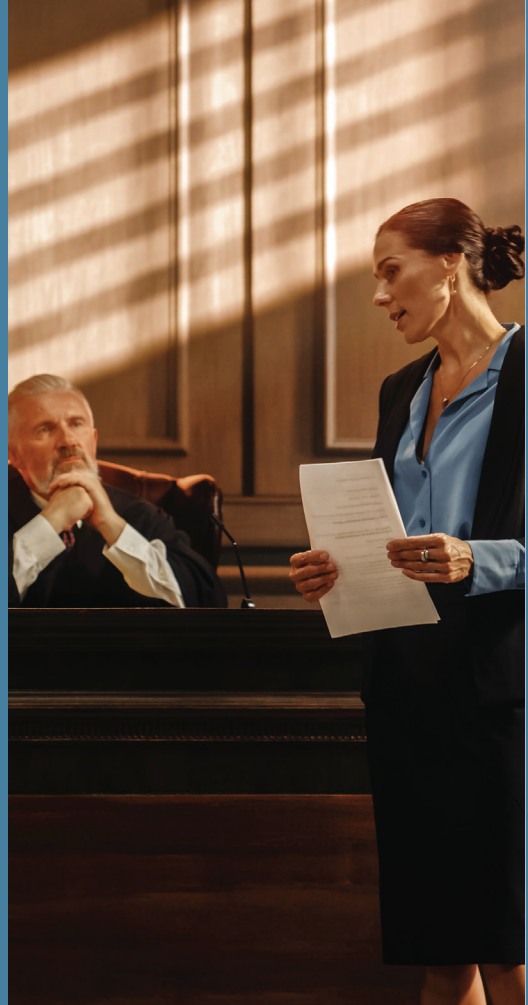
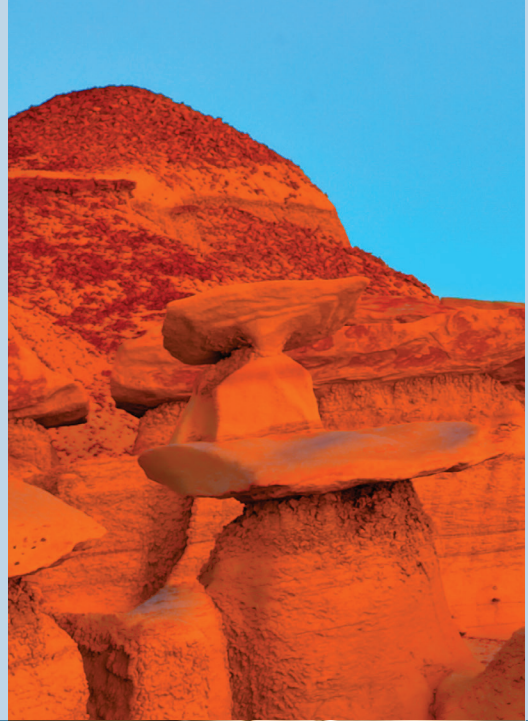




# Revolutionizing Jury Management in New Mexico: A Success Story

Jury administrators & citizens alike are enjoying a modern jury management system that the Administrative Office of the Courts (AOC) has put in place across the state.

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# Introduction

Jury service isn't just a civic obligation; it's the bedrock of the American judicial system, woven into the fabric of our democracy. But let's face it, for many Court / Jury Administrators and citizens alike, the traditional jury management process has been less than ideal.

From a Court & Jury Administrator's perspective, the challenges are manifold. Think about it: mountains of paperwork, outdated systems, and constant logistical hurdles. **The administrative workload is overwhelming, leading to inefficiencies that sap time and resources.** It's a labyrinth of manual tasks that demand an incredible level of detail and organization.

On the flip side, if you're a citizen called for jury duty, you're often met with a slew of inconveniences. Poor communication, long lines at the courthouse, and archaic check-in procedures can make the

experience downright frustrating. And let's not even talk about the delays in getting paid for your service. Suffice it to say, jury management has often received a bad rap for these reasons.

Enter the State of New Mexico, which has successfully transformed its jury management system by implementing Avenu | Jury.

No longer burdened by inefficiencies and administrative headaches, court administrators have seen a dramatic turnaround in operational effectiveness. **Jurors, too, are experiencing a level of convenience and engagement like never before.**

This case study explores how New Mexico's adoption of **Avenu | Jury** has set new standards for efficiency, user experience, and security in jury management.

## Background: The Operational Hub of New Mexico's Courts

The New Mexico Administrative Office of the Courts (AOC) serves as the backbone of the state's judicial system, a role that is as complex as it is crucial. The New Mexico AOC manages 76 trial courts, Magistrate Courts, and the significant Metropolitan Court in Bernalillo County and executes a diverse set of responsibilities, ranging from technology implementation to human resources, all aimed at supporting the state's judiciary.



