

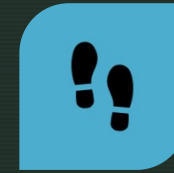
Integrated Payment Services for Arizona Court Cases

Arizona Administrative Office of the Courts
Court Services Division
FARE Program

FARE Overview



FUNDAMENTALS



FIRST STEPS



FINANCIALS



FULLER
INTEGRATION



FUTURE

FARE Fundamentals

▸ Fines/Fees and Restitution Enforcement

- Established in 2003 by A.O. 2003-126
- Guided by ACJA § 5-205: Collections
- Public/Private Partnership
 - AOC + Courts + MVD + DOR + Private Vendor

Authorities

| | |
|--------------------------------------|------------------------------------------------------|
| A.O. 2003-126 | Established FARE Program |
| ACJA § 5-205: Collections | Outlines the administration of FARE and DSO Programs |
| A.O. 2018-30 | Establishes recent changes to FARE Program |
| A.R.S. § 42-1122 & A.R.S. § 5-575 | Created Debt Setoff (DSO) Program |

Goals

- Compliance & Re-engagement
- Efficiencies





Statewide Snapshot

- 177 Participating Courts
- 11 Dedicated Analysts and Specialists
- 14 AOC Support Center staff
 - Over 11,347 Calls a year

FARE Services

| Service | | Benefit |
|------------------------|---|------------------------------------|
| Data Sharing | → | Up-to-date Information |
| Online Payment Website | → | Credit card fees paid |
| Noticing | → | Scheduled and personalized letters |
| Skip-tracing | → | Latest addresses and phone numbers |

FARE Services

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|------------------------|---|------------------------------------|
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| Noticing | ➡ | Scheduled and personalized letters |
| Skip-tracing | ➡ | Latest addresses and phone numbers |

FARE's First Steps

2003 – Statewide and Online

- New concept
 - Courts refer delinquent cases to AOC
 - Vendor sends out notices and makes calls
 - Create on-line payment website
(www.azcourtpay.com)
 - Create IVR payment line

Criteria for Assigning Cases to FARE

- Determined by Courts
 - Adjudicated
 - Pending Balance
 - Delinquent/Defaulted
 - Eligible Case

FARE Cost Types and Calculations



FARE
DELINQUENCY FEE



FARE SPECIAL
COLLECTIONS FEE

FARE Delinquency Fee (Legacy)



- Authorized in ACJA § 5-205
- \$35 Fee added per case
- Assessed upon referral to FARE
- One time assessment (similar to State Time Payment Fee)

FARE Special Collections Fee



- Authorized in ACJA § 5-205
- 19% of case balance
- Calculated on amount owed
- Assessed each time case becomes delinquent

Legacy Case Example

| | |
|-----------------------------|-----------------|
| Balance submitted to FARE | \$965.00 |
| FARE Delinquency Fee | <u>\$35.00</u> |
| Subtotal | \$1,000.00 |
| 19% Special Collections Fee | <u>\$190.00</u> |
| Total Balance Due | \$1,190.00 |

FARE Notice Example

ROUND VALLEY JUSTICE COURT
130 South Mountain Avenue
Springerville, AZ 85938

Para leer las instrucciones en español, favor de ver el reverso de este aviso.



#11030100830012910#
GARCIA, JESUS M
PO BOX 2302
SNOWFLAKE, AZ 85937-2302

03/23/2020



Case Number: TR20190989
Notice Number: 01 20083 00129
Balance Due: \$157.97

**COVID-19 may have negatively impacted your financial situation.
Alternative payment plans may be available. Please contact the court to discuss.**

Our records indicate you have failed to comply with a court judgment. Please give this matter your prompt attention. If you fail to pay the amount due, the Court is prepared to take further collection actions. Your payment will avoid further sanctions, which may include additional collection fees, rejection of your vehicle registration renewal by MVD and interception of your Arizona tax refund or lottery winnings.

Payment Options:

- **Pay Online/ Pague por Internet** www.azcourtpay.com
- **Pay by Phone/ Pague por Telefono** 1-866-859-2527
- **Pay in Person/ Pague en persona** at Round Valley Justice Court, 130 South Mountain Avenue, Springerville, AZ 85938
- **Pay by Mail/ Pague por correo** by cashier's check or money orders. Make payable to Round Valley Justice Court, PO Box 1356, Springerville, AZ 85938. Include your case # with the payment.
- **Pay by Cash/ Pague por Efectivo** at a location listed on the coupon below / en las tiendas indicadas en las instrucciones a continuación

Additional case information can be obtained at <https://apps.supremecourt.az.gov/publicaccess/> or by calling the Court at 928-333-4613.

