
Association of Transportation Safety Information Professionals
38th International Forum on Traffic Records & Highway Information Systems
Best Practices Recognition

Centralized Infractions Bureau – Connecticut Judicial Branch

Part I - Project Summary

Project Title: Electronic Citation (E-Citation) Project

Project Description:

The E-Citation project eliminated a completely paper process and substituted the electronic capture of citation data by Connecticut law enforcement. The program allows police officers through their in-vehicle systems to access motor vehicle and wanted persons databases, and to enter citation information, populating the Centralized Infractions Bureau (CIB) database of the Connecticut Judicial Branch. Results include no redundant data entry; no handwriting issues; no incorrect charges; the system even calculates fines and fees according to the rules without exception.

Nominating Person Contact Information:

Name: Juliet Little

Title: State Traffic Records Coordinator

Agency and Office: Dept. of Transportation, Highway Safety Office

Address with City, State, ZIP: 2800 Berlin Turnpike, Newington, Connecticut 06131

Telephone: 860-594-2365

FAX: 860-594-2374

E-Mail: Juliet.Little@ct.gov

Project Manager Contact Information:

Name: Stacey Manware

Title: Deputy Director, Superior Court Operations

Agency and Office: Judicial Branch, Centralized Infractions Bureau

Address with City, State, ZIP: 225 Spring Street, Wethersfield, Connecticut 06109

Telephone: 860-263-2752

FAX: 860-263-2775

E-Mail: Stacey.Manware@jud.ct.gov

Lead Agency for Project: Connecticut Judicial Branch

Participating/Cooperating Agencies: Connecticut Judicial Branch, State and Local Law Enforcement, Department of Transportation, State Highway Safety Office, and Capitol Region Council of Governments.

National Agenda for the Improvement of Highway Safety Information Systems

Association of Transportation Safety Information Professionals

National Agenda Goals - Connecticut's Electronic Citation (E-Citation) Initiative

- 1. To instill an appreciation of the value of highway safety information systems among leaders, with a responsibility for highway transportation safety policy:**

Connecticut embraces this goal by demonstrating strong collaboration for the development of Electronic Citations, beginning with the State's Governor, to the agency Commissioners with oversight for the TRCC, to the participating agencies/associations listed above.

- 2. To involve the coordination among various organizations with a responsibility for highway transportation safety policy:**

The basis for Connecticut's development of Electronic Citations has been its TRCC, ensuring the coordination of federal, state and local government stakeholders listed.

In addition to the agencies listed above, other participating stakeholder agencies represented on the Traffic Records Coordinating Committee (TRCC), include representatives from all three branches of government, municipal and state police departments, transportation planners from regional councils of government, traffic engineers from the University of Connecticut, epidemiologists from Yale University, and emergency medical leaders from the State Health Department.

- 6. To promote the use of technical standards for characteristics of highway safety information systems:**

Connecticut has a unified court system, with a Centralized Infractions Bureau, a unit of the Connecticut Judicial Branch responsible for processing the 400,000 motor vehicle infractions, criminal infractions and payable violations that are issued each year by 105 law enforcement agencies. As owner of the unified form, the Judicial Branch developed the NIEM compliant XML schema necessary for the various law enforcement agencies to interface with CIB. The Branch was cognizant that there are multiple records management systems in the state and desired to build a system that was potentially compatible with all systems.

Reference the priority in your traffic records strategic plan to which this project applies:

Together with E-Crash, E-Citation has garnered top priority the past few years in the State's Section 408 safety data improvement initiatives. Funding for E-Citation the past few years has topped \$400,000 for "back end" systems development of the CIB database to allow for the direct population of citation data received from law enforcement. Funding for law enforcement has topped \$700,000 for the development of the E-Citation mobile application, linkage to the State COLLECT system, equipment, vehicle installation, training and roll-out.

In the 2009-2010 Strategic Plan, funding for an electronic payment process system (e-Pay) was included; however, the Judicial Department took this project over without any funding coming from Section 408. The e-Pay project, a web-based automated system that allows the State to receive and process credit card payments from defendants via the Internet for infractions and certain payable violations, has proven to be very successful.

Extent of Project Implementation:

The E-Citation project has focused heavily on the involvement of the State Police together with local communities that are reflective of urban, suburban and rural police agencies. Over 100,000 citations have been issued electronically to-date. The E-Citation project has been such a success that more communities are investing in equipping every marked police car in their fleet to assure that electronic citation is available to every police officer in the jurisdiction. More will follow as the State strives to provide more of the law enforcement units with this technology over the next biennium.

Summary of Project Benefits: What was improved, who benefited, and how?

