

**Quality and Productivity Commission**  
**26<sup>th</sup> Annual Productivity and Quality Awards Program**  
*“Investing in a Quality Future”*

**2012 APPLICATION**

Title of Project (Limited to 50 characters, including spaces):

**NAME OF PROJECT: MY JURY DUTY PORTAL**

**DATE OF IMPLEMENTATION/ADOPTION:** JANUARY 2010  
(Must have been implemented at least one year - on or before June 30, 2011)

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

**DID YOU SUBMIT THIS PROJECT BEFORE?**     Yes                     No

**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. Summarize the problem, solution, and benefits of the project in a clear and direct manner

1 The Los Angeles Superior Court commenced the My Jury Duty Portal (MJDP) project in  
2 in January 2010 and completed it in August, 2011. It operates as a unique and  
3 customized Web Portal, functioning as a “one-stop shop” for jurors. MJDP provides a  
4 single point of contact to obtain services and the information needed to complete jury  
5 service in Los Angeles County. MJDP is accessed through the Jury Services webpage,  
6 of the Los Angeles Superior Court Website, at: [www.lasuperiorcourt.org/jury/](http://www.lasuperiorcourt.org/jury/).

7  
8 MJDP meets two primary goals:  
9        1. to increase customer service and satisfaction  
10        2. to increase cost savings and productivity

11  
12 MJDP more than meets these goals: it has become one of the most praised services  
13 offered by the Court.  
14  
15

(1) ESTIMATED/ACTUAL ANNUAL COST AVOIDANCE	(2) ESTIMATED/ACTUAL ANNUAL COST SAVINGS	(3) ESTIMATED/ACTUAL ANNUAL REVENUE	(1) + (2) + (3) TOTAL ESTIMATED/ACTUAL BENEFIT	SERVICE ENHANCEMENT PROJECT
<b>\$ 465,966</b>	\$	\$	<b>\$465,966</b>	
<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> The Los Angeles Superior Court 111 North Hill Street, Room 105-E Los Angeles, CA 90012			<b>TELEPHONE NUMBER</b> (213) 974-5401	
<b>PROGRAM MANAGER'S NAME</b> Gloria Gomez Director, Juror Services			<b>TELEPHONE NUMBER</b> 213-974-5814  <b>EMAIL</b> ggomez@lasuperiorcourt.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 Eckhardt Hearn, Public Information Officer <b>SIGNATURE ON FILE</b>		<b>DATE</b> 06/ /12	<b>TELEPHONE NUMBER</b> (213) 974-5227  <b>EMAIL</b>	
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> John A. Clarke, Executive Officer/Clerk <b>SIGNATURE ON FILE</b>		<b>DATE</b> 06/ /12	<b>TELEPHONE NUMBER</b> (213) 974-5401	

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**FACT SHEET – LIMITED TO 3 PAGES ONLY:** Describe the **Challenge, Solution, and Benefits** of the project, written in plain language. Include a discussion of the technology and linkage to the County Strategic Plan. The description should identify Performance Measures.

**CHALLENGE** (suggest ½ to one page)

Extreme budgetary constraints affect the Los Angeles Superior Court. Even before funding cuts began to impact operations, the Court was searching for ways to maximize and to improve the levels of services available to the public. Toward that end, the Court’s Juror Services reviewed their operations and services, and realized that it might be possible to improve their contribution to court service and efficiency.

The Court summons three million jurors a year, for over 5,000 jury trials, in 34 different court locations, throughout the Los Angeles County. On any given day, more than 10,000 jurors report for jury duty. It is the world’s largest jury trial system.

The Court needed a new way to streamline operations, improve productivity, increase operational efficiency, and increase cost savings. The established method of summoning jurors and processing their paperwork was time consuming and inefficient. It was clear that a better way to serve the public, and jurors in particular, was needed.

**SOLUTION** (suggest ½ to one page)

MJDP was designed to help jurors meet the majority of their jury duty requirements. MJDP eliminates the inconvenience and expense of telephone communication between jurors and juror services staff. It provides a single point of contact for juror services and information. Further, MJDP accomplishes this with increased cost savings and efficiency.

