

WHY DEPLOY AN ETICKETING SOLUTION?

Electronic Ticketing Whitepaper



INTRODUCTION

Many of today's law enforcement agencies are struggling to balance the increasing demand from their citizens for more services with limited and/or declining budgets. One of the easiest and most cost-effective ways agencies can address this issue is by deploying an electronic ticketing, or e-Ticketing solution. Automating the ticket issuing and processing system can significantly decrease cost, increase productivity and improve officer safety.

During most of the past 30 years, electronic ticketing has been limited mainly to a municipality's parking division, with parking enforcement officers utilizing a handheld device to issue parking violations. With advancements in software and hardware in recent years, the focus of electronic ticketing initiatives is now to automate the issuance of traffic/moving violations.

This white paper provides a complete overview of electronic ticketing functionalities currently available to law enforcement agencies, and how agencies can measure the impact or return on investment (ROI) an e-Ticketing solution will have on their agency.

RETURN ON INVESTMENT:

WHY DEPLOY AN E-TICKETING SOLUTION?

There are numerous methods to measure what the impact or return on investment (ROI) an electronic ticketing solution will have on an agency. Some agencies are focused on one main variable, while others measure the impact the solution will have on their entire system. Below are several of the major variables to consider when measuