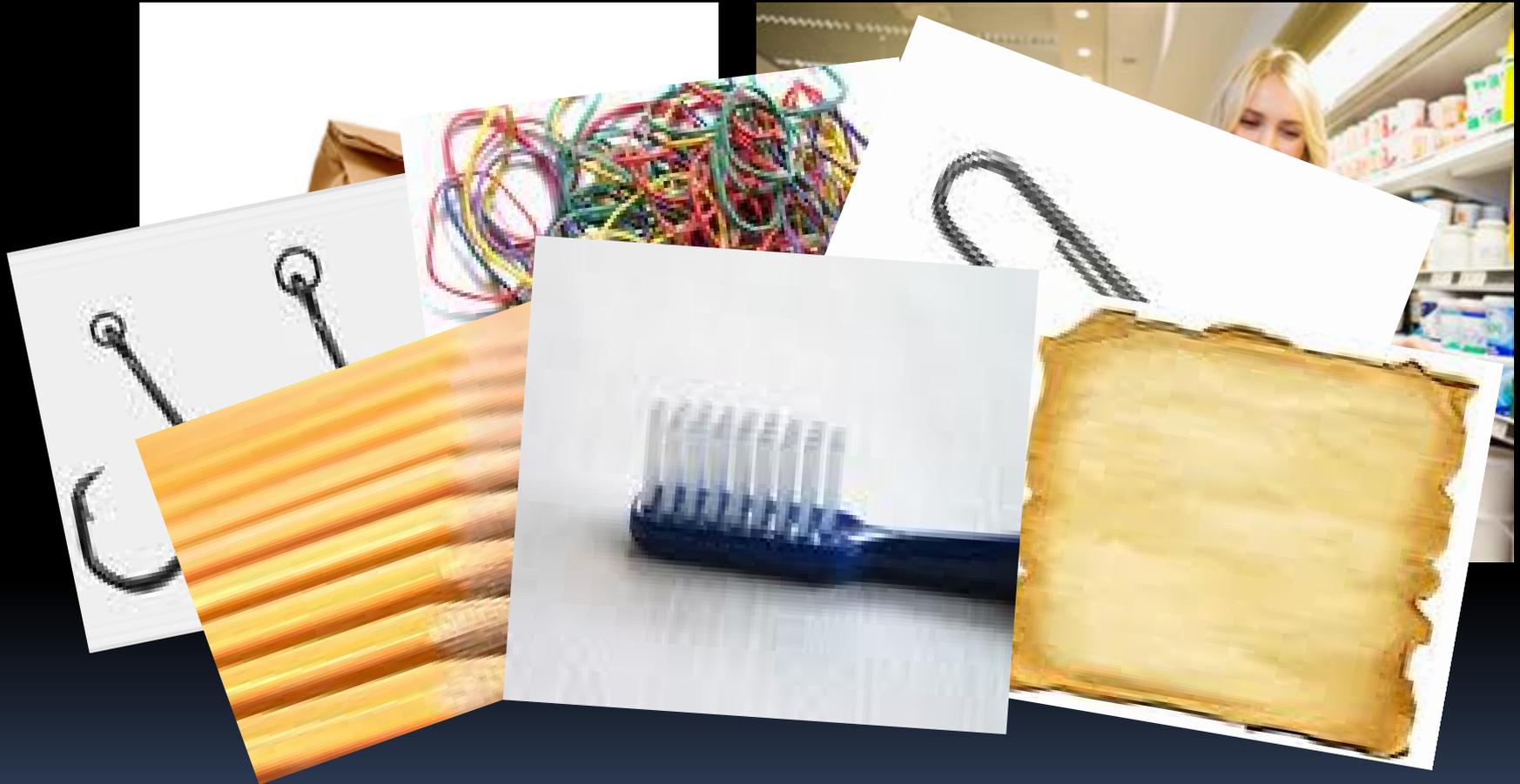


Court Appearance Reminder System CARS

Los Angeles Superior Court



Simple ideas...



...that have made life easier

Another simple idea - Reminder calls.



Everyone's doing it...

How?

