



# Technology-Enabled Reengineering: An LA Traffic Story

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***Wait Times Up to 2.5 Hours Were not Uncommon.***

# TRAFFIC BPR

- Electronic survey January 13-17, 2014



***Why Were They Coming to the Courthouse?***

# SURVEY OVERVIEW

## 18,000 SURVEYS COMPLETED

- ◉ 43% came to make a payment
  - ▶ More than 50% paid by cash
- ◉ 30% came to schedule a court appearance
- ◉ 13% came to request an extension
- ◉ 12% came to check case status
- ◉ >17% did not know they could process on-line



# TRAFFIC BPR

- Electronic survey

January 13-17, 2014

- BPR kick-off meeting with traffic experts - February 2014



***What are the biggest areas for improvement?***

# BUSINESS PROCESS REENGINEERING

## Themes

- ▶ Efficiency
- ▶ Automation
- ▶ Reduce Foot Traffic
- ▶ Reduce Court Appearances
- ▶ Receivables
- ▶ Legislative



On line  
**NOT**  
In line

One  
and  
Done

# TRAFFIC BPR

- Electronic survey
- BPR kick-off meeting with traffic experts
- Bench View implemented - 2014

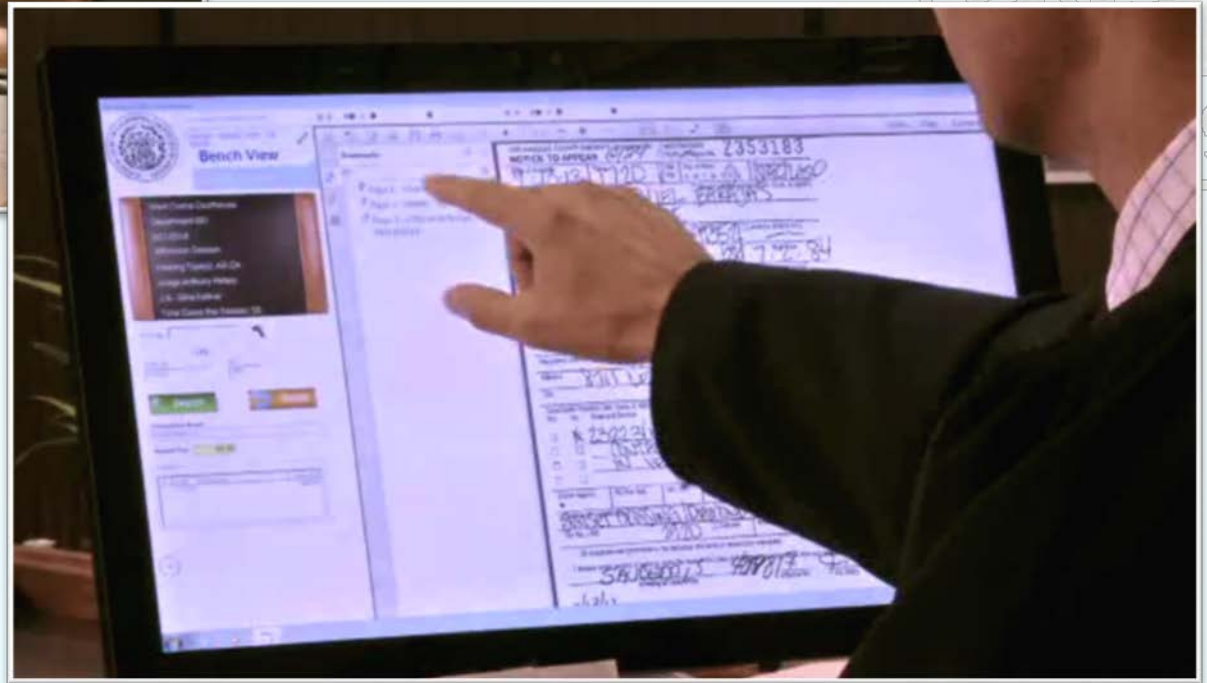
January 13-17, 2014

February 2014



***How to Improve Judicial Access and Calendar Prep?***

# BENCH VIEW



***Less Paper (not Paperless!) Saves Time and Money.***



# TRAFFIC BPR

- Electronic survey January 13-17, 2014
- BPR kick-off meeting with traffic experts February 2014
- BenchView implemented 2014
- New courtesy notices and informational inserts September 2014



*If You Build It, Will They Come?*

# SIMPLIFIED COURTESY NOTICE

## I GOT A TICKET

WHAT ARE MY OPTIONS?

GO TO [WWW.LACOURT.ORG](http://WWW.LACOURT.ORG)

**AVOID THE HASSLE OF:**

- MISSING WORK AND WAITING IN LONG LINES
- DRIVING IN TRAFFIC AND PAYING FOR PARKING

Use the NEW AUDIO AVATAR

How may I help you?



