

# Dallas Police Department

1400 S. Lamar Street  
Dallas, TX, 75215  
Phone (214) 671-3001  
<http://www.dallaspolice.net>

## AGENCY SIZE

- ◆ 3,508 sworn
- ◆ 556 civilian

## SOLUTION RESULTS

- ◆ Redeployed 80% of administrative staff after one month of use
- ◆ \$2.2M reduction in overtime cost during the 1st year for unnecessary court appearances

## SOLUTION BENEFITS

- ◆ Significantly reduced Dallas Police Department's OT cost
- ◆ Reduced subpoena processing time and administrative cost
- ◆ Increased citation collections
- ◆ Increased witness accountability
- ◆ Increased field strength
- ◆ Simplified scheduling
- ◆ Day-of-court attendance and case results statistics



8350 NORTH CENTRAL EXPRESSWAY  
SUITE 700, DALLAS, TX 75206  
PHONE: 866.779.1689  
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**AgencyWeb® CourtNotify**  
ELECTRONIC MANAGEMENT SUBPOENA SYSTEM

## CASE STUDY

### AGENCYWEB® COURTNOTIFY SAVES DALLAS PD MONEY, TIME AND RESOURCES

*As city and county budgets get tighter this fiscal year, managers and administrators are looking at ways to reduce costs without negatively impacting services. In analyzing local police department budgets, it is clear that a large portion of police overtime is spent on unnecessary officer court attendance. Often times labor intense court administration and subpoena notification processes negatively impact this portion of an agency's overtime funds. Fortunately, the AgencyWeb® Electronic Subpoena System offers a significant cost control solution.*

### THE CHALLENGE

In 2000, the City of Dallas was facing a \$30 million budget shortfall for the 2000-2001 fiscal year. At that time, the First Assistant City Manager pulled together an Efficiency Team (E-Team) to work with a national consultant in order to find areas where inefficient operations were costing the city money.



E-Team representatives from the Dallas Police Department identified approximately \$4.2 million in funds that were being allocated to Court overtime. Furthermore, the paper-based subpoena notification process was draining manpower and resources for both the Police Department and the Dallas County District Attorney's Office.

### PROCESS REVIEW

A business process review of the legacy system revealed numerous manual steps that started with the DA Investigator or Prosecutor filling out a paper routing slip, making multiple copies, and then placing it in a mail sorter. Twice a day Dallas PD would send personnel by vehicle to the County Courthouse to retrieve the paper documents, then return and manually enter the subpoenas into the mainframe. The subpoenas would subsequently be routed to the agency divisions by printing to a dedicated line printers at the substations.

From there administrative personnel would cut the notifications into strips, hand log them into a book, and officers would be called up during briefings to sign for their subpoenas. If it was an imminent notification, officers might not receive their subpoena to appear until after the case had been heard. And due to the manual complexities, officers would sometimes miss their notices and thus their court dates.

*“The reports that we get from the AgencyWeb® system regarding the use of an officers’ time at court are invaluable. It shows us which courts consume our resources and helps us more accurately predict our usage of overtime for the fiscal year.*”

*In the first full year of implementation, we saved approximately \$2.2 million in court overtime.”*

**Lt. Gene Summers**  
**Dallas Police Department**



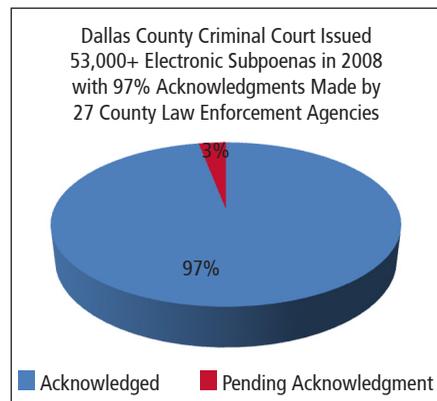
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Officers that had multiple court appearances would have to go to every court upon arrival and sign into a notebook in each courtroom. The Dallas PD subpoena unit personnel would travel to the courthouse and manually audit the sign-in logs. There were no checks and balances to determine what time an officer actually arrived and departed from court. Plus, there was no management of how an officer’s time was being used at the courthouse -- if they actually testified or the percentage of overtime that was consumed by any particular court.

### THE AGENCYWEB® ELECTRONIC SUBPOENA SOLUTION

After recognizing the potential efficiencies that could be gained from an electronic subpoena notification system, members of the E-Team looked to the marketplace. The product that was selected was the Orion Communications *AgencyWeb®* solution. As a Public Safety software provider, Orion offered a comprehensive product designed to solve all aspects of subpoena management and coordination.

