

Final Narrative:
E-Citation Preparation Standards Grant

The official grant approval letter from DOT was received on October 22, 2010 from FDOT Chief Safety Officer Randall G. Smith. An OPS Analyst, Linda Vickers, was successfully interviewed and hired effective November 9, 2010. Ms. Vickers resigned her position on December 6, 2010 and her replacement, Jeremy Peacock, was hired effective December 10, 2010. Effective April 29, 2011 Jeremy Peacock was released from the OPS Analyst position and Cassie Wheeler was hired effective April 15, 2011 to assume the position.

Throughout the grant, the Department planned and conducted four E-Citation Preparation Standards workgroups with various stakeholders to identify common barriers to the implementation of E-Citation programs as well as to gain valuable feedback which in turn allowed the Department to make changes to the interface control document (ICD) and advance the production of standardized requirements for electronically transmitting E-Citation data.

In compliance with the stated grant objective “to define barriers which hinder the use of E-Citations, including identifying stakeholder’s needs unrelated to data transmission and researching possible solutions”, four E-Citation Preparation Standards Workgroups were held throughout the grant cycle. The first E-Citation Preparation Standards Workgroup was held on December 14, 2010 at the Neil Kirkman Building in Tallahassee, FL. Representatives from the following stakeholders attended the workgroup: Advanced Public Safety (APS), Largo Police Department, Altamonte Springs Police Department, Clay County Sheriff’s Office, Florida Highway Patrol, Bay County Clerk of Court, Leon County Clerk of Court, Florida Association of Court Clerks and Comptrollers and DHSMV.

The second E-Citation Preparation Standards Workgroup was held on February 3, 2011 at the Central Florida Safety Council in Orlando, FL. Representatives from the following stakeholders attended the workgroup: APS, iyeTek LLC, Ormond Beach Police Department, Altamonte Springs Police Department, Osceola County Sheriff’s Office, Orange County Sheriff’s Office, Florida Highway Patrol, Flagler County Clerk of Court, Volusia County Clerk of Court, Orange County Clerk of Court, Marion County Clerk of Court, FACC and DHSMV.

The third E-Citation Preparation Standards Workgroup was held on March 16, 2011 at the Lauderdale Lakes DL office in Ft. Lauderdale, FL. Representatives from the following stakeholders attended the workgroup: APS, TraCS, Pembroke Pines Police Department, West Palm Beach Police Department, Coral Springs Police Department, Broward County Sheriff’s Office, Collier County Sheriff’s Office, Miami Dade Clerk of Court, Broward County Clerk of Court, West Palm Beach Clerk’s Office, FACC and DHSMV.

The fourth E-Citation Preparation Standards Workgroup was held on April 25, 2011 at the Neil Kirkman Building in Tallahassee, FL. Representatives from the following stakeholders attended the workgroup: Bay County Clerk of Court, Duval County Clerk of Court, Leon County Clerk of Court, Marion County Clerk of Court, Miami Dade Clerk of Court, Volusia County Clerk of Court, Tallahassee Police Department, Altamonte Springs Police Department, Wakulla County Sheriff’s Office, Bay County Sheriff’s Office, Jacksonville Sheriff’s Office, Florida Highway Patrol, APS, FDOT, TraCS, FACC and DHSMV.

A law enforcement education E-Citation preparation standards training was conducted from May 17-19, 2011, at the Neil Kirkman Building in Tallahassee, Florida. The training was composed of the Department’s six regional Senior Liaison Officers and focused on compiling the information and feedback gathered from participants in the E-Citation Preparation Standards Workgroups and creating an

educational document, later distributed to law enforcement agencies, showcasing the benefits of E-Citation usage.

