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SPIDR TECH SELECTED TO CREATE SAO4 VICTIM NOTIFICATION SYSTEM

In the effort to better serve the community and crime victims, State Attorney Melissa Nelson is proud to announce the office's selection of SPIDR Tech to create a modernized victim notification and survey system.

The Florida Legislature appropriated funds for SAO4 to competitively procure the pilot program. The system will serve to amplify the office's victim communication efforts through real-time text and email updates to victims; access to bi-directional communication with law enforcement and other relevant criminal justice agencies; automated multiagency status and investigatory updates; and a survey tool to gauge victim satisfaction.

"How the world communicates has changed and we are adapting with technology to better serve the people of Northeast Florida," said State Attorney Melissa Nelson.

Awarded in mid-2023 through the competitive bidding process, SPIDR Tech was selected to design and implement the program that will message victims in real time from the point of initial contact through the investigative and judicial process. The company was founded by former law enforcement officers and assists public agencies in a variety of ways, including crime victim communication.

The one-year pilot program implementation period began in September with an expected launch by the end of 2023.