

# Online Infraction Adjudication and Ability-to-Pay Determinations

## Report to the Legislature

---

March 24, 2023



# Presenters

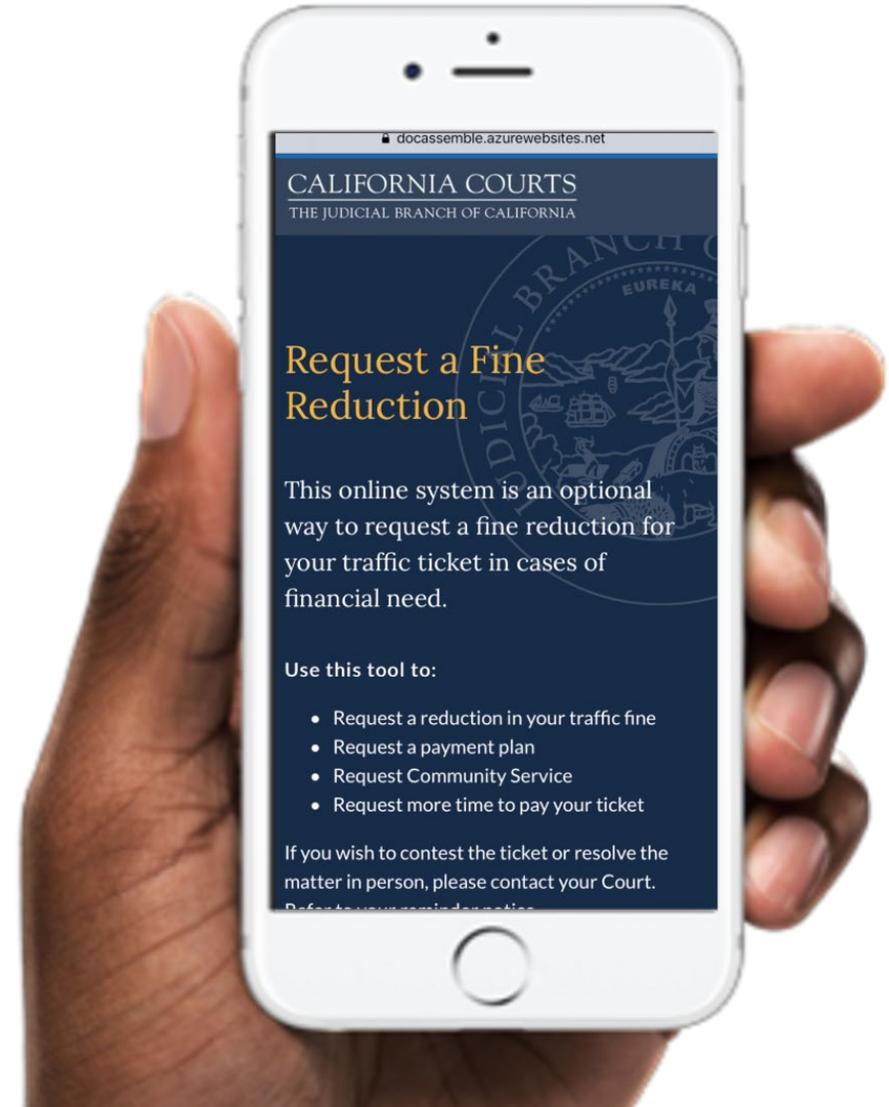
- Francine Byrne, Director  
Criminal Justice Services
- Stephanie Bohrer, Assistant CEO  
Superior Court of San Joaquin County
- Martha Wright, Manager  
Criminal Justice Services

