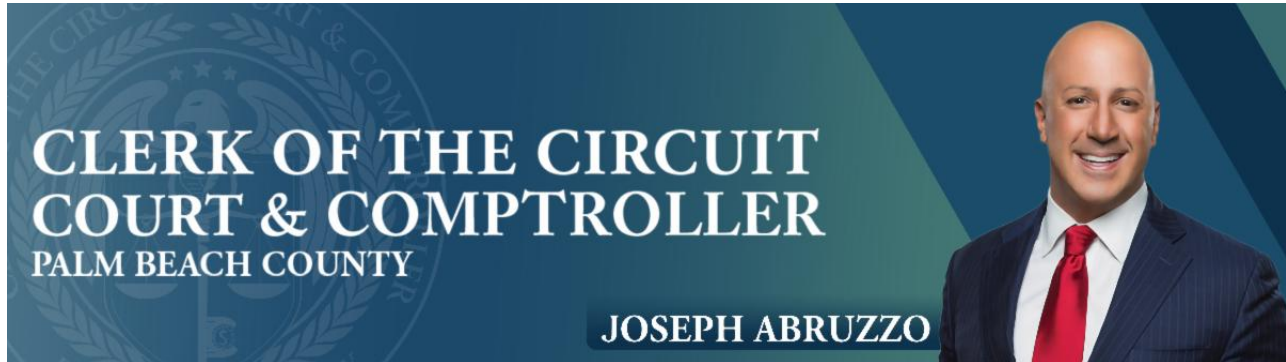


How the Clerk's Office is Saving You Time and Money

Clerk of the Circuit Court & Comptroller, Palm Beach County
<ccpbc+mypalmbeachclerk.com@ccsend.com>

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To: Updates <updates@gladesinitiative.org>



How the Clerk's Office is Saving You Time and Money

At the Clerk's office, we have nearly 1,000 different statutory duties, but one focus: Providing you and our community with the best possible service in person and online.

During my two years of service as your Clerk of the Circuit Court & Comptroller, I have been consistently impressed with how our team is continually looking for ways to better serve you, and this past year was no different.

Here are just a few ways our office was here to help you throughout 2022.

SAVING YOU TIME WITH ONLINE SERVICES: Our office started the year with the launch of our new E-Certify service, allowing anyone to order a certified court document without having to travel to one of our offices. E-Certify was expanded later in the year so customers could also buy certified copies of official records using our online service. We also introduced our online chatbot to answer frequently asked customer questions and went live with our new Official Records system – a project that was nearly four years in the making.

USING TECHNOLOGY TO BETTER SERVE YOU: We continue to broaden our use of Artificial Intelligence (A.I.) to speed up our processing of documents. After successfully using A.I. to docket court records, we are expanding its use to allow for faster payment to vendors in our role as Palm Beach County's Comptroller. We are also testing a new service on Zoom that will provide virtual

customer assistance, saving people a trip to the courthouse.

INCREASING OUR COMMUNITY OUTREACH: Meeting people where they are – whether at a community event, at a homeowner association meeting, or even at the local library – is part of our commitment to being “here to help.” In May, we began holding “office hours” at Palm Beach County Library branches, as well as city and town halls throughout the entire county. We helped more than 225 people during our 19 office hours events in 2022, and we will expand that program even more in 2023. We also launched a series of webinars to help people navigate our court system, covering topics from tax deeds sales to collecting a money judgment you were awarded in court. You can find those webinars and other helpful videos at www.youtube.com/clerkpbc.

I look forward to my third year as your Clerk and connecting you with even more services that help you and our community. Thank you for the opportunity to serve you!

Regards,



Joseph Abruzzo
Clerk of the Circuit Court & Comptroller

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JOSEPH ABRUZZO
CLERK OF THE CIRCUIT COURT & COMPTROLLER
PALM BEACH COUNTY

Clerk of the Circuit Court & Comptroller, Palm Beach County | 301 N. Olive Ave, 9th floor, West Palm Beach, FL 33401

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