



**SUPERIOR COURT OF ARIZONA
COCHISE COUNTY
OFFICE OF THE COURT ADMINISTRATOR**

January 15, 2016

Mr. Jonathan Mattiello
Executive Director
State Justice Institute
11951 Freedom Drive, Suite 1020
Reston, Virginia 20190

Re: Supplemental Information Regarding Cochise County's Superior Court Law
Library Self-Represented Litigant Services Grant Submission

Dear Mr. Mattiello:

Several months ago, Cochise County Superior Court requested a \$50,000 Technical Assistance grant to obtain the services of the National Center for State Courts (NCSC) to help us explore options and develop a plan to evaluate and re-design the self-represented litigant services of our existing law library to ensure that is delivering optimal service to our Court's users.

I understand that the SJI Board of Directors deferred consideration of the Court's request for funding to provide the Court the opportunity to fully consider the findings of SJI Project SJI-14-P-081 undertaken by the Self Represented Litigant Network and the National Center for State Courts, and managed by John Greacen. Specifically, we were directed to consider whether these findings would influence how the court conducts the project. I have completed a full review of Mr. Greacen's report and the NCSC Consultants have also reviewed this report to ensure that we maximize/leverage the benefits of the latest thinking about the use of remote technology.

This report has much to offer our project. One of the more useful insights of the report is the section entitled the Value Proposition for Remote Service Delivery. The author explains that use of remote methods means you can better share your expertise to more customers. Centralization of staff will also allow better training of your staff and thus better service quality. Data suggests that you also spend less time per customer.

What is impressive is that the customer also benefits from the availability of these technologies. It takes many people an hour or more to travel to our courthouse in Bisbee. Remote technology would reduce this travel and provide greater access to information. The guide suggests that customers have come to expect and value remote services. In the seven study sites, users were asked if some other means of gaining service other than the method they actually used would be preferred. In each of the seven sites, the majority answered no. In four of the seven sites, fewer than 20% answered yes. This suggests that users are willing to use remote services, in lieu of in person services.

This is a very valuable finding, because it sends this court the clear message that investing in this eye will benefit the court and will be accepted by the customer. We will therefore place heavy emphasis on employing remote technologies as we re-engineer our business model.

Cochise County is a rural, geographically remote area of Arizona. Local access to on site resources and services is always a challenge. Given this reality, we have learned the value of building strong partnerships among our local government agencies, other counties, and service vendors to bring services to the local court. Recent local examples of technology facilitating service access include telemed, remote interpreting and witness testimony and a soon to start pilot to use remote court reporters. We expect that continued weakness in the local economy, population migration to urban centers will force us to lean more heavily on remote technology for many if not all of our programs.

As members of the Self Represented litigant Network, we appreciate and value their work and contribution. We believe that our continued association with this group will prove invaluable as we move forward. I have also known Mr. Greacen for many years and I have no doubt that he would be more than happy to engage with us as we proceed with this project.

Please let us know if you would like any further information.

Sincerely,



Eric Silverberg
Superior Court Administrator

Cc: Honorable James L. Conlogue, Presiding Judge
Laura Klaversma, National Center
Janet Cornell, National Center for State Courts
Greg Langham, National Center for State Court