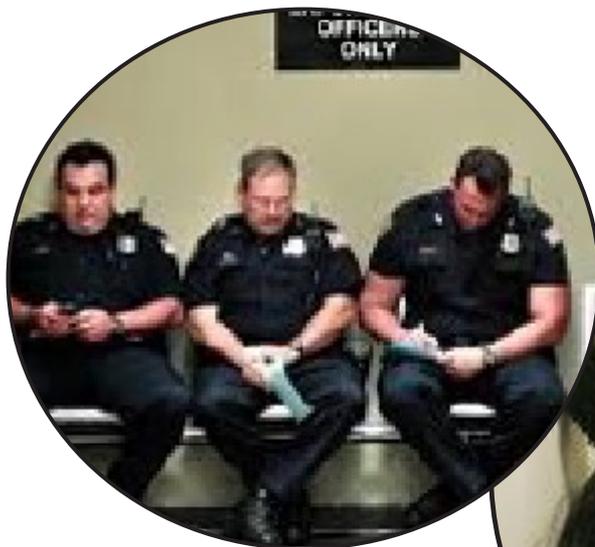
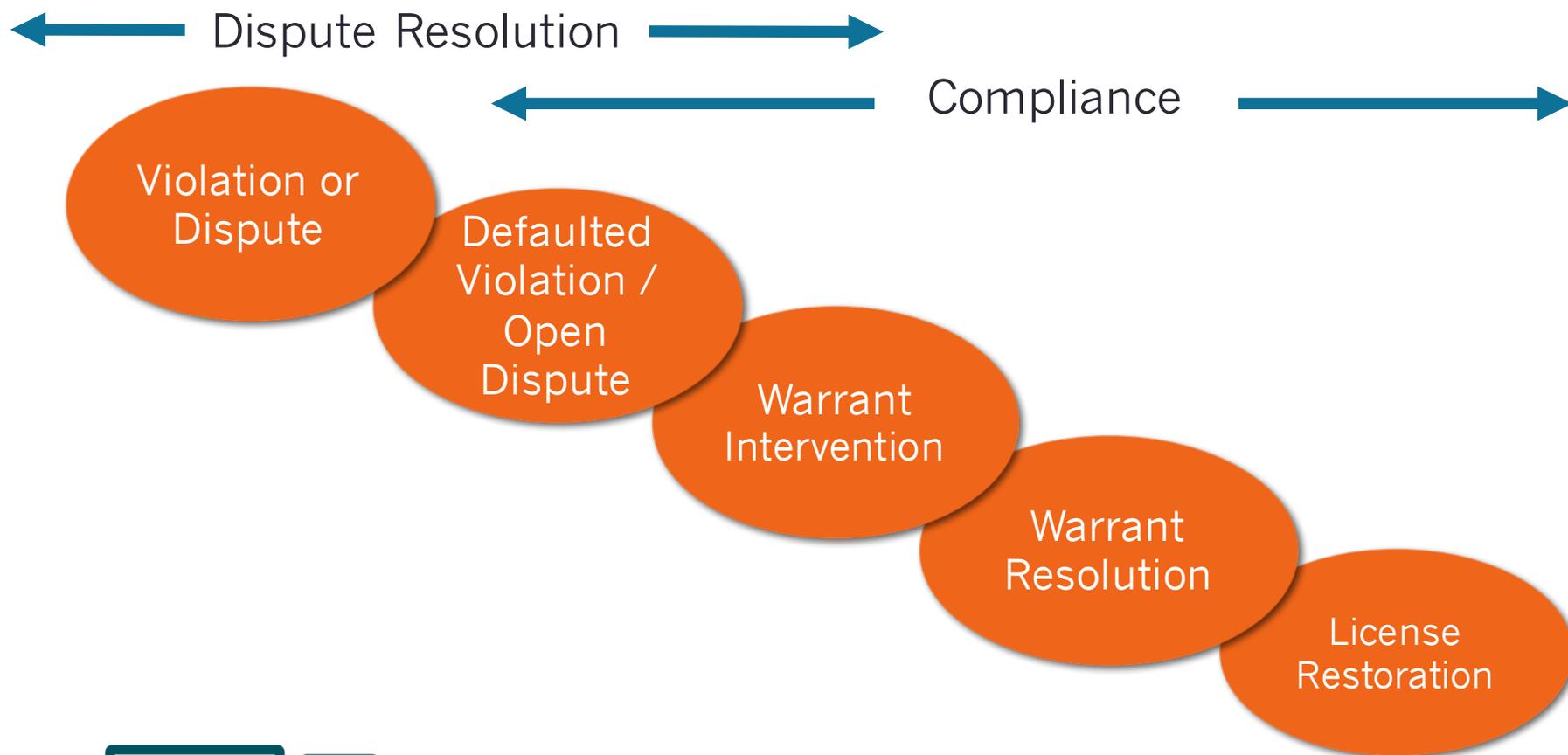

ONLINE CASE RESOLUTION SYSTEMS ENHANCING ACCESS, ACCURACY, AND FAIRNESS

J.J. PRESCOTT
MAX BULINSKI

WHY ONLINE PROCESS?



SOLUTIONS AT VARIOUS POINTS



DISPUTE RESOLUTIONS

Traffic Violation

Many citizens request a review of their traffic case, hoping for a lesser charge with no or fewer points. Citizens can ask for a review and send statements to law enforcement and the court. Law enforcement can review on their own time without having to wait around in court. And judges and magistrates can adjudicate the cases without the docket time and hassle.

Parking Violation

Citizens want their voice heard with respect to many parking violations. In some courts, informal hearings for parking tickets are almost as numerous as they are for traffic tickets. That adds time and complexity to the docket and ties up valuable court resources. As with traffic, the court can review and process cases efficiently and conveniently.

Dispute

Working with courts to apply technology, process and interfaces to handle additional dispute types including: friend of court disputes and compliance, small claims, landlord tenant disputes, and various plea by mail cases.



COMPLIANCE

Warrant Intervention

Provide an alternative in cases where a warrant is about to be issued. Enables interaction between the court and the citizen before the warrant is actually issued by the court – eliminating warrant backlogs before they begin.

Warrant Resolution

Many citizens are afraid of going to court to resolve a warrant because they fear they will be arrested. Solution: reduce barriers so citizens and the court can move the case to disposition quickly and easily.

License Restoration

Resolving a license suspension is a complex, multi-step process. This guides citizens through the steps to resolve driving with a suspended or revoked license charges. The court and prosecutors can message users any time. System emails and texts help keep citizens on track.