# BACKGROUND

- US DOJ Price of Justice Grant
- Pilot Program
- Statewide Expansion

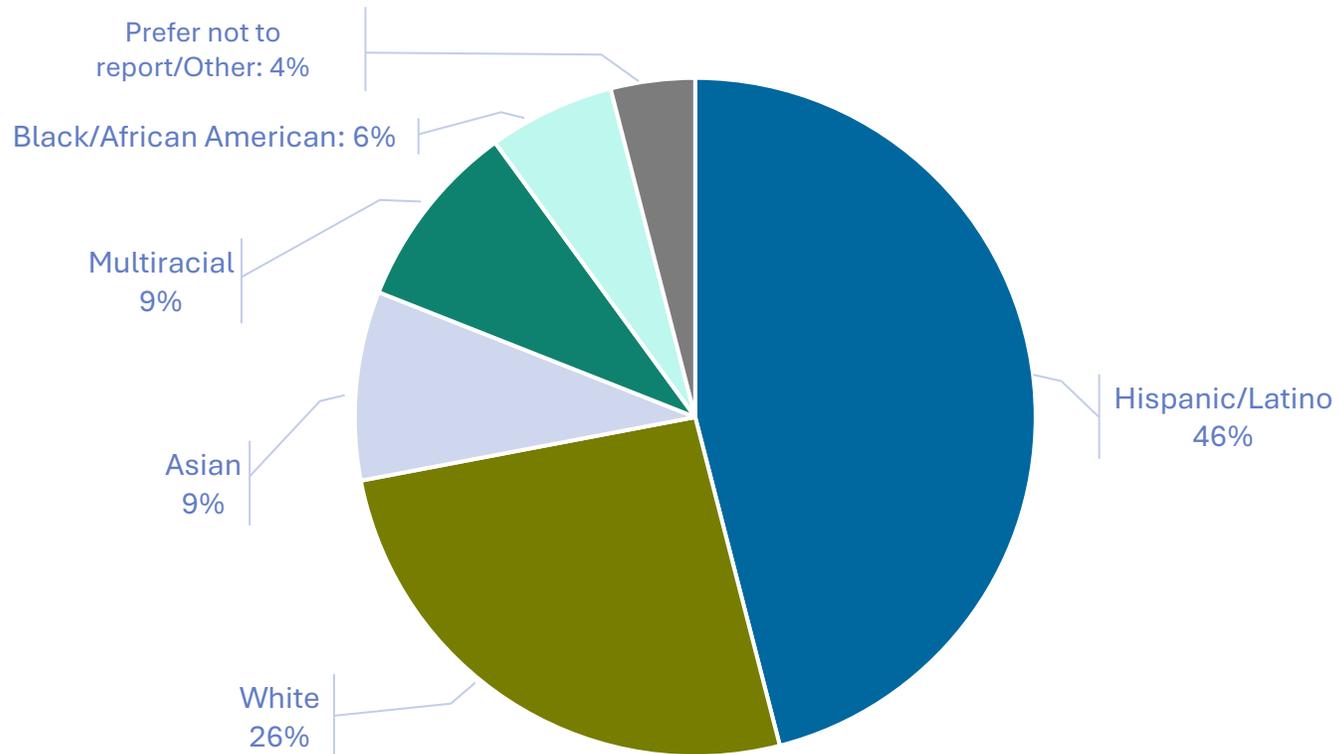
# WHAT IS MYCITATIONS?

- Request a reduction to fines and fees from eligible infractions.
- Intended to help litigants facing financial hardship.
- Completely online.
- Available in English and Spanish.

