

# SPECIAL ORDER



DISTRICT OF COLUMBIA

Title  
**Court Schedule Verification System**

Topic/Number  
**SO- 02- 28**

Effective Date  
**December 16, 2002**

Distribution

**B**

Related to:  
**General Order 701.1 (Courts and Hearings) and  
General Order 701.6 (Court Appearance  
Notifications)**

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## I. BACKGROUND

The Metropolitan Police Department (MPD) uses information technology to ensure efficient and effective use of members' time. Prosecutorial or court-related appearances, for which MPD members are scheduled, are often cancelled too close to the appearance time for the member to be notified of the change.

The Court Schedule Verification System (CSVS) was developed to minimize the time that members spend checking into court for recently cancelled or postponed appearances. An Interactive Voice Response (IVR) system is a feature of CSVS. By calling a dedicated phone line before an expected court appearance, members will be able to obtain daily status information on scheduled court appearances. After inputting a unique identification number, the member will hear information about their next court appearance. CSVS supports the Court Appearance Notification System (CANS), thus enabling MPD members to better manage on-duty and off-duty time.

## II. DEFINITIONS

When used in this directive, the following term shall have the meaning designated:

1. CSVS - The Court Schedule Verification System (CSVS) is an Interactive Voice Response System driven by data from the District of Columbia Superior Court Information System (CIS), and the MPD Criminal Justice Information System (CJIS) and Time, Attendance, and Court Information System (TACIS). The CSVS does not provide court appearance information involving BTA (BTAH) or DMV (DMV) hearings.

The following types of appearances are included in CSVS:

- (a) Bond/Detention hearing (BDH),
- (b) Grand Jury (GJ),
- (c) Motion Hearing (MOTH),

- (d) Title 16 Cases (T16),
- (e) Papering (PAP),
- (f) Preliminary Hearing (PRLH),
- (g) Trial (TRL),
- (h) Parole Hearing (PARH),
- (i) Witness Conference (WC), and
- (j) Citation (CIT).

2. CSVS Verification Report (PD Form 847) - used by Court Liaison Division (CLD) to document reported CSVS notification discrepancies.

### **III. REGULATIONS**

- A. Members shall telephone the Court Schedule Verification System before prosecutorial or court-related appearances and follow the procedures outlined herein.
- B. Members shall not be compensated for an appearance that is canceled in the Court Schedule Verification System solely because they check-in at Court Liaison Division; call data must verify that the system was down when the member telephoned CSVS two consecutive times between the designated hours, at least 30 minutes apart, or that incorrect information was in the CSVS at the time the member called, during the designated hours, and that the member then notified Court Liaison Division of CSVS errors as required herein.
- C. Members shall attend scheduled prosecutorial and court-related appearances as required.
- D. Members shall be excused from attending appearances only under the following conditions: sick leave, conflicting scheduled judicial hearings, emergencies, and unscheduled events approved by the ROC/Unit Commander or his/her designee.
- E. Members shall immediately notify an official of Court Liaison Division, or where appropriate, an official of their element in the event they will be late or unable to attend the scheduled appearance. The element/unit official who was notified will be responsible for advising an official of the Court Liaison Division as outlined in GO-PCA-701.6 (Court Appearance Notifications) and applicable directives.

#### IV. PROCEDURAL GUIDELINES

##### Responsibilities and Procedures for Members of the Department

- A. Before a scheduled prosecutorial or court-related appearance, members of the Department shall:
1. Using a touch-tone phone, call CSVS at 202-756-5674 between 1900 hours the day before an appearance, and by 0800 hours on the scheduled day, or by such time on the scheduled day that the officer would be able to arrive at the Court Liaison Division 30 minutes before their scheduled appearance time as required.
  2. Call CSVS between 1900 hours on the last business day that the court is open before a weekend or holiday (e.g. Friday for a Monday appearance), and 0800 hours on the scheduled day, or by such time on the scheduled day that the officer would be able to arrive at the Court Liaison Division 30 minutes before their scheduled appearance time as required.
  3. Listen to the system response and follow the directions provided to access personal schedule information. Call again when the system responds:
    - a. "I am sorry; the system is not available at this time. Please call back in 30 minutes;" or
    - b. "No data available at this time. Please call back in 30 minutes."
  4. Contact the CANS office at 727-0268 or 727-4466 when the system responds:
    - a. "System Unavailable;" or
    - b. "Data Unavailable;" and
    - c. He/she has made two or more calls, to CSVS, at least 30 minutes apart.
  5. Record the date and time regarding the next scheduled appearance.
- B. Supervisory Officials shall:
1. Accept member court appearance notifications; and
  2. Advise Court Liaison Division of member court appearance notifications, as outlined in GO-PCA-701.6 (Court Appearance Notifications) or related directives.

C. Court Liaison Division Officials shall:

1. Answer questions concerning the validity or accuracy of information obtained from CSVS.
2. Ensure that all cancelled appearances are properly recorded in CANS/TACIS.
3. Audit the CANS data, as needed, to ensure that typographical errors in the date or comment field do not render the information inaccurate.
4. For instances in which members check-in at CLD for an appearance that has been canceled, monitor member's compliance with the procedures outlined in this Special Order.
5. Check the CSVS Appearance Database for the appearance in question.
6. If the appearance is not in the CSVS Appearance Database, indicating that the member had access to the correct information, but the member asserts that he/she has a valid reason to apply for compensation, have the member complete PD Form 847 (CSVs Verification Report).
7. Collect the form from the member before he/she leaves CLD.
8. Sign and date the form and forward it to the Audit and Compliance Unit of CLD (ACU-CLD).
9. Notify the member's supervisory official of the request disposition.

D. ACU-CLD shall:

1. Verify the information submitted on the form with the CSVS Appearance Database and the CSVS Call Records database and consider with other pertinent information, whether:
  - (a) The information that was delivered by the system is incorrect,
  - (b) The member telephoned CSVS between the designated hours,
  - (c) The member telephoned as required, but the system was down,
  - (d) The member contacted CLD as required; and
2. Advise the appropriate CLD official of the disposition.

E. Commanding Officers shall:

Ensure that a copy of the phone number for the Court Schedule Verification System is posted:

1. In the roll call room; and
2. In the administrative office of the unit/district.

This special order shall remain in effect until incorporated into an appropriate general order.

//SIGNED//

Charles H. Ramsey  
Chief of Police

CHR:NMJ:MAR:ko:pas