

Goal VI

branchwide infrastructure for service excellence

Superior Court of California,  
COUNTY OF MONTEREY

## JPAW | JUSTICE PARTNER ACCESS WEB SITE

### Improving Access to Court Case Information

When the Superior Court of Monterey County shifted from the Criminal Justice Information System (CJIS) to Sustain, Justice Edition in 2004,

state and local law enforcement, county agencies, district attorneys, and public defenders lost their access to case management information.

To restore that access, so critical to the administration of justice, the court considered acquiring additional licenses to Sustain or adding court staff to continue to manually provide information. Both ideas were rejected as too costly. Instead, the court pursued an innovative solution—one that would

- ▶ Disseminate court case information with little cost
- ▶ Continue the exchange of data needed by law enforcement and other justice partner agencies
- ▶ Expand electronic access to court case information—within the limits of statutes—to private attorneys and the public via a secure Web-based application

That solution, the Justice Partner Access Web site (JPAW), began providing justice partners with access to court data in December 2004.

In 2005, the court organized a steering committee to explore how accessibility could be expanded beyond justice partners. Because statutes and [California Rules of Court](#) restrict the distribution of criminal history information and the remote accessing of court records, the JPAW system had to define four additional viewing groups: public defenders, attorneys, users of courthouse viewing rooms, and the public. Each group could access only that information to which it was entitled.

The court rolled out JPAW access in stages to the additional groups, beginning with public defenders in April 2006 and finishing with access for the public in July 2006.

To reduce the workload of court staff, the justice partner agencies were set up as system administrators, who could designate their staff to add and delete users, activate and deactivate accounts, and reset passwords.

#### ENTHUSIASTIC USERS

**“It is vastly superior  
to anything heretofore  
available to the  
practicing attorneys  
of Monterey County.”**

—Attorney, Salinas

The JPAW site has several features to ensure the integrity of the system itself and compliance with laws on access to information. These include

- ▶ Security features built directly into the Web application to protect data
- ▶ Password logons and authentication on justice partner views, so that only authorized users see restricted information
- ▶ Built-in auditing and reporting of users and usage
- ▶ Webtrends software to monitor and keep statistics on site traffic

JPAW also has an online user form for suggestions. A Justice Partner User Group, organized by the court, meets annually to discuss improvements to the Web site. The site's design is flexible, so that other courts can replicate the model with their own set of viewing groups.

## Impacts

- ▶ The JPAW site had more than 26,000 visitors in a six-month period, with logons by justice partners now exceeding 800 a day.
- ▶ When compared with alternatives to providing access to court case information, JPAW has saved the court nearly a half million dollars.
- ▶ The court has realized an additional savings of \$7,000 a year by creating a courthouse viewing room in place of 10 licenses for the Sustain system.
- ▶ Access to court case data has greatly increased, especially for the public, which now has 24-7 access via the Internet.

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**“The Justice Partners  
Web site is wonderful....  
I am able to access most  
of the information I need  
to complete a criminal  
background check....  
It has eliminated a lot of  
unnecessary work for  
myself and the court staff.”**

—Researcher, courthouse viewing room