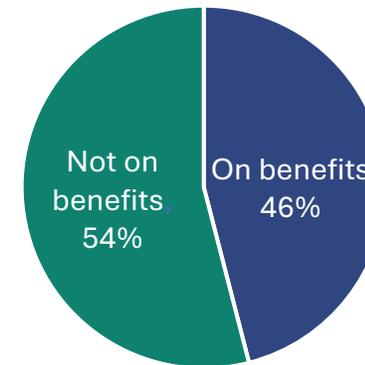


# MYCITATIONS USAGE

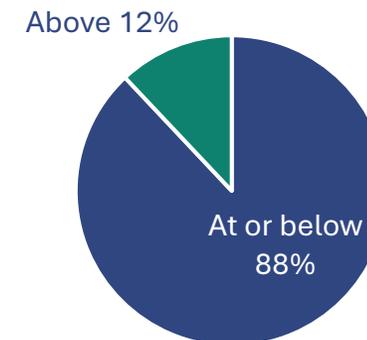
## Litigant Demographics



## % of litigants on benefits



## % of litigants at or below 250% of the FPL



# MYCITATIONS USAGE

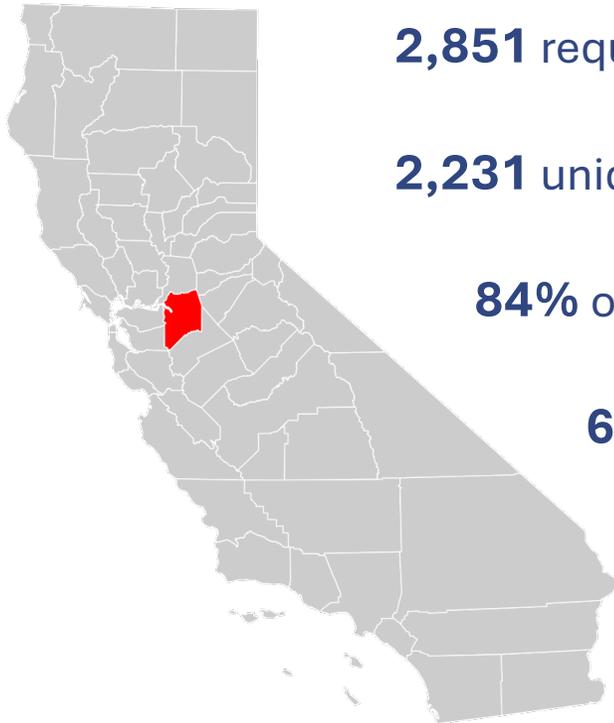
As of December 31, 2022	
Courts Live	16
Total Requests Made	66,821
Total Number of Unique Litigants	45,745
Average Amount Initially Owed per Citation	\$493 <i>(pre AB 199 - \$671)</i>
Total Dollars Forgiven	\$20.1 Million
Average % Reduced per Citation	57%

As of Today – 21 Courts Live

# SUPERIOR COURT OF SAN JOAQUIN COUNTY

October 3, 2022 – March 3, 2023

*Six Months of MyCitations*



**2,851** requests received

**2,231** unique litigants

**84%** of requests approved for relief

**65%** of requests are “appearing” before due date

**44%** of litigants on benefits

**79%** of litigants at or below 250% of the FPL

# SUPERIOR COURT OF SAN JOAQUIN COUNTY

## **Onboarding Experience**

- JC Project Management from start to finish.
- Questions and concerns were addressed and resolved timely.
- Tool was implemented ahead of schedule.

# SUPERIOR COURT OF SAN JOAQUIN COUNTY

## Judicial Officer and Clerk Feedback

- High usage rates from day one.
- Changes to courtesy notices.
- Court able to dispose of cases sooner and decrease pending caseload.
- MyCitations litigants are more apt to pay their reduced fines right away.
- Easy for staff to use.
- Local rule to allow Clerk of the Court to make ATP determinations.

# PILOT PROGRAM EVALUATION - MEASURING SUCCESS

Criminal Justice Services assessed program effectiveness with two key performance indicators:

