

NEWS RELEASE

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NATURE OF STORY: **New Public Information Logs Available**

DETAILS:

The Lane County Sheriff's Office is pleased to announce the update and launch of two public information logs now available on the Lane County website. Working with staff from the County's Information Services department, two tasks previously completed by hand have now been automated, resulting in better service to the public and greater efficiency of staff time.

The new "**Civil Service Log**" provides information related to the service of civil papers. The log will automatically compile information from our local records management system related to the disposition of papers ranging from small claims to restraining orders. The log will show when a paper was successfully served, or reflect that the paper was un-servable and give a general reason why. Service that is still in-process and pending will not display on the log.

Community members with internet access may check to see if their civil paper has been served, at any time through this 24-hour service. Sheriff's Office staff benefits from this improvement as it will reduce the number of phone calls from the public to check service status. Those calls are received both in the Civil Processing Unit and in Police Dispatch after hours.

"We anticipate that this will have a positive impact on our phone traffic, especially from collections agencies and other businesses which send through a large volume of papers," said Support Services Manager Jonna Hill. "In this way, we can keep our phone lines clear for citizens with other civil inquiries."

A second log being enhanced is the "**Daily Activity Log**" which displays entries from our computer-aided dispatch system allowing the public to view the calls received and dispatched by the Sheriff's Office. This enhancement will automate the uploading of information to the log, eliminating a complex and labor intensive task for staff. People who depend on the timely update of the log, such as our regional newspapers, will be better served by this new automatic update.

Both logs can be found at the Sheriff's Office website: www.lanesheriff.org. Once on the home page, the links are listed under the "General Information" section at the bottom of the page.

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