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Virginia Beach Sheriff's Office Upgrades Outdated System

VIRGINIA BEACH, Va. - The Virginia Beach Sheriff's Office has successfully implemented a new system supporting the Civil Process division in the management and service of Civil Papers. The CIVILITY Advanced Civil Process System from DaProSystems replaces an outdated in-house system that had served the agency for decades.

Under the new system, deputies are able to immediately update our database that a paper has been delivered while still physically at the residence or business. The program also utilizes a GPS indicator reflecting the location of the deputy at the time of service, thus eliminating possible disputes in Court.

"The new civil service website provides immediate access to process status while reducing the volume of calls we receive for updates," said Sergeant Raymond Kowalski of the Virginia Beach Sheriff's Office Civil Process division. Citizens involved with a specific case, Plaintiffs, the Courts, and attorneys will now be able to instantly access proof of service online. Consistent with Juvenile Court protections, documents involving juveniles will not be accessible.

The implementation of the products follows a collaborative period where the Civil Process division worked with DaProSystems staff to shape the system for its needs. "Our department is already realizing the benefits of the new system," added Kowalski. "The company has worked with us throughout the process to make changes to best suit our requirements."

The Virginia Beach Sheriff's Office serves a significant volume of civil papers totaling more than 120,000 annual services. The new system is expected to significantly increase the efficiency of the Civil Process division as well as provide evidence that specific papers were served.

This information is also available for citizens who have been served with civil papers and attorney firms via the Virginia Beach Sheriff's Office website, www.vbso.net and clicking on Civil Process at the top of the page.

For inquiries regarding the use of this system at the Virginia Beach Sheriff's Office, please contact:
Ashley Lanteigne, Public Information Officer: 757.385.8446.

For inquiries regarding DaProSystems and CIVILITY please contact:
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