

# NEW ORLEANS POLICE AND JUSTICE FOUNDATION

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<http://www.nopjf.org>

## Solution Results

### NEW ORLEANS COURTS

- ◆ Eliminated data entry processes
- ◆ Eliminated legacy subpoena platform
- ◆ Reduced paper costs for police subpoenas

### NEW ORLEANS POLICE DEPT.

- ◆ Reduced OT for unnecessary court attendance
- ◆ Reduced time for court attendance administration
- ◆ Improved field strength due with disregard notifications

### ORLEANS PARISH SHERIFF'S OFFICE

- ◆ Eliminated deliveries to police stations by deputies
- ◆ Reduced hand deliveries for short notices
- ◆ Reduced delivery time and gas costs for civilian service
- ◆ Reduced costs for service to incarcerated witnesses



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## CASE STUDY

### THE CHALLENGE

In New Orleans, as in most jurisdictions, criminal justice agencies are directed by elected officials or the appointees of elected officials, and the interests of those agencies are in part common and in part in conflict.

In 2005 every criminal justice agency within the parish had its own distinct function.

Interactions of those agencies were often

characterized by a low understanding of other agencies' business processes, competition over financial resources, space, and status, and concerns about legal and political liability. In addition, computer-based information systems had historically been developed by each agency independently, usually without consultation with other agencies and narrowly focused on a single agency's needs.



Often these systems simply duplicated the workflows of the manual, paper-based systems they replaced and failed to take advantage of the opportunity to reengineer old business processes that modern information systems provide. For all these reasons, the New Orleans criminal justice system was, with some exceptions, characterized by separate "stovepipe" computer systems that shared limited information or were inadequate in a variety of ways. Some agencies had multiple stovepipe applications that shared no information even within the agency. Hurricane Katrina then brought these deficiencies into a glaring light.

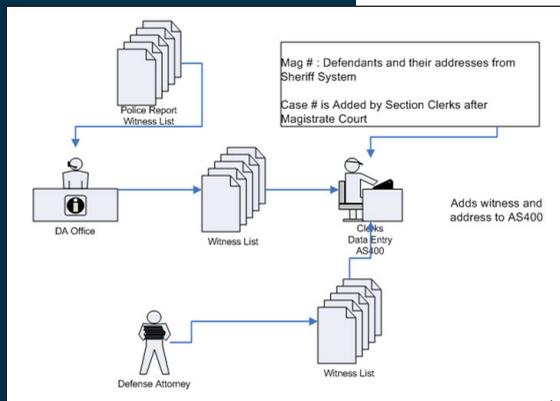
### PROCESS REVIEW

In 2006, with the help of the non-governmental non-profit NOPJF (New Orleans Police and Justice Foundation) and the OPISIS program (Orleans Parish Information Sharing and Integrated Systems) a goal was established to enhance information sharing among parish criminal justice practitioners. "Technical and resource deficiencies combined with the crippling blow of Hurricane Katrina made the time ripe for a consortium that supported the spirit of cooperation and accountability," reported the NOPJF.

After a period of strategic assessments and interviewing of key parish personnel, Orion Communication's AgencyWeb® CourtNotify subpoena management system was chosen as the solution to unify the parish's bond, subpoena and court processes.

## THE APPROACH

As industry experts, Orion Communications was asked to document the current process flow of subpoena issuance and delivery for the Parish. In addition, Orion was challenged to provide a method to improve the Parish's 2006 court processes. The goal was to automate any and all aspects of their processes that were feasibly possible given budgets and support personnel.



Orion completed a sixty day study of the Parish's current implemented solution. This included process flow documentation, system analysis, undocumented "work-a-rounds" that dealt with short notices and critical appearance requirements, and the distinctions between the different court types involved. The courts involved were the Criminal, Magistrate, and Municipal courts. The analysis included the Court procedures, Prosecutor involvement, Defense Attorney and Public Defender office, as well as IT systems and network infrastructure.

As a result of the assessment and the utilization of CourtNotify's core capabilities, the Parish's implementation of AgencyWeb® CourtNotify included the end-to-end management of all subpoenas for civilian and law enforcement service. Areas of improvement included the following initiatives for all the agencies involved:

### *Criminal, Magistrate and Municipal Courts*

- ◆ Calendar management for Prosecutors and Defense Attorneys regarding witness availability and service delivery results
- ◆ Integration with the jail system to inform the Court, Prosecutors, and Defense Council of the defendant's incarceration status in real-time
- ◆ Civilian master name index to track master name and aliases

### *New Orleans Police Department*

- ◆ Real-time officer notifications and timely acknowledgement of subpoena receipt
- ◆ Improved court appearance statistics by law enforcements
- ◆ Utilization of disregards to notify officers of date changes or appearance cancellations

### *Orleans Parish Sheriff's Office*

- ◆ Civilian address validation to improve delivery services and reduce address inaccuracies or the accepting of in-valid addresses by witnesses
- ◆ Electronic subpoena delivery results tracking to improve service reports and performance
- ◆ Better grouping of subpoenas for service delivery by combined court date and zip codes