**PAY THE TICKET - PAYMENT OPTIONS:**

- INTERNET:** [www.LACourt.org](http://www.LACourt.org)  
NEW ONLINE Features: Audio visual assistance AND lower transaction fees!
- AUTOMATED TELEPHONE:** Visit [www.LACourt.org](http://www.LACourt.org) for your area phone number.
- MAIL/COURT DROP BOX:** Complete the payment coupon included with this notice. Make your check or money order payable to "LA Superior Court" and include your citation or case number on your payment. Mail the payment with the payment coupon in the return envelope provided or deposit in a drop box located at any courthouse that has a traffic department. Visit [www.LACourt.org](http://www.LACourt.org) for a list of locations.
- PAYMENT KIOSKS:** Pay using a payment Kiosk (credit/debit cards only) at one of the following court locations: Beverly Hills, Chatsworth, Metropolitan, or West Covina.
- PAY ANYWHERE:** Pay at any courthouse that has a traffic department. Visit [www.LACourt.org](http://www.LACourt.org) for a list of locations.

**THE DUE DATE ON YOUR TICKET IS NOT A DATE FOR YOU TO APPEAR BEFORE A JUDGE**

**GO TO TRAFFIC SCHOOL:** To attend traffic school you must meet all of the requirements listed below. It is your responsibility to determine if you meet these requirements. You are required to pay the bail amount listed on your notice, and pay an additional non-refundable traffic school processing fee of \$64.00. You will have 64 days from the day you pay the processing fee to complete traffic school.

- You have not attended traffic school for a ticket issued within 18 months of the date of this ticket;
- If speeding, your speed was not 25 mph or more over the posted speed limit;
- The offense is a moving (driving) violation;
- You were not driving a commercial vehicle or carrying hazardous material; and
- You must have a valid driver's license.

Sign up for traffic school on-line, through the automated telephone system, in person, or return the payment coupon included with this notice with the full amount due plus the \$64.00 fee in the return envelope provided. Visit [www.LACourt.org](http://www.LACourt.org) (click on Divisions then Traffic) for the phone number in your area or a list of traffic court locations. A list of DMV approved traffic schools is available at [www.LACourt.org](http://www.LACourt.org), when signing up.

**REQUEST AN EXTENSION TO APPEAR OR PAY:** If eligible, you may request a one-time 60-day extension on-line, through the automated telephone system, or in person. Visit [www.LACourt.org](http://www.LACourt.org) (click on Divisions then Traffic) for the phone number in your area or a list of traffic court locations.

**PROOF OF CORRECTION:** If your ticket is for a correctable violation and you are submitting proof of correction, send \$25 for each corrected violation. Make checks payable to "LA Superior Court". Obtain proof of correction at any law enforcement office during normal business hours. Mail proof of correction, the payment coupon, and the payment in the return envelope provided or visit [www.LACourt.org](http://www.LACourt.org) for a list of traffic courthouse locations near you and either deposit proof in a drop box or go to the traffic window.

**\*\*\*IMPORTANT\*\*\* FAILURE TO TAKE CARE OF YOUR TICKET \*\*\*IMPORTANT\*\*\***

Failure to take action by your due date, or any subsequent date, may result in additional charges, license suspension, and the addition of a \$300 civil assessment pursuant to Penal Code section 1214.1.

**GO TO COURT:** If "See Below" is written in the "Bail Amount" field listed on your notice, you are required to appear before a judicial officer. On or before the "Due Date," visit [www.LACourt.org](http://www.LACourt.org) and schedule an appearance for arraignment or go to any traffic court location listed.

**CONTEST YOUR TICKET:** Pursuant to California Rule of Court (CRC), rule 4.105, you are allowed to appear before a judicial officer without the deposit of bail, subject to certain exceptions. Visit [www.LACourt.org/page/EXGV-CRC4105](http://www.LACourt.org/page/EXGV-CRC4105) to review the full rule.

Decide the type of trial you want:

- Court Trial:** Both you and the officer appear in court. Visit [www.LACourt.org](http://www.LACourt.org) and schedule an appearance for arraignment or go to any traffic court location listed. No deposit of bail is required to schedule an arraignment. The date for your court trial will be scheduled at your arraignment.
- Trial By Declaration:** Both you and the officer write out what you want the court to know about the ticket. This option is an exception to CRC, rule 4.105. You must include payment for the full ticket amount. Complete the payment coupon with this notice, select "Trial by Declaration," and mail it along with your check to the address shown.

TRAF 040 (Rev. 07-15)

- ▶ Simplified text.
- ▶ Clearly call out web options.
- ▶ Lead with on-line options.
- ▶ Start "branding" the avatar
- ▶ The use of icon bullets.