0000101010500P0324010100001

Notice Process

Legacy FARE

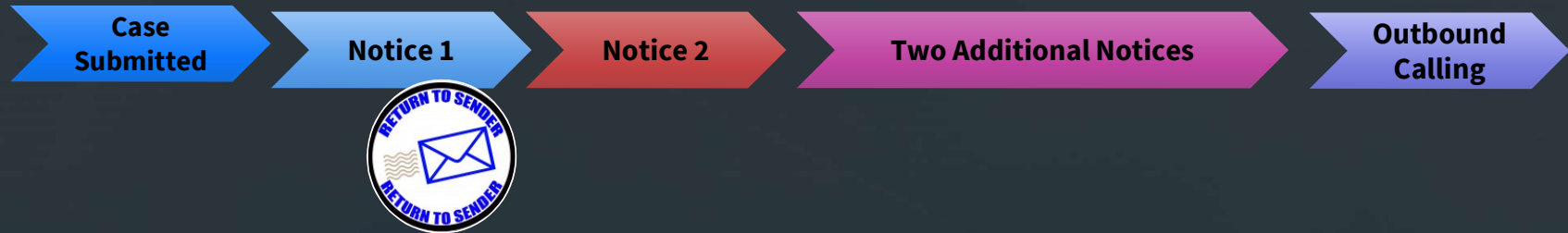
Delinquency Fee (\$35) +
Special Collections Fee (19%)



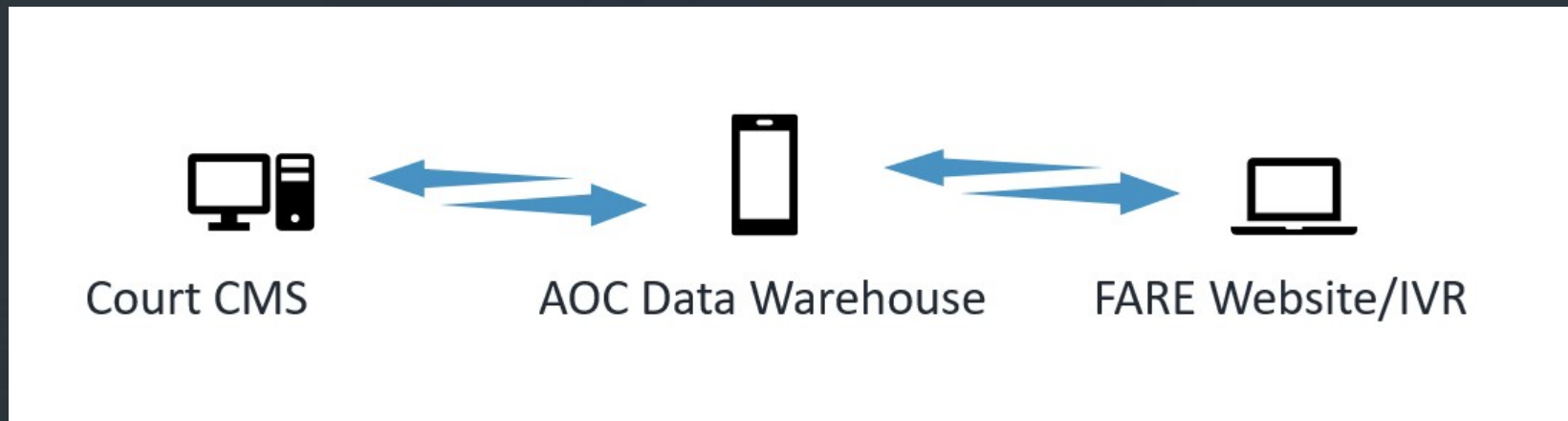
Returned Notice Process

Legacy FARE

Legacy Delinquency Fee (\$35) +
Special Collections Fee (19%)



▶ Data Sharing



Web & IVR Services



- Maintained and provided by Conduent
- Accessible 24/7 and also in Spanish*
- No credit card fees/costs to court**

* Does not accept international payments/currencies

** Minimum \$20 payment unless balance is less

Spanish
Version

Instrucciones de pago en
español

Public Access
to Court Information

NEW
Video

How to Pay Online - Help Video

SERVICEARIZONA
Online Motor Vehicle Services

PAY with CASH
CVS pharmacy FAMILY DOLLAR

Click Here for Instructions
Cash Payment Locations

How to Pay with Cash - Help
Video

Online Payment Home

Instructions

To pay court financial obligations online, please follow these directions:

1. Enter your Notice, Case or Citation number in the box provided. If you do not have one of these numbers, please check the [Public Access to Court Case Information](#) web site to obtain a Case Number.
2. Click the **Continue** button to find your cases and begin the secure credit card payment process* on our secure site.
3. Select Notice, Case or Citation number you wish to pay.
4. Follow the directions on the secured site to successfully process your payment. Payments can be made using Visa or MasterCard only.
5. Wait for a confirmation page. You may print the confirmation page for your records. A confirmation email will be sent to you upon request.

Please enter one of the following:

Notice Number (Example: 01 03724 00134):

Search
Options

Case Number (Example: TR123456 or 123456):

Citation Number (Up to 21 Characters)

Continue



This site has a Comodo Secure Site Certificate.

