

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
SUBGRANT APPLICATION FOR HIGHWAY SAFETY FUNDS

Part IV: REPORTS

Quarterly Progress Report Narrative for the THIRD quarter.

Project Title: E-Citation Preparation Standards

Project Number: K9-11-18-05

Implementing Agency: Florida Department of Highway Safety and Motor Vehicles

Project Director: Bonnie Scott-Walls

Describe the subgrant activities that took place during the quarter. Attach newspaper clippings, press releases, photos and other items that document activities. Use additional sheets if necessary. The *Quarterly Progress Report of Performance Indicators* should be sent to the DOT Safety Office along with the narrative within 30 days of the end of each quarter.

During the third quarter reporting period an OPS Operations Analyst was interviewed and hired, and the fourth E-Citation Preparation Workgroup was successfully planned and executed. Structure testing needs and solutions to the barriers of e-citation use were the primary issues discussed. Preparations have also been made to conduct law enforcement education training as well as a clerk specific workgroup.

The following activities have taken place during this reporting period:

The previous OPS Operations Analyst was released from the position, and Cassie Wheeler was employed effective April 15, 2011.

The fourth and final E-Citation Preparation Standards workgroup meeting was held on April 25, 2011, at the Neil Kirkman Building in Tallahassee from 9:00am-3:30pm. Representatives from the following stakeholders attended: 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, Alamonte Springs Police Department, Wakulla County Sheriff's Office, Bay County Sheriff's Office, Jacksonville Sheriff's Office, Florida Highway Patrol, Advanced Public Safety, Florida Department of Transportation, TraCS, FACC and DHSMV. See attached documents for details of the fourth workgroup. Lessons learned from previous Workgroups resulted in changes to the structure and agenda of the final meeting which in turn resulted in the generation of constructive feedback. This feedback has culminated in changes to the interface control document (ICD), which has advanced the goal of a standardized uniform traffic citation (UTC).

A law enforcement education E-Citation preparation standards training session was conducted from May 17-19, 2011, at the Neil Kirkman Building in Tallahassee. The training focused on compiling the information gathered from participants in the E-Citation Preparation Standards Workgroups and creating an educational document to be distributed to law enforcement agencies showcasing the benefits of using E-Citations.

Materials accumulated from both the workgroups and training sessions were used to create a training module used by regional field supervisors to conduct trainings for law enforcement agencies on both the usage and benefits of E-Citations. Education was geared toward training officers and gaining valuable feedback from law enforcement regarding barriers and any future needs that may arise. Six training sessions were conducted by DHSMV between June 14 and June 22 in Lake City, Tampa, Ft. Myers, Lauderdale Lakes, Panama City and Orlando with 147 participants from law enforcement agencies.

Development Manager Gary Axtell from FACC has reported that the website has been created and is functional. There are currently minor issues regarding sending files through the validation engine though these issues are expected to be resolved shortly. A meeting to discuss the current status of the testing and any other concerns was held on May 20, 2011. Beta testing began the week of May 23, 2011 with TraCS agreeing to participate in the testing. Structure testing is currently on track to be completed by the end of the grant period.

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.

The continued interaction between DHSMV, law enforcement agencies, E-Citation Vendors, Clerks of Court, FDLE and FACC members has helped promote the use of E-Citations. Currently two counties (Alachua and Marion) have participated in the Paperless Pilot with the goal of eliminating the use of paper Uniform Traffic Citations. The counties of Leon, Dade and Duval are currently scheduled to be the next participants in the program. The information being gathered from the paperless pilot along with the feedback from the workgroups has helped identify issues and solutions to increase use and the creation of a solid foundation for an efficient E-Citation program.

QUARTERLY PROGRESS REPORT OF PERFORMANCE INDICATORS

for the THIRD quarter.

Project Title: <u>E-Citation Preparation Standards</u>						
Project Number: <u>K9-11-18-05</u>						
Implementing Agency: <u>Department of Highway Safety and Motor Vehicles, Division of Driver Licenses</u>						
Project Director: <u>Bonnie Scott-Walls</u>						
Performance Indicators	Milestones Accomplished					
	Quarter Ending December 31	Quarter Ending March 31	Six-Month Totals	Quarter Ending June 30	Quarter Ending September 30	Project Totals
Number of surveys distributed to Law Enforcement	0	0	0	0		0
Number of surveys returned from Law Enforcement	0	0	0	0		0
Number of Law Enforcement Agencies chosen to participate in E-Citation Preparation workgroup	4	11	15	6		21
Number of Clerk of Court chosen to participate in E-Citation Preparation workgroup	2	7	9	6		15
Number of E-Citation Vendors chosen to participate in E-Citation Preparation workgroup	1	3	4	2		6
Number of Law Enforcement Agencies attending E-Citation Preparation workgroup	4	17	21	6		27
Number of Clerk of Court attending E-Citation Preparation workgroup	3	15	18	6		24
Number of E-Citation Vendors attending E-Citation Preparation workgroup	1	5	6	2		8
			0			0

