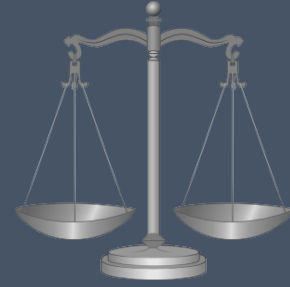


CITY OF NEW ORLEANS TRAFFIC COURT

Technology Grant Application
August 13, 2013

COURT OVERVIEW:



New Orleans Traffic Court (NOTC):

- Comprised of four divisions
- Four Judges
- Staffed by 71 employees
- Case management system relies heavily on paper driven manual processes.
- Reports to the Supreme Court are made electronically.

COURT OVERVIEW (CONTINUED):



SUPREME COURT REPORT 2012

MONTH	TRAFFIC VIOLATIONS ISSUED				TRAFFIC VIOLATIONS DISPOSED					
	DWI	STATE	CITY	TOTAL	DWI	STATE CONTESTED	STATE NO CONTEST	CITY CONTESTED	CITY NO CONTEST	<u>TOTAL</u>
JANUARY	143	4409	7426	<u>11978</u>	133	3629	759	6244	1185	<u>11950</u>
FEBRUARY	153	4401	7485	<u>12039</u>	107	4382	726	7681	1481	<u>14377</u>
MARCH	154	5358	8860	<u>14372</u>	143	4641	752	7542	1425	<u>14503</u>
APRIL	131	4771	6994	<u>11896</u>	125	3684	526	6083	1112	<u>11530</u>
MAY	144	6152	7711	<u>14007</u>	145	4173	531	6430	1110	<u>12389</u>
JUNE	151	5833	8034	<u>14018</u>	142	3801	914	5886	1076	<u>11819</u>
JULY	159	8798	8052	<u>17009</u>	106	4326	1697	5973	1045	<u>13147</u>
AUGUST	185	7688	7739	<u>15612</u>	97	2641	1926	3763	917	<u>9344</u>
SEPTEMBER	144	4539	6873	<u>11556</u>	149	2929	1682	4441	1008	<u>10209</u>
OCTOBER	117	3742	6415	<u>10274</u>	172	3091	1416	4650	1231	<u>10560</u>
NOVEMBER	137	3854	7175	<u>11166</u>	139	2627	700	4144	1008	<u>8618</u>
DECEMBER	106	4002	7294	<u>11402</u>	133	2438	542	3460	915	<u>7488</u>
<u>TOTAL</u>	<u>1724</u>	<u>63547</u>	<u>90058</u>	<u>155329</u>	<u>1591</u>	<u>42362</u>	<u>12171</u>	<u>66297</u>	<u>13513</u>	<u>135934</u>

COURT OVERVIEW (CONTINUED) :



SUPREME COURT REPORT 2013

TRAFFIC VIOLATIONS ISSUED

MONTH	DWI	STATE	CITY	TOTAL
JANUARY	92	4073	7561	<u>11726</u>
FEBRUARY	88	2903	5545	<u>8536</u>
MARCH	152	4266	7595	<u>12013</u>
APRIL	102	4185	6728	<u>11015</u>
MAY	138	5271	7279	<u>12688</u>
JUNE	138	4449	7464	<u>12051</u>
<u>TOTAL</u>	710	25147	42172	<u>68029</u>

COURT OVERVIEW (CONTINUED):



SUPREME COURT REPORT 2013

TRAFFIC VIOLATIONS DISPOSED

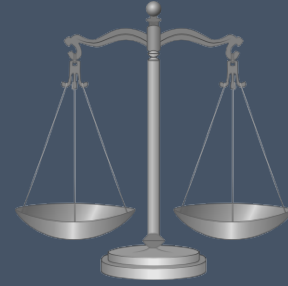
MONTH	DWI	STATE CONTESTED	STATE NO CONTEST	CITY CONTESTED	CITY NO CONTEST	<u>TOTAL</u>
JANUARY	149	3195	610	5244	1191	<u>10389</u>
FEBRUARY	131	2956	617	4779	1217	<u>9700</u>
MARCH	174	3620	575	5919	1321	<u>11609</u>
APRIL	194	3837	677	6143	1223	<u>12074</u>
MAY	177	3437	618	5332	1156	<u>10720</u>
JUNE	149	2977	907	4960	959	<u>9952</u>
<u>TOTAL</u>	<u>974</u>	<u>20022</u>	<u>4004</u>	<u>32377</u>	<u>7067</u>	<u>64444</u>

COURT OVERVIEW (CONTINUED):



- Each citation is entered manually.
- Average approximately 2.7 violations per citation (maximum is four).
- Court receives approximately 1400 - 1500 citations weekly.
- Staff enter about 1,050 citations each week.
- Data entry backlog compounded by staff illness, vacation days, special enforcement events, etc.