Disclaimer: This site only displays court financial obligations approved for online payment. You may have other outstanding obligations with the Arizona courts.

Payment Confirmation Email

From: ArizonaPay@conduent.com <ArizonaPay@conduent.com>
Sent: Tuesday, October 15, 2019 11:37 AM
To: Cioffi, Chris <ccioffi@courts.az.gov>
Subject: FARE Payment Confirmation

Your payment was successful!

Date: 10/15/2019

Time: 11:37 AM

Confirmation Number: 90001777

Amount Paid: 25.00

Method: MasterCard

Credit Card: *****1111

Initial Inquiry: Case CR20141580

Case Number Paid: CR20141580

Court: PIMA COUNTY SUPERIOR

Thank you for using the Arizona Courts Online Payment System.

If your driving privileges have been suspended as a result of this case, the court will not release its hold until you have paid the full amount due. You must contact the court for the appropriate documentation to reinstate your driving privileges.

If you have other court ordered obligations on this case (such as screening, counseling, or community service)

Interactive Voice Response (IVR)



- Phone number on notices 1-866-859-2527
- Must use notice number to make payment
- Must use credit/debit card for payment

Real-Time Receipting for Web & IVR



PAYMENT MADE ON WEB
OR IVR




PAYMENT RECEIPTED
INTO COURT CMS IN
MINUTES



FUNDS POSTED TO
COURT'S BANK ACCOUNT
IN 2-3 BUSINESS DAYS

Public Access demo



Arizona Judicial Branch

Text Size: A A A

[Home](#) [Case Search](#) [Minute Entry Search](#) [Case Notification](#) [Help](#)

Home / Case Search

Public Access to Court Information

Case Search

Search by Name

Last/Business Name (required)

First Name

Date of Birth -- month -- -- year --

Court -- All Searchable Courts --

Limit search to Cases with Vehicle Registration hold

- OR -



Search by Case Number

Case Number - (example: TR - 19010111)


Court -- All Searchable Courts --

Document Search

For access to criminal and civil court documents in the Superior Court visit the [eAccess portal](#).
For more information about the eAccess portal please visit: <https://www.azcourts.gov/eaccess>.



Make a Payment



▸ TTEAP – Traffic Ticket Enforcement Assistance Program

- Authorized per A.R.S. § 28-1631 to § 28-1636
- MVD may place a hold on a vehicle registration renewal for a vehicle owned or co-owned by an individual
- The hold is placed on cases when a litigant is delinquent on civil or criminal traffic violation OR fails to appear for criminal traffic violation

TTEAP Process Overview

Case is referred to FARE

Two attempts to notify
litigant has occurred

Data Warehouse sends
transaction to Conduent

Conduent's system
contacts MVD to request
hold

TTEAP Eligibility Determined by Data Warehouse

- Case is in FARE (and no payment contract)
- Charge/s have disposition (except FTA criminal charges)
- One eligible charge on case
- Case has a name, DOB and either DL# or SSN

▸ TTEAP

Remember:

- Data Warehouse sends TTEAP eligible transaction to Conduent
- Conduent waits until after two attempts to notify litigant have been made
- Then, they request MVD to place a vehicle registration hold
- MVD checks their database and places hold if match found*

* Excludes new vehicle registrations and business names



Motor Vehicle Division
PO Box 2100
Phoenix AZ 85001-2100

TRAFFIC TICKET ENFORCEMENT ASSISTANCE PROGRAM

99-0382 R05/13 www.azdot.gov

Notice Date
1234567890

CUSTOMER90123456789012345678901234567890
MAILING890123456789012345678901234567890
CITY567890123456789012345 AZ 85267-4107

Dear Customer:

We have received notice from one or more Arizona courts that **CustomerName34567890123456789023456** is delinquent in paying fines or penalties for civil or criminal traffic/boating violations or has failed to appear in a criminal traffic/boating case. Pursuant to ARS 28-1632, you and any co-owners of the vehicles listed below are prohibited from renewing the registrations for these vehicles until all fines, penalties and/or appearances, as required by the courts, are completely satisfied. This may also affect any other vehicles that you wish to renew in the future.

Payment can be made in person at the court, or by credit card online at www.azcourtpay.com or by calling 866-859-2527. When paying online you will need the court case number or the notice number (from the collection notice to the defendant). Case number information can be obtained at www.supreme.state.az.us/publicaccess or by calling 602-452-3519 (outside the Phoenix metro area 800-720-7743). When paying by phone you will need the notice number.

If paying online has satisfied all the court obligations, then you will receive a confirmation with a link to www.servicearizona.com, so that you may complete any vehicle registrations that are due. If a court appearance is required, **CustomerName3456789012345678901234567890** must appear in court before you and any co-owners will be able to register these vehicles.

Also, if your driving privilege has been suspended, you will need to reinstate before you can operate any motor vehicle on the public roads of this state. If you have met all requirements to reinstate your driving privilege except for paying the fees, then you may be able to reinstate online at www.servicearizona.com.

