

Effectiveness of IVR Outbound Systems

Pima County
Consolidated Justice Court

Outbound IVR System at PCCJC

- February 3, 2014: Existing Outbound IVR system goes down
- September 3, 2014: Outbound IVR system is re-launched
- November 30, 2015: Enhanced Outbound IVR system is rolled out

Opportunity for Experimentation

The changes in IVR usage created natural experiments, and allowed the court to gauge the effectiveness of the IVR system on FTA rates.

Phase 1: Without IVR

- Between February and August of 2014, no IVR outbound reminder calls were made
- PCCJC had 29,983 criminal hearings in the period, with 4,216 FTA warrants issued
 - The FTA rate was 14.06%

Phase 2: IVR Re-activated

- From September of 2014 to November of 2015, the outbound IVR reminder system functioned in a traditional manner
- PCCJC had 70,650 criminal hearings in the period, with 8,113 FTA warrants issued
 - The FTA rate moved from 14.06% to 11.78%
 - In relative terms, this is a 16.2% reduction

Phase 3: IVR with sanction reminder

- Starting in December of 2015, the IVR system included reminders *with sanction warnings*
- In other communities, including a warning that a warrant may issue significantly reduced the FTA rate (Bornstein et al, 2011)
- From December 1, 2015 to March 31, 2016, PCCJC had 17,930 criminal hearings with 1,926 warrants issued
 - The FTA rate moved to 10.74%
 - In relative terms, this is a 23.6% reduction between Phase 1 and Phase 3

Phase 4: IVR with sanction reminder and warrant reminder

- On January 27, 2016, the IVR outbound system began placing reminder calls to defendants on warrant status.
 - The calls are scheduled to repeat monthly until the warrant is quashed.
- Because the call is placed after the warrant is issued, this has not had a significant effect on the FTA rate.
- This step encourages defendants to appear after the warrant has issued, and may decrease PCCJC's total number of active warrants.