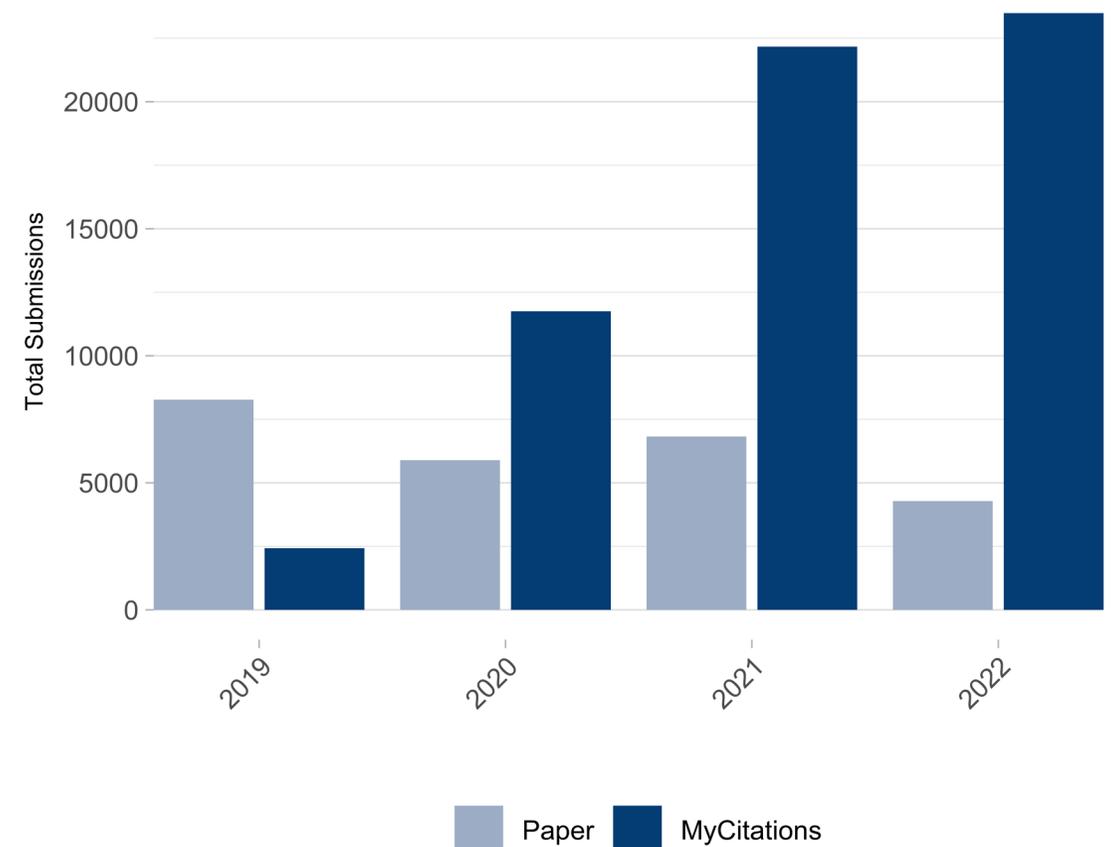
- Increased access to court services; and
- Reduced fines and fees to an amount that litigants are able to fully pay.

# MEASURING SUCCESS: Expanding Access

- Total ATP requests have increased.
- Paper form requests remain relatively level while online requests are growing.

