

Program Report Card: Judicial Marshal Services (Judicial Branch, Superior Court Operations)

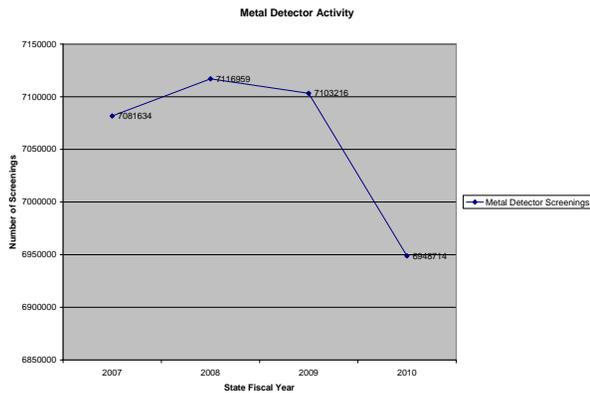
Quality of Life Result: People who bring their matters before the court may do so in a safe and secure environment.

Contribution to the Result: Judicial Marshals ensure safety, security, and order in facilities and courtrooms, and act as first responders in emergency situations. They perform screening at metal detectors and x-ray machines, facilitate prisoner movement, provide prisoner transportation and operate two 24-hour lock-up facilities.

Total Program Funding: \$ 39,937,596

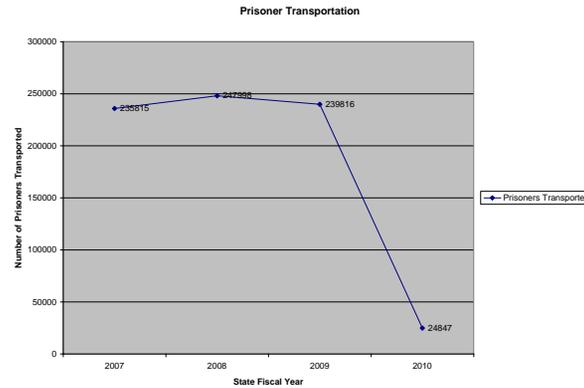
Partners: Court and administrative staff, Department of Correction, law enforcement, Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA), attorneys

Performance Measure 1: The number of metal detector/x-ray screenings performed by Judicial Marshals.



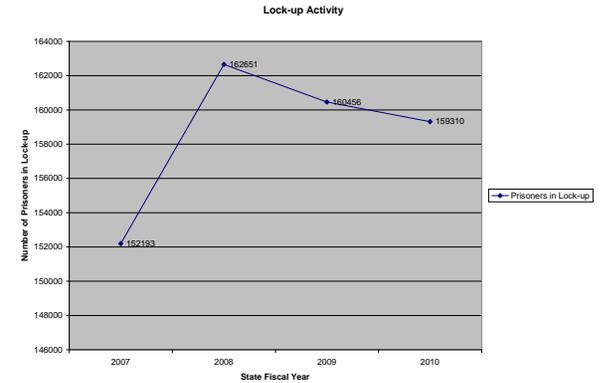
Story behind the baseline: The volume of people who pass through the courts, although somewhat decreased during the past year, remains at an extremely high level, as indicated by the 6,948,714 screenings that were performed during the past year. Judicial Marshals must facilitate the safe movement of individuals through screening checkpoints and properly secure or otherwise deal with all prohibited items discovered during the screening process. Judicial Marshals are often the first Judicial Branch staff encountered by people entering the courts, and often set the tone (positive or negative) for the events that follow.

Performance Measure 2: The number of prisoners transported by Judicial Marshals.



Story behind the baseline: Judicial Marshals provide transportation for prisoners between Department of Correction facilities and the courts when incarcerated individuals are required to appear for a proceeding, and are responsible for the safety, security and well-being of prisoners during transport. The number of prisoners transported in 2010 has decreased in comparison to the previous year, however the level remains significant in regard to the number of personnel required to carry out this function, the amount of Judicial Marshal staff hours required, and the additional physical resources that must be dedicated to carry out this responsibility.

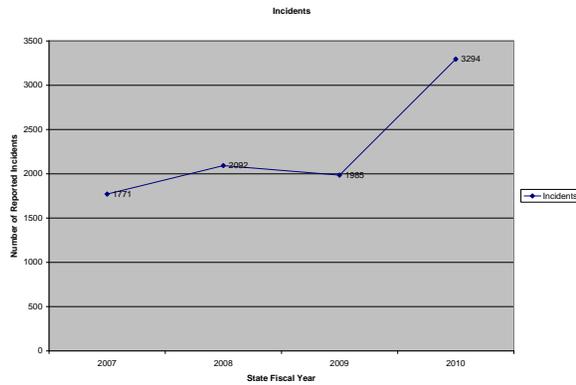
Performance Measure 3: Number of prisoners held in courthouse lock-up facilities.



