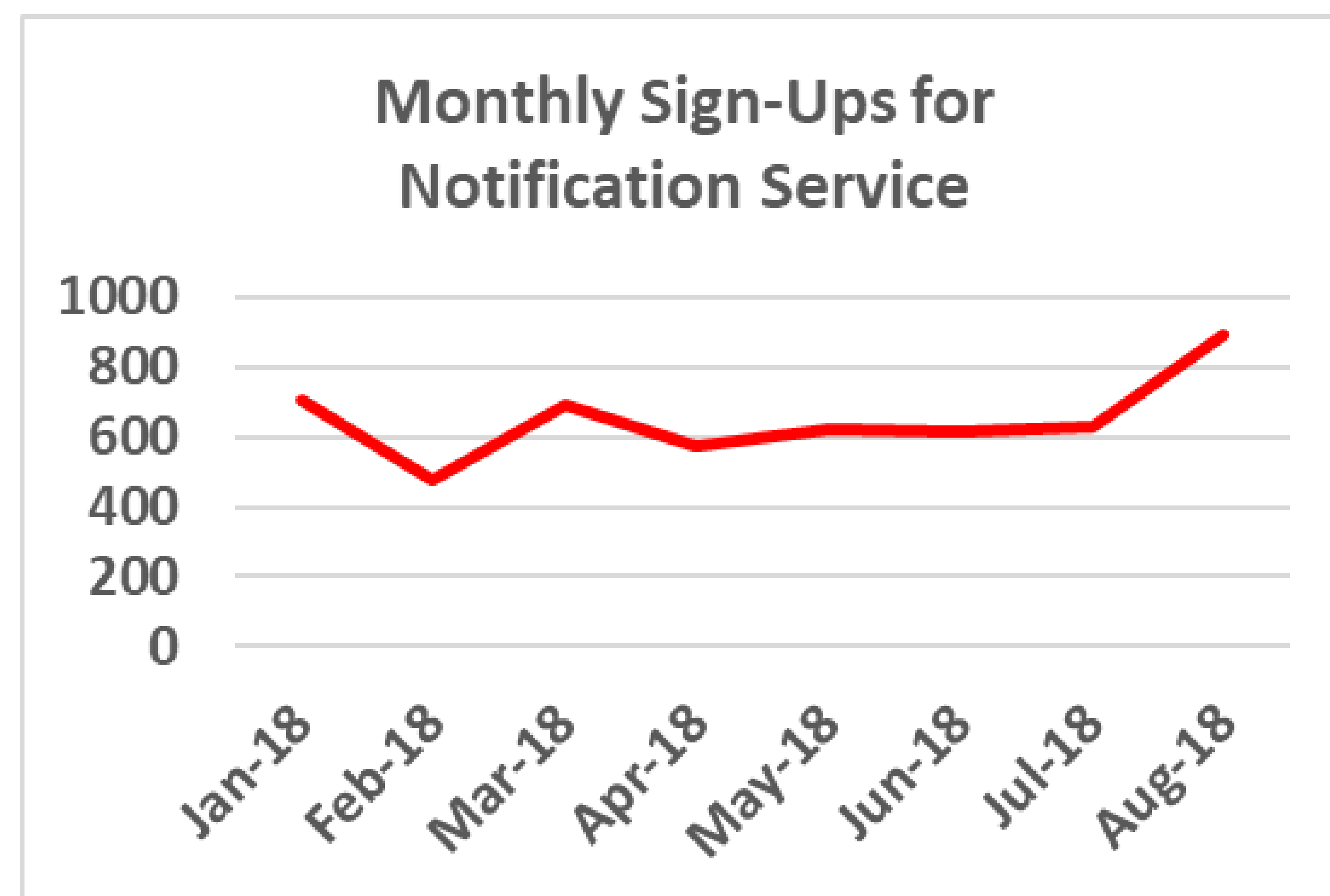


# Durham Delivers a *Court Date Reminder Service*

## Problem:

A significant number of jail bookings in Durham are due to individual's failure-to-appear for court dates. Failure-to-appear charges have negative consequences for defendants, and no-shows decrease the efficiency of the court system.