**Clear Communications Drives Desired Behaviors!**

# TRAFFIC BPR

- Electronic survey January 13-17, 2014
- BPR kick-off meeting with traffic experts 2014
- BenchView implemented 2014
- New courtesy notices and informational inserts 2014
- Traffic Pay Anywhere - May 2015

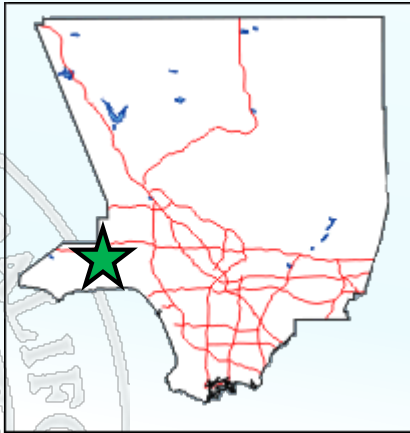


***How to Make Paying More Convenient?***

# PAY ANYWHERE

## Before

- ▶ Legacy CMS (1981)
- ▶ Pay only at the assigned court location



## After

- ▶ Legacy CMS (1981) with new capabilities.
- ▶ Pay at ANY courthouse that supports traffic.



***Sometimes an OLD Dog can do New Tricks!***



# TRAFFIC BPR

- ◉ Electronic survey
- ◉ BPR kick-off meeting with traffic experts
- ◉ BenchView implemented
- ◉ New courtesy notices and informational inserts
- ◉ Traffic Pay Anywhere
- ◉ **Variety of Web-Site Updates:**
  - ◉ New Web Site & Lowered Fees
  - ◉ Traffic Avatar Introduced
  - ◉ LEA Citation Lookup
  - ◉ Traffic Payment Plan
  - ◉ Redesigned Traffic Page
  - ◉ Multi-lingual Traffic Pages and Avatar

January 13-17, 2014

February 2014

2014

2014

2015

**2014**

**2015**

**2016**



***How to Move Service On-Line?***

# NEW WEBSITE & LOWER FEES

THE SUPERIOR COURT OF CALIFORNIA  
COUNTY OF LOS ANGELES

Español | Tiếng Việt | 한국어 | 中文 | հայերեն

Search

Help Us Improve SURVEY

Home | Online Services | Forms & Filings | Self-Help | Divisions | Jury | General Info

Traffic

Traffic Court handles cases that usually begin when a city or county officer issues a ticket for a violation of traffic law.

Try our new Audio Help? Yes No

May I Help You?  
¿En qué puedo ayudarle?

ONLINE SERVICES

Please select language for online transactions

English

Traffic Online Services provides the following options depending on the status of your ticket.

COURT RESOURCES

Traffic Forms

Traffic Fees

Traffic Courthouses

Traffic Glossary

NEWS & NOTICES

NEWS RELEASES

LASC Web Users Can Set Up Traffic Payment Plan Online

L.A. Court Improves Service to the Public Through Online Innovations

***Better, Faster, Cheaper!***

# THE TRAFFIC AVATAR



***Virtual Assistant helps over 4,000 customers a week!***

# JUSTICE PARTNER PORTAL



## Traffic Citation

Search by Court Location | Search by Citation | [Search by Officer's Badge No](#)

Officer's Badge Number: 9393

Hearing Date	Time	Event	Citation	LEA	Name
02/17/2016	AM	Court Trial	L010974	1912	MARTIROSYAN, KRISTINA
02/17/2016	AM	Court Trial	L012130	1912	LUCAS, DON
02/17/2016	AM	Court Trial	L012176	1912	GREGOR, ADAM
02/17/2016	AM	Court Trial	L012199	1912	LIMA, DANIELA
02/18/2016	AM	Arraignment	L012109	1912	KOSHKARIAN, JEOVANY CHR
02/19/2016	AM	Arraignment	L012112	1912	MCCALL, SHAI DENISE
02/19/2016	AM	Arraignment	L013219	1912	WUCHNER, CLAY
02/22/2016	AM	Fine Payment	L010028	1912	GETTONE, RASHAD ATO
02/22/2016	AM	Arraignment	L010093	1912	MENDOZA, DIANE MARIE
02/22/2016	AM	Fine Payment	L010938	1912	GARCIA, BRYAN ARREOLA
02/22/2016	AM	Court Appearance	L010943	1912	NALBANDYAN, SAHAK
02/22/2016	AM	Stay of Execution	L012182	1912	MEJIA, MARIA LUZ OR
02/25/2016	AM		L008600	1912	ZAIMTSYAN, GEVORG
02/29/2016	AM	Fine Payment	L010023	1912	DEMIRDZHYAN, GAYANE
02/29/2016	AM	Arraignment	L010962	1912	AMIRKHANYAN, ARKADI
03/01/2016	AM	Arraignment	L012133	1912	ASHIMYAN, KAREN
03/01/2016	AM	Arraignment	L012133	1912	ASHIMYAN, KAREN
03/02/2016	AM	Fine Payment	L010950	1912	ESKANDARI, ANTHONY JASON
03/02/2016	AM	Arraignment	L012133	1912	ASHIMYAN, KAREN
03/02/2016	AM	Arraignment	L012133	1912	ASHIMYAN, KAREN