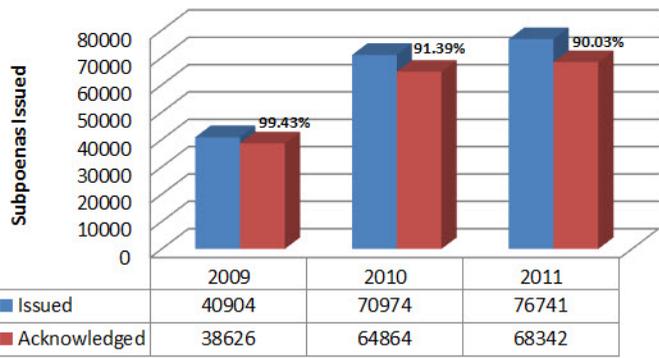


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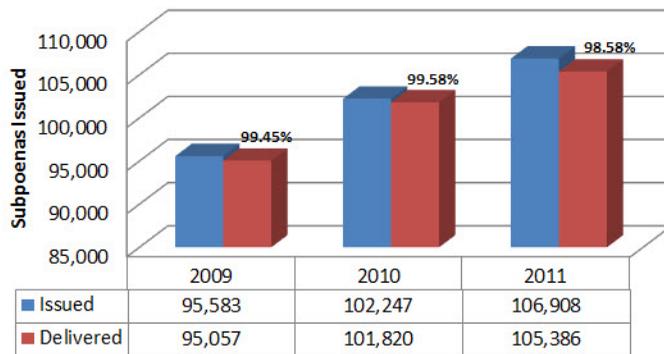
**THE AGENCYWEB® COURTNOTIFY SOLUTION**

**New Orleans Police Department Subpoena Acknowledgements Using AgencyWeb CourtNotify from 2009 - 2011**



In early 2009, the electronic processing of subpoenas went into full production for multiple Criminal District Courts throughout the Parish. Within the first 48 hours of going live, the New Orleans Police Department received over 600 subpoenas and subsequently acknowledged receipt of over 584 subpoenas electronically. Since then, over 188,000 subpoenas have been successfully issued using AgencyWeb® CourtNotify to New Orleans Police Department personnel. What's more, the Parish has issued over 304,000 electronic subpoenas to the Orleans Parish Sheriff's Office for civilian service delivery.

**New Orleans Civilian Subpoenas Served via AgencyWeb CourtNotify 2009 - 2011**



AgencyWeb® CourtNotify has enabled real-time information sharing among Police, Sheriff, Court and City agencies -- resulting in improved efficiencies across all departments. As of 2012, the system is being used by the Orleans Parish Criminal District Court, the District Attorney, the New Orleans Police Department, the Orleans Public Defender, the Orleans Parish Sheriff, and the Magistrate, Juvenile and Traffic Courts.

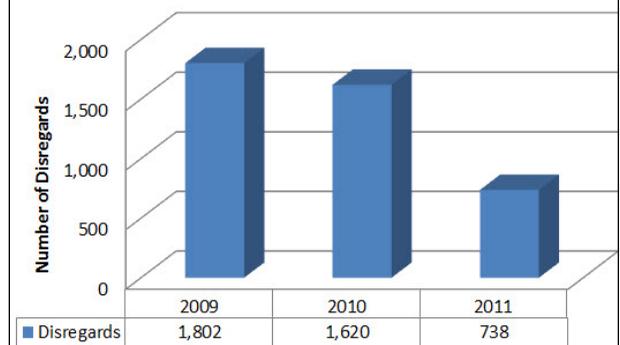
*New Orleans Police Department*

With CourtNotify, NOPD officers are no longer called to court for hearings that do not require police to be present. In

addition, when cases are now cancelled or deferred, officers receive real-time disregard notifications informing them about the scheduling change. This has not only reduced overtime for unnecessary court appearances, but has also enabled a better policing presence in the field.

Disregard notifications issued to the New Orleans Police Department have reduced the need for overtime to be paid for unnecessary court appearances and have helped to maintain field strength.

**Court Issued Disregards to NOPD from 2009 - 2011**



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### *Orleans Parish and the City of New Orleans Courts*

The Parish and City Courts are now receiving more timely information regarding conflicts with officer's appearances. They are also informed about officers who are no longer with the NOPD and, as a result, can now subpoena former officers as civilians when necessary. With the Prosecutor and Public Defender both using the system, the Court's clerical workload has been reduced. This has allowed those clerks to contribute in other areas of the Judicial system and has helped to reduce overall administrative costs.

Due to post-Katrina housing issues, Orleans Parish required civilian subpoena service address validation. Now, court clerks validate citizen address locations against U.S. Postal Service addresses before subpoena issuance to the Parish Sheriff's Office. Served address locations are set as each citizen's default location and multiple addresses are tracked. This includes the tracking of multiple ID's, associated aliases and demographics.

### *Orleans Parish Sheriff's Office*

The system's comprehensive integration with the Parish's court case management system and the Sheriff's jail system has removed duplicated data entries and streamlined subpoena issuance, delivery results, and court documentation. Names of incarcerated witnesses are red-flagged on case witness screens as part of the subpoena issuance process. Details regarding each participant's jailed location are displayed. All users can view historical records of jailed court participants with previous incarcerations and/or court events. Correctional personnel are able to generate listings of incarcerated participants that have been subpoenaed for specific courts, on specific dates.

### *Other Agencies Using AgencyWeb® CourtNotify*

AgencyWeb® CourtNotify systems have been deployed by law enforcement agencies throughout Dallas County, TX; by the El Paso, TX Police Department; by the Portland Police Bureau, OR; by the Riverside County, CA Sheriff's Office; by the Louisville, KY Metro Government, by law enforcement agencies throughout Miami-Dade and Hillsborough Counties, FL; and by the Newark, NJ Police Department. The Supreme Court of Florida has certified AgencyWeb® CourtNotify as a legitimate issuer of court subpoenas in the State of Florida.

### *About Orion Communications*

As workforce management and data interface experts, Orion Communications is a leading provider of public safety workforce management software. Orion's AgencyWeb® software helps agencies simplify complex workforce management processes and reduce labor cost. Orion has been serving the public safety industry since 1998 and is a certified women-owned business headquartered in Dallas, Texas. For more information, visit [www.orioncom.com](http://www.orioncom.com).



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