

To: Elizabeth Waites, Metropolitan Clerk

From: Howard Gentry, Criminal Court Clerk

RE: BL2008-248 Annual Report / Office of the Criminal Court Clerk

The Office of the Criminal Court Clerk is responsible for performing the clerical duties for the General Sessions and State Trial Criminal Courts, and for maintaining court records in hard copy and electronic form. Under the current administration, the office website was redesigned for greater public access to criminal records, reducing the request for paper copies of case information, dockets, affidavits, and arrest data. Last year, the Office of the Criminal Court Clerk received the "2017 Top 10 Court Technology Solutions Award" from a panel of judges from the Conference of State Court Administrators (COSCA), the National Association for Court Management (NACM), and the National Center for State Court's Joint Technology Committee (JTC). These awards are given annually to recognize courts that make the best use of technology to improve court services and increase public access. We will continue exploring new web-based initiatives in an attempt to expand our online services.

Our continued efforts to reduce paper consumption have remained the same, but include:

- Email weekly bonding company reports
- Make bonding company appearance reports available online via our website
- List court dockets online via our website
- Email documents and communications, when possible
- Alleviate the charge for judgments and other court-related documents when an individual brings his or her own paper (Printing and copier toner costs are already included in our rental fee)
- Electronic submissions for time and attendance reporting from staff members

The Criminal Court Clerk's Office has spearheaded the Public Investment Plan (PIP) for three Metro Offices and was awarded funding for the implementation of e-Filing and a Document Management System (DMS). The contract was awarded in April 2017 and the e-Filing/DMS project is underway. Work has been completed to install the system on our development site so that testing can take place within a few months. Another initiative that will come on line soon is the receipt of electronic citations from the Department of Safety. Currently, we receive paper copies of citations written by Tennessee State troopers. Within the next six months, we will receive these citations electronically, which will significantly reduce the amount of paper we physically handle. This will also positively impact staff who currently spend a majority of their day processing paper tickets. While the usage of paper and paper products are inevitable for a Clerk of Court, we will undoubtedly be able to reduce the amount of paperwork once these projects are fully implemented. The offices of the Public Defender and the District Attorney should also benefit from this implementation as it relates to paper usage.

Should you have any further questions regarding the progress of the e-Filing and Document Management System, please do not hesitate to contact our office.