

Case Study: *Justifying the Opening of a New Court House*

Client: Los Angeles County Superior Court

Situation Analysis:

In 2000 the population was growing rapidly in the North San Fernando Valley. As a result, the Los Angeles County Superior Court was processing more cases than they could accommodate. This created excess workflow that hindered the courts ability to function at an optimal level. Because of this, there was increase in backlog and employee stress--ultimately resulting in poor customer service and increased expenses.

To overcome this problem and better serve the community, the Los Angeles County Superior Court proposed the immediate expansion of an additional court to efficiently relieve the workload. However, the Administrative Office of the Courts required that The Los Angeles County Superior Court generate a solid argument to validate and justify the expansion for an additional court. Additionally the AOC required that the court accurately project future staffing needs for the new court house with a proven method.

Solution:

The Los Angeles County Superior Court integrated and implemented ISD's tailored Resource Projection Model solution (RPM). It was first used to verify the impact of the need on other courts and to verify the dimensions of this expansion. They designated the city of Chatsworth for this new courthouse. Next RPM was used to project staff requirements for the courthouse. The model was run six months later to verify and justify the staff requirement.

Evaluation:

Utilizing ISD's RPM software solution to produce a solid argument to validate and justify the dimensions of the expansion, the Los Angeles County Superior Court was granted the expansion. The software also enabled them to accurately project the staffing requirements needed to efficiently open and run the new courthouse. Ultimately, utilizing the RPM software resulted in a smooth transition of caseloads between the courts. The Los Angeles County Superior Court continues to apply RPM to manage an effective and equitable distribution of resources across each court, streamlining efficiencies and cutting costs.

About ISD:

ISD is a recognized leader in developing innovative judicial software that simplifies, automates and streamlines the entire legal process in order to enable justice communities to reduce cost, accelerate time-to-value, minimize business risk and better serve their communities. For over 25 years, ISD's expertise in the justice community and next-generation software has made it possible for their clients to leverage a greater degree of returns and create new opportunities by providing a full spectrum of solutions, enabling fast implementations, acceptance and knowledge transfer.

End Result:

The Los Angeles County Superior Court was granted an expansion based on solid arguments produced in RPM reports.