Because customers provided their phone number to the business



CALIFORNIA HIGHWAY PATROL
NOTICE TO APPEAR
CHP 215 (REV 09/01)

47406 SS

MISDEMEANOR
 Traffic Nontraffic

Date of Violation 10-14-03 Time 3:15 AM PM Day of the Week S M W F S CHP 215a
 Accident

Name (First, Middle, Last) JOHN EDWARD WYATT Owner's Res. (City) 94000 (VC)

Address 162 1/2 W... ZIP Code 90003

City LOS... State CA Driver Lic. No. 2-1-73

Sex M Eyes BRN Height 6-02 Weight 226

Veh. No. ... State CA CO... HAZARDOUS (\$383 VC)

Body Style ... Color GRN Veh. Type 01

Financial Res. ... Same as Dr...

City ... ZIP Code ...

... (40810 VC) ...

No. Code and Section Description

4000 (a) (1) V.C. ...

REGISTRATION

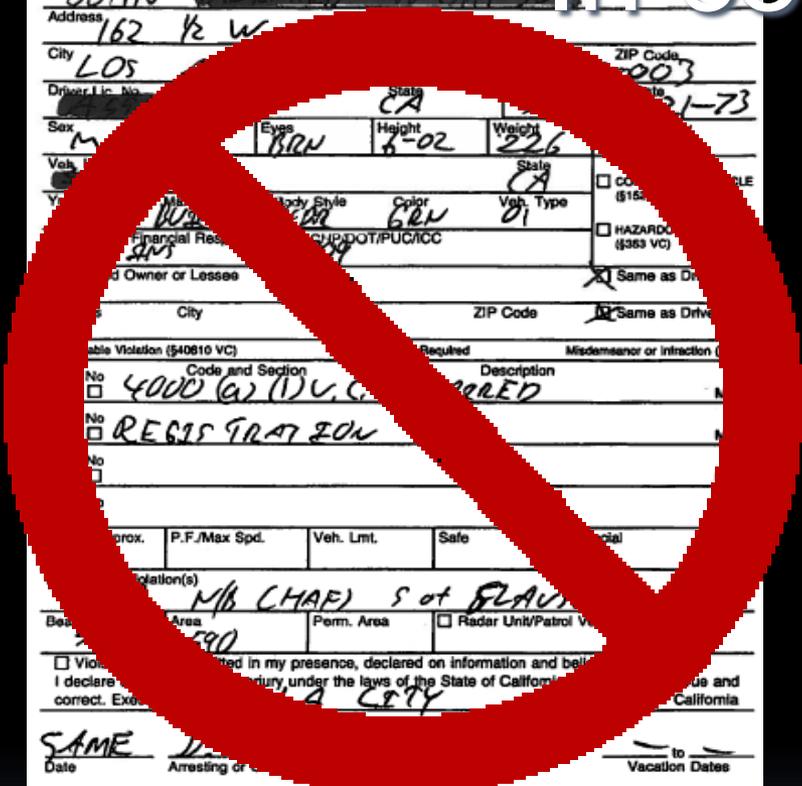
... (s) ...

Area ...

In-Contrast Traffic Citations

DO NOT HAVE THE DEFENDANT'S PHONE NUMBER!

- Only cases in collection status receive a reminder call
- Collection vendor either skip traces for a phone number or obtains a number through phone contact with the defendant



WITHOUT ADMITTING GUILT, I PROMISE TO APPEAR AT THE TIME AND PLACE INDICATED BELOW.
X SIGNATURE John Wyatt Jr.

WHEN: DATE: 12-11-03 TIME: 8:30 AM PM

WHAT TO DO: FOLLOW THE INSTRUCTIONS ON THE REVERSE

WHERE: SUPERIOR COURT JUVENILE

ADDRESS: 1945 S. HOLL ST L A, CA 90007

PHONE NO.: (213) 742-1884

To be notified
 You may arrange with the clerk to appear at a night session of the court.



Notice to Appear form approved by the Judicial Council of California Rev. 09-25-01 (S 40560(b), 40513(b), 40522, 40600 VC; S 853.9 PC.)

47406 SS

Traffic Failure to Appear Overview

Citation issued



If the defendant fails to appear for Court or pay citation, the Court refers the citation to the collection vendor



If defendant schedules a court appearance through the collection vendor, CARS reminds defendant of their court date



What is CARS?

