

**BENEFIT REFERENCES**

**A. Washington**

- a) Issues more than 1,000,000 traffic citations per year
- b) Approximately 10% of traffic citations contain errors

**B. North Carolina**

Estimate of Savings in the 5 years after full implementation, calculated in 2007. From North Carolina Administrative Office of the Courts, Technology Services Division, June 2007, as published on [www.e-citation.net](http://www.e-citation.net) - Case Studies, by The Auri Group (TAG).

Categories	Year 1	Year 2	Year 3	Year 4	Year 5
Elimination of Redundant Data Entries	\$523,738	\$549,925	\$577,421	\$606,292	\$636,607
Elimination of Redundant Data Entries	\$540,865	\$567,908	\$596,303	\$626,118	\$657,424
Officers' Time Savings at Stops	\$1,352,163	\$1,419,772	\$1,490,761	\$1,565,299	\$1,643,564
Elimination of Paper Citation	\$75,600	\$79,380	\$83,349	\$87,516	\$91,892
Officer Travel Time	\$541,000	\$568,050	\$596,453	\$626,276	\$657,590
Officer Travel Mileage	\$8,500	\$8,925	\$9,371	\$9,840	\$10,332
Increased Revenue from Efficiency Improvements	\$52,500	\$55,125	\$57,881	\$60,775	\$63,814
Total Annual Return	\$3,094,366	\$3,249,085	\$3,411,539	\$3,582,116	\$3,761,223

From North Carolina Criminal Justice Information Network (NC CJIN) Governing Board Meeting 2/22/01 – E-citation - Cumberland County Pilot



Court Clerks are saving 15 minutes per citation in handling time.

[www.nascio.org](http://www.nascio.org) – NASCIO 2007 Awards

1.2 million citations issued per year, with 0% errors.

### C. Coral Springs, Florida

Stakeholder	Direct Benefit	Time Savings	5 Year \$ Savings
Police Traffic Unit	Increased Productivity Increased Revenue	4.22 minutes per ticket	\$2,750,000 \$ 600,000
Police Records Unit	Elimination of Data Entry	3.93 minutes per ticket	\$ 500,000
County Clerks	Legible Tickets		

### D. Jeffrey D. Rubenstein, CEO of Advanced Public Safety (APS)

20% to 30% of all hand-written traffic citations are dismissed because of errors or illegible entries.

### E. San Jacinto Police Department, California

- a) \$100,000 invested in system (Advanced Public Safety (APS)) – covered by grants and traffic fines
- b) \$7,000 per year on-line support (APS) – covered by grants and traffic fines
- c) 3 to 4 minutes to issue ticket v. 10 minutes for hand-written ticket

### F. Indiana

- a) Indiana Highway Patrol issues about 750,000 warnings and traffic tickets a year.

Indiana received about \$2.4 million in Federal Grants.

In 13 months, 806,000 tickets and warnings were uploaded to the central repository.

Officers can issue tickets in half the time.

From Griffin, Michelle, *Going Mobile*, Law Officer Magazine, Vol. 5, Issue 2, February 1, 2009. [www.lawofficer.com/news-and-articles/articles/lom/0502/going\\_mobile.html](http://www.lawofficer.com/news-and-articles/articles/lom/0502/going_mobile.html)



## G. Oregon

Court staff time on average spent in processing traffic citations.

- a) Small Courts – less than 25 staff hours per month
- b) Medium Courts – 50 to 100 staff hours per month
- c) Large Courts – 200 to 500 staff hours per month

The average time spent entering traffic citation information into the Court's RMS is 3 to 5 minutes.

The average loaded wage of a court data entry individual, which is salary plus 40% for benefits is \$33,475 per year. Estimate of potential costs include:

- a) Development cost
- b) Staff time for training
- c) Business process changes
- d) System support and maintenance

An analysis of a system proposed to accept electronic citations from Oregon Courts at the DMV estimated the cost to be \$250,000 plus \$12,000 per year maintenance.

From A Methodology for Evaluating the Feasibility of Enhancing Traffic Records Processing in Oregon with Electronic Automation, dated August 1, 2006.  
[https://wiki.cecs.pdx.edu/pub/ItsWeb/TRB2007/court2007\\_trb.doc](https://wiki.cecs.pdx.edu/pub/ItsWeb/TRB2007/court2007_trb.doc)

- a) Cut traffic stop time in half from 12 minutes to 6 minutes.
- b) 20% of hand written citations had errors resulting in dismissal by the courts.
- c) 4% dismissed due to clerks mistyping citation information into RMS.

From Wong, Wylie, *Clocked and Cited*, StateTech Magazine, July/August 2008.  
[statetechmag.com/issues/july-august2008/clocked-and-cited.html](http://statetechmag.com/issues/july-august2008/clocked-and-cited.html)

## H. North Dakota

In 1998 –

- a) 56,886 Administrative Traffic case convictions were processed by the District Courts. (1999 Report on Administrative Traffic Case Citation Processing).
- b) 1% to 3% involved motorists who requested a hearing.
- c) All citations must be processed and fines receipted before sending disposition information to the DOT Driver's License Division for entry on the driver's record.
- d) Estimated 70% to 80% just pay fine.



- e) Estimated 20% to 30% do not pay fine and are sent notices of noncompliance. Then 80% of these individuals pay the fine.

