

2008 Innovations Awards Program APPLICATION

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ID # (assigned by CSG): 08-S-38OK

Please provide the following information, adding space as necessary:

State: Oklahoma

Assign Program Category (applicant): Public Safety/Corrections – Courts

1. Program Name: Oklahoma Municipal Court Reporting System
2. Administering Agency: Oklahoma Department of Public Safety (DPS) and OK.gov
3. Contact Person (Name and Title): Keith Leimbach, DPS Records Management/Court Liaison and Diana Woods, OK.gov Marketing Coordinator
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7. E-mail Address: kleimbac@dps.state.ok.us or diana.woods@www.ok.gov
8. Web site Address: <http://www.ok.gov/dps/courts/>
9. Please provide a two-sentence description of the program.



The Oklahoma Department of Public Safety's (DPS) Municipal Court Reporting System is an online reporting tool that allows municipal courts to communicate with DPS regarding all required information from all traffic convictions. Recently, the federal government mandated that by October 2008, all commercial drivers license (CDL) convictions be recorded on a person's driving record within 10 days of conviction, and this could not be done without a faster, more reliable system.

10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 1, 2008 to be considered.

The first phase of the system was launched on January 25, 2006 and was open to all Oklahoma municipal courts. The second phase became operational in January 2007, and the third phase was released in June 2007.

11. Why was the program created? What problem[s] or issue[s] was it designed to address?

The Oklahoma Municipal Court Reporting System was created to address one issue, but in the course of time has addressed three. These include:

- Meeting the new federal government mandated law for all CDL convictions to be recorded on a person’s driving record within 10 days of conviction
- Decreasing the alarmingly high error rates associated with the former paper process
- Providing new functionality to meet the needs of the Oklahoma municipal courts

12. Describe the specific activities and operations of the program in chronological order.

Three phases have been implemented with a fourth phase scheduled to be deployed in 2008. The descriptions of each phase’s functionality are described below:

Phase One

The first phase provides DPS with an administrative interface to begin entering municipal court locations and users into the system. Forms were also added in this phase enabling municipal courts to provide DPS with all of the required information from a conviction. The first phase launched in January 2006.

Add Citations	
* - Indicates Required Field	
City County Code:	0000
* Citation Number:	<input type="text"/> (C or Blank) <input type="text"/> (Ex. C 0123456)
* Last Name:	<input type="text"/>
* First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
*Address:	<input type="text"/>
*City:	<input type="text"/>
*State:	Oklahoma <input type="button" value="v"/>
*Zip Code:	<input type="text"/>
* Birthdate: (Format: mmddyyyy)	<input type="text"/>
*Race:	U - Not Known <input type="button" value="v"/>
*Sex:	Male <input type="button" value="v"/>
* Driver License Number:	<input type="text"/>
* Driver License State:	Oklahoma <input type="button" value="v"/>
* Driver License Class:	<input type="button" value="v"/>
* Offense Date: (Format: mmddyyyy)	<input type="text"/>
* Select Violation:	<input type="button" value="v"/>

(

(Add Citations Screen)

Phase Two

The objective of the second phase was to allow for the expansion of the system with three deliverables including:

- The court clerk has the ability to add citations to the system prior to a court date. This allows the system to generate a court docket for a particular date range of citations. All citations are entered with an arraignment date which helps provide a report of citations that have not been heard in court to be used as a docket for upcoming court dates. The report can be amended at any time while municipalities are creating it and as they add new citations. Court clerks can print the docket to be used in court and later to enter the convictions to be sent to DPS.
- The system pre-populates information already entered from one action page by utilizing the citation number. To enter convictions from the docket page, the court clerk enters the citation number, which pulls up all personal and vehicle information previously entered on the docket page to populate the conviction page, reducing the need to retype information.
- Users have the ability to mark records as “dismissed” so they are not transmitted to DPS as convictions.

Create Docket	
Create New Docket Get Printable Docket	
Court Docket for: 03/01/2007	
Citation:	4546546
Name:	FASDF, ASF
Address:	454235
City:	DFADF State: OK Zip: 73132
Date of Birth:	06/16/1997
Race:	B Sex: M
Driver's License Number:	54564546546 State: OK Class: D
Date of Offense:	01/01/2007
Violation:	A.P.C. OF MV UNDER INFLU OF ALCOHOL/INTOXICANTS Code: D17
Fine:	\$4,545.00
Reappearance Date:	03/01/2007
Comments:	asdfaf
*****PROCESSED*****	
Citation:	0111222
Name:	SMITH, ROBERT
Address:	101 N MAIN STREET
City:	OKLAHOMA CIT State: OK Zip: 73003
Date of Birth:	02/05/1969
Race:	U Sex: M
Driver's License Number:	111222333 State: OK Class: C
Date of Offense:	01/01/2007
Violation:	DRIVING WHILE LICENSE DISQUALIFIED Code: DL8
Fine:	\$100.00
Reappearance Date:	03/01/2007
Comments:	Testing

(Create Docket Screen)

Phase Three

The third phase of the application expanded the system to include an action form which combines an electronic method of submitting suspensions of drivers license requests to DPS. Items on the action form included:

- Failure to appear
- Failure to pay
- Failure to satisfy sentence of the court
- Notice of withdrawal of suspension
- Receipt of payment of fine and cost

Citation Number

Action Form Type

<input type="radio"/> Failure to Appear (Title 22-1115.5a)	<input type="radio"/> Notice of Withdrawal of Suspension *
<input type="radio"/> Failure to Pay (Title 47-6-206c)	<input type="radio"/> Receipt of Payment of Fine and Cost *
<input type="radio"/> Failure to Satisfy Sentence (Title 11-14-112)	<input type="radio"/> Satisfied Court Sentence *
<input type="radio"/> Insurance FTA (Title 47-7-605)	<input type="radio"/> Dismissed Insurance FTP Only *

* Date Required if Withdrawal:

(Action Form Screen)

13. Why is the program a new and creative approach or method?

The system provides new efficiencies for the Oklahoma Department of Public Safety and Oklahoma's participating municipalities including:

- More efficient reporting and documentation for DPS and the courts
- Declining error ratios reported to DPS
- Reduced paperwork for the agency and the users
- Free to municipalities who utilize the system

"Prior to the availability of this Web site, DPS Record Management personnel were processing around 250,000 municipal court convictions and 73,000 court ordered suspensions, the majority of which were being sent on paper. We were experiencing an alarmingly high rate of errors on these documents due to improper name, date of birth, or driver's license numbers," said DPS's Commissioner Kevin Ward.

With the new web-based system, new validation features were implemented to assist with the elimination of error rates. Many municipal courts were not sending in their suspension forms due to the difficulty in filling out the former six-page form process. Now municipal courts can send a one-page electronic form with the capabilities of repopulating information from other pages of the system. This has enabled the processing of suspension forms and CDL convictions in a timely manner and has cut down on the number of errors. DPS has also seen an increase in the amount of reporting due to the ease of the online forms.

14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)

Upon completion of the third phase, DPS paid \$33,000 for the development of the system. The system utilizes four administrators with three operating from the Oklahoma Department of Public Safety and a fourth administrator providing maintenance and support from OK.gov. These staff members were already in place, and the online system has replaced the traditional methods of reporting. Employees from DPS now have more time to devote to other aspects of their jobs.

15. What are the program's annual operational costs?

The system incurs no annual operational costs. As stated above, DPS has paid \$33,000, but no recurring costs will occur unless DPS decides to implement more functionality into the system in the future.

16. How is the program funded?

The program was funded by Federal Funds received through the Oklahoma Highway Safety Office.

17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.

No, the program did not require the passage of legislation; however, it was a result of a mandate of the federal government to provide convictions in a timely manner.

18. What equipment, technology and software are used to operate and administer this program?

The system was developed using PHP 5.1.2 and is supported by an Oracle 10g database. It runs on the Apache 2 Web server. The equipment used to house the application is an IBM Blade Center.

19. To the best of your knowledge, did this program originate in your state?

Yes, this particular program originated in Oklahoma as a custom made online service for the Oklahoma Department of Public Safety. The project is a collaborative effort between DPS and OK.gov.

20. Are you aware of similar programs in other states?

Yes, many states have provided their municipalities with online systems to meet the federal mandate. However, many states do not have the means to provide this service to their municipalities free of charge.

21. Has the program been fully implemented? If NO, what actions remain to be taken?

As for the original intent of the project, the program is fully implemented. The project is an ongoing partnership between DPS and OK.gov. As more needs of Oklahoma municipal courts expand, DPS and OK.gov will work together to implement more functionality into the system. Phase four of the project will allow for the expansion of tracking a running total of payments to a particular citation until the citation has been paid in full and provide a receipt to the payer upon payment.

22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.

Pros:

Effective Reporting

All data can now be sent by the court clerks via the online system and can be accessed by the court clerk at any time. Clerks can now utilize a report and search utility within the system for increased reporting efficiency. The system can also be used as a mini traffic record within Oklahoma municipal courts.

Declining Error Ratio

There are several innovative features built into the system that are utilized when the court clerks are entering their information. If the information is not filled in correctly, the system alerts the user that errors have occurred and the information is not sent to DPS. These features have cut the error ratio from 10-15% down to 1-4%.

Reduced Paperwork

In the past, municipal court clerks sent piles of paperwork, which included a six-page form on each conviction to DPS. The system removes much of the paperwork, allowing for a more efficient process of reporting convictions to DPS.

Increased Efficiency and Cost Savings

DPS estimates an average savings of \$12,000 a year in printing, mailing and shipping. In addition, DPS is now processing about 3,500 citations a month through the system, which allows for an estimated 60 full time employee hours saved. This provides about a \$9,500 savings each year in employee hours.

Free to Municipalities

What sets this online service apart from competitors in Oklahoma is that it is a free service to municipalities who utilize the system. There are approximately eight other municipal court reporting systems being used in the state of Oklahoma that are provided by private vendors and range in price for the courts to use. DPS has had many instances where courts using another vendor changed to DPS's system because of either affordability or user-friendly issues.

Cons:

Amount of Municipal Courts Currently Using the System

Due to the relative newness of the system, there are only 207 municipal courts out of 425 possible using the system. However, many new municipal courts are added every day and DPS expects that as the system grows to meet the demands of Oklahoma municipal courts all 425 courts will be participating on this system.

23. How has the program grown and/or changed since its inception?

(See system phases on pages 2-3)

24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?

One obstacle which can be associated with the transferability of the program is the amount of money it takes to start a program like this in other states. However, as seen with the program in Oklahoma, many cost savings can be provided for local municipalities once the system is in place.

Change is also an obstacle that other states must overcome. Many local municipalities fight change because the initial reaction is that they might lose their territory when conducting business with the state. This can be defeated with good communication of the benefits of the program.

End-to-end, the Oklahoma Municipal Court Reporting System operates with easy-to-use functionality resulting in an online service that provides money and time saving benefits for both the state and the municipal courts who are involved in this cross-boundary collaboration and partnership system in Oklahoma.