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AT-A-GLANCE

Customer Snapshot

- 2,700+ Total System Users
- Orleans Parish DA's Office and Public Defender's Office
- Parish Criminal Court
- City of N.O. Magistrate, Criminal, & Juvenile Courts
- City of N.O. Citations and Traffic Courts
- City of NOPD and Orleans Parish Sheriff's Office

Products Implemented

- CourtNotify
- Interface Agent for the Municipal Courts, District Attorney, Criminal Courts, Juvenile Courts and Sheriff Jail Management System

Results for the Courts

- Eliminated data entry processes
- Improved attendance of law enforcement witnesses
- Reduced case event rescheduling due to attendance conflicts
- Eliminated outdated legacy subpoena platform
- Reduced paper costs for law enforcement subpoenas

New Orleans, LA Police & Justice Foundation

Criminal Justice Practitioners Subpoena Management Solution

In 2005 every criminal justice agency within Orleans Parish had its own independent approach to serving the public. Interactions included a poor understanding of other agencies' business processes, willingness to change, and ability to embrace common technology solutions. Computer based systems had historically been developed independently by each agency and were focused on isolated goals. Systems often duplicated the workflows of their paper-based processes and failed to use technology to re-engineer business processes. For all these reasons, the New Orleans criminal justice system was characterized by separate "stovepipe" systems that shared limited information or were inadequate in a variety of ways.

What Orleans Parish needed was a solution that could:

- Improve case and witness information sharing among multiple criminal justice practitioners
- Increase court attendance of law enforcement and civilian witnesses
- Centralize viewing of witness and case data from multiple systems
- Improve civilian administration, delivery and results tracking
- Reduce administrative costs for civilian subpoena delivery

THE ORION SOLUTION

CourtNotify Subpoena Management Software

As industry experts, Orion first documented the Parish's subpoena issuance process flow and work-a-rounds that dealt with short notices, critical appearance requirements, notifications for incarcerated witnesses and distinctions in the Criminal, Magistrate and Municipal Courts. The analysis included the court procedures, prosecutor, defense attorney and public defender involvement, as well as IT systems and network infrastructure.

Next, Orion's CourtNotify electronic subpoena software was deployed for the Criminal District Courts, New Orleans Police Department and Orleans Parish Sheriff's Office. Within the first 48 hours, the NOPD received over 600 subpoenas and subsequently acknowledged receipt of over 584 subpoenas electronically.



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Results for NOPD

- Removed last minute notifications for court attendance
- Reduced overtime for unnecessary court attendance
- Reduced court attendance manual administration
- Improved field strength due to disregard notifications

Results for Parish Sheriff

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

For the past 12+ years, CourtNotify has been used to transmit real-time subpoena notifications from the Orleans Parish Criminal Courts, DA and Public Defender's Offices to the NOPD and Parish Sheriff's Office. Based on their success the City's Magistrate, Juvenile and Traffic Courts were soon added to the platform. As a result, Parish and City Courts have been receiving timely information regarding officer's attendance, conflicts with appearances and those who have retired. What's more, 100,000+ electronic subpoenas for civilians have been transmitted annually to the Orleans Parish Sheriff's Office for service delivery.

"Timely, accurate and shared information is critical to the operations of every criminal justice agency in New Orleans. Post-Katrina manpower shortages made labor saving efficiencies like CourtNotify, even more important."

Dr. Heidi Unter, New Orleans Police and Justice Foundation

With the DA and Public Defender using the system, the court's clerical workload has been reduced -- which has reduced administrative costs. NOPD officers are no longer called unnecessarily to court for hearings that do not require police to be present. When cases are cancelled or deferred, officers receive real-time disregard notices informing them about their scheduling change. This has reduced overtime for unnecessary court appearances and enabled a better policing presence in the field.

Interface Agent Software

By using Orion's Interface Agent, integration between the Parish's CSM and the Sheriff's JMS duplicated data entries have been eliminated and civilian subpoena delivery results improved. Names of incarcerated witnesses are being red-flagged on witness case screens as part of the issuance process. Details regarding each participant's jailed location are displayed.

All users view historical records of jailed court participants with previous incarcerations and/or court events. Correctional personnel generate listings of incarcerated witnesses for specific courts and dates.