Please Note: MVD can not accept payment for any delinquent fines or penalties owed to the courts. Payment must be made directly to the courts or as indicated above. Questions should be directed to the courts. Thank you.

Vehicles Currently Impacted By The Arizona Traffic Ticket Enforcement Program

| Vehicle Identification Number | Year | Make | Plate | Expiration Date |
|-------------------------------|------|-------|---------|-----------------|
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
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| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |
| 123456789012345678901234 | 1234 | 12345 | 1234567 | 1234567890 |

Any other motor vehicles owned or acquired in the future.

TTEAP

MVD Letter Example

TTEAP Releases

Case paid in full

TTEAP Waiver granted by
Court (Set for 30 days)

Payment contract/plan
created

Case recalled from FARE

FARE Statuses

Web/IVR Removal

Cannot make payments on FARE website or IVR

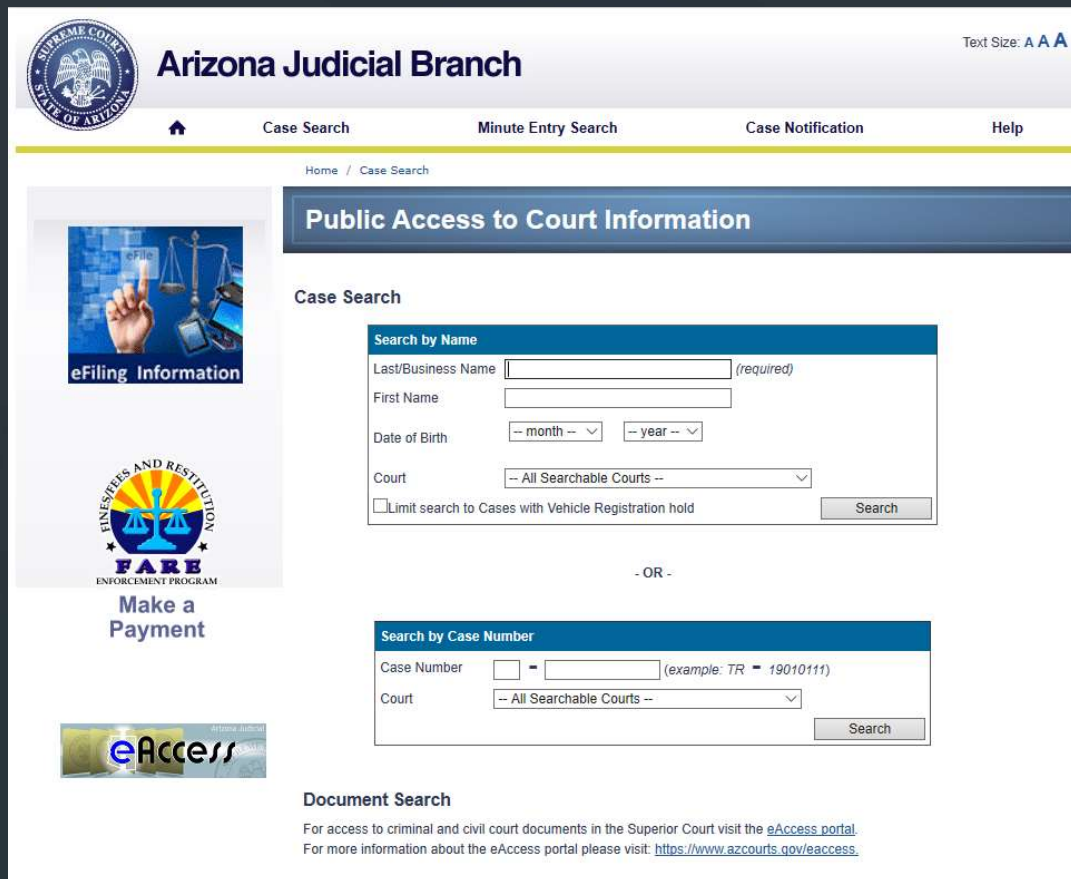
TTEAP Waiver

Lifts TTEAP hold for 30 days

FARE Suspension

Can be indefinite or temporary –
Suspends collection notices and calls but does not release TTEAP hold.

Public Access demo of TTEAP box



The screenshot displays the Arizona Judicial Branch website interface. At the top left is the state seal, and at the top right is the text "Text Size: A A A". The main navigation bar includes "Case Search", "Minute Entry Search", "Case Notification", and "Help". Below this is a breadcrumb trail "Home / Case Search". A large blue banner reads "Public Access to Court Information". Underneath, the "Case Search" section is active, featuring two search methods: "Search by Name" and "Search by Case Number". The "Search by Name" form includes fields for "Last/Business Name" (marked as required), "First Name", "Date of Birth" (with month and year dropdowns), and "Court" (with a dropdown menu). A checkbox option "Limit search to Cases with Vehicle Registration hold" and a "Search" button are also present. The "Search by Case Number" form includes a "Case Number" field with a dropdown and a "Court" dropdown, along with a "Search" button. To the left of the search forms are three promotional banners: "eFiling Information" with a hand pointing at a screen, "FARE ENFORCEMENT PROGRAM" with a scale of justice logo and the text "Make a Payment", and "eAccess" with a server rack image. Below the search forms, a "Document Search" section provides instructions: "For access to criminal and civil court documents in the Superior Court visit the [gAccess portal](#). For more information about the eAccess portal please visit: <https://www.azcourts.gov/eaccess>."