AGENDA FOR E-CITATION PREPARATION STANDARDS WORKGROUP

Neil Kirkman Building Auditorium (A427)
2900 Apalachee Parkway
Tallahassee, Fl 32399

Objective: to support the development of Electronic Citation (E-citation) standards by identifying the barriers which hinder the widespread use of E-citations by law enforcement agencies and determining the needs with facilitating collection and transmission of data from law enforcement agencies (LEA) to the Clerks of Courts.

Monday, April 25th, 2011

9:00 am – 3:30 pm

I. Welcome and Introductions – (Dana)

II. Grant Goals and Workshop Findings

- Explore Barriers, Find Solutions and Create a Data Standard for E-Citations
- Work with Stakeholders to Define Data Standards and Structure Testing
 - *FHP Presentation – (Lt. Dodson)*
 - *Presentation on E-citation Program – (Sunny Thomas)*
 - *Presentation on Paperless Pilot – (Liz & Christine)*

- *Alachua and Marion*
 - *Next on Pilot - Leon, Dade and Duval*

10:15 am – CIPS & Customer Service Field Trip

III. Barriers Discussion

- *New Citation Numbering Format – (Brinson Tatum)*
 - *P = Paper & E = Electronic*
 - *Coming in July, 2011*
 - *Proposed E-Citation Format in 2012*
- *Work with Legislature to Set an E-Citation Usage Date – (Dana)*
- *FDLE Report – (Bonnie Scott-Walls)*
 - *Appendix C with Column for FDLE Changing Code*

IV. Crash Outsourcing – (Dana/Maureen)

V. Regional LE Training – (Bonnie)

- *Crash Errors*
- *Citations*

VI. Structure Testing

- *FACC Presentation– (Gary Axtell)*

VII. Review the Law Enforcement Citation Interface Control Document

VIII. Central Repository

- *Who Owns the Data? (Dana)*
- *Who Can Access the Data? (Dana)*

IX. Next Steps/Assistance

- *Surveys – (Amy)*

X. Wrap Up

- *Follow up and coverage needed on earlier agenda areas*
- *Continuing the sharing of resources, information and experiences*

XI. End of Day! Enjoy!

E-Citation Standard Preparation Grant
April 25, 2011
Workgroup Meeting Report

To: All Meeting Participants
Date: April 25, 2011
Subject: Initial Workgroup Meeting
From: Dana Reiding, Assistant Deputy Director

Background

The E-Citation Standards Preparation grant was awarded to identify and resolve barriers to e-citation use which includes defining the data standards and structure testing for electronic citations. A series of workgroups will address these topics as well as explore the need and viability of a single clearing house or central repository. By the end of the grant period these groups will have set the baseline data standards and defined the scenarios for structure testing of E-Citations in the State of Florida. Florida Association of Clerks and Comptrollers (FACC) will develop and perform the structure testing based on these guidelines.

Participants and Contributing Staff

Bay County Clerk of Court

- Stacey Lawrence-Walker, Data Base Software Administrator
- Patty Thoma, Traffic Manager

Duval County Clerk of Court

- Rose Devoe, Director of Court Operations
- Jennifer Douglas, Special Assistant to the Clerk Traffic Division
- Loraine Solomon, Special Assistant to the Clerk Traffic Division
- Jill Misra, Special Assistant to the Clerk

Leon County Clerk of Court

- Shannon Cash-Russell, Court Attendance Supervisor
- Suzanne Tompkins, Court Attendance Supervisor

Marion County Clerk of Court

- Maribeth Hudson, Chief Deputy Clerk

Miami-Dade County Clerk of Court

- Sunny Thomas, SPIRIT Program Manager, Technical Services Division

Volusia County Clerk of Court

- Don Murphy, Director of Court Operations

DHSMV Staff

- Dana Reiding, Assistant Deputy Director
- Maureen Johnson, Bureau Chief- Records
- Bonnie Scott-Walls, Program Manager
- Brinson Tatum, ISA
- Amy Crowson, UTC Field Unit Supervisor
- Elizabeth Damgaard, Senior Liaison Officer
- Thomas Austin, Crash Records
- Jeremy Peacock, Grant Specialist
- Jim Hage, Operations and Management Consultant Manager

FDOT

- Danielle King, Traffic Safety Grant Finance Manager & Traffic Records Program Coordinator