“What we wanted first and foremost was a better method of accountability, not only for court attendance, but for managing court overtime,” states Lieutenant Summers with the Dallas Police Department. “We wanted a consolidated solution for the District Attorney and an easy-to-use application for our officers. The electronic notification was one piece, but the tracking of court attendance electronically was equally important to cost containment.”



“From an IT standpoint, we didn’t want a huge, complicated system to maintain, nor did we want to spend a lot on infrastructure,” states Mr. Tommy Hutson, IT Administrator for the Dallas County District Attorney. “We wanted a system that issued electronic subpoenas to the Dallas PD, as well as the other 26 law enforcement agencies throughout the County.

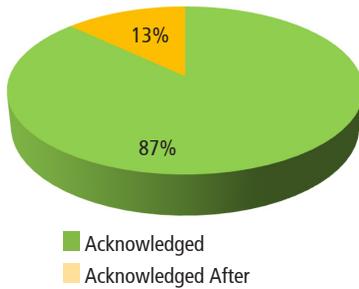
With *AgencyWeb®*, we were able to accomplish both goals. We had 8,800 sworn officers throughout Dallas County at the time. The ability to get 27 agencies and 8,800+ officers all on the same system using electronic notifications has increased our court productivity and efficiency tremendously.”

### HOW AGENCYWEB® OPERATES

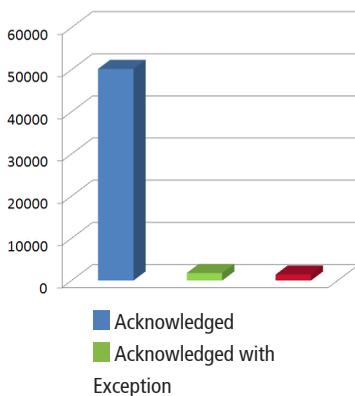
With *AgencyWeb®*, Prosecutors and their staff access the system to associate witnesses to cases. Integrated technology allows for the viewing of witness schedules, conflicts, and notification status in real time.

There are also tools for escalation of notices including short or last minute hearing notifications. If an officer fails to acknowledge the subpoena, his/her immediate supervisor is notified. If the supervisor does not ensure that the officer acknowledges the subpoena, the notification is escalated up the chain-of-command.

Percentage of Acknowledgments Made by Officers After Escalating to Supervisors in 2008 for Dallas County Law Enforcement Agencies



Approximately 52,000 Electronic Subpoenas Were Acknowledged by Dallas County Law Enforcement Agencies in 2008



“Each department is able to set its own escalation and notification routing rules,” states Orion President Leslie Delatte. “The system also dates and time stamps each transaction so there is a system of checks and balances in place for performance and system reporting.”

Later in 2003, the Dallas County Courts established an officer’s waiting area that included electronic equipment so officers could wait for their court appearance in private. This allowed the Dallas PD and the County DA to implement *AgencyWeb’s* electronic sign-in/sign-out tool, known as *CourtTracker*. Using a touch screen kiosk, officers quickly scan their department-issued ID card or enter their badge number. The *CourtTracker* system automatically logs them in and retrieves their daily court requirements.

When an officer is released from court, they use the *CourtTracker* kiosks to log out and a receipt is printed. This can be given to their supervisor for attendance verification.

Information is collected regarding their eligibility for travel pay, whether they were released by the court for lunch and if evidence was brought to court. Additional information is collected regarding whether the officer testified and if the case was held over for the next day. This data is then figured into the total overtime calculation for the court attendance.

### THE RESULTS

“The reports that we get from the *AgencyWeb®* system regarding the use of an officers’ time at court are invaluable,” said Lieutenant Summers. “It shows us which courts consume

	CourtTracker Total						
	Notifications	Signed In	Not Signed In	Testified	Not Testified	Testified Hrs.	Not Testified Hrs.
<b>Appear Requests</b>	2345	682	1663	398	408	133.30	68.70
<b>Standby Requests</b>	2351	355	1996	327	104	172.13	5.15
<b>Not Subpoenaed</b>	N/A	204	N/A	69	15	1.05	0.00
<b>TOTAL</b>	<b>4696</b>	<b>1241</b>	<b>3659</b>	<b>794</b>	<b>527</b>		<b>383.92</b>

our resources and helps us more accurately predict our usage of overtime for the fiscal year. In the first full year of implementation, the agency saved approximately \$2.2 million in court overtime.”

### OTHER AGENCYWEB® COURTNOTIFY AGENCIES

*AgencyWeb® CourtNotify* electronic subpoena system is being used throughout Texas in Dallas, El Paso Counties; Orleans Parish, Louisiana; Riverside County, California, Louisville, Kentucky, Newark, New Jersey and Miami-Dade as well as Hillsborough Counties, Florida and Portland, OR Police Bureau.



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