**Nearly 5 times as many ability-to-pay requests are submitted via MyCitations compared to paper forms**

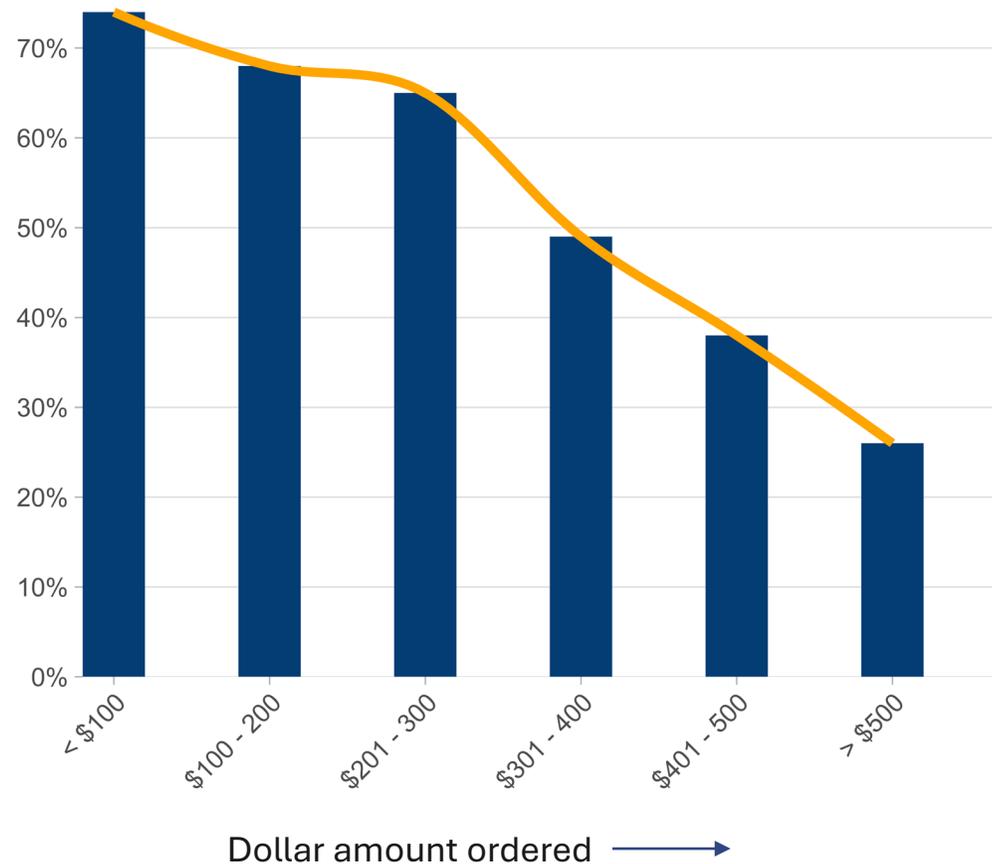
Online vs. paper ability-to-pay requests



# MEASURING SUCCESS: Repayment

**In a sample of 12,324 cases, the success rate decreased as the amount ordered increased**

MyCitations case success rate by order bracket



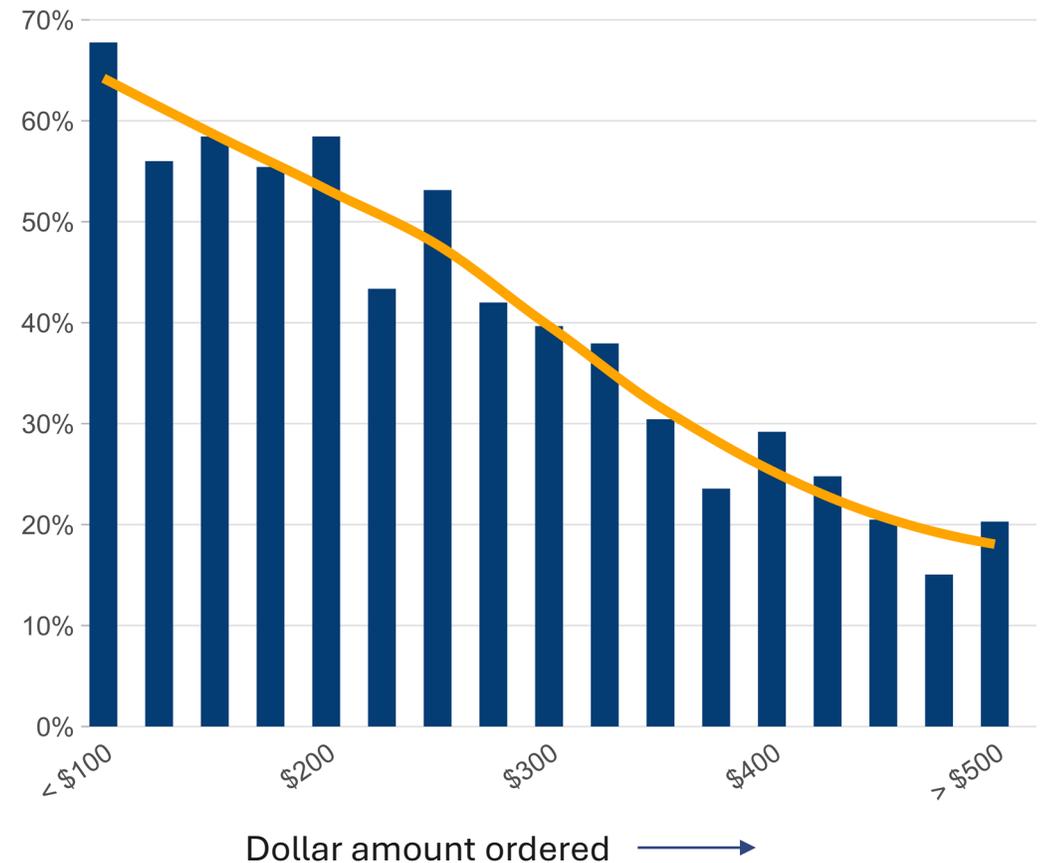
- Success rate expresses the proportion of cases that are fully repaid by the due date set by the court.
- The number of cases that successfully repay their infraction debt increases as the amount ordered decreases.