The functions and information available through MJDP include, but are not limited to:

1. inform jurors what steps to take regarding their reporting situation
2. registration for jury duty via personalized online jury summonses
3. the ability to complete the legally mandated orientation online, prior to reporting to court. (This allows jurors, on their first day of service, to appear up to two hours later than the regular reporting time. This enables them to save time, manage their personal business, and avoid early morning traffic)
4. postponement of jury service via reference to calendars displaying available weeks
5. request an excuse from service via customized online options
6. request a transfer to another court location
7. access reporting instructions
8. direct communication with Juror Services staff via secure chat sessions
9. information regarding special needs accommodations
10. provides exact distance to the various courthouses via personalized maps

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11. driving directions to the summoned court location
12. electronic confirmations and reminders via email or text messaging
13. inquiries to Juror Services, directed and answered to, via built-in messaging center
14. information about local restaurants, shops, and entertainment venues specific to court location, in addition to walking directions to these venues
15. public reports and information regarding Juror Services operations.

**BENEFITS** (suggest 1 to 2 pages)

MJDP yields significant cost avoidance and productivity efficiencies for the Court. Since the project's inception, over 612,000 jurors have used MJDP. These jurors were able to register for jury duty, postpone service, request excuses and receive reporting instructions. They would otherwise need to use less efficient systems, such as the Court's telephonic system.

Jurors are becoming more and more aware of MJDP's user friendly convenience. As word continues to spread, the already high number of users are expected to continue to increase dramatically.

MJDP has more than exceeded its goals in providing excellent customer service and satisfaction. To date, the Court has received over 25,500 responses to the online customer satisfaction survey. The majority (95%) of these responses indicated overwhelming juror appreciation of MJDP. The chat session feature is one of the most praised aspects of the project. These are just a few of the positive responses that the Court received so far:

*“Very easy to use/navigate. Very well put together. Well done.”*

*“I appreciate the ability to complete my summons information and orientation on-line. I found the site to be well designed and intuitive. Thank you!”*

*“I love it! Very easy to use...it is user friendly and easy to navigate. Congratulations!”*

*“Every court should use this system! Thanks.”*

*“Great! The ease of use is fantastic and would highly recommend it to others without question.”*

*“Excellent set of interactive materials. I appreciate the way the courts are keeping up with technology and are mindful of juror convenience as they do so.”*

*“This service is amazing and makes the experience much more palatable. Thanks so much and I look forward to seeing you in November.”*

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*“I love that I can handle my jury service registration and details online now! The website worked fine even with Firefox browser on a non-Windows computer. Great job!”*

*“Love the Chat line. Wait time is virtually zero and I get a friendly reply from the agent. Thanks for your hard work.”*

*“Very user-friendly, intuitive, and effective. Good job, LA Superior Court!”*

*“I think all forms of government run processes can be streamlined in the same manner. I appreciate the convenience of not having to wait on a phone call. Thank you for providing efficiencies that once did not exist.”*

*“So far the best and easiest government site to navigate.”*

*“I absolutely love the option of having an online portal. Way to go, LA County!”*

*“I was thoroughly impressed with the layout of the site and its intuitiveness. The ease that this portal possesses is something that is rarely seen in government websites. I must say I was impressed.”*

*“Wow - very impressed with the State Government for using internet technology. Convenient, and easy to use! Thanks!”*

*“Wow !! Finally a web site with intelligent design. Especially easy to navigate for an “old timer” as I.”*

*“Awesome!”*

LINKAGE TO THE COUNTY STRATEGIC PLAN:

My Jury Duty Portal links most directly to County Strategic Plan, Goal #1: “to maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.”

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFIT):** Use this page to provide a breakdown of the estimated/actual costs benefits. As a suggestion, work with your fiscal staff.

**Cost Avoidance:** Anticipated costs that are eliminated or not incurred as a result of program outcomes.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes.

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

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<b>\$ 465,966</b>	\$	\$	<b>\$ 465,966</b>	<input type="checkbox"/>

**ANNUAL= 12 MONTHS ONLY**

<b>Cost Avoidance to date based on Web Portal Transactions</b>	<b>Cost Avoidance to date *</b>
Avoidance due to less calls made to the 1-800-SRV-JURY telephone system based on 612,000 Web Portal logins to date	
Cost of phone calls	\$220,320
Cost of staff time	\$73,807
Avoidance due to less summonses to process manually based on 172,142 Web Portal documents created online to date	
Cost of staff time	\$3,111
Avoidance due to less documents to mail out in the post summons phase based on 172,142 Web Portal documents created online to date	
Cost of postage	\$128,074
Cost of printing forms	\$32,706
Avoidance due to RIDERS that do not have to be created based on 172,142 Web Portal documents created online to date	
Cost of postage	\$3,202
Cost of staff time	\$3,111
Cost of printing forms	\$1,635
<b>Total Avoidance to Date</b>	<b>\$465,966</b>

\*Actual detail calculations for Cost Avoidances can be provided upon request.