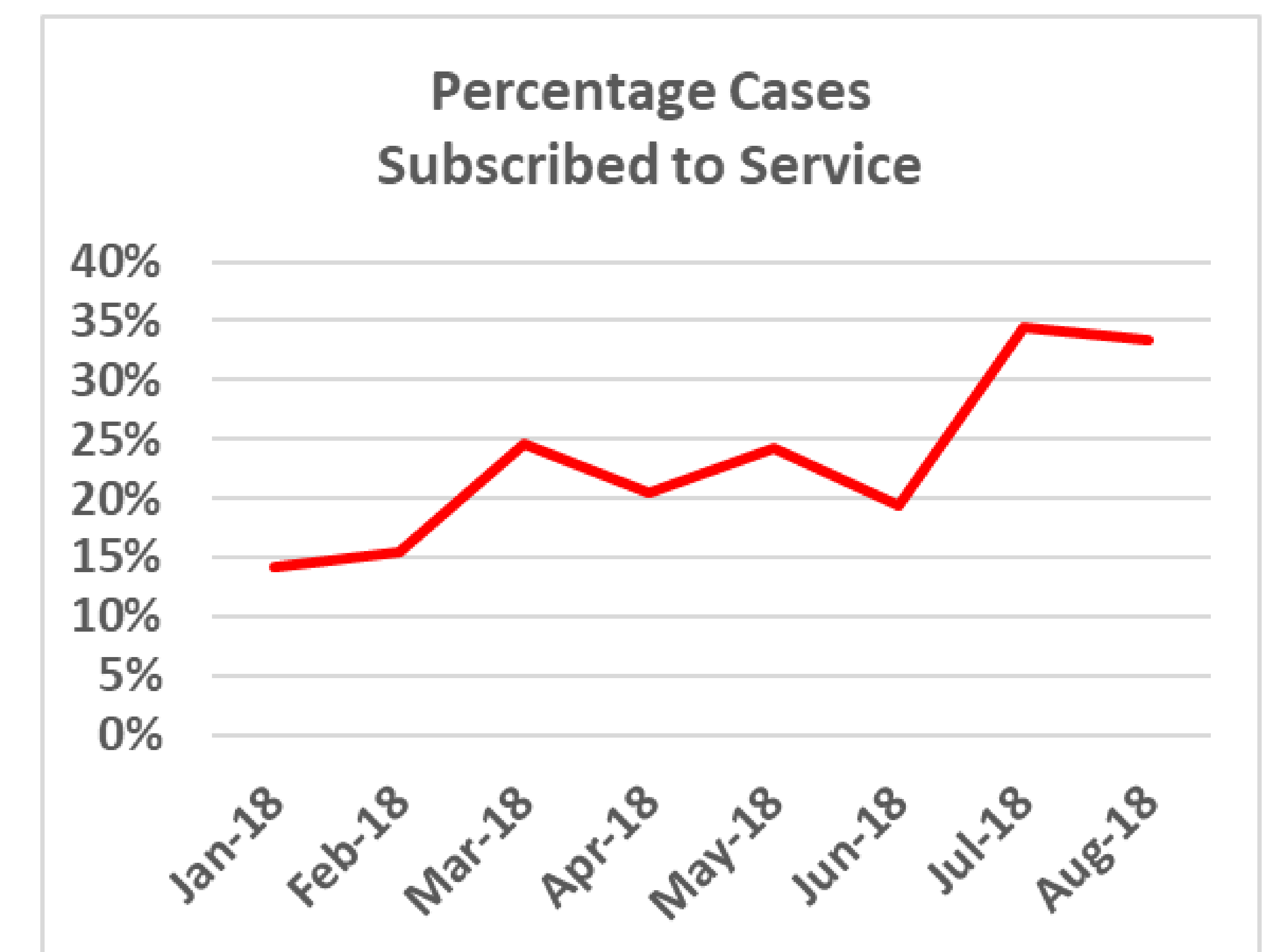


## Solution:

Work with strategic partners to develop a court date reminder service that allows for court date notifications via text, email, phone or any combination. Send these notifications out 72 hours and 24 hours in advance of the court date.

## Outcomes:

- ✓ 5,000 subscribers as of August 1, 2018
- ✓ number and percentage of pending cases with subscriptions going up
- ✓ Rate of jail bookings with an FTA going down



## Lessons Learned:

- The biggest technical hurdles are acquiring electronic data on courtroom “call and fails” and linking that information with message delivery data and jail data
- Most sign-ups occur at First Appearance, through Pretrial Services or in jail classification



Criminal Justice  
Resource Center

Gudrun Parmer  
gparmer@dconc.gov



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