

CourtCall Case Study

CourtCall Improves Efficiency of Criminal Plea and Bond Review Hearings in Dallas County



Challenge

In a scene familiar in any number of courts, the criminal plea and bond review hearing process in Dallas County can involve a time consuming transfer of defendants from the jail to over 30 courtrooms. On average it takes twenty minutes to move one defendant to court and even longer if the inmate has mental health concerns or physical ailments. To make matters worse, COVID struck as officials were exploring their options. The County contacted CourtCall for a safe and secure solution allowing all participants to appear by video.

CourtCall's Solution

CourtCall's browser-based platform was deployed on self-service kiosks within towers of the detention center. The kiosks allow defendants to electronically sign and fingerprint documents. They also have the option to print their own pass slips



or probation conditions. The court can retain PDFs with the embedded signature and fingerprints.

A self-serve Scheduler was developed for courts to reserve plea and bond review hearings. Attorneys, prosecutors, public defendants and others can log into their own calendar and schedule remote appearances, seeing what times are available in advance to prevent double bookings in any particular court. Encrypted, non-sharable links are generated for all desired participants to allow secure remote participation unavailable on other platforms.

Results

With CourtCall's kiosks platform and software enhancements implemented, Dallas County benefits from a paperless process that allows inmates to remain in jail and judges and attorneys to continue providing access to justice from home or office. Time spent transferring defendants to and from court was successfully reduced by half creating a faster daily docket and greatly reducing concerns over the spread of the Coronavirus.



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