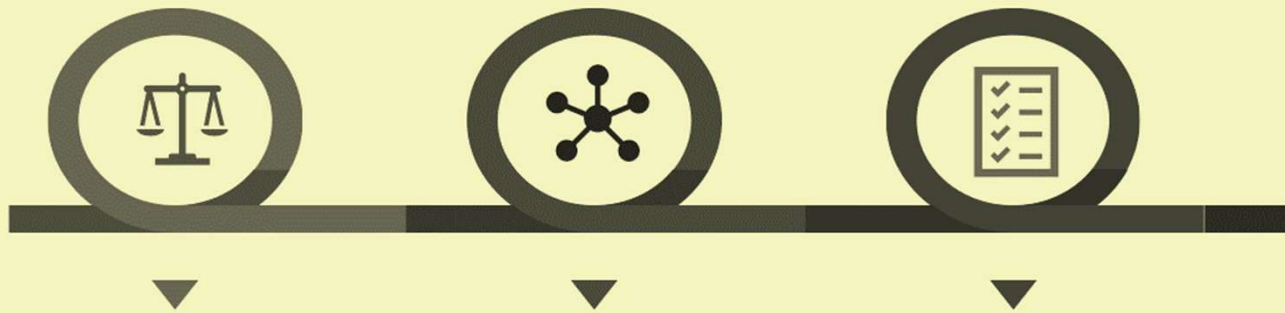
Legacy FARE Process (2003 – 2017)





FARE Financials

Restitution and Payment Allocation



Follows Priority of Payment per A.R.S §12-116(A); ACJA §§ 3-401(E) and 4-301(E)

The FARE Special Collections Fee is receipted as “Super Priority” of total balance due

Restitution will be paid, and a portion of the Special Collections fee (if assessed) will be paid also.

Case balance adjusts as receivables are adjusted

Initial Entry into
FARE



Payments
Bond Forfeitures
Receivables Suspended



Receipt Voided
Dishonorments
Receivables Added



Criteria for FARE Case Recalls

- Requirements outlined in ACJA § 5-205: Collections
 - The FARE Fees shall not be waived or suspended by a judge unless the judge waives or suspends all monetary obligations (H) (7)
 - Removal must be stated on the record by the judge (H) (8)
- Recall should happen if:
 - A correction of financial obligations is necessary
 - The case was assigned to FARE in error

OLCP – Online Citation Payment

In November 2016, FARE launched OLCP for AJACS courts

Allows for the payment of post-dispo cases online

Allows “plea and pay” on some eligible pre-dispo civil traffic cases

OLCP – Online Citation Payment

In November 2016, FARE launched OLCP for AJACS courts

Allows for the payment of post-dispo cases online

Allows “plea and pay” on some eligible pre-dispo civil traffic cases



USES WWW.AZCOURTPAY.COM
SAME AS FARE CASES



\$5 FEE FOR PAYMENTS

Demo of pre-dispo OLCP case & post-dispo OLCP case

**Arizona Courts
Online Payment**

PAY with CASH
CVS Pharmacy, WELLS FARGO, AMERICAN EXPRESS, Discover, A

[Click Here for Instructions
Cash Payment Locations](#)

[How to Pay with Cash - Help
Video](#)

[How to Pay Online - Help Video](#)

Public Access
to Court Information

SERVICE ARIZONA
Online Motor Vehicle Services

Online Payment Home

To pay court financial obligations online or to obtain a "Pay with Cash" barcode, please follow these directions:

1. Enter your Notice, Case or Citation number in the box provided. If you do not have one of these numbers, please check the Public Access Number.
2. Click the **Continue** button to find your cases and begin the secure credit card payment process* on our secure site.
3. Select Notice, Case or Citation number you wish to pay.
4. Follow the directions on the secured site to successfully process your payment. Payments can be made using Visa or MasterCard on our secure site.
5. Wait for a confirmation page. You may print the confirmation page for your records. A confirmation email will be sent to you upon request.

