

A Case Study of Paper on Demand (POD) Study of E-Citations in Missouri, Iowa, and Utah

Definition

E-Citations involve the electronic transfer of traffic citations by law enforcement to the court's case management system. This solution has virtually eliminated the need for paper.

Business Problem

Citations are high-volume, labor-intensive, but low-risk transactions. The challenge facing the Missouri, Iowa, and Utah courts included developing uniform practices for traffic citations; reengineering citation procedures and business processes to improve service; deciding whether to build new systems in-house or with a vendor; and providing training to court staff and judges.

Solutions

Missouri: in-house solution

Iowa: in-house solution

Utah: in-house solution

Observations

- These three states handle thousands of citations.
- Cost savings from reduced data entry and fewer data errors.
- Real-time transfer of citations from law enforcement to the courts.

- Missouri uses E-Citations for state patrol tickets only. Iowa adopted the practice for about 60 percent of citations. Utah uses E-Citations on all state patrol tickets and for 45 percent of all local law enforcement citations.

Key Findings

- Implementation of E-Citations was led by law enforcement, clerks, and judges, with key stakeholders involved in its design and development.
- A business governance group provides oversight of the project.
- Each state has an IT architecture plan in place; rules governing the master code for law enforcement and the courts; and strong cooperation between business units.
- Standards were determined for secure transfer of electronic citations, and court rules were in place to enable the process.

Lessons Learned

- The cost of patrol car computers can be a barrier. Secure funding for these devices is critical.
- Law enforcement and courts must use the same charge codes for citations.

Benefits

- Capture of information once at the point of entry.
- Elimination of data entry by clerks.
- Reduction of storage for paper citations.
- Ease of access to for judges and staff to citations for court processing.

Benefits (continued)

- Judges and staff may print citations when needed.
- Easy dispositional reporting and reduction of data entry by law enforcement staff.
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- Almost real-time availability of citation information for electronic payment.
- Increased collection of fines.
- The ability to send courtesy notifications sooner.



Conclusion

E-Citations provide benefits to citizens, law enforcement, court staff, and judges. The development of such a system must be a collaboration between law enforcement and the courts built on a positive business strategy. E-Citations are both efficient and cost-effective.

For more information, contact NCSC's Technology Division at technology@ncsc.org.

“Our goal is to make the courts more accessible by offering a multitude of services on our website.”

Utah State Court Administrator,
Dan Becker