# The Vision: Unveiling New Mexico AOC's Strategic Goals

## Statewide System

The vision kicked off with the ambitious goal of a unified, statewide system. This was aimed at bringing together all 76 courts under a single, integrated digital platform, thus creating a more cohesive and efficient jury administration process.

## Statewide Training

The AOC recognized the importance of equipping its workforce with the skills and knowledge needed to operate the new system effectively. Thus, a statewide training program was envisioned to ensure that everyone was on the same page.

## Standardized Best Practices

With numerous courts in operation, the AOC aimed to standardize best practices across the board. This was to ensure uniformity in operations and elevate each court's performance to an optimized level.

## Reaching the Spanish-Speaking Population

Acknowledging the linguistic diversity in New Mexico, the AOC aimed to provide multilingual support. The vision included making the system accessible to the Spanish-speaking population to ensure broader civic participation and efficient jury administration process.

## Streamlined Administration

Administrative efficiency was a core objective. The AOC sought to eliminate redundant, manual tasks in favor of automated, streamlined processes. The aim was to free up administrative time and resources for more valuable tasks.

## Fluid Operations

Fluidity in operations was a key target. The AOC wanted to simplify workflows and make it easy for administrators to shift between tasks, thereby increasing operational efficiency.

## Modern Experience for Citizens

The AOC aimed to deliver a modern, intuitive experience that would make citizen engagement with the judicial system easier and more efficient. They wanted to move away from outdated procedures and offer a more accessible platform for interaction.

## Standard Data for Better Decision-Making

Data-driven governance was the capstone of the vision, as the AOC sought standardized data across all courts to enable better reporting and informed decision-making.

# Real-World Impact for the New Mexico State AOC

Meet Adrianna Harris, the dedicated Statewide Jury Program Manager overseeing the New Mexico AOC. In her capacity, Harris oversees a network of 76 trial courts, Magistrate Courts, and the prominent Metropolitan Court in Bernalillo County. Her responsibilities encompass a wide spectrum, from driving technology implementation to managing human resources, all geared towards bolstering the state's judicial system.

She plays a pivotal role in spearheading a transformative journey, and shares her firsthand insights on the remarkable influence of Avenu | Jury.



Adrianna Harris,  
Jury Program Manager,  
New Mexico Administrative  
Office of the Courts (AOC)

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We've seen a 50% reduction in paperwork, and the time required for administrative tasks has been cut by nearly 40%. This has been a game-changer for our administrators.

But the impact doesn't stop there. **According to Harris, data is the key to their success.** The State Administrative Office of the Courts in New Mexico places substantial reliance on an array of metrics, including utilization reports, failure-to-respond statistics, and failure-to-appear data. These metrics transcend mere numbers; they serve as the bedrock of their day-to-day operations and strategic decision-making processes.

This commitment to data-driven decision-making within the New Mexico court system serves as a noteworthy example of how such insights can transform the judicial landscape. By harnessing the power of data, **the courts can enhance its efficiency, effectiveness, and overall service to their communities.**



# Unveiling Avenu | Jury: Transforming Jury Management With End-to-End Automation

Step into the future of jury management with Avenu | Jury—a platform where state-of-the-art End-to-End Automation meets unparalleled user experience. Say goodbye to tedious manual processes and hello to a comprehensive solution that enhances every aspect of jury management, from the initial pool creation to the final payment. Avenu | Jury is not just software; it's your gateway to a more efficient and equitable judicial process.