Please enter **one** of the following:

Notice Number (Example: 01 03724 00134):

Case Number (Example: TR123456 or 123456):

Citation Number (Up to 21 Characters):

[▶ Continue](#)

Chargebacks



Bankruptcies



Bankruptcy and the Role of the Courts

ARIZONA SUPREME COURT

FARE PROGRAM

Fuller Integration

2018 – Present

- 2018 – Justice for All Published





- Promote Compliance
 - Court practices should help people comply with court-imposed obligations.
- Provide options for people who cannot pay
 - Everyone should face consequences for not violating the law. But penalties and fees should not promote a cycle of poverty or restrict people's ability to be gainfully employed.
- Technological Solutions
 - Deliver applications that encourage people who receive citations to come to court and provide opportunities that increase access to the court.



FARE Response to Justice for All



Revised FARE
Program fee
structure-
Enhanced FARE



Develop and
Implement
Compliance Assistance
Program



ACJA Code
Section
Revisions



Expand payment services
and technological
solutions

Restructured FARE Fees – Enhanced



Delayed Special Collections Fee Assessment

Special Collections Fee (19.5%) will no longer be assessed until after the 2nd notice is mailed



Restructured Fees

The FARE Delinquency Fee (\$35) increases to \$49

Special Collections Fee (19%) increases to 19.5%



Defendants Save Money

37% of litigants will not have the Special Collections Fee assessed at all

On average, litigants save ~ \$55 per case

Enhanced FARE

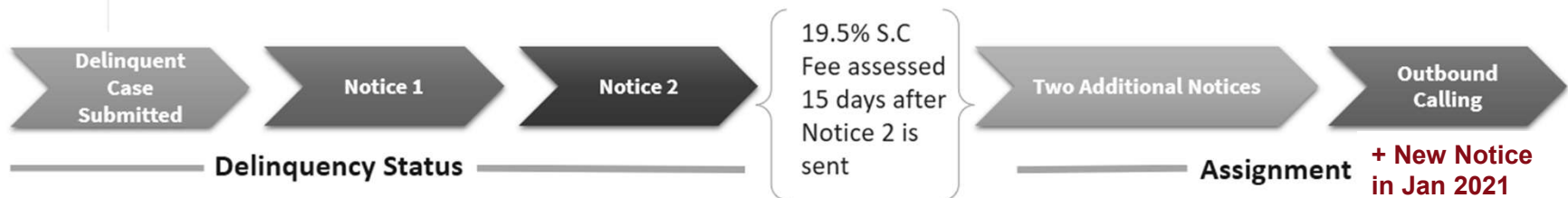
Delinquency Fee (\$35) +
Special Collections Fee (19%)

Legacy FARE



Delinquency Fee (\$49) Only

Enhanced FARE



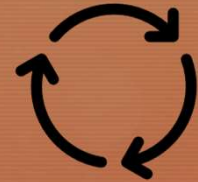
Enhanced FARE Case Example

| | |
|---------------------------|------------|
| Balance submitted to FARE | \$965.00 |
| FARE Delinquency Fee | \$49.00 |
| Subtotal | \$1,014.00 |

15 days after second notice sent

| | |
|-------------------------------|-------------------|
| 19.5% Special Collections Fee | \$197.73 |
| Total Balance Due | \$1,211.73 |

Once _____, Always _____



- Legacy cases remain legacy
&
- Enhanced cases remain enhanced

.....for the entire life of a case

Current FARE Notice example

ROUND VALLEY JUSTICE COURT
130 South Mountain Avenue
Springerville, AZ 85938

Para leer las instrucciones en español, favor de ver el reverso de este aviso.

#11030100830012910# 03/23/2020
GARCIA, JESUS M
PO BOX 2302
SNOWFLAKE, AZ 85937-2302

Case Number: TR20190989
Notice Number: 01 20083 00129
Balance Due: \$157.97

**COVID-19 may have negatively impacted your financial situation.
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011 (6/21/20)