Amnesty Support

STAKEHOLDERS



VALUE ADDED FOR COURTS

Efficiency

Online case review saves time, resources and manpower

Quality

Maintain judicial and prosecutorial discretion

Access

Additional path for citizens to resolve cases

Speed

Faster turnaround with citizens accepting responsibility and resolving cases

CURRENT IMPLEMENTATIONS



Bay County

- Traffic Disputes
- Warrant Resolutions



East Lansing

- Traffic Disputes
- Warrant Resolutions
- Parking Disputes



Grand Rapids

- Warrant Interventions



Highland Park

- Traffic Disputes
- Warrant Resolutions
- Amnesty Support



Lansing

- Traffic Disputes



Washtenaw County

- Traffic Disputes



Wayne

- Traffic Disputes



Kent County

- License Restorations



Ingham

- Traffic Disputes

WARRANT AND CIVIL INFRACTION / MISDEMEANOR ONLINE RESOLUTION

USING THE MATTERHORN PLATFORM



Matterhorn™

BY COURT INNOVATIONS

ONLINE PROCESSES

Civil Infractions

**Step 1:
Citizen**

- Enters basic information

**Step 2:
Platform Triaging**

- Checks initial eligibility and configurations

Step 3: Citizen

- Requests a review
- Provides information

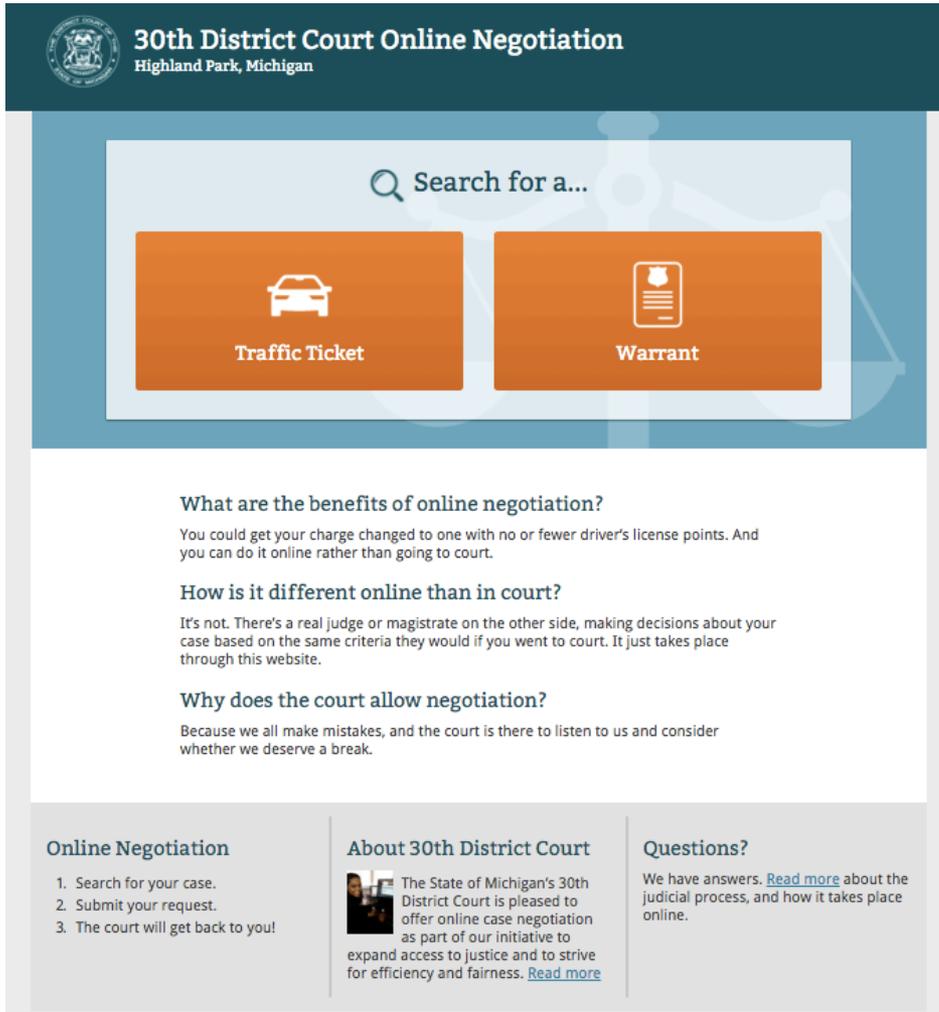
**Step 4:
Law Enforcement**

- Recommends offer based on request and situation

**Step 5:
Court/Citizen**

- Accepts or rejects offer; sets fine. Final resolution notification sent to citizen

CITIZEN'S INITIAL ACCESS



The screenshot shows the homepage of the 30th District Court Online Negotiation website. At the top left is the court's seal and the text "30th District Court Online Negotiation Highland Park, Michigan". Below this is a search bar with the placeholder text "Search for a...". Two prominent orange buttons are displayed: "Traffic Ticket" with a car icon and "Warrant" with a document icon. The main content area contains three sections of text: "What are the benefits of online negotiation?", "How is it different online than in court?", and "Why does the court allow negotiation?". At the bottom, there are three columns: "Online Negotiation" with a numbered list, "About 30th District Court" with a small image and text, and "Questions?" with a paragraph and a link.

30th District Court Online Negotiation
Highland Park, Michigan

Search for a...

Traffic Ticket

Warrant

What are the benefits of online negotiation?
You could get your charge changed to one with no or fewer driver's license points. And you can do it online rather than going to court.

How is it different online than in court?
It's not. There's a real judge or magistrate on the other side, making decisions about your case based on the same criteria they would if you went to court. It just takes place through this website.

Why does the court allow negotiation?
Because we all make mistakes, and the court is there to listen to us and consider whether we deserve a break.

Online Negotiation

1. Search for your case.
2. Submit your request.
3. The court will get back to you!

About 30th District Court

The State of Michigan's 30th District Court is pleased to offer online case negotiation as part of our initiative to expand access to justice and to strive for efficiency and fairness. [Read more](#)

Questions?

We have answers. [Read more](#) about the judicial process, and how it takes place online.