FACC Staff

- Alex Nicholas, Manager of Research and Analysis
- Gary Axtell, Application Development Manager

FDLE

- Charlie Schaeffer, Office of the Director Criminal Justice Information Systems

FHP

- Lt. Doug Dodson

Tallahassee Police Department

- Amber Daughtry, Digital Systems Administrator

Wakulla County Sheriff's Office

- Lt. Dale Evans, Traffic Unit/Homicide Investigator

Bay County Sheriff's Office

- Deputy David Kania, Information Systems

Jacksonville Sheriff's Office

- Rhonda Nettles, ISM System Analyst
- Major Dottie DePiazza, Records Department
- Lt. Terry Ray, Records Department

TraCS

- Amy Cochran, Program Coordinator
- Zachary Williams, Lead Developer

APS

- Jim Chmelik, Advanced Public Safety

Minutes:

Welcome and Introductions- Dana Reiding

Grant Goals, Workshop Findings and Meeting Objectives

- Explore barriers, find solutions and create a data standard for E-Citations.
 - Objectives: Where does it go from here? How do we make it happen? E-Citation vs. Crash Report differences.
- Work with stakeholders to define data standards and structure testing
 - The main issue has been defined as how the change is made from paper to electronic citations while still ensuring quality.
- FHP Presentation- Lieutenant Dodson
 - Lt. Dodson has been tasked with managing the FHP E-Citation program. FHP changed to a new E-Citation format in January 2010
 - FHP guidelines for citation codes are located in appendix C. The agency also employs GPS and geographic profiling to aid its officers in the use of E-Citations.
 - Officers must transmit their E-Citations to the C.O.C within 5 days of issuing said E-Citations. This is important due to the lack of a paper backup.
 - Problems that have occurred: the paper citation can occasionally arrive at the C.O.C office before its E-Citation counterpart, ambiguous statutes and how they are interpreted.
 - Rate of errors: of 19,000 e-citations processed there was one error.

Greetings and Introduction- Sandra Lambert

- Presentation on E-Citation Program- Sunny Thomas
 - Miami Dade E-citation was discussed and the presentation addressed the agency's operations and the benefit of using E-Citations.
 - Background: the current E-Citation program has resulted in an increase in productivity, reduction of staff, an inter-local agreement between C.O.C and LEA and the backward integration to the SPIRIT traffic system.
 - ICD: the interface control document defines the specifications and processes of data file, transmission, and validation, acceptance, processing and reporting.

- The E-Citation statistics for Miami Dade are as follows:
 10 participating agencies; 3 participating vendors;
 747,556 citations processed; 3% of citations rejected;
 35,000 man-hours saved and \$550,000 saved.
- The statistics for the red light camera program, begun in
 October 2010, are as follows: 13,538 citations processed;
 13 participating LEA; 2 participating vendors.
- The system has images of citations issued by all
 participating LEA so that exact paper replicas can be
 produced for court.
- Reports are sent monthly showing if citation errors have
 been cleared.

Benefits	Lessons Learned
Cost savings: reduced paper handling and storage besides in addition to man-hour savings	Data accuracy is critical
Improved efficiency: data entry which took up to two weeks is auto-performed the same day	Validate, validate, validate
Improved accuracy: date field related errors are auto-verified for accuracy.	Don't underestimate QA/ Testing
Automated rejection of duplicate citations as well as improved public service	Collaborative effort between COC and LEA
Spurred further automation: became the catalyst for pCitation.	

- Presentation on Paperless Pilot- Elizabeth Damgaard
 - Pilot overview
 - Nothing of major significance changes in terms of data received.

- The 5-day rule still exists
- Violation code error was easily corrected by FACC
- Question poses about what to do when judges request a paper copy.
 - Clerks suggest that there will be a learning curve for older judges, Sunny pointed out the convenience of the electronic images produced by his system for such situations. Main objection for judges is the defendant having a document in court that the judge does not possess.
- Tallahassee Police Department representatives stated that the absence of a box on the citation clearly stating that an officer has issued a citation would hinder them in participating in the paperless pilot program.
- Alachua and Marion counties have already participated in the paperless pilot program. The counties scheduled to participate next are Leon, Dade and Duval.

CIPS and Customer Service Field Trip

Barriers Discussion

- New citation numbering format- Brinson Tatum
 - Discussion was focused on two different types of citation numbering schemes. Both schemes would allow for e-citation numbers to be generated at the time the ticket is issued instead of being assigned by DHSMV.
 - The character "P" will represent a paper citation whereas the character "E" will represent an electronic citation.
 - The new format is scheduled for July, 2011 with the proposed E-Citation format to follow in 2012.
 - The proposed 17-20 character number would be comprised of the following: County Number, Agency Number, Officer Badge ID, Date, and Sequence Number.
 - Problems with the proposed 17-20 character number include: the number is too long, not all officers have a permanent ID

number, systems not being able to differentiate between officers when an agency issues a previously used ID number to a new officer.

