

**Program Name: Judicial Marshal Services  
Judicial Branch, Court Operations Division**

**Quality of Life Result to which the Program Contributes:**

People who bring their matters before the court may do so in a safe and secure environment.

**Program's Contribution to 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.

**Partners:**

- Attorneys
- Court staff
- Judicial Branch administrative staff
- Department of Correction
- Commission on Accreditation for Law Enforcement Agencies, Inc., (CALEA)
- Law Enforcement

**Performance Measures:**

**Performance Measure #1:**

**Number of metal detector screenings:**

Fiscal year 2007-2008: 7,081,634

Fiscal year 2008-2009: 7,116,959

(This measure indicates the total number of people who enter Connecticut's courts and facilities. It helps to define the quantity of the problem that needs to be addressed.)

**Performance Measure #2:**

**Number prisoners transported:**

Fiscal year 2007-2008: 235,815

Fiscal year 2008-2009: 247,998

(This measure indicates the total number of prisoners moved between Department of Correction facilities and the courts. It helps to define the quantity of the problem that needs to be addressed.)

**Performance Measure #3:**

**Number of prisoners in courthouse lockup:**

Fiscal year 2007-2008: 152,193

Fiscal year 2008-2009: 162,651

(This measure indicates the total number of prisoners held in the courts 24/7 lock-up facilities. It helps to define the quantity of the problem that needs to be addressed.)

**Performance Measure #4:  
Number of incidents:**

Fiscal year 2007-2008: 1,771

Fiscal year 2008-2009: 2,092

(This measure indicates the total number of incidents requiring reports by Judicial Marshals in Connecticut's courts and facilities. It helps to define the quantity of the problem that needs to be addressed.)

**Performance Measure #5:  
Compliance with the Commission on Accreditation for Law Enforcement Agencies  
(CALEA) standards:**

The Judicial Marshal Training Academy is fully accredited by CALEA.

**Performance Measure #6:  
Audit compliance:**

The branch performs audits of all the Judicial District to determine the level of compliance with Branch policies. The average compliance rate for 2008 was 94.6%

(These two measures indicate the effectiveness of the Judicial Marshal Program in meeting procedural standards. It is a quality indicator of the program's effectiveness.)

**Story Behind the Baseline:**

The volume of individuals who pass through the courts has increased over the past two years, as shown by the number of people who enter through the metal detectors, the number of prisoners transported from the Department of Corrections to the courts and the number of prisoners held in the court's lock-up facilities. The reported number of security incidents has also risen. As the volume of people in the courts increases and a greater number of prisoners are transported to and held at Connecticut's courthouses, methods to better manage safety and security are needed to hold down the number of security incidents and maintain and improve the court's ability to resolve the matters brought before it in a fair, timely, efficient and open manner, while sustaining an assured sense of security for all those who use the court.

**Proposed Actions to "Turn the Curve":**

Judicial Marshal Services has begun to implement a number of safety and security procedures meant to improve quality of life results for people who use the courts, both as a result of recommendations made by its Committee on Court Security, and in connection with the implementation of the Branch's strategic plan. Efforts have been made to address concerns with both quantity, particularly the number of prisoners in any given courthouse, and quality, the effective use of personnel and technology to maintain a consistent standard of service delivery across the Branch. These include the use of alternatives to court appearances, to help reduce the number of prisoners who are physically present in the courts; development of uniform procedures and stringent quality assurance measures to encourage and maintain the consistent delivery of high quality security procedures, as shown through the accreditation and audit

process; and, the adaptation of technology throughout the Branch to help provide better security utilizing the limited number of Judicial Marshals available.

At this point in time, the Branch has the capacity to report accurately regarding the volume of the work at hand. However, future Results Based Accountability reporting will be presented in a format that illustrates the effectiveness of each of the aforementioned efforts to achieve their intended quality of life result and efficiency in doing so, rather than more quantitative aspects of the program.