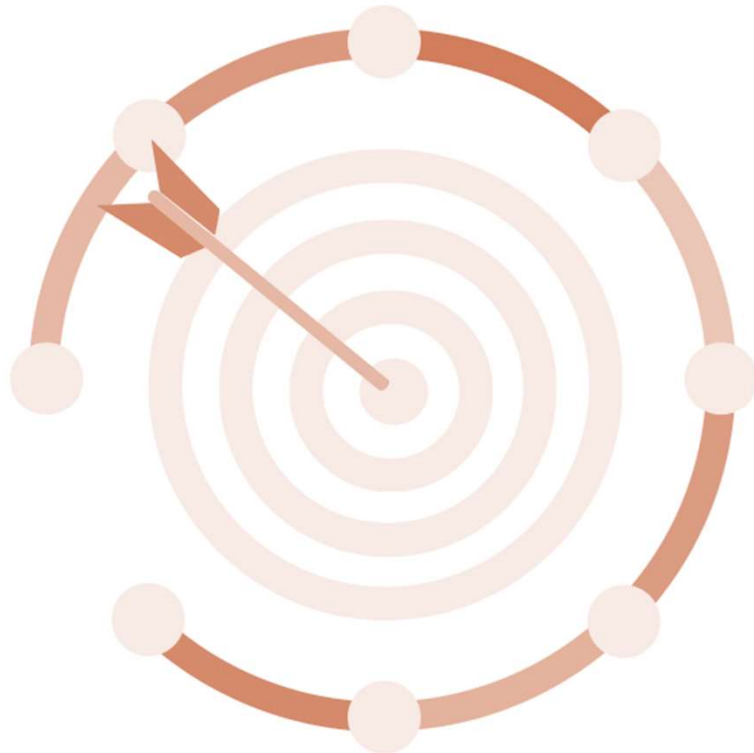
CASH PAYMENT INSTRUCTIONS

| Take barcode and scan at participating stores | Take barcode and scan at participating stores |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| \$2.99 service fee per payment. Payments are CASH only and post next business day. Find CVS Pharmacy, 7-Eleven, and Casey's General Store at paynearme.com/cashmap . | \$2.99 service fee per payment. Payments are CASH only and post next business day. Find Family Dollar at paynearme.com/cashmap . |
|  |  |
| 6213013437005  | 6213013437005  |
| STORE INSTRUCTIONS 1 - Scan barcode 2 - Enter payment amount | STORE INSTRUCTIONS 1 - Scan barcode 2 - Enter payment amount |
| 3 - Take cash payment from customer 4 - Give customer transaction receipt | 3 - Take cash payment from customer 4 - Give customer transaction receipt |
|    |  |

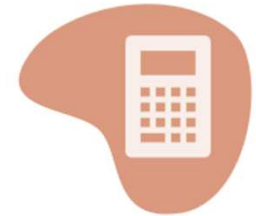
Subject to PayNearMe, Inc. Terms of Use at paynearme.com/tos. Get help at paynearme.com/cashhelp.

Hours for the Round Valley Justice Court are 8:00am to 4:30pm and are closed for lunch 12pm to 1 pm. Office is open until 5 pm. **The Court does not accept personal checks.**

FARE COMPLIANCE ASSISTANCE PROGRAM (FARE CAP)



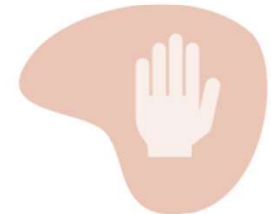
**Re-Engagement
Focus**



**Partial Payment
Required**



**Special Collections
Fee Waived**



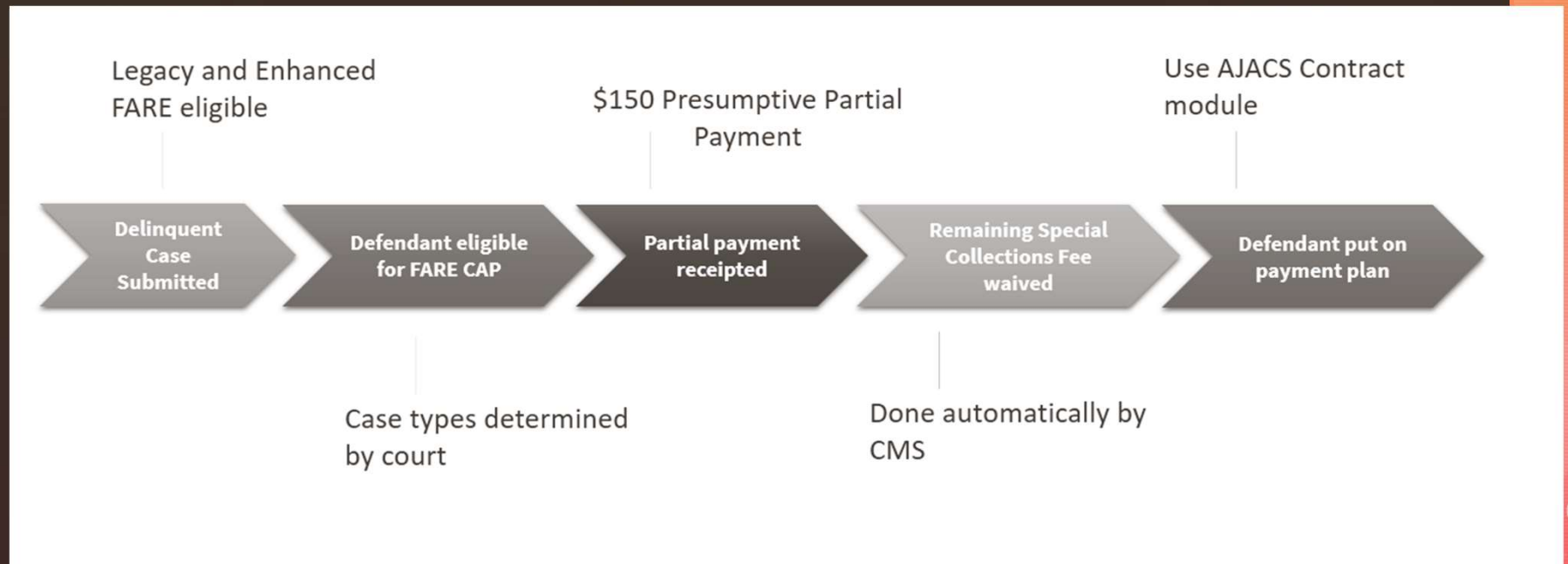
**Collection Actions
Cease- includes
TTEAP and
Driver's License**