## Benefits for Court and Jury Administrators:

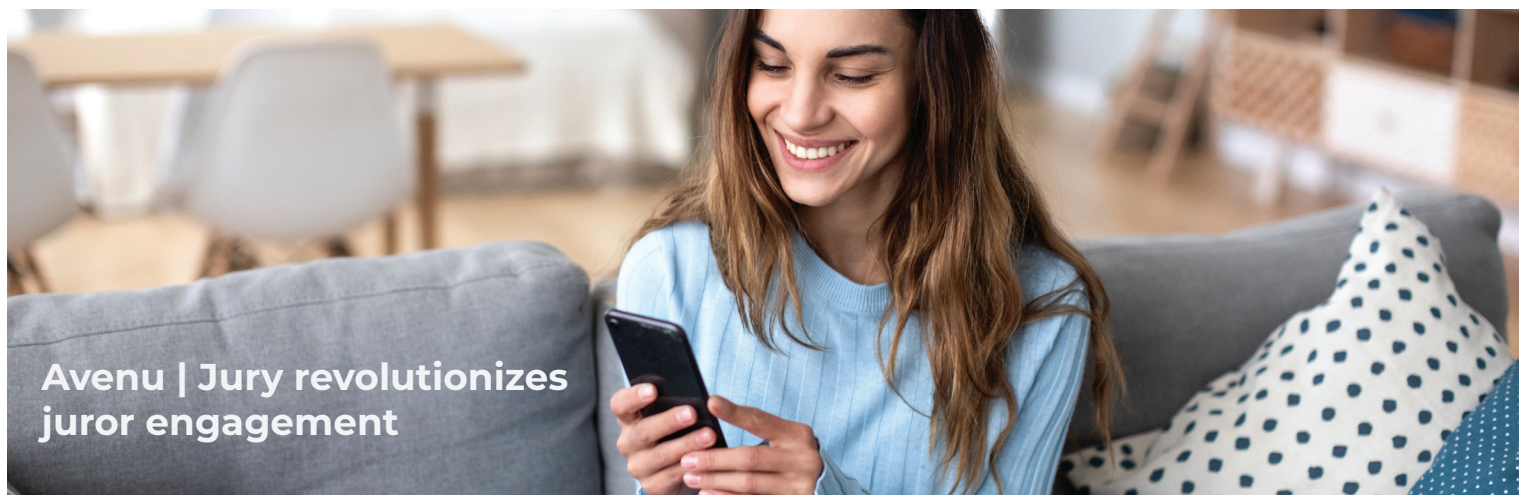
### End-to-End Automation: The Ultimate Efficiency Engine

- **Jury Selection from Various Sources:** Employ our intelligent, unbiased system to source jurors from multiple databases for a more diverse and representative pool.
- **Pool Creation & Qualification:** Streamline the creation of master jury lists by leveraging diverse data sources like the DMV and voter registration records.
- **Efficient Jury Check-In with Mobile Functionality:** Reduce bottlenecks with Avenu's self-service kiosks and mobile check-in options.
- **Case & Panel Creation:** Achieve workflow efficiency with simplified case and panel creation, featuring randomized selection.
- **Automatic Juror Payment Calculation:** Automate juror payment processes according to your jurisdiction's specific rules.
- **Automated Reporting:** Utilize over 60 baseline reports or customize your own for data-driven decision-making.



## Improved Communications with Citizens

Elevate your outreach and increase juror response rates through targeted communications that foster a more diverse and representative jury pool. **Avenu | Jury revolutionizes juror engagement by offering convenient, electronic questionnaires and communications that contribute to higher response rates.** The system enhances this engagement with automated reminders sent through multiple channels like email and SMS, ensuring prospective jurors are well-informed and reminded of necessary actions. Furthermore, Avenu | Jury's multi-language support extends its reach to diverse communities, making the system accessible and promoting an equitable justice system.



Avenu | Jury revolutionizes  
juror engagement

“We’ve achieved a judicial ecosystem that respects and honors the community it serves. It’s not just about automation; it’s about automation with empathy and intelligence.

Adrianna Harris,  
Jury Program Manager, New Mexico AOC

## Automatic Juror Payment Calculation

Streamline financial processes by automating the complex and often time-consuming process of calculating juror payments. By allowing administrators to input key variables like attendance days, travel reimbursements, and meal allowances, the system accurately computes payments for each juror.

This feature not only eliminates manual errors and potential financial discrepancies but also liberates administrative time, enabling staff to concentrate on other vital aspects of jury management, such as juror orientation and courtroom logistics.

## Increased Personally Identifiable Info (PII) Security

Safeguard sensitive juror information through robust security measures. Avenu | Jury sets a high standard for data security by **incorporating multi-factor authentication, ensuring an additional layer of protection for sensitive juror information.** Coupled with state-of-the-art data encryption during both storage and transmission, the system robustly safeguards against unauthorized access and data breaches.

**Complying with all federal and state regulations,** Avenu | Jury not only secures sensitive data but also fulfills legal requirements, thereby shielding courts from potential liabilities related to data protection.

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Juror satisfaction has skyrocketed! The convenience of managing jury duties online has led to a **30% increase** in juror **engagement rates.** It's making civic duty a pleasure rather than a chore.

Adrianna Harris,  
Jury Program Manager, New Mexico AOC





# Benefits for Citizens

## Providing the Modern Experience Today's Citizens' Expect

Avenu | Jury leverages cutting-edge technology to automate many aspects of the jury process, creating a seamless and modern experience for citizens. From automated notifications to electronic questionnaires, the system is designed to simplify interactions, allowing jurors to focus on their civic duty rather than logistical hurdles.