- A simple idea that makes life easier for the court and the defendant



- Reminds defendants of their scheduled court date:
 - Provides court information and reminds defendants to bring important documents
 - Offers the defendant the option of paying the citation in lieu of appearing in court



CARS Overview

**Court transfers case information
to collection vendor**



**Court appearance is scheduled through collection vendor.
Collection vendor transfers information to
Interactive Voice Response (IVR) system**



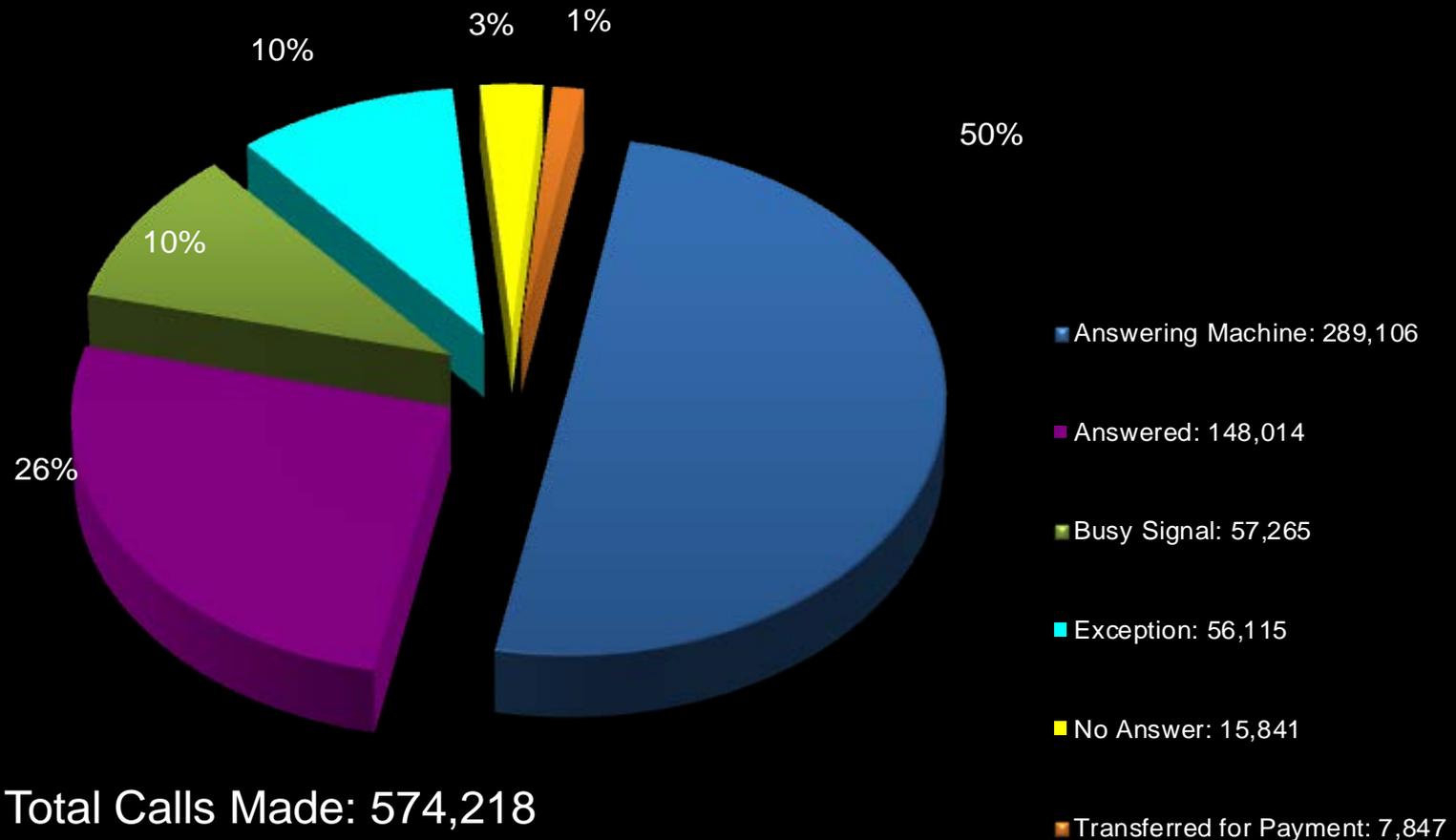
**Interactive Voice Response (IVR)
system contacts the defendant**