Configurable to meet the criteria of your court

CASE TRIAGING

30th District Court Online Negotiation

Highland Park, Michigan

[Home](#) [About](#) [FAQ](#)

Ticket Details

Name
MARY BROWN

Offense Date
Feb. 9, 2015

Offense
SPEEDING/SPD 5 OVER

Fine
\$126.00

Points
2

Eligible for review!

When you request a review, the court may extend an offer for a lesser charge, that carries no driver's license points. If you don't get an offer, you can still pay the fine for the original charge, or contest your ticket in court.

[REQUEST REVIEW](#)

Or, you can pay for your ticket by mailing payment to the address on the ticket or via the [court's online payment system](#).

Or, you can contest your ticket the old-fashioned way by scheduling an in-person hearing in court. Just call 313.252.0243 weekdays, from 8am to noon and 1 to 5pm.

30th District Court
12050 Woodward Ave.
Highland Park, MI 48203

[Home](#) [About](#) [FAQ](#) [Privacy](#) [Terms](#)

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The case is run through filters defined by the court and police agencies to determine if the case is eligible.

CITIZEN REQUEST FOR REVIEW

30th District Court Online Negotiation

Highland Park, Michigan

[Home](#) [About](#) [FAQs](#)

Ticket Details

Name
Mary Brown

Offense Date
2/9/2015

Offense
SPEEDING/SPD 5 OVER

Fine
\$126

Points
2

Request Review

i When you request to have your ticket reviewed, the court may extend an offer for a lesser charge. If your request is denied, you can either pay your ticket or request a formal hearing in court.

Yes, I would like to request my ticket be reviewed.

I understand that failure to pay within the required time will void this agreement, and may result in a judgement being entered for the original ticket.

As soon as the judge has reached a decision, we'll email/text you with a link to see the decision and take next steps.

Your email **Confirm your email**

Cell phone **Confirm cell phone**

Reason for request (Optional)

I affirm that I am _____ and that the information provided is true and complete.

[Cancel](#)

[Home](#) [About](#) [FAQs](#) [Privacy](#) [Terms](#)

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A citizen can request an online review by answering a few questions defined by the court.

PROSECUTOR/COURT LIASON DASHBOARD

Bay County Online Case Review
Bay City, Michigan

Andrew Iacco
[My Account](#) | [Logout](#)

Home Traffic Warrant Tools

My Queue

Traffic	Count	Oldest
Prosecutor Review	8	25.2 days
Judge Review	5	13.1 days
Final Processing	0	0.0 days

Warrant	Count	Oldest
FTA Judge Review	0	0.0 days
FTP Judge Review	0	0.0 days
FTP Decisions	0	0.0 days
FTA Decisions	0	0.0 days

[\[+\] View all queues](#)

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Civil infraction cases can be viewed by case type, case number, date of birth, first and last name.

POLICE/PROSECUTOR OFFER

30th District Court Online Negotiation
Highland Park, Michigan

Test Police | [Change Password](#) | [Logout](#)

Traffic

MARY BROWN

Original Offense

Offense
SPEEDING

Fine
\$126.00

Points
2

Offense Date
Feb. 9, 2015

Case #
126419CT

Defendant Details

Name
MARY BROWN

DOB
Jan. 1, 1980

License Number
M129871939

Email
mary.brown@gmail.com

Cell Phone
989-123-4567

Options

Impede Traffic ▾

Add a note (not shared with defendant unless you check the box below)

Share this note with the defendant.

Action

Recommend Approve

Recommend Reject

SUBMIT [Cancel](#)

Request History | Driving Record

Filing Date	Court	Ticket	Charge	Status/Plea
2015-04-13	D30	1264410I	SPEEDING	
2014-10-28	D54A	14G3954032	NO PROOF OF INSURANCE	ARS
2013-04-25	D36	134255171	VIOLATION OF SAFETY BELT LAW	ARS

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For civil infractions, the court officer or prosecutor reviews the history and any comments by the citizen. They then extend an offer or reject the request.

JUDGE/MAGISTRATE DETAILED VIEW

30th District Court Online Negotiation Lisa Townsend's Account | Admin | Log out
Highland Park, Michigan

Home | Parking Tickets | Traffic Tickets | FTA Warrants | FTP Warrants

MARY BROWN 1 of 7 < >

✓ Recommend Approve

Offense
IMPEDING TRAFFIC

Fine
\$150

Points
0

Traffic School
Yes, online traffic school with offer.

