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FACT SHEET

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2006–2007 Ralph N. Kleps Award Recipient: Justice Partner Access Web Site (JPAW), Superior Court of Monterey County

This innovation provides criminal case information for county justice system partners, attorneys, users viewing at the courthouse, and the public. The court developed a Web-based solution to court information access. The resulting Web application provided access to relevant court data for Monterey's justice partner agencies in December 2004, when the court moved from the CJIS case management system (CMS) to the Sustain CMS.

Why This Program Is Innovative

The court developed a Web application that renders different views of court case management information for each of five distinct access groups. Developing the five distinct views has allowed the court to maximize use of the Internet to disseminate court information for some viewing groups while still placing restrictions on the Web content for other viewing groups that must be limited due to statutory restrictions.

Problems the Program Was Designed to Address

In December 2004, the court implemented Sustain as its case management system. Before Sustain, the court's justice partners had access to all court records through the integrated CJIS CMS. Once the court terminated use of CJIS, justice partners no longer had access to critical court case management information. Several solutions were discussed, including creating interfaces between the systems, providing Sustain licenses to justice partner users, or augmenting staff to handle the increased paperwork due to manual processes. These options were not viable due to their cost.

Program Goals and Desired Outcomes

- Implement a cost-effective way to disseminate court case management information.
- Continue the data exchange critical to law enforcement and other justice partner agencies.
- Expand electronic access to court case information for private attorneys and the public within statutory requirements via a secure Web-based application.
- Build-in functionality to include reporting tools and administrative tools.

Actual Program Outcomes and Benefits

- Expanded electronic access to court case information for private attorneys and the public within statutory requirements via a secure Web-based application.
- Justice partner administrators added 1,194 users.
- 50 private attorneys have requested access.
- Web site tracking software indicates around 300 users access the JPAW site each day, with an average user time of 38 minutes per session.
- The court has organized a justice partner user group that meets quarterly to discuss suggested enhancements. Comments from the group have been extremely positive.

How This Program Was Originally Funded

Funding for this project was from the court's internal budget. The court realizes that electronic access through the Web application will greatly improve its service to the public and decrease court costs for manually providing this information in the future.

Total Hardware and Software Costs	\$132,622
Total Consulting Costs	\$180,404
Total JPAW Project Costs	\$313,026

Ongoing Budget and Staffing Impacts

Currently, no fees are imposed for electronic access to court information; however, the court intends to impose fees in future releases to offset costs.

Court IT maintenance of user accounts for the justice partners, the Public Defender's Office, and private attorneys was greatly reduced by setting up administrators within each agency to administer their own accounts.

How the Program Is Sustained

- The court provides administrative training for justice partner agency representatives when new editions of the software are released.
- The court has installed software to measuring site traffic and usage.

Recommendations for Courts Wanting to Replicate This Program

- Courts who are not disseminating information on the Internet can replicate this approach by developing the different levels of information access.
- Courts that are providing information on the Internet can benefit from this project's research into remote access to court records.
- Courts using the Siemens Data Center can duplicate the pre-processes developed through this project for retrieving, converting, and publishing the data.

Contact:

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Additional resources:

Ralph N. Kleps Award information, www.courtinfo.ca.gov/programs/innovations
Superior Court of Monterey County's Web site: www.monterey.courts.ca.gov