Tracker Prosecutor Case Management System
Prosecuting Attorneys' Council of Georgia

The efficient and effective management of criminal complaints requires a case management system specifically designed to monitor the flow of cases from arrest to final disposition. The system also needs to provide policy makers at all levels of state government with data to properly allocate personnel and ensure the orderly preparation and disposition of criminal complaints. To accomplish these goals, the Prosecuting Attorneys' Council of Georgia (PAC) developed the Tracker Prosecutor Case Management System, a web-based suite of software, and deployed it to prosecutor offices throughout the state.

About the Situation

In 1998, PAC purchased and supported an automated case management system for the use of all prosecutor offices in Georgia. However, support from the vendor proved inadequate. Over time, the system became increasingly difficult and costly to manage, and it was unable to keep up with growing demand. In addition, some prosecutor offices were using different case management systems, including commercial and custom-developed systems, and other offices had no case management technology in place at all. In response, PAC conducted a thorough analysis and decided to implement a new technology solution designed to address all these concerns.

Innovative Solution

The new solution, Tracker Prosecutor Case Management System, was developed in-house by contract staff from Riverside Consulting Group LLC, a Georgia-based company. It uses an Internet-based, central server architecture with application and database server facilities located in downtown Atlanta. The client side is zero footprint and browser-based, and it's compatible with Firefox, Internet Explorer and Microsoft Office productivity software. Clients access Tracker through standard, public Internet TCP connections, and security is ensured by the use of SSL and https browser technologies.

A total of 137 counties and 1,750 prosecution staff in Georgia use Tracker, and other prosecutor offices are awaiting deployment. Tracker is used by all prosecution staff to meet their individual caseload management needs, including attorneys, legal assistants, administrative staff, investigators and victim-witness assistance staff. The system tracks over 150,000 open cases, and on a monthly basis, it generates:

- 7,500 victim-related documents
- 7,000 charging documents
- 17,000 evidence-related attachments
- 40,000 other documents, such as motions, orders, subpoenas and case-related correspondence

Tracker can communicate with other external criminal justice systems on a local or statewide basis by using XML technologies. It receives statewide arrest data from the Georgia Crime Information Center (GCIC) on a daily basis, which reduces data-entry time and eliminates keystroke errors. Tracker is integrated on a local basis in five judicial circuits with Judicial Data Exchange (JDX), which includes booking reports, warrants served, bond releases, dismissals, appointments, indictments and accusations.

Future enhancements will include the ability to:

- Report prosecutorial dispositions back to GCIC to automatically update criminal histories
- Integrate with the Sex Offender Registry Board for sex offender prosecutions, the State Board of Pardons and Paroles for parole notifications and the Georgia State Patrol for citations