### Intuitive User Interface

Jury duty is often perceived as a chore, but Avenu | Jury aims to change that narrative with its intuitive, user-friendly interface. The design incorporates modern UI/UX principles, making navigation effortless even for those who may not be tech-savvy. The result is a jury duty experience that feels more like a modern app than a governmental process.

### Timely Financial Compensation

Avenu | Jury's automated payment system ensures that jurors receive their financial compensation promptly and accurately. By automating this often complex process, **the system eliminates manual errors and delays**, allowing jurors to receive their due compensation without any hassle.

### Effortless Check-In

Gone are the days of standing in long lines and filling out endless forms. Avenu | Jury offers self-service kiosks and mobile check-in options that not only reduce wait times but also provide immediate proof of attendance. These features help to streamline the entire check-in process, making it more efficient and less burdensome for citizens.

### Multilingual & Inclusive

Recognizing the diversity of the communities it serves, Avenu | Jury includes multilingual options, making the platform accessible to everyone. By offering translations in multiple languages, the system ensures that **all citizens, regardless of their linguistic background, can navigate the jury process** with ease, making the platform more accessible to everyone in the community.

### A More Pleasant Experience

Jury duty doesn't have to be a dreaded obligation. Avenu | Jury aims to elevate the entire experience to meet and exceed modern citizen expectations. By focusing on user-centric design and efficient processes, the system makes jury duty less stressful and more fulfilling, aligning with today's standards for digital interactions. Citizens can enjoy a more fulfilling and less stressful jury duty experience, meeting and exceeding today's expectations.



## New Mexico's Lessons Learned

### Solid Team Structure: The Cornerstone of Successful System Implementation

Implementing a streamlined jury management system isn't a solo endeavor; it demands a cohesive team of diverse skills. Here's our guide to assembling your all-star team:

#### Involve IT from the Get-Go

Your IT department isn't just a support role; they're your project linchpin. Involve them from the initial planning phase to ensure a seamless tech integration.

#### Include Subject Matter Experts (SMEs)

Your frontline jury managers have the hands-on experience that's invaluable for shaping a system that works on the ground. Engage them early and often.

#### Involve the Legal Team Early

Contracts and compliance are a big deal. Get your legal eagles in the room from day one to navigate the contractual landscape.



# New Mexico's Lessons Learned *Continued*

## Community Considerations

In a state as diverse as New Mexico, with urban hubs and many rural areas, the ability to adapt the system to different community needs is essential. By **incorporating features like multi-lingual support and mobile-friendly interfaces**, Avenu | Jury ensures accessibility and effectiveness across varied demographics and geographies.

## Training Strategy

While initial training is crucial for a smooth transition, maintaining a high level of competence among users is just as vital. New Mexico found that continuous training programs, led by Subject Matter Experts (SMEs), were effective in keeping staff updated on system features and best practices. This ongoing training is instrumental in ensuring that the system's capabilities are fully leveraged.



## Data-Driven Decision-Making

The collection of data is only the first step; what matters is how you use it. New Mexico courts harnessed the power of Avenu | Jury's analytics to **inform both day-to-day operational decisions and long-term strategies**. By actively using data, they were able to optimize juror turnout, streamline administrative processes, and make more informed decisions.

## Security First

Prioritizing PII Security is not just a compliance requirement; it's a cornerstone for building trust with citizens. New Mexico courts have seen increased public confidence as a result of Avenu | Jury's robust security measures, which go above and beyond compliance requirements to safeguard sensitive information.



## Summary: A Revolution in Jury Management, A Commitment to Democracy

“ Beyond the metrics and efficiencies, **what stands out for me is the holistic impact Avenu | Jury has had on our judicial system.** From ensuring the security of sensitive information to making the system accessible and inclusive for our linguistically diverse population, we’ve achieved a judicial ecosystem that respects and honors the community it serves. It’s not just about automation; it’s about **automation with empathy and intelligence.**”

Adrianna Harris,  
Jury Program Manager, New Mexico AOC



The New Mexico Administrative Office of the Courts’ transition to Avenu | Jury has become a hallmark of how technology can revolutionize an age-old system. From day-to-day efficiencies to long-term strategic gains, the benefits are palpable and transformative.

But beyond the statistics and operational gains lies something far more valuable—a renewed sense of civic duty among citizens, a judicial system that stands as a pillar of democracy, and a community that believes

in the fairness and integrity of its courts. Avenu | Jury isn’t just a tool; it’s a catalyst for change, fostering a judicial system that is not just efficient, but equitable, inclusive, and trusted by the people it serves.

**The road to a more democratic judicial system begins with a single step, and Avenu | Jury is here to guide you every step of the way.**