Approve or Reject

Approve
 Reject

Fine - You must enter an amount.

\$

Note

Add a note (not shared with defendant)

Share this note with the defendant.

[Cancel](#)

Original Offense

Offense
SPEEDING/SPD 5 OVER

Fine
\$126

Points
2

Offense Date
2/9/2015

Case #
126419CT

Case History | Driving Record

Filing Date	Court	Ticket	Charge	Status/Plea
12/23/2014	D93	14X1072815	2005 SPEEDING	ARS
7/31/2012	D74	14 S394283SL 1	5576-S LIMITED ACCESS SPEEDING	RSP

Defendant Details

Name

The court finalizes based on the citizen's ability to pay.

CITIZEN NOTIFICATION WITH FINAL STEPS

The 30th District Court has received your request. Thank you for using the 30th District Court's online negotiation system to resolve your warrant. We'll text you again within a few days with next steps.

You have a failure to pay warrant. To help you, the court may set aside your warrant and put you on a payment plan. Check your email for a link to your case, or return to www.courtinnovations.com/MID30 to search for your case.

You've been approved for a payment plan! Total due: \$235.00, Payment amount: \$50.00, Interval: Monthly, First payment due: Oct 1, 2015. Check your email or go to the website at www.courtinnovations.com/MID30 for more detail.

Thank you for using the Bay County 74th District Court's Online Case Review system to resolve your case. We'll email/text you again when a decision has been made.

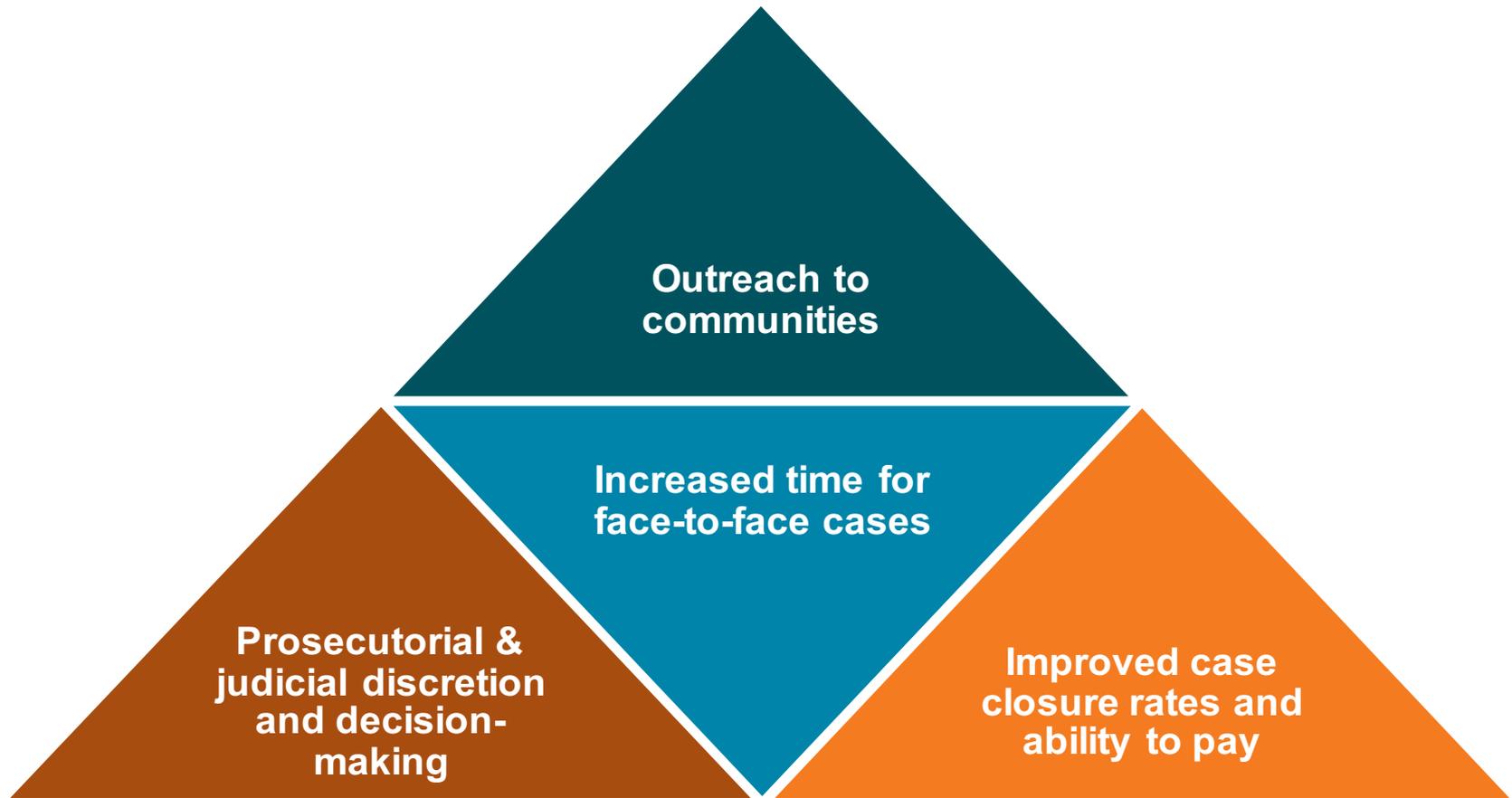
Communications with the citizen will include a URL whenever the citizen is required to take action.

