

## E-Juror

### Study of E-Juror in Iowa and Utah

#### Definition

An electronic process of merging and purging for a comprehensive jury source list, which produces a jury summons, a web portal for jury qualification, a jury inquiry, and a random selection of courtroom jury pools.

#### Solution

Iowa - vendor solution

Utah - in house solution

#### Observations

- Jury source list includes names from multiple sources without duplicates.
- Selection of the jury pool is random and marked for jury selection.
- Citizens can respond to jury summons on the court's web portal. In Iowa and Utah the adoption rate is 60 percent.
- Real cost savings experienced in both states by implementing E-Juror.
- Citizen response to the court implementing E-Juror was positive and convenient.
- Judge support was high for implementing E-Juror and provided timely information for judges.
- Jury managers were easily able to provide information when jury challenges were experienced.



#### Executive Summary

##### Challenge

- Formation of uniform jury procedures for courts.
- Re-engineering jury procedures and business processes to reflect a more efficient method to deliver court services to citizens.
- Obtaining judicial support for jury pool selection.

##### Solution

- Business strategies and technology solutions that deliver.
- Deciding if the system requirements are available from a vendor or need to be built in house.
- Providing extensive training to court staff and judges.

##### Results

- Improved court services to jurors and case participants.
- Greater convenience to citizens who participate in Jury Duty.
- Reduced delivery costs of jury service.



## Key Findings

- In each state, the key goal was the business objective to provide enhanced jury services.
- Each state identified stakeholders for business practice changes and policy formation.
- In each state jury managers identified objective business criteria for best practices.
- Key stakeholders were part of the project implementation, oversight, and governance.
- In each state, the court staff worked in collaboration with driver's license and voter registration administrator's.
- Citizen input was obtained.
- Judges provided support and leadership in deploying E-Juror.
- In Iowa during 2008, 40,000 citizens used E-Juror. The citizen use of E-Juror saved the judicial branch an estimated \$16,000.

## Lessons Learned

- Develop standards for transmission of information securely.
- E-Juror takes longer to implement than planned.
- Need more consistent data entry.
- Outreach to citizens is a key to successful implementation.

## Benefits

- Reduction of data entry errors.
- Savings of personnel time in managing jury services.
- Judge's ease of access and use of juror information in the courtroom.
- Better information for attorneys preparing for trial. Less personnel time in preparing information for attorneys.
- Personnel savings in time spent answering citizen's questions relating to jury service.
- Savings in time for citizens.

## Conclusion

E-Juror has enhanced court services for citizens. The cost of development and implementation in both states was a good return on their investment. E-Juror satisfied the requirements of judges and jury managers. These states realized the benefits from an implementation of Paper on Demand.

"Each year, the courts call thousands of Iowans to jury duty," said Iowa Supreme Court Chief Justice Marsha Ternus. "Because their time is valuable we want to make their service as jurors as convenient as possible. Our new E-Juror service will make reporting for jury duty a little easier."

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