In accordance with the grant objective “to increase the awareness of the benefits of E-Citations and improve the Department’s education and outreach efforts to law enforcement and the Clerks”, materials accumulated from both the workgroups and the law enforcement education E-Citation preparation standards training were used to create a training module utilized by regional liaisons to conduct trainings for Law Enforcement Agencies on both the usage and benefits of E-Citations. Education was geared toward training officers and gaining feedback from law enforcement regarding barriers and any future needs that may arise. Six regional trainings were conducted by field staff between June 14th and June 22nd across Florida. The trainings took place in Lake City, Tampa, Ft. Myers, Lauderdale Lakes, Panama City and Orlando.

A budget modification, entitled 'Budget Modification #2' was submitted to DOT and approved June 7, 2011. The alteration consisted of a verbiage modification which allowed funds to be moved from the contractual services portion of the budget to the expenses portion, resulting in an increased allotment in the funds designated for travel expenses as well as incorporating educational, training and survey materials into the budget.

Grant manager Bonnie Scott-Walls attended the 2011 Annual Education Program: Conference of County Court Judges in Boca Raton, FL and the Circuit Courts Judges Conference in Marco Island, FL. In accordance with the outreach efforts stipulated by the grant, the conference forum was used to further advance the education of clerks, judges and law enforcement officers on the benefits of E-Citation usage as well as the paperless process.

A meeting was held on July 11, 2011 with Department approved E-Citation vendors to address questions and concerns they have regarding the Department’s citation algorithm. Participants included ACS, TraCS Florida, ATS, APS, Global Software, Sungard and OOCEA. Discussions focused on citation usage and assignment, system requirements and the implementation of the Department’s base-36 algorithm.

In working to achieve the grant objective “to develop E-Citation data standards, including data requirements, structure testing and change control processes”, meetings were held throughout the grant with Melvin Cox, Alex Nicholas, Gary Axtell and Scott Hartsfield from FACC regarding structure testing website and deliverables. The final proposal including the required detail list of deliverables was received on January 10, 2011. Development Manager Gary Axtell presented the first deliverable (Software Requirements Specification) on March 9, 2011 for the E-Citation Structure Testing Application. Software Requirements Specification included the description of product functions, the external interface and the system requirements. A meeting to discuss the current status of the testing and any other concerns was held on May 20, 2011. Development Manager Gary Axtell reported that the website was created and functional. Beta testing began the week of May 23, 2011 with TraCS agreeing to participate in the testing.

Four E-Citation/E-Crash workgroups were conducted between the 30th of August and the 21st of September across Florida. The workgroups were led by Department members Maureen Johnson, Bonnie Scott-Walls, Jim Hage and Brinson Tatum. The workgroups were geared towards gaining feedback from law enforcement and clerks of court regarding barriers, funding options, ICD changes and requirements for transmitting E-Citation data. There were 137 participants from 82 agencies in attendance. Representatives from the following stakeholders attended the workgroups: City of Melbourne Police Department, Palm Beach Sheriff’s Office, Collier County Sheriff’s Office, Sebastian Police Department, Brevard County Clerk of Court, Cocoa Beach Police Department, Titusville Police Department,

Okeechobee Police Department, Satellite Beach Police Department, Kissimmee Police Department, Florida Department of Transportation, Port Canaveral Police Department, Palm Bay Sheriff's Office, Stuart Police Department, Volusia County Sheriff's Office, City of Orlando Police Department, Apopka Police Department, Seminole County Sheriff's Office, City of Winter Springs Police Department, St Augustine Police Department, APS, Howey in the Hills Police Department, New Smyrna Beach Police Department, South Daytona Police Department, Ormond Beach Police Department, Orange City Police Department, Daytona Beach Shores Police Department, Haines City Police Department, Edgewater Police Department, Leesburg Police Department, Deland Police Department, Ponce Inlet Police Department, Belle Isle Police Department, Port Orange Police Department, Volusia County Clerk of Court, Volusia County Beach Police Department, Holly Hill Police Department, Winter Park Police Department, North Port Police Department, Dade City Police Department, FHP Troop F, Lake Wales Police Department, City of Bartow Police Department, Clearwater Police Department, Bellair Police Department, Webster Police Department, St Petersburg Police Department, Lakeland Police Department, Holmes Beach Police Department, Citrus County Sheriff's Office, Dunnellon Police Department, Manatee Police Department, Miami Springs Police Department, Broward Regional Records Management, North Bay Village Police Department, Lighthouse Point Police Department, Aventura Police Department, Highland Beach Police Department, Palm Beach Sheriff's Office, DOT Broward, Delray Beach Police Department, FIU Police Department, Sunrise Police Department, Plantation Police Department, Seminole Police Department, Sea Ranch Lake Police Department, Jupiter Police Department, Bay Harbour Islands Police Department, Boynton Beach Police Department, Ocean Ridges Police Department, Hollywood Police Department, Davie Police Department, Sunrise Police Department, Manalapan Police Department and Ft Lauderdale Police Department.

To gauge participation in the E-Citation program the Department developed individually specified surveys for law enforcement agencies, Clerks of Court and approved E-Citation vendors. Email invitations to complete the surveys were sent on July 1, 2011.

Of those surveyed, 57.89% of vendors responded to the survey request, exceeding the grant objective of 50%. Survey responses indicated that, 81.81% of respondents have the ability to transmit data directly to the Clerk of Court. Vendors also indicated that the implementation barriers they are still encountering are software maintenance and program updates as well as transmitting data to the County Clerks.

Of those surveyed, 92.75% of Clerks of Court responded to the survey request, exceeding the grant objective of 30%. Survey responses indicated that 64.04% of respondents categorize themselves as "Participating: we electronically receive E-Citations from FHP and some law enforcement and electronically transmit data to FACC. All other law enforcement agencies provide paper UTCs and our office inputs the data before it is transferred to FACC." However, 29.68% of respondents categorized themselves as "Non-participating: we do not accept E-Citations, only paper copies of citations." When asked to identify barriers which hindered them from receiving E-Citation data from law enforcement agencies they responded: budget issues, limited number of law enforcement agencies using E-Citations, insufficient infrastructure to accept E-Citation transmittals, legal concerns and training.

Of those surveyed, 47.68% of law enforcement agencies responded to the survey request, exceeding the grant objective of 30%. Survey responses indicated that 50.28% of respondents categorize themselves as "Participating: we use E-Citations" while 48% of respondents categorized themselves as "Non-Participating: we do not use E-Citations." When asked whether or not they/their vendor are able to transmit citation data to the Clerk of Court, 16% responded "yes" while 33.71% responded "no." When asked to identify barriers which hindered them from participating in the E-Citation program they responded: insufficient monies to purchase equipment and storage space, insufficient quantity of E-

Citation devices, legal concerns (judges accepting unsigned E-Citations, court challenges), insufficient infrastructure to allow E-Citation transmittal to the Clerk of Court, connectivity issues and problems printing citations.

The overall objective of the E-Citation Preparation Standards grant was to address the issues relating to the UTC and the transfer of E-Citation data directly from law enforcement to the local Clerks of Court offices. In doing this, the grant sought to increase the number of law enforcement agencies using E-Citations by 2.5% in addition to increasing the number of E-Citations appearing on driving records by 2.5%. Baseline data gathered in May 2010 showed the number of Florida law enforcement agencies using E-Citations was 199 (54.07%). Data collected at the conclusion of the grant period shows a rise in the number of law enforcement agencies using E-Citations to 216 (58.53%), indicating an overall increase of 4.46%, exceeding the grant objective of 2.5%. Baseline data gathered in May 2010 showed the number of E-Citations appearing on driving records was 1,256,100 (42.86%). Data collected at the conclusion of the grant period shows an increase in the number of E-Citations appearing on driving records, including the 50,000 dispositions currently waiting to post to records, to 1,249,236 (45.85%), exceeding the grant objective of 2.5%.