30th District Court - ACTION REQUIRED!

The judge has approved your request for a payment plan in the amount of \$20 per month. Click the button to visit your case status page, where you can see details, accept your offer, and find out what your next steps are. Please remember that you are responsible for ensuring your fine is paid in full, and the court is here to help you with that process.

[Accept or Reject Offer](#)

INFORMATION AND RESEARCH



ONLINE CASE REVIEW BENEFITS

FOR THE COURT

- Time savings for judges, magistrates and court staff
- Most tickets paid (with or without an offer)
- Quicker resolution to cases – days instead of weeks/months
- Court staff satisfaction: expansion, integration, increased access to justice
- Flexible communication with law enforcement and prosecutor
- Maintains the integrity of the process while freeing up the court docket

ONLINE CASE REVIEW BENEFITS

**FOR LAW
ENFORCEMENT**

- Reduced scheduling/overtime for court appearances
- Case history is easily accessible for review and recommendations
- Flexibility to access additional information if needed
- Eliminates confrontational setting with defendants
- Allows officers to spend less time in the courtroom and more time serving in their communities

ONLINE CASE REVIEW BENEFITS

FOR THE CITIZEN

- Allows citizens online access to the court – removing the need to go to court.
- Dispute resolution can begin sooner leading to faster case resolution
- Satisfaction knowing their voice is being heard by all parties including court officials
- Don't feel pressure to take time off of work, organize childcare, or arrange transportation in order to go to court

BAY COUNTY COURT



“The thing that is most attractive on this is that a lot of people who work or go to school or never had issues with the law can go online and resolve their case without ever having to come into court.”