Goals of the Program

- Provide a higher level of customer service
- Decrease the number of defendants that fail to appear in court
- Decrease the workload of court staff
- Provide cost savings to the court

Project Summary Report

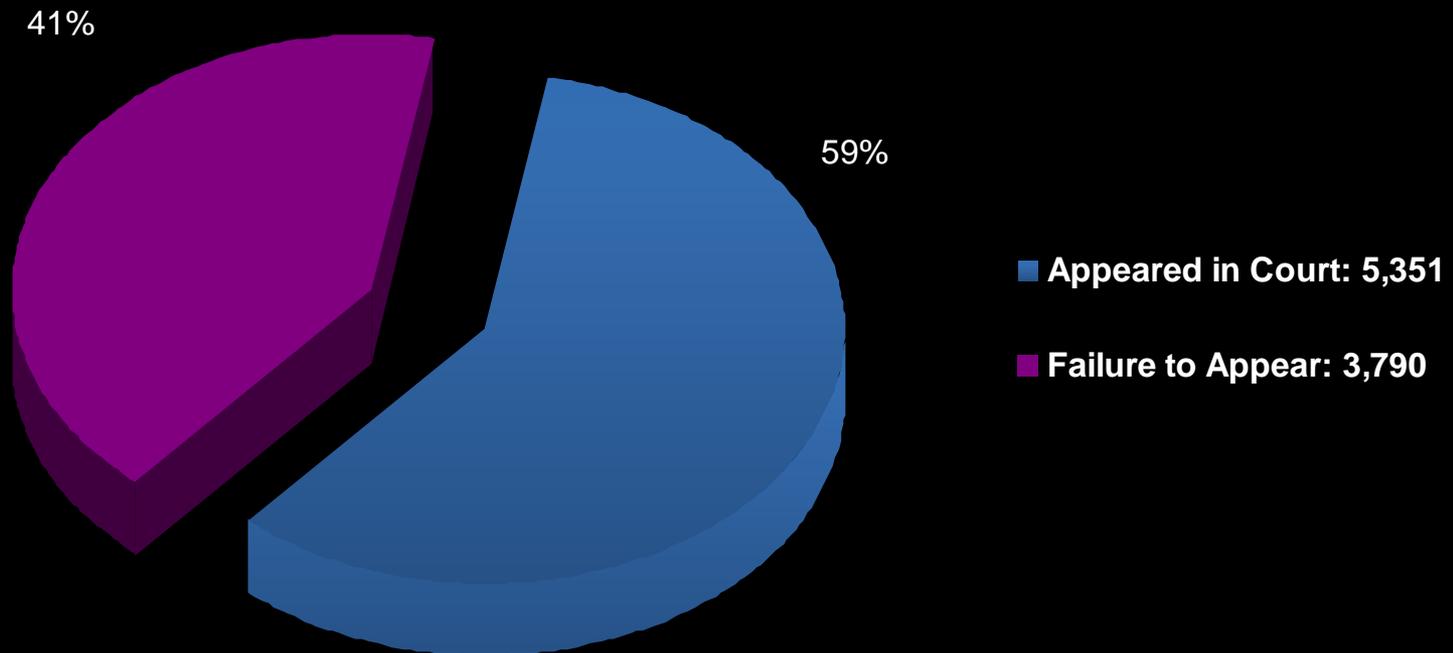
Successful Contacts
3/2009 - 3/2014



Total Calls Made: 574,218
Call Success Ratio: 76%

Appearance Rate Prior to CARS

October 2008



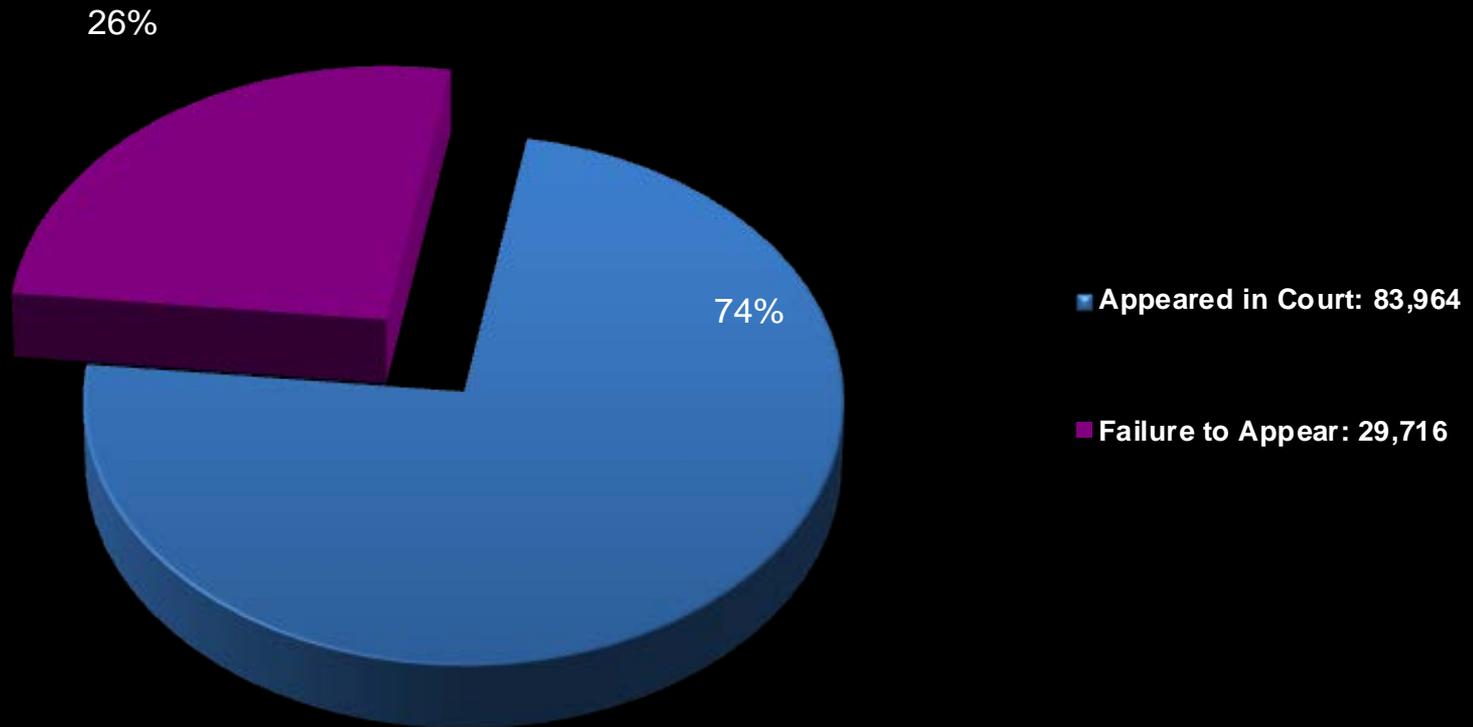
Total Scheduled: 9,141

Court Appearance Success Ratio: 59%

Appearance Rate After CARS

January - December 2013

Successful Contacts and Appeared in Court



Successful Contacts: 113,680

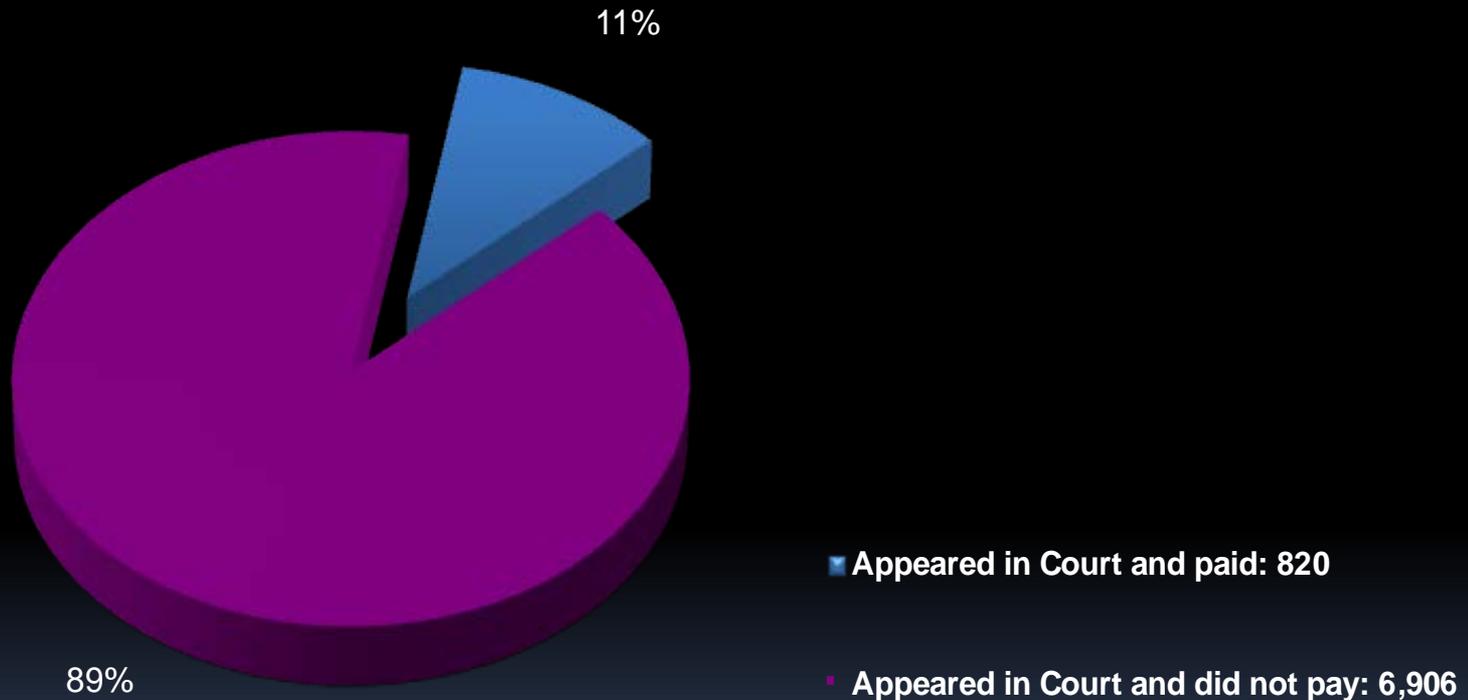
Court Appearance Success Ratio: 74%



Court Appearance with Payment

October 2013

Forthwith Payments (Partial or Paid in Full)



Appeared in court: 6,906

Forthwith Payment Success Ratio: 11%



Program Description

- Resources
 - Utilizes an existing telephonic system used by the Juror Services Division.
- Sources of funding