Story behind the baseline: Judicial Marshals provide security for prisoners held in the Branch's two 24-hour per day / 7-day per week lock-up facilities in Hartford and New Haven. The number of prisoners held in these facilities has decreased somewhat compared to the previous year, however the level remains significant in regard to the number of personnel and other resources that must be dedicated to this responsibility.

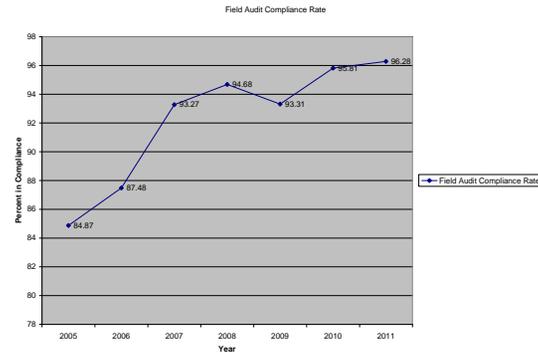
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Performance Measure 4: Number of reported incidents.



Story behind the baseline: The number of reported incidents has increased in comparison to the previous year. This may be attributable, in part, to changes in reporting practices that have resulted in improved accuracy of incident reports and report counts, and serves as a reminder of the inherent risk involved in operating a court facility.

Performance Measure 5: Compliance with Commission on Accreditation for Law Enforcement Agencies (CALEA) standards. This is indicated by the certification status of the Judicial Marshal Training Academy and the rate of compliance with ongoing filed audits.



Story behind the baseline: The Judicial Marshal Training Academy continues to maintain its 100% certification with CALEA. This certification must be updated every three years. The rate of compliance to established CALEA and Judicial Branch performance standards, as established by the results of ongoing field audits, has been steadily increasing since 2005 and currently stands at 96.28% compliance.

Proposed actions to turn the curve: The decision to adhere to CALEA standards in both the training and evaluation of Judicial Marshal operations was a low-cost no-cost action undertaken by the Judicial Branch to turn the curve in ensuring high quality Judicial Marshal services. Adherence to this comprehensive set of standards allows for consistent delivery of quality services, and results in increased efficiency within the existing workforce.

Proposed actions to turn the curve. It is of utmost importance for the courts to maintain an environment that is safe, orderly, and free from intimidation in order to provide equal access to justice. Judicial Marshals fulfill this function on a

daily basis, from preventing weapons or explosives from being smuggled into a building, to keeping witnesses, victims, and jurors free from hostility and intimidation, to providing safe passage for prisoners between jail and the court, Judicial Marshals maintain the environment that is essential to be in place for justice to be served.

Hence, for the overall Judicial Marshal program, success in turning the curve would be defined by having a Judicial Marshal workforce that keeps pace with the workflow volume, and maintains compliance with performance standards, so that the current level of order and safety can be maintained.

One way to turn the curve would be to add staffing. An alternative solution that would reduce further harm would be to maintain staffing at current levels. Both of these solutions will require a fair amount of resources.

As a part of the implementation of its strategic plan and the adaptation of RBA principles to its operations, the Branch is examining ways to improve the safety and security of its courthouses and facilities. This is primarily being accomplished through the use of low-cost, no-cost solutions developed through the work of the Court Security Committee. The Court Security Committee was established as a permanent committee and charged with providing recommendations regarding security and emergency preparedness planning within Judicial Branch facilities. The Committee will continue its work on the following activities between July 2011 and June 2012:

- Work with the Jury Administrator to address issues related to juror security
- Work with External Affairs to develop procedures on how to best notify the public when communication systems within a courthouse are not functioning
- Review the Judicial Branch's Security Manual to ensure that it meets the current needs of the Branch

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The following activities were completed between July 2010 and June 2011:

- Recommended that the Judicial Branch's Security Manual be revised to address procedures when visitors enter non-public areas
- Recommended that the Judicial Branch propose legislation making it a misdemeanor for an individual to violate the Chief Court Administrator's guidelines concerning the "Use and Possession of Electronic Devices in Superior Court Facilities"
- Recommended that the Judicial Branch adopt a policy prohibiting Branch employees from using their identification card when in a Branch facility on personal business