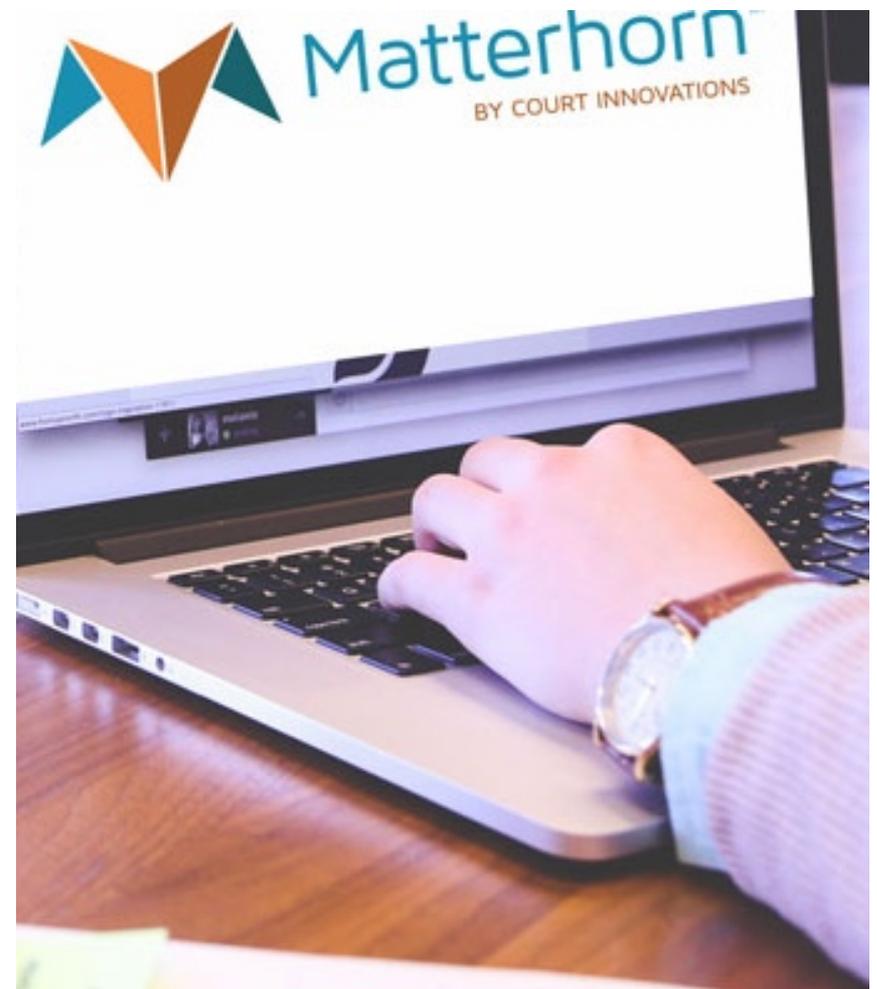
“If they do not qualify to pay online, it will give a new appearance date and they’re not out there with that fear that they will be arrested.”

Hon. Dawn Klida,
74th District Court Judge

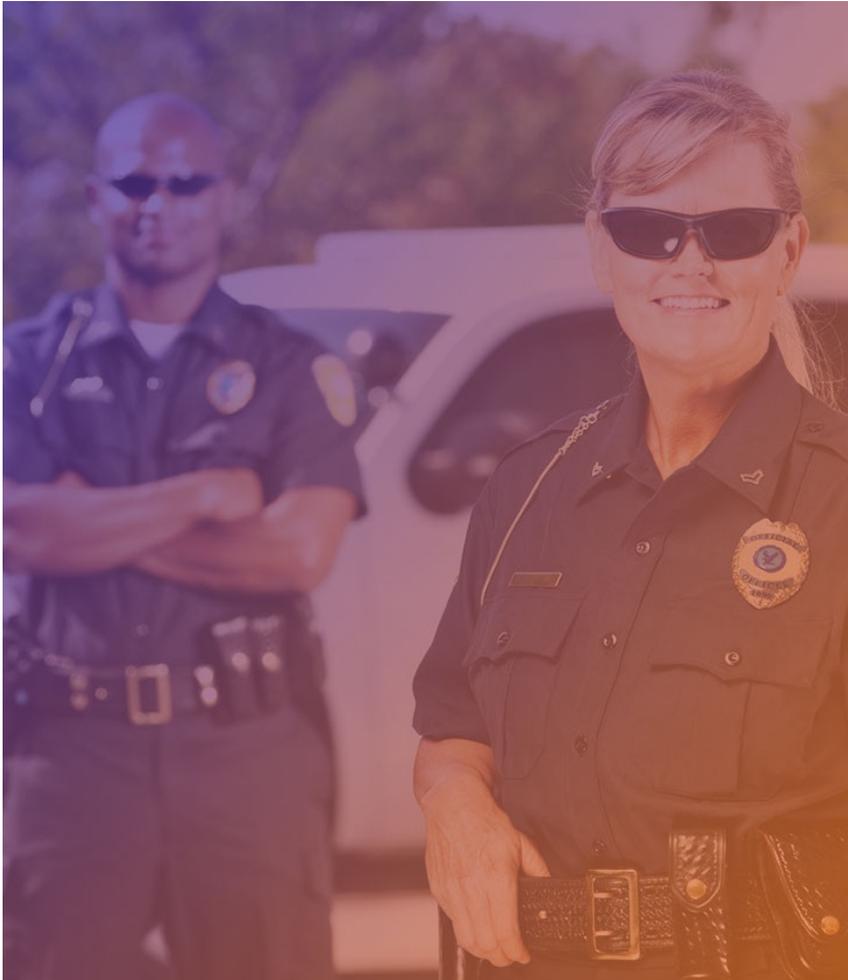
BAY COUNTY PROSECUTOR'S OFFICE

“The online case review process is simple and easy to use. I can go online anytime, access more information while reviewing a case, which allows me to make better decisions.”

