

**Priority:** Safety  
**Program Offer Type:** Existing Operating  
**Related Programs:**  
**Program Characteristics:**

**Lead Agency:** Local Public Safety  
**Program Contact:** Matthew O'Keefe

**Executive Summary**

The Court Appearance Notification System is a collaborative, multi-jurisdictional program to reduce the county's rate of failure to appear in court (FTA) through the use of automated telephone reminder calls. The system works by reminding defendants of an upcoming court hearing date, its time and location, as well as court contact information. The system has been shown to cost-effectively reduce FTA by as much as 46% and is projected to result in a cost avoidance of over \$1.9 million for Multnomah County's Criminal Justice system.

**Program Description**

Services for this program are provided by vendor contract and a part time/on call project manager. The vendor provides telephone notification of defendants for all eligible criminal cases. The project manager implements measures that improve program efficiency and regularly monitors and reports program performance to the Local Public Safety Coordinating Council (LPSCC) and the Criminal Justice Advisory Committee (CJAC). This program helps improve the efficiency of the County's criminal justice system by reducing FTA. Approximately 30% of criminal cases have people failing to appear for their court hearings, typically for low-level offenses. FTA incurs substantial costs to the various enforcement agencies for re-arrest, re-booking and additional jailing, additional prosecution, and increased matrix releases and issued warrant backlogs. Results of a 2006 program evaluation indicated that defendants successfully receiving calls failed to appear 16% of the time versus 23% who were phoned but did not get the message, and 28% for those who were not called because no phone number was on file. Follow up analysis in 2007 has indicated that FTA rate for cases successfully receiving calls remains at 16%.

**Program Justification**

This program meets several selection strategies by holding offenders responsible for their actions, demonstrating effective agency collaboration, and demonstrating success at preventing crime. The program notifies offenders of scheduled court hearings, thereby reducing the stream of offenders that fail to appear at court hearings (FTA). Reduction of the FTA rate improves the efficiency of the criminal justice system by holding offenders accountable under the law and reducing re-offense and recidivism due to FTA. The program is a collaborative effort of the State Courts and multiple county public safety agencies. LPSCC provides the project management and vendor contract management, the District Attorney's Office provides police training, the State Courts provide IT support, and the Budget Office provides technical assistance. The program has demonstrated success in preventing FTA. A recent program analysis has indicated that CANS will prevent an estimated 1600 instances of FTA for FY07.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	# of cases called by CANS	4,539	5,300	17,383	18,000
Outcome	% successful case notification	80.0%	75.0%	75.0%	75.0%
Outcome	% FTA for successfully notified cases	16.0%	16.0%	16.0%	16.0%

**Performance Measure - Description**

This program was expanded in FY 07. The program currently places notification calls for all eligible court hearings, resulting in over a 350% increase in notification call volumes. A project manager position was added to implement program efficiency improving measures and monitor and report program performance. A January 2007 program analysis has indicated that FTA rate for those successfully receiving calls is 16%, consistent with results observed in a March 2006 process and outcome evaluation.

**Legal/Contractual Obligation**

None

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2007	2007	2008	2008
<b>Program Expenses</b>				
Personnel	\$16,964	\$0	\$19,332	\$0
Contracts	\$40,000	\$0	\$40,000	\$0
Subtotal: Direct Exps:	<b>\$56,964</b>	<b>\$0</b>	<b>\$59,332</b>	<b>\$0</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$56,964</b>	<b>\$0</b>	<b>\$59,332</b>	<b>\$0</b>
Program Total:	<b>\$56,964</b>		<b>\$59,332</b>	
Program FTE	0.00	0.00	0.00	0.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Explanation of Revenues**

This program is funded through the General Fund.

**Significant Program Changes**

**Last year this program was:** #10045, Court Appearance Notification System

This offer includes temporary staffing to allow for implementation of efficiency improving measures and regular reporting of program performance measures. The temporary staffing should be considered one-time-only.