# MEASURING SUCCESS: Payment Plans

- Payment plans ease the pressure that fine and fee obligations place on monthly incomes.
- But, the longer their expected duration, the less likely full repayment will be achieved.

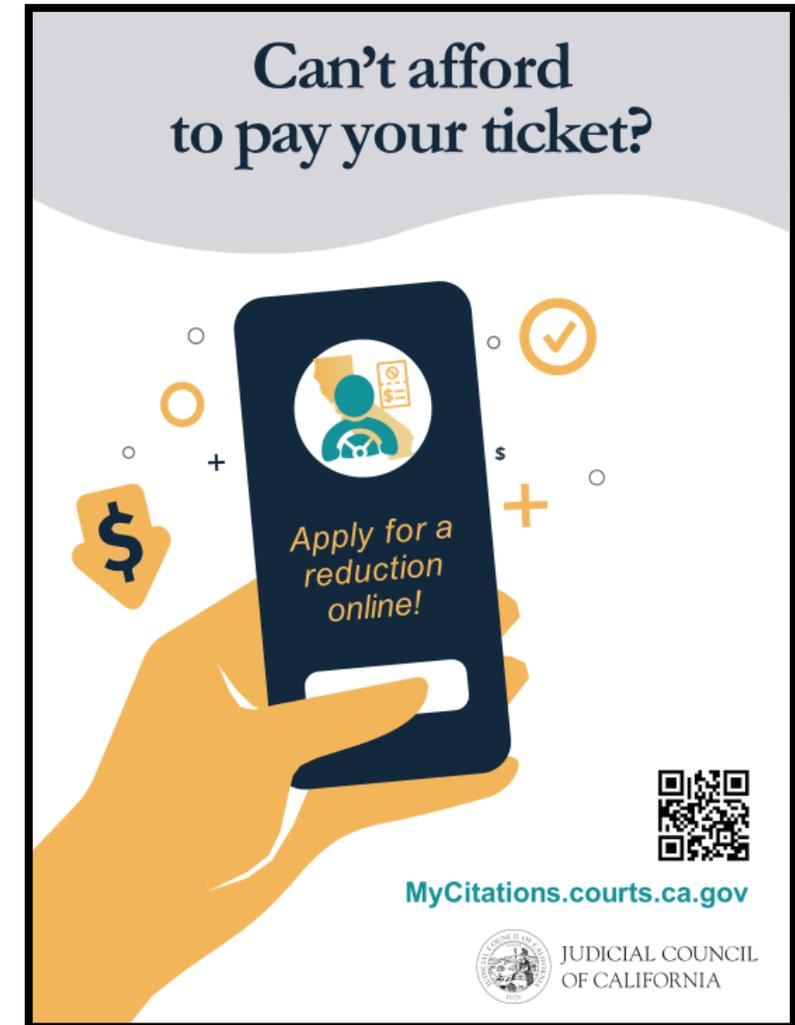
**On average, payment plans are less successful with each additional \$25**

Payment plan success rate by amount ordered



# FUTURE MYCITATIONS

- More courts onboard.
- Outreach:
  - Posters, web updates, legislator materials, court notices.
- Continued data analysis, user input, and product enhancement.



Questions?