Barbara Hayward,
Bay County Assistant
Prosecutor



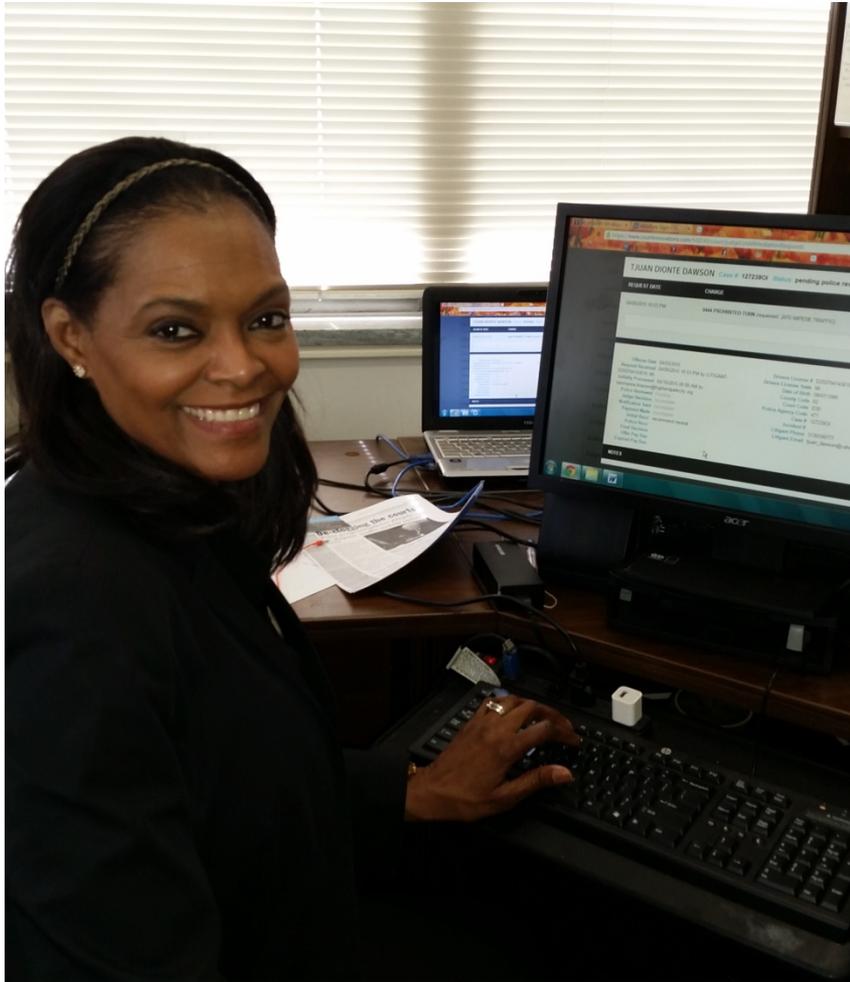
PITTSFIELD CHARTER TOWNSHIP POLICE



“The system allows the user the benefit of logging in whenever they want. You don’t have to schedule a specific date and time to attend ... You are able to view the person’s history immediately. The user can read the comment written by the subject but does not have to argue with them about the offense. You have the capabilities to log on from anywhere.”

Officer Shawn Booth
Pittsfield Township, Michigan

HIGHLAND PARK COURT



“Currently those with civil infractions are getting an initial court date on average of 21 days; with Matterhorn, from date of ticket issuance through to closing of the ticket is averaging 6.1 days.”

Hon. Brigette Officer-Hill,
30th District Court Chief Judge

COURT INNOVATIONS

ONLINE CASE RESOLUTION SYSTEMS

J.J. PRESCOTT

jprescott@umich.edu

MAX BULINSKI

bulinski@umich.edu



Matterhorn™

BY COURT INNOVATIONS