It requires approximately 7 to 8 staff positions statewide to process the traffic citations.

From Study of Centralized Process for Administering Noncriminal Traffic Violations – Background Memorandum; Prepared by the North Dakota Legislative Council Staff for the Judiciary B committee, dated August 2001. [www.legis.nd.gov/assembly/57-2001/docs/pdf/39033.pdf](http://www.legis.nd.gov/assembly/57-2001/docs/pdf/39033.pdf)

## I. Maryland

- a) District Courts of Maryland process about 1.3 million traffic citations annually.

From fiscal 2004 through fiscal 2007, the District Courts have spent and plan to spend about \$1.6 million on eCitation system. The total project cost for the District Courts is estimated to be \$1,896,660.

General fund expenditures for the Judiciary increased by \$248,000 in fiscal 2008 for implementation of an Internet-based system for viewing and paying traffic citations by the public.

Equipment costs for purchase and installation of MDCs, printers, scanners, and software is estimated at about \$1,100 per car. Total cost for 950 cars is about \$1,048,000.

TTF expenditures could increase by \$45,000 in fiscal 2008 only to provide necessary computer modifications to implement electronic citations.

From Revised Fiscal and Policy Note on HB 459 prepared by the Department of Legislative Services Maryland General Assembly 2007 Session (February 27, 2007). [http://mlis.state.md.us/2007RS/fnotes/bil\\_0009/hb0459.pdf](http://mlis.state.md.us/2007RS/fnotes/bil_0009/hb0459.pdf)

## J. San Jose, California

- a) The 3i-Infotech eCitation system went live on July 30, 2007, with initial deployment to 46 officers. 125 officers were using the system by November 2007.
- b) In first 6 months, the PD issued over 13,000 traffic and criminal citations with an error rate under 4% compared to the previous error rate of 11%.

The total cost is approximately \$800,520.

From City Council Memorandum, dated February 19, 2008, for Council Agenda 03-11-08, Item 2.6. Adoption of a Resolution to Execute the Second Amendment for Electronic Citation



Program Agreement with 3i Infotech; decrease Contingency Amount; and Adopt Related Appropriation Ordinance and Fund Sources Resolution Amendments.  
[www.sanjoseca.gov/clerk/Agenda/031108\\_02.06.pdf](http://www.sanjoseca.gov/clerk/Agenda/031108_02.06.pdf)

- a) \$820,000 spent on eCitation system
- b) Reduced error rate on tickets from 10% to 2%

From Wong, Wylie, *Clocked and Cited*, StateTech Magazine, July/August 2008.  
[statetechmag.com/issues/july-august2008/clocked-and-cited.html](http://statetechmag.com/issues/july-august2008/clocked-and-cited.html)

- a) Nearly 1 million residents (one of the 10 largest cities in nation)
- b) 1,300 police officers
- c) Approx. 10% of all hand written citations had errors. With eCitation system, errors reduced to 0.5%.
- d) Initial budget was \$820,000

From Microsoft Case Study, San Jose Police Department, Police Department's Automated Citation System Facilitates Greater Public Safety, (12/9/2009). [www.microsoft.com/industry/publicsector/partnersolutionmarketplace/CaseStudyDetail.aspx?casestudyid=4](http://www.microsoft.com/industry/publicsector/partnersolutionmarketplace/CaseStudyDetail.aspx?casestudyid=4)

## K. Santa Ana, California

- a) 338,000 residents. California's 9<sup>th</sup> largest city.
- b) Approx. 50% of hand written citations ended up being defective in some fashion or another.
- c) With eCitation system, error rate is less than 1%.

From Case Study: Santa Ana (CA) Police – HP IPAQ's help develop an electronic citation solution, PoliceOne.com, (6/25/2004). [www.policeone.com/police-technology/software/report-writing/articles/89843-Case-Study-Santa-Ana-CA](http://www.policeone.com/police-technology/software/report-writing/articles/89843-Case-Study-Santa-Ana-CA).

## L. Pima County, Arizona (Tucson)

- a) 491 commissioned deputies
- b) Population – 342,120 rural residents
- c) Issues 1000 citations for moving violations a month (12,000 citations per year)
- d) Estimated costs to equip 25 vehicles;
  - a. Data Collectors and printers 25 @ \$3,750                      \$93,750
  - b. Hardware and software for Pima County                      \$40,000
  - c. Hardware and software for Justice Precinct 1                      \$20,000
  - d. Hardware and software for Justice Precinct 3                      \$20,000





Since government entities are not motivated solely by economic factors, the Value Measuring Methodology not only provides an evaluation model that includes classic components such as operational efficiency and cost-effectiveness, but also considers other, less tangible components of the technology effort. A complete explanation of the Value Measuring Methodology is available at:

[www.cio.gov/documents/ValueMeasuring\\_Methodology\\_HowToGuide\\_Oct\\_2002.pdf](http://www.cio.gov/documents/ValueMeasuring_Methodology_HowToGuide_Oct_2002.pdf)

The table below describes the five value factors in the Value Measuring Methodology.

Value Factor	Definition	Examples
Government Operational	Benefits that are related to improving operational efficiency or enabling future initiatives.	Reduced time for Officer to make stop and issue citation allowing both driver and Officer to get back on their ways quicker.

or

