



King County

Dollars & Cents

The Costs and Savings of Implementing an Electronic Court Record Program

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ESTABLISHING YOUR OWN ELECTRONIC COURT RECORDS PROGRAM

CONFERENCE AUGUST 4-6, 2009

PRESENTED BY THE KING COUNTY SUPERIOR COURT CLERK'S OFFICE, SEATTLE, WA





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ECR—Budgeting

- ECR program was created in phases.
- Budgeting done in phases as well.
 - Provided vendor competition, realistic estimates, less risk
- Each phase offered a return on investment, but majority of savings occurred in final phase.

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ECR—Funding

- Funding for ECR generated from:
 - Tech bonds
 - Grants
 - Operating dollars
 - Capital improvement funding
- The promise to other agencies of efficiencies and equipment helped secure ongoing funding of ECR.

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CORE ECR—The Costs

- **CORE ECR** program was implemented in January 2000 for a cost of **\$1,724,289**.
- **CORE ECR**—System used by DJA staff to maintain records of King County Superior Court.
 - The hardware and software were for DJA staff and the public at all locations.

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CORE ECR—The Costs

- **\$1,724,289 included costs for:**
 - Standards development
 - Documentation Support—Consultant help with processes and workflow
 - Consultant help - develop, design & write RFP
 - Pilot project for archival materials
 - Purchasing scanning & computer
 - Design and development of workflow
 - Implementation of CORE & on-site access

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Connectivity—The Costs

- Connectivity Phase implemented during 2001—2002 for a cost of **\$858,521**.
- Connectivity Phase included development of a web viewer and purchase of equipment for use by law, safety, and justice partners.
- Equipment included PCs for viewing, printers, and copiers.

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Electronic Filing—The Costs

- Final phase - Electronic Filing and Internet Viewing - 2005 for a cost of **\$1,707,430**.
 - Plus approximately \$200,000 in 2009 for improvements
- Design, development, implementation, & improve
 - E-filing system allows internal and external users to electronically file documents with the Clerk.
 - This phase also included electronic service of documents and electronic viewing of documents via the Internet.
 - Security issues, e-commerce solution, web services

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ECR—Total Costs

- Total Cost of the ECR program including CORE, connectivity, e-filing and internet viewing:

»\$4.5M

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Cost Factors to Consider

- Technology costs have decreased – technology options have increased.
- You will want to include PM costs
- You will want to include contingency
- Most of your customers already have hardware – less of a need to purchase
- Much less of a need for consulting on the basics

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Where Are the Savings?

- **Microfilming**—\$250K/yr was spent microfilming court records for permanent preservation.
- **File Folders**—Reduction of \$23K/yr spent creating file folders for the approximately 70,000 cases filed each year.
- **Courier cost**—Reduction of a position required to transport documents, files, and exhibits between the three court locations, the court of appeals, and the supreme court.

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The Savings, Con't

- **Staff reductions associated with CORE**—Two positions
- **13 Staff reductions associated with Connectivity**—A number of staff had to receive and file 7,000+ documents each day. Other staff would receive internal and external customer requests for files to retrieve.
 - Staff had to pin the documents into the file in the proper order, and check the file out.
 - When the customer returned the file it was checked back in and then sorted and filed back on the shelf.

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The Savings, Con't

- **6.5 positions eliminated related to E-Filing**
— Savings from working with agencies and giving them access to the electronic record and receiving their documents electronically.
 - Agencies can self-serve their own copies
 - Resulted in significant savings in paper, postage, and time spent copying documents
 - Reduced storage costs
 - Productivity gains - prepping & scanning

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Total Actual Savings

- Total cumulative savings through 2008:
» **\$9M**
- **Net Savings of \$4.5 = 22.5 positions**

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Fees—What's the Limit?

- What are people willing to pay for?
 - E-filing - Viewing - E-Service - Scanning
 - Working Copies - Expediting processes
- Strategies for charging – many different models
 - Flat fees, individual document fees, service provider, technology surcharge
 - Use revenues to offset project costs or
 - To cover the cost of new staff

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Budgeting, Costs, Benefits

Questions?

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