edition would not be possible without the collaboration and support of our justice partners. I want to thank them along with the dedicated and hard working deputy clerks of the OCCC for their continued hard work.

It is truly an honor to serve the citizens of Jefferson County. As we continue to move forward, the Jefferson County Office of the Circuit Court Clerk will never lose sight of our vision to provide exceptional service to the citizens of this community.

Sincerely,

David L. Nicholson
Jefferson County Circuit Court Clerk



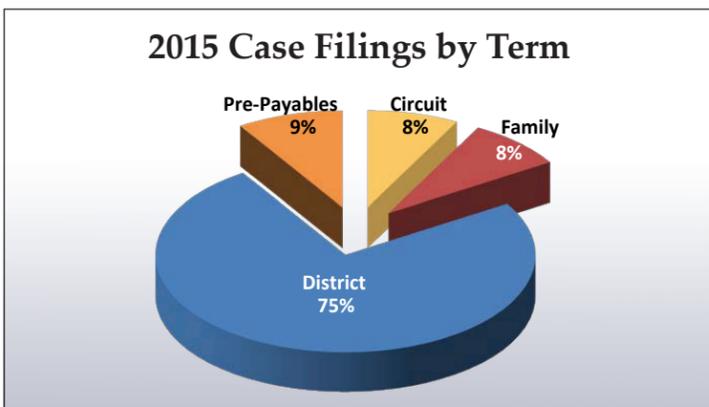
Building for the Future

In 2015, the OCCC remained committed to developing our employees through succession planning and employee training. Despite managing over 300 deputy clerks with a constricted state budget, we looked for innovative ways to manage resources in order to efficiently deliver services to the public. Our focus was to develop front-line employees by enhancing their skill sets, creating cross functionality and providing consistency in court processes.

By being BOLD in our solution, we created an innovative approach to court training completed over 1,410 hours of training to ensure consistency in court processes and better position us for the future. By assigning two dedicated court trainers to work with deputy clerks across the Circuit and Family Court Divisions, we introduced quality assurance audits to measure efficiency in court processes.

2015 Strategic Initiatives

- Empower & support deputy clerks by investing employee training
- Utilize cross training and expand cross functionality
- Effectively improve internal communication
- Continue to operate under a “best practices” & incorporate efficiencies
- Implement and integrate new court technology
- Utilize participatory management



About the Circuit Court Clerk’s Office

Kentucky’s 120 elected Circuit Court Clerks are constitutional office holders in service to state government. They are endowed with certain authority defined by the Kentucky State Constitution as well as numerous state statutes, regulations and rules. Their responsibilities include custodian of court records and repository of fees, fines and court costs. In addition to the primary responsibilities to the Court, Circuit Clerks also issue Driver’s Licenses and Personal Identification Cards.

State Court Operations in Jefferson County

With 43 elected judges, state court operations in Jefferson County are housed in two facilities in downtown Louisville: the Jefferson County Judicial Center and the Louis D. Brandeis Hall of Justice. In addition to court operations, the Jefferson County Circuit Court Clerk’s Office operates six driver’s license branches throughout Jefferson County.



Jefferson Circuit Court

Circuit Court is the court of general jurisdiction over cases involving capital offenses, felonies, land disputes, contested wills and general civil litigation in disputes involving more than \$5000. Circuit Court has the power to issue injunctions, writs of prohibition and writs of mandamus, and hear appeals from District Court and administrative agencies. There are 13 Circuit Court divisions in Jefferson County.

Technology is a powerful enabler that can empower our courts to meet the challenges ahead of economic pressure and reduced staffing. In 2015, the OCCC began exploring various obstacles, problems and implementation issues as we worked closely with AOC on implementation of e-File courts. This was an important step as we transitioned from a traditional paper driven system to a more modern process. As the e-File technology moved to Kentucky’s largest county and judicial system, collaboration with the AOC design team was key so expanded functions and enhances services were incorporated in the final product. Successful transition was accomplished not only through software and hardware upgrades, but ensuring our workforces had the necessary skillset through addressing specific training needs in our Circuit and District divisions. As we move from 2015 to 2016, we continue to see the migration of technology into other areas of our state courts.



After years of operating as a heavily paper driven office, the long anticipated case filing system, e-Filing, arrived to Jefferson County on October 21, 2015 marking the completion of the e-Filing rollout to all 120 Kentucky counties.

E-Filing is part of the Kentucky Court of Justice’s comprehensive, multiyear e-Court plan to better serve those who most heavily depend on the state court system. The goal of e-Filing was to update Kentucky’s aging court technology to meet the demands on the court system by enabling the courts to stay current with mainstream law and commerce. The program was initially available only for civil cases in Circuit Court and District Court but has now been expanded to accept subsequent filings in criminal cases at both the District and Circuit level.

In addition to being a significant step forward for the Jefferson County Courts, e-Filing significantly upgraded the Jefferson County Court system’s technology infrastructure, replaced its case management systems for the trial and appellate courts and created a document management system that allows for the storage and index court documents electronically.

Jefferson Family Court

Family Court is a division of Circuit Court devoted to cases involving families and children such as divorce, child custody, adoptions, termination of parental rights, civil domestic violence, child dependency, neglect, abuse, status and paternity. Family Court cases are assigned to one judge, allowing the same judge to hear all matters involving a particular family. There are 10 Family Court divisions in Jefferson County.

e-EPO

The Domestic Violence Intake Center is a one-stop center dedicated to providing safety and security for more than 10,000 victims it serves each year. The center is located in the Hall of Justice and is open 24 hours a day, seven days a week serving as a safe haven for victims who seek legal protection to begin breaking the cycle of violence. A key factor in the success of the DVIC is an innovative communications system that processes Emergency Protection Orders electronically. This one-of-a-kind technology, called e-EPO is valuable time saver in the fight against domestic violence replacing an antiquated paper process that was often vulnerable to significant time delays.



MISSION

The mission of the Jefferson County Office of the Circuit Court Clerk is to efficiently and accurately process, provide and maintain judicial information and records as well as issue Kentucky driver’s licenses and identification cards.

VISION

The Jefferson County Office of the Circuit Court Clerk will provide the highest quality service through a professionally trained and diverse customer-focused staff, utilizing accessible, automated and integrated technology.

VALUES

At the Jefferson County Office of the Circuit Court Clerk, we will:

- Operate a transparent organization with integrity and accountability.
- Demonstrate professionalism, courtesy and compassion with every person.
- Seek continuous improvement by driving creativity in everything we do.
- Execute with quality by understanding and measuring our performance.