

RESEARCH & INFORMATION SERVICES

**VIDEO APPEARANCES PILOT UPDATE
FEBRUARY 8, 2016**



WHY PILOT VIDEO APPEARANCES?

- **On February 9, 2015 the Judiciary held a summit to respond to anticipated State budget shortfalls**
 - The high cost, risk to safety, and scheduling challenges of prisoner transports in Vermont were identified as factors that call for innovation regarding prisoner appearances
- **We were challenged to design a feasible and practical business process and technical solution to implement a secure, private video conferencing network for Vermont's justice system.**
- **Legislature appropriated \$210,000 for pilot**



WHY PILOT VIDEO APPEARANCES?

Opportunity:

- **Public Safety**
 - Reduction of transports will result in fewer opportunities for escape or harm to both the public, Sheriff, and court personnel
- **Operational Efficiency and Productivity**
 - Video appearances can result in shorter time between appearances and more efficient processes both in the courts and in corrections.
 - More predictable and manageable workload for Sheriff's Dept.
 - Video Infrastructure can be utilized by Public Defender for additional meetings with Defendants
 - Potentially resulting in reduction of requests for Change of Counsel
- **Cost Savings**
 - Department of Finance & Management reports that Sheriff's budget for transport of defendants to Courts is approx. \$2.2MM yearly.
 - Industry experts estimate a 25% - 30% savings potential by moving eligible proceedings to video and eliminating transport



AD HOC TASK FORCE WAS FORMED TO DEVELOP A PILOT PROGRAM

- **Made up of justice community partners involved in prisoner transport**
 - Representatives from the Judiciary, Department of Corrections, Department of State's Attorneys and Sheriffs' Association, and the Office of the Defender General
 - Mapped the legacy business processes involved in arraignment of detained defendants
 - including the flow of documents and activities between and among the correctional center, prosecutors, defense lawyers, court staff, and the arraignment judge
 - Developed improved, more efficient business processes of the above persons using video arraignment



KEY FACTORS FOR SUCCESS

- Video Conferencing technology, purpose-built and designed for Justice applications
- Both Department of Corrections (DOC) and Judiciary (JUD) have partnered with State of Vermont Department of Information and Innovation to establish improved network connectivity
- People and Process must be an equal partner with Technology



PILOT FOR VIDEO APPEARANCES

Equip following locations with appropriately-sized video endpoints:

- **Judiciary:**
 - Costello Courthouse as the pilot site
- **Corrections:**
 - Chittenden Regional Correctional Facility
 - Northwest State Correctional Facility
- **Office of Defender General**
 - 192 College Street, Burlington, VT
- **Mental Health Facility**
 - Office TBD



PILOT FOR VIDEO APPEARANCES

Conduct 5-month pilot of Video Arraignments

- **Video Appearances for arraignments of defendants lodged at Chittenden Regional Correctional Facility are a regular occurrence on Wednesdays at Costello Courthouse in Burlington. Our statistics so far:**
 - Number of sessions – 21
 - Appearances – 99
 - Defense Attorneys – 8
 - State's Attorneys – 4
 - Judges – 2



PILOT FOR VIDEO APPEARANCES

What's worked well?

- **The video equipment works well during operation in both establishing connections and in providing the ability to see and hear defendants during Attorney/Client conferences and court appearances.**
- **Court staff, Judges, and Attorneys are integrating the technology into the Calendar one day per week (Wednesday) and working through the list as they would with physical appearances.**
- **Equipment setup is stable and providing both a consistent experience and a useable recording for the record.**
- **Demonstration for members of the Private Bar allowed for questions of flow (both courtroom and paperwork) and the ability to visualize the process.**
- **We are gathering operational metrics both for the pilot and for a non-video courtroom for comparison.**



PILOT FOR VIDEO APPEARANCES

What's been challenging?

- **Our Voice over IP (VoIP) backbone with Vermont's Department of Information and Innovation (DII) has not yet been delivered and we continue to work with a temporary backend infrastructure provided by the VoIP vendor, NWN**
- **Sound quality has presented various challenges including integration with FTR**
- **The hardened cases for the video endpoints in Corrections did not initially meet our requirements**
- **The temporary setup of the video equipment in Courtroom 2B is potentially too complex to be effectively turned over to staff at Costello**

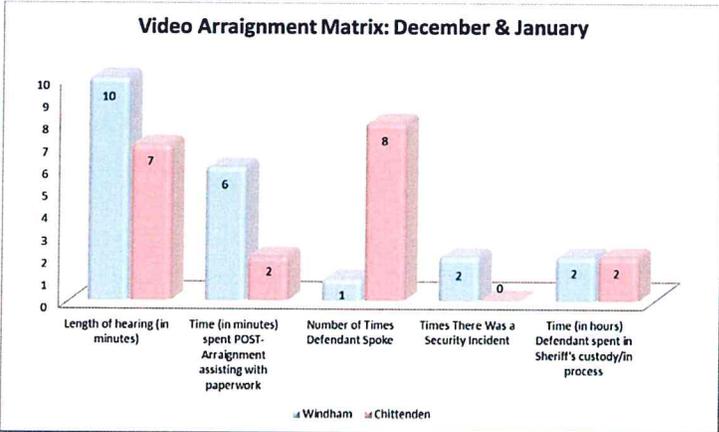


PILOT FOR VIDEO APPEARANCES

Outstanding steps for Pilot

- **Establish permanent location in Courtroom 1C**
 - BGS and RIS meet on 2/10 to map out work and wiring for move to 1C. Data ports, electrical, remote video feed and sound proofing are coordination items
- **Expand number of days of use at Costello**
 - Meet with stakeholders week of 2/8
- **Migrate to NWN Production Video Infrastructure**
 - The vendor has committed to providing project plans and timelines by COB Friday, 2/5 to move current equipment to full service on VT VOIP network.
- **Bring NWSCF into regular operation with Costello**
 - Confirm process with DOC





Note:

- All data is an average with the exception of number of times defendant spoke and number of times there was a security incident. Those reflect actual times.
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- We do not have information for January from Windham's Sheriff's Department. Windham data only reflects December security incidents and hours spent in Sheriff's custody.