FARE CAP Stats as of December 31, 2020

- 23 courts participating
- 14,768 cases entered
- 4,678 cases complete
- \$6,214,924 receipted



FARE CAP Process

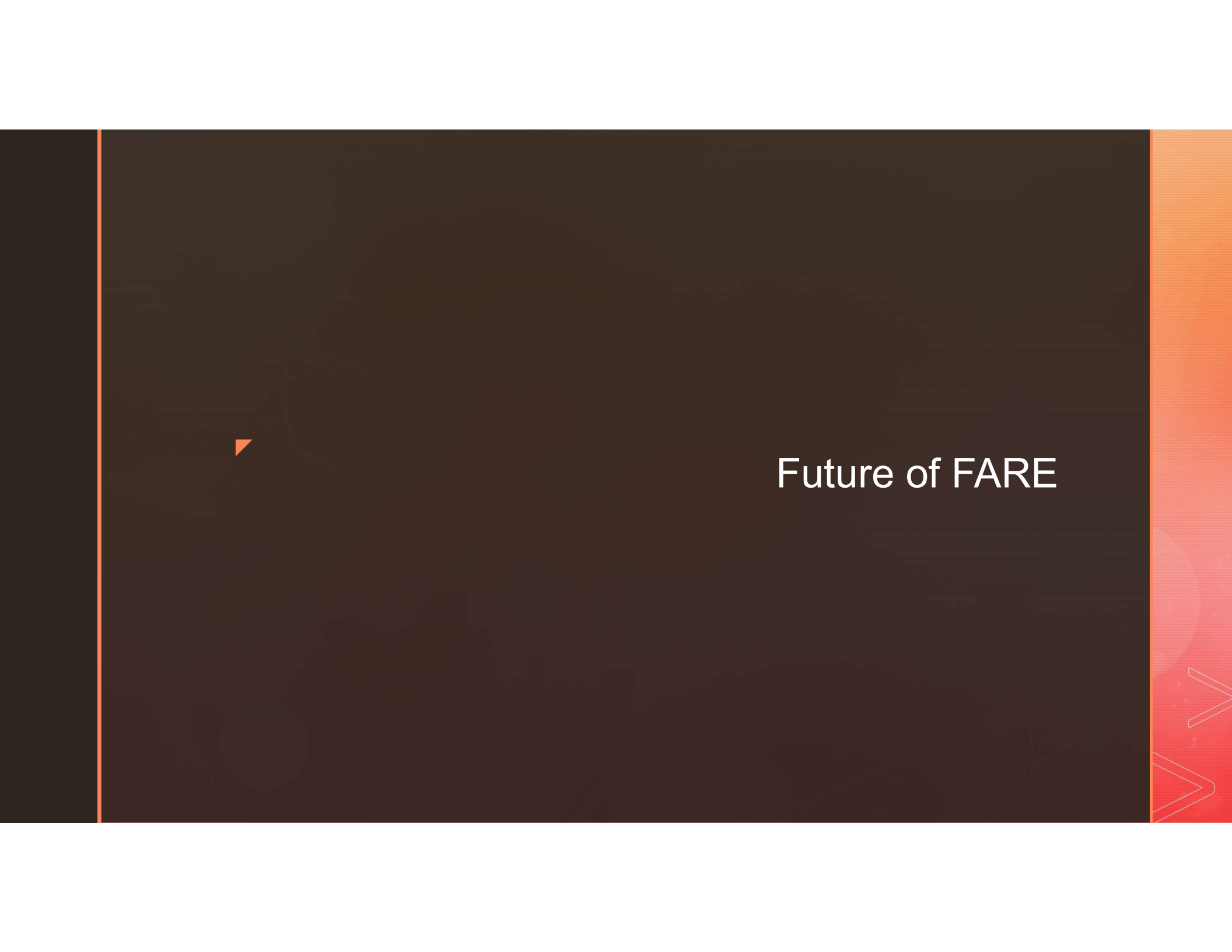


FARE CAP



Offsite Cash Payment – PayNearMe ®





Future of FARE



In the Future....

- Venmo and PayPal to be accepted by www.azcourtpay.com
- Online Payment Agreements
- GJ OLCF for post-dispo cases
- Probation fees to be paid at www.azcourtpay.com



Contact Information

- FARE Overview – Laura Ritenour
- Chargebacks, Bankruptcies, and other FARE case issues – Raquel Lazcano, Beau Diveley and Michael Tucker
- PayNearMe/Offsite Cash Payments, Online Payment Agreements – Chris Cioffi

Q&A and
Thank You!