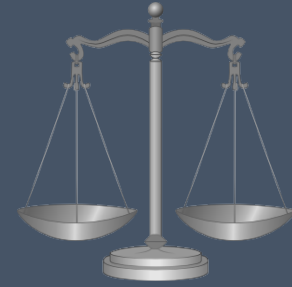
COURT OVERVIEW (CONTINUED):



Audit team:

- Comprised of three staff
- Reviews all processed court cases
- Includes automated payments
- Identifies errors, and notifies appropriate staff for correction

COURT OVERVIEW (CONTINUED):



Audit team

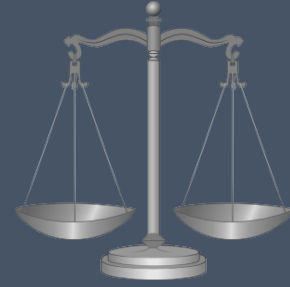
- Estimated 25% case processing error rate
- Approximately 10% of identified errors are corrected by audit staff.
- Significant time lag exists before corrections are entered.

CURRENT CASE MANAGEMENT SYSTEM:



- The manual, paper intensive process driven system is maintained alongside the case management software system.
- Each citation is entered individually.
- System logic does not minimize keying errors, violation codes mistakes, etc.
- Physical paper Citation is used to document case disposition information and is used to update the case management system
- If citation is misplaced handwritten notations (motions, charge amendments, etc.) made by the judge, city attorney, etc. are not available in the system.

CASE PROCESSING:



- Incorrect state and local charges
- Wrong person tied to citation/disposition
- Charges may not be tied to disposition accurately
- License could be suspended in error

CASE PROCESSING (CONTINUED):



- There could be an adverse impact on a defendant's vehicle insurance due to wrong charge/disposition.
- Coding or disposition errors could negatively impact driver's license (loss of Commercial Driver's License, etc.).
- If the defendant does not have a copy of the citation, could be difficult to locate hard copy.
- Delays reporting dispositions

ADDITIONAL SYSTEM LIMITATIONS:



- Tickets are catalogued individually in system (not linked).
- A search for a specific record/defendant may result in information that lists the same defendant multiple times.
- Charges could be missed as ensuring all cases are linked to the appropriate defendant is a manual process.
 - Information could be outdated
 - Wrong vehicle
 - Incorrect address
 - Vehicle and address may be linked to wrong citation
 - Additional outstanding citations could be missed

ADDITIONAL SYSTEM LIMITATIONS (CONTINUED):



- Court notices to defendant may not be received which could extend final adjudication and disposition of the case.
- To reduce errors court staff spends significant time performing manual processes to mitigate the aforementioned system limitations and case processing issues (Audit Team).

CASE MANAGEMENT SOFTWARE REVIEW

- With the problems noted previously, NOTC undertook a review of systems during the spring of 2013. Several case management systems were reviewed.
- After system reviews – this system was referred to the NOTC by one of our prosecutors who used the system in the role of a magistrate.
- NOTC team made several visits to review this court system and verify the functionality and user satisfaction with the system.
- This system surpassed the other vendors in its clarity, efficiency, and its flexibility to handle the difficult tasks that face our court.

- The system solves all the major issues that face the NOTC
- By improving the clerical processes and updating our Court processes we will achieve maximum accuracy, timeliness and access for the public.
- Our LA Supreme Court reporting is currently electronic but is based on the manual update of the case management system from our paper processes. This is an error prone and labor intensive effort. This system would remove the paper based process, unify our case management information, and dramatically improve our accuracy.
- The system would require NOTC to reorganize personnel and processes to take advantage of the paperless process.
- We realize the work involved but this system represents the best alternative for our Court to achieve a high degree of operating efficiency and accuracy in our reporting.