

## *Circuit Court and Records*

### 80-08-Public Services

| Fund/Agency: 001/80                                 | Circuit Court and Records |                                                                                                                                                                  |
|-----------------------------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Personnel Services                                  | \$283,107                 | <div style="text-align: center;"> <p><b>CAPS Percentage of Agency Total</b></p> <p>3.8%</p> <p>96.2%</p> <p>■ Public Services ■ All Other Agency CAPS</p> </div> |
| Operating Expenses                                  | \$55,342                  |                                                                                                                                                                  |
| Recovered Costs                                     | \$0                       |                                                                                                                                                                  |
| Capital Equipment                                   | \$0                       |                                                                                                                                                                  |
|                                                     |                           |                                                                                                                                                                  |
| <b>Total CAPS Cost:</b>                             | <b>\$338,449</b>          |                                                                                                                                                                  |
|                                                     |                           |                                                                                                                                                                  |
| Federal Revenue                                     | \$0                       |                                                                                                                                                                  |
| State Revenue                                       | \$0                       |                                                                                                                                                                  |
| User Fee Revenue                                    | \$0                       |                                                                                                                                                                  |
| Other Revenue                                       | \$0                       |                                                                                                                                                                  |
|                                                     |                           |                                                                                                                                                                  |
| <b>Total Revenue:</b>                               | <b>\$0</b>                |                                                                                                                                                                  |
|                                                     |                           |                                                                                                                                                                  |
| <b>Net CAPS Cost:</b>                               | <b>\$338,449</b>          |                                                                                                                                                                  |
|                                                     |                           |                                                                                                                                                                  |
| Positions/SYE involved in the delivery of this CAPS | 8/8                       |                                                                                                                                                                  |

#### ► CAPS Summary

In accordance with the provisions of the Code of Virginia, the Public Services Division assists the public and answers questions concerning court procedures. In addition, this division records fictitious and financing statements, issues marriage licenses, and processes passport and notary applications. There is a very high volume of customer service involvement in this section. With the implementation of CARS (Court Automated Retrieval System) the documents recorded in the Public Services section are retained in a digitized format and made available to the public at the courthouse in a user friendly format in a day-forward time frame.

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### ► Method of Service Provision

Merit employees comprise the staffing of this section. Public Service, Civil Intake and Probate all fall under the category of 'Public Service' and have the same supervisory staff. However, each unit has distinct responsibilities and mandates.

The staff from this section interacts mostly with public that have little or no knowledge of court or judicial procedures. This area is the sole location for obtaining a Marriage license in Fairfax County. In FY 2001 5,732 marriage licenses were obtained. At least two individuals must be present to apply for a marriage license and in many cases an entire family will accompany the bride and groom. This can lead to congestion and confusion with the couples when clarifications are being made about the process. After the marriage has taken place the couples return to obtain a certified copy of the license for personal reasons.

Due to the diversity of the county, staff continues to be faced with language barriers in communicating with the public. Several positions in this area have multi-lingual capabilities as a minimum requirement for employment.

The Information Desk serves the *entire* courthouse and continually encounters language diversity. One of the two positions assigned to this desk is *required* to speak Spanish. The second position is *preferred* to be multi-lingual. Attempts are made to hire individuals who speak several different languages. This desk is responsible for answering questions from the public, both in person and by phone. In addition, staff direct the public to the correct courtroom, to specific agencies within the judicial center, to other governmental agencies within the Public Safety Center (PSC) as well as outside of the PSC, such as the Government Center. Staff post court dockets for the public to view. While staffed and maintained by the Circuit Court Clerk's Office, most of the questions pertain to the General District Court's Traffic Division.

### ► Performance/Workload Related Data

No data is available.

### ► Mandate Information

This CAPS is Federally or State mandated. The percentage of this CAPS' resources utilized to satisfy the mandate is 76 - 100%. The specific Federal or State code and a brief description of the code follows:

- Code of Virginia §8.1-8.11- Financing Statement
- Code of Virginia 59.1-69 - 59.1-76 Fictitious Names
- Code of Virginia 20-13 - 20-37.1 Marriage License
- Code of Virginia 47.1- 47.1-9 Notaries