

**Quality and Productivity Commission  
33<sup>rd</sup> Annual Productivity and Quality Awards Program  
"Empowering Innovative Solutions"**

**2019 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

**NAME OF PROJECT: JURY BOX**

**DATE OF IMPLEMENTATION/ADOPTION:** FEBRUARY 1, 2018

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2018)

**PROJECT STATUS:**  Ongoing  One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**  Yes  No



**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12-point font. State clearly and concisely what difference the project has made.

1 The Jury Box application automates and creates efficiencies to the jury selection  
2 process for the Judicial Officer, Judicial Assistant, and jury staff. It replaces the  
3 cumbersome manual paper process of seating jurors, taking notes on juror responses,  
4 tracking the dismissal of jurors for cause, by stipulation and for peremptory challenges,  
5 replacing dismissed jurors, and updating juror records. No longer do Judicial Officers  
6 have to strike out information or move post-it notes around a physical document to track  
7 the movement of jurors during the jury selection process, or maintain boxes of paper  
8 documenting the selection process for the trials they hear. Jury Box electronically  
9 records and stores important juror information and instantly retrieves judicial notes and  
10 documents submitted by a juror (such as a completed summons form). Jury Box works  
11 with the Court's Juror Management Information System (JMIS) to automatically update  
12 juror records. This significantly reduces workload by eliminating the need for staff to  
13 take information recorded on a paper document in the courtroom and manually enter it  
14 into the JMIS system, making the process more efficient and easy to track.  
15

**BENEFITS TO THE COUNTY**

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

**ANNUAL = 12 MONTHS ONLY**

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Los Angeles Superior Court 111 N. Hill Street Los Angeles, CA 90012		<b>TELEPHONE NUMBER</b> 213-633-0112
<b>PROGRAM MANAGER'S NAME</b> Darrell Mahood, Director, Juror Services		<b>TELEPHONE NUMBER</b> 213-830-0404 <b>EMAIL</b> dmahood@lacourt.org
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Mary Hearn, Public Information Officer 	<b>DATE</b> 06.27.19	<b>TELEPHONE NUMBER</b> 213- 633-0132 <b>EMAIL</b> mhearn@lacourt.org
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Sherri R. Carter, Executive Officer/Clerk of Court 	<b>DATE</b> 06.26.19	<b>TELEPHONE NUMBER</b> 213-633-0112

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**1<sup>st</sup> FACT SHEET – LIMITED UP TO 3 PAGES ONLY:** Describe the **challenge(s), solution(s), and benefit(s)** of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame**. Use Arial 12-point font.

Jury Box is a project developed in-house by Court Technology Services staff under the guidance of the Presiding Judge and the Judicial Technology Committee. The project aligns with the Court’s overall mission and strategic direction to use Business Process Reengineering to improve the efficiency, effectiveness, and electronic processing of Court work. Input and guidance from judicial officers and the jury commissioner was critical in ensuring that the program functionality met judicial and administrative needs, including adequate levels of confidentiality and security. It is a program that truly benefits all involved and is the first such program used in the California courts.

Historically, the jury trial selection process has been a completely manual and somewhat cumbersome process, which limits coordination and communication between the judicial officer and the judicial assistant and between the courtroom staff and jury assembly staff. To obtain information about a juror or obtain a copy of a juror’s completed summons, give juror’s attendance for the day, etc., the judicial officer or judicial assistant would have to call and request the information from staff assigned to the jury assembly room.

For every jury trial started, there is a case information sheet listing all the jurors assigned to the case for jury selection. Additionally, there is a paper chart/table with empty boxes that represent a vacant seat to be filled by a juror during the selection process. In many cases, a separate chart is used by the judicial officer and the judicial assistant independently to track the assignment and movement of jurors during the selection process. As each juror’s name is called, the judicial officer and the judicial assistant write the names in the appropriate box on their respective charts. As jurors are excused, their names are lined out and the name of the new juror seated is written under the name of the excused juror. As an alternative to striking names and writing new ones on the chart, some prefer to place post-it notes on the chart and replace them as changes occur. The post-it notes offer the advantage of providing space for note taking rather than having to take notes on a separate sheet of paper.

With more than 3,000 jury trials heard annually, there was an evident need to develop an alternative to the paper-based manual process used prior to the introduction of Jury Box. Jury Box is that alternative and aligns seamlessly with the Court’s automation objectives.

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Jury Box was designed to support the well-established jury selection electronically. It was also designed to maintain the existing responsibilities, accountability, confidentiality, and separation of duties between the judicial officer, judicial assistant and jury assembly room staff. In addition to accomplishing these objectives, Jury Box offers great flexibility, provides more information, simplifies the recording of the jury selection process, stores these records electronically, and works with the JMIS to automatically update juror records.

With Jury Box, judicial officers can create customized templates that mirror the juror seating configuration in their courtroom, create specific libraries of questions to ask jurors based on the type of case being tried, and permanently record responses electronically (such responses are kept confidential). Individual notes taken by judicial officers are also stored electronically, permanently, and confidentially with access available only by the judicial officer making the notes. This eliminates a fair amount of paper and the need to maintain a separate storage area for these notes for hundreds of judicial officers throughout the County. Jury Box tracks peremptory challenges and lets the judicial officer know to which party the next challenge belongs, which is especially helpful in complex, multi-party cases. Judicial Officers can also bring up an image of each juror's summons and other documents if additional information is needed or needs to be verified.

Judicial assistants in the courtrooms use an electronic version of the existing case information sheets to seat jurors in the jury box. With the click of a button, as opposed to striking one name and re-writing another on a piece of paper, they can process an excused juror and move a new juror to the vacated seat. Jury Box includes "quick" features to expedite certain processes and entries such as swearing jurors, disposing of jurors not used during selection, and tracking jurors' attendance, which simplifies the payroll process and helps ensure compliance with the record keeping requirements of the Trial Jury Selection and Management Act. It also eliminates the time and potential errors associated with having to call and report attendance to jury assembly room staff.

Since these entries made in the courtrooms automatically update the JMIS database, it eliminates the need for jury assembly room staff to make the same entries and makes the record keeping required under the Trial Jury Selection and Management Act much more efficient. Jury Box eliminates the need for staff to print multiple copies of the case information sheets and ask a prospective juror to deliver them to the judicial assistant upon arriving at the courtroom. The appropriate number of random and alphabetical case information sheets can be printed and delivered to the parties before the jurors arrive at the door.

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**Linkage to the County Strategic Plan – 1 page only.** Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

**Realize Tomorrow’s Government Today**

As the largest trial court in the nation, the Los Angeles Superior Court summons approximately 1.8 million Los Angeles County residents annually. Affecting the lives of so many people each year, as well as the employers who support the jury system, it is important to the Court to provide a system that utilizes resources efficiently and effectively, is accurate, and saves time for court users. Meeting these objectives furthers our success in meeting public needs and expectations, especially when looking at Jury Box as one of several successful jury system related initiatives implemented over recent years.

**Make Investments That Transform Lives**

Although jury service is often viewed as inconvenient and unpleasant, it is vital to our system of justice and impacts the lives of all people seeking justice through our Court system. Trial by Jury is included in Article 3 of the Constitution of the United States and twice in the Bill of Rights. The framers of the constitution viewed it as a safeguard to the freedoms they fought so hard to achieve for all Americans, past, present and future. Jury Box and other electronic systems developed by the Court to support jurors and the institution of jury service improve efficiency are cost effective, and strive to provide flexibility for court users, including members of the public performing this important civic obligation.

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font

**Cost Avoidance:** Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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