 - Start up cost the first year of service was \$29,568.
 - Annual system maintenance cost is \$12,672.
 - Pursuant to Penal Code §1463.007, the cost for this program can be recovered. The cost is offset by the revenue generated.

Penal Code §1463.007

§1463.007 (a) Notwithstanding any other provision of law, any county or court that operates a comprehensive collection program may deduct the costs of operating that program, excluding capital expenditures, from any revenues collected under that program. *The costs shall be deducted before any distribution of revenues to other governmental entities required by any other provision of law. Any county or court operating a comprehensive collection program may establish a minimum base fee, fine, forfeiture, penalty, or assessment amount for inclusion in the program.*



Program Description Continued

- Staffing
 - No court staff is used to make calls. CARS is a fully automated system.
- Program Activities
 - A data file is transferred nightly from the collection vendor to IVR system.
 - Reports are available on-line



Program Summary

- What is the collection vendor charging for this service and collections?
 - There are no additional charges by the collection vendor for this service
 - Collection vendor receives the negotiated rate for revenue collected
- Who generates the call to the defendant?
 - IntegraVox uses an Interactive Voice Response (IVR) system which makes the outbound reminder calls



Program Summary

- How is data exchanged between the court and the collection vendor?
 - Data is exchanged in a weekly file
- Does the collection vendor have direct access to the court's jury system?
 - No.



Is the program replicable in a smaller court?

- Absolutely!
- Courts can easily replicate the program provided they obtain a telephone number and a sufficient telephonic infrastructure.
- Estimated start up costs vary depending on the number of phone calls and the type of telephonic system the court has.

Any Questions?