**BURBANK POLICE DEPT. NOTICE TO APPEAR**

☒ Traffic ☐ Non-Traffic ☐ MISDEMEANOR

Date of Violation: 08/20/2015 Time: 3:04 PM Day of Week: Thursday D.J. No./Evidence Tag No. [REDACTED]

Name (First, Middle, Last): KRISTINA MARTIROSYAN Owner's Responsibility (Veh. Code, 40001) ☐

Address: 227 E VALENCIA AVE UNIT A City: BURBANK State: CA Zip Code: 91502

Driver's Lic. No. [REDACTED] State: CA Class: C Commercial ☐ Yes ☒ No Age: 38 Birth Date: [REDACTED]

Sex: F Hair: BLN Eyes: BRN Height: 501 Weight: 132 Race: W

Veh. Lic. No. or VIN: [REDACTED] State: CA Reg. MO/YR: [REDACTED] Commercial Vehicle ☐ (Veh. Code, sec. 40100)

Veh. Yr: 2007 Make: MERZ Model: SL-CLASS Body Style: 4DR Color: BLACK Motor Vehicle ☐ (Veh. Code, sec. 40100)

Evidence of Financial Responsibility

Registered Owner or Lessee ☐ Same as Driver

Address ☐ Same as Driver

City: State: ZIP Code:

Correctable Violation (Veh. Code, sec. 40610) ☐ Booking Required ☐ Misdemeanor or Infraction

Yes No Code and Section Description

☒ CVC 22400A IMPEDE TRAFFIC FLOW I

☐ ☐ ☐ ☐

Speed Approx. 25 P.M./Max Spd. Veh. Lic. Est. Spd. Distance ☐ Continuation Form Issued

Location Of Violation(s): CEDAR AVENUE City/County of Occurrence: Burbank

Weather, Road & Traffic Conditions: KENNETH ROAD WB

Passengers M F ☐ Accident ☐

☐ Violation(s) not committed in my presence, declared on information and belief, I declare under penalty of perjury under the laws of the State of California the foregoing to be true and correct.

R. Lloyd Arresting or Citing Officer 9393 Serial No.

08/20/2015 Date Name of Arresting Officer, if different from Citing Officer Serial No.

WITHOUT ADMITTING GUILT, I PROMISE TO APPEAR AT THE TIME AND PLACE INDICATED BELOW.

Signature [Signature]

9393	RLLOYD
9393	RLLOYD
9393	RLLOYD

**Jan. 2016**

- 12,866 inquiries into secured Justice Partner Portal
- Over 2,300 citation lookups by Law Enforcement Officers

**Let Justice Partners be Self-Sufficient!**



# TRAFFIC PAYMENT PLANS

- ⦿ A new online traffic payment plan was developed and introduced in August 2015.
- ⦿ Since its inception up to Feb 15, 2016:
  - ▶ 11,629 New Traffic payment plans established,
  - ▶ 16,582 Subsequent payments made,
  - ▶ More than \$1.9M in Bail payments collected, and
  - ▶ More than \$540,00 in Court cost recovery fees have been collected.
- ▶ Average over 400 new Payment Plans each week

***Offer new (needed!) solutions!***

# MULTI-LINGUAL ON-LINE SERVICES

Also available in:

◎ Spanish

◎ Chinese (Mandarin)

◎ Korean

◎ Vietnamese

◎ Armenian



***Improved Access in Native Languages.***

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  - Redesigned Traffic Page
  - Multi-lingual Traffic Pages and Avatar

2015

2016

***What are the results of all these changes?***

# TECH-ENABLED REENGINEERING



## ► Results:

- Wait times reduced to 8-12 minutes
- Labor Shifting to higher value add areas.
- New Cost-Recovered Systems Enrich Customer Service
- Law Enforcement Self-Sufficiency



# THE NEW FRONT COUNTER

**On-Line**



**2.0 Million Visitors / mo**

**In-Line**



**1.4 Million Visitors / mo**



# WHAT'S NEXT?

◎ Cash Kiosks at 4 Major Courthouses Late Spring 2016

◎ On-line Traffic Clerk Appointments Summer 2016

◎ Improved Courthouse Kiosks Summer 2016

◎ New Traffic CMS (Tyler Odyssey) Fall 2016

◎ Mobile Web 2016/2017

◎ eCitations 2017



***The Continuous Improvement Journey is Continuous!***