With E-Citation, processing times for electronic citations have dropped substantially, demonstrating the effectiveness not only for the issuing police officers but for the back end systems that support their efforts. Even the violators have found the system easier to use; they are able to pay or enter a not guilty plea on-line. Instructions have been clearer and readily available. For police users equipped with the systems, productivity has jumped substantially. The systems have been linked directly to motor vehicle and wanted person's databases, so there has been no redundant data entry. No handwriting issues. No incorrect charges. The system can even calculate the fines and fees according to the rules without exception. There have been no downsides to this application; and convictions are more readily available on the department of motor vehicle's driver history.

Part Two: Project Detail**Project Description:**

The E-Citation project eliminated a completely paper process and substituted the electronic capture of citation data by Connecticut law enforcement and direct population of the Centralized Infractions Bureau (CIB) database of the Connecticut Judicial Branch. The Judicial Branch took

the lead, implementing the first electronic signature approach in state criminal and motor vehicle history.

The program allows police officers to enter citation information into their car computer on the scene, which goes directly to the court database. The in-vehicle systems are linked directly to motor vehicle and wanted persons databases, so there is no redundant data entry. In cars without this system the officer has to hand write the ticket, have the CIB enter the information later, then have the offender submit payment. Now the information is entered electronically; violators can respond online rather than through the mail.

The E-Citation application provides the ability:

- To reference motor vehicle statute files maintained by the Judicial Branch
- To swipe or scan operator license information from crash participants or violators
- To integrate DMV operator and registration information to the citation
- To print a citation for the violator; and forward an electronic citation to the CIB

Describe the major process steps for your project, including any unique aspects that enhanced success:

1. The E-Citation project required and reflected genuine collaboration among all three branches of government. It also demonstrated the need for a common approach among the state's operating law enforcement agencies.
2. E-Citation was a highway safety innovation in Connecticut because it eliminated a completely paper process and substituted an electronic one. Citation data is collected directly by the field police officer, sent directly to the Judicial Department's information systems eliminating all intermediate data entry. Citizens are now able to pay the ticket directly online or file their Not Guilty plea. The notion of a required handwritten signature was eliminated in favor of the first electronic signature authorization for law enforcement in state history. This was a significant efficiency improvement.
3. This project was professionally managed. It was done on schedule and within budget. All of the principals cooperated and continue to cooperate on a pilot E-Crash system that will apply similar technologies to the investigation and recording of motor vehicle crashes.

Provide the evidence and reasoning used to determine the success of the project:

The E-Citation project provides for the electronic capture of citation data by law enforcement and direct population of the CIB database. As the following comparison illustrates, a reduction of more than 80% resulted in the average number of days from citation issuance by the State Police to entry into the CIB database.

Time Period

Avg. # of Days from Issuance to Entry into Database

July 1, 2010 to February 2011

34 days for paper tickets

July 1, 2011 to February 2012

6 days for electronic tickets

New law enforcement agencies continue to apply to participate in E-Citation, while law enforcement agencies already taking part are expanding their participation.

Why should this project be recognized as a best practice in traffic records?

Implementing the E-Citation project across multiple jurisdictions with 105 different police agencies and a very diverse set of software in each of those agencies is no simple task. In many ways, these types of systems can't be legislated; they must be developed through honest leadership and effective management. In part, these developments are based on trust: trust that those tasked with these efforts will deliver them in a comprehensive and sensible fashion that serves the entire highway safety community and not simply individual parts.

Connecticut, like most other states has a Traffic Records Coordinating Committee (TRCC) charged with sharing information on highway safety data and systems. Every state and local agency involved in highway safety in Connecticut is a part of this working group. The TRCC has representatives from municipal and state police departments, transportation planners from regional councils of government, traffic engineers from the University of Connecticut, epidemiologists from Yale University, and emergency medical leaders from the State Health Department. All three branches of government are represented.

With E-Citation, processing times for electronic citations have dropped substantially, compared with the previous year for paper tickets. For police users, productivity has jumped substantially. The systems have been linked directly to motor vehicle and wanted person's databases, so there has been no redundant data entry. No handwriting issues. No incorrect charges. The system can even calculate the fines and fees according to the rules without exception.

Prior to E-Citation, law enforcement officers were required to handwrite citations on multi-ply forms in rather adverse conditions. Officers were exposed to roadway hazards for up to ten minutes while documenting offenses. Subsequent entry into records management systems and bundling citations for CIB was time consuming. At the receiving end, legibility and errors made data entry accuracy questionable, and therefore driver history files subject to errors.

With the acknowledgement of E-Citation by the State's Governor to the individual stakeholder agencies represented on the TRCC, Connecticut's pride is evident for its accomplishments, lead by the Centralized Infractions Bureau of the Judicial Branch in successfully moving a best practice into common practice.