- Much discussion was held regarding the best format for the citation number.
 - The issue of including hours, minutes and seconds to the citation numbers was suggested to help ensure against duplicate issuances.
 - Miami Dade C.O.C uses citation numbers as case numbers. With approximately 1.1 million cases each year, a 17-20 character number would be problematic.
- Work with the Legislature to set an E-Citation usage date- Dana Reiding
- Common errors occurring during the completion of UTC Forms- Bonnie Scott-Walls
 - Common problems discussed were legibility problems; incorrect statute numbers; incorrect DL numbers; incorrect DL class or failure to indicate CDL/Commercial Vehicle; incorrect date of birth; incorrect spelling of name; incorrect traffic light and speeding amounts; citations filed in an untimely manner; duplicate electronic tickets; incorrect amount for 'Fix-It' tickets; incorrect amounts for registration; driver's license and insurance tickets and no discount for driving school.
- FDLE Report- Bonnie Scott-Walls
 - Appendix C matching Clerks punishment statute tables
 - DHSMV will include a column containing the corresponding FDLE punishment statute and record key.
 - Goal is for all Clerk of Courts to be online
 - The workgroup reviewed elements of the current FHP Interface Control Document (FHP ICD) and the recent changes made to accommodate the needs of all LEA.

Crash Outsourcing- Dana Reiding/Maureen Johnson

- Currently paper and electronic crash reports are accepted.
- New form as of January 1st.

Regional LE Training- Bonnie Scott-Walls

- Regional Trainings were proposed to address crash errors as well as citation errors. Common citation errors discussed were insurance codes, statute number irregularities, dates, timelines and handwriting.

Structure Testing

- FACC Presentation- Gary Axtell
 - E-Citation structure test: after registration a password and name will be generated
 - There will be a 10-15 minute turn-around for vendor approval; testing will not be immediate.
 - When a vendor passes DHSMV will be notified.
 - Currently it supports the FHP format.
 - When the new ICD becomes available FACC will support both formats until everyone is prepared to use the new ICD.

Review all of the data elements for the Law Enforcement Citation Interface Control Document (LE ICD) - Bonnie Scott-Walls

Clerk of Court Fine Collection- Elizabeth Damgaard and Bonnie Scott-Walls

- Question was posed to present C.O.C as to the time frame in which they use to collect fines.
 - Leon County: occasionally 30 days, occasionally 90 days
 - Duval: 90 days
 - Dade: 30 days or a payment plan

Next Steps/Assistance- Amy Crowson

- The previous survey and response statistics were discussed followed by a brief explanation of what to expect for the follow-up survey.

Central Repository

- Who owns the data and who can access the data?
 - Discussion was focused on the viability of a Central Repository; Pro's and Con's were listed and solutions discussed. The option of a web based clearing house was addressed as an alternative to a repository.
 - Discussion was also focused on who owns the data that is transmitted. Establishing ownership is important because it will determine who can charge a fee for accessing records.
 - Currently several C.O.C collect and sell the data.

Pro's	Con's
<ul style="list-style-type: none"> • Could act as RMS (resource management system) for smaller LEA; Store and manage citations for LEA who can't afford their own repository. • Department can manage and maintain all tables (also considered a pro for web clearing house.) • Single process captures and stores all data for future use. • LE can filter data and resolve errors before sending to Clerk of Court. • Can also be a location where disposition data can be pushed back to LE for accountability and outcome purposes. Retrieve facsimiles. 	<ul style="list-style-type: none"> • Magnitude of 300 plus LEA could pose infrastructure problems. • Paper citation may get to clerk's office before electronic citation. • Correcting errors could slow down 5 day rule (web based clearing house could solve this problem if all law enforcement had in vehicle access to the web.) • Clerks would be required to receive FTP data from Central Repository which could require new software/hardware.

<ul style="list-style-type: none">• Arrest data could be sent to C.O.C and DHSMV at the same time (acting as old blue copy.)• Data could get to the C.O.C more quickly.• State could coordinate release of new statutes with E-Citation vendors to eliminate errors.	
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Next Steps/ Assistance

- A follow-up survey will be conducted in the months to come. For questions contact Amy Crowson at (850) 617-2572 or amycrowson@flhsmv.gov
- Web page reference: www.flhsmv.gov/courts