



Belton, Missouri

At-A-Glance

- 24,183 citizens
- Annual case load of 10,000
- Kansas City Metropolitan-area suburb & commuting city
- Voted top location to live by Forbes Business Magazine

Challenges

- Growing case loads and fewer resources forced the court to look at ways to do more with less
- Failure to Appear processing created a significant expense and resource burden

Solution

- Implemented Incode Notification for Courts — a proactive defendant communication tool

Results

- Reduced courtroom traffic by 23%
- Reduced warrants issued by 33%
- Reduced Failure to Appear 8% in first 60 days of after implementation
- Built-in reporting allows court to better respond to problem areas related to appearances

Business Challenge

Growing Case Loads and Increased Warrants Burdening Court Resources and Budgets

Belton Municipal Court faced a challenge common among local government offices today — a need to do more with less. As Laura Ellis, court administrator for the Belton Municipal Court, sought ways to save resources and cut costs, she identified Failure to Appear (FTA) notices as a significant resource drain. Mrs. Ellis knew that a single FTA can result in significant expenses including the labor associated with issuing notices and reminders, issuing warrants, arresting defendants for FTA, investigating unresolved warrants and even incarcerating defendants.

Mrs. Ellis also knew the simple answer to reducing the FTA processing burden on the Court — and ultimately the taxpayers of Belton — was to reduce the number of FTAs in the first place. She turned to long-time business partner, Tyler Technologies, supplier of the Court’s case management system, Incode.

Solution

Incode Notification for Courts

Incode Notification is a proactive defendant communication tool that automatically generates calls to defendants informing them of unpaid citations, court appointments or warrants issued. It saves the hard costs of physically printing and mailing notifications. It also saves a significant amount of the human resources (time) associated with notifying clients, as outlined in the chart below.

Laura Ellis explains that, “Using Incode Notification makes us much more efficient. First we virtually eliminated the time, material and postage costs we were spending on printing and mailing standard court notices and processing returned mail. Additionally we found 23% of defendants responded to automated court notification by paying their fines online — which has reduced the foot traffic in our courts. Finally — and most importantly — when we compared year-over-year, we found we reduced warrants by 33 percent.”

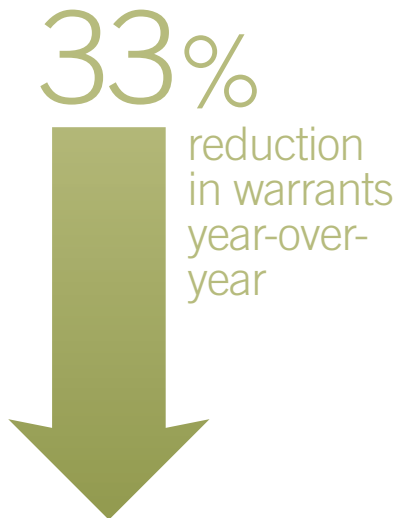
Reducing Courts’ Failure to Appear Rate: A Procedural Justice Approach

EVENT	MINUTES	LABOR COST
Type of Warrant Issued:	–	–
Bench Warrant	32.5	\$15.49
Arrest Warrant	37.5	\$14.78
FTA Charge Added	4	\$1.32
Arrest for Outstanding Warrant	42.5	\$25.57
Clearing Warrant from System	15	\$4.94
Booking Processing	30	\$13.54
Bond Processing	20	\$8.94
Jail (Cost/Inmate for 24 hours)	–	\$50-\$83

Reducing Courts’ Failure to Appear Rate: A Procedural Justice Approach
Brian H Bornstein, Alan J. Tomkins, Elizabeth M. Neeley • May, 2011



“Not only has Incode Notification allowed us to reduce the amount of time spent on printing and folding notices to be mailed and postage costs, but we’ve had a 33% reduction in warrants issued.”



Integrated Notification is Easy to Set Up and Use.

The Incode Notification module is completely integrated into the existing Incode Court Case Management system — making it easy to learn and use. The data needed to make the calls is already in the system; simply set your desired time and message for the calls and the system does all the work for you. Laura Ellis noted, “If you can use Case Management, you can set up Incode Notification.” And since it uses the same server and other hardware components as the court system, there are no expensive third party hardware costs to incur.

Another significant benefit of using Incode Notification system from Incode is that all communication activity is logged directly into the case files and can be reported directly from the system. Laura Ellis says of the reporting, “Reports are invaluable tools to help the Court oversee problem areas related to appearances. The easy-to-read reports allow the Court to see how efficient the Incode Notifications actually are.”

Incode Notification for Courts

Incode Notification for Courts has been helping courts across the country reduce failure to appear rates, increase collections and improve customer service.

- Reduce failure to appear rates, resulting in fewer warrants generated
- Increase court collections with payment reminders and phone payment options
- Improve customer service by increasing communication
- Save resources of staff time and money by reducing postal mail notification
- Lower the cost of ownership with direct Incode integration and eliminating third-party applications and services

Empower your court with Tyler’s Incode Notification for Court.

“Our main goal in utilizing the Incode Notification module was to decrease the number of failure to appear cases — Incode Notification has helped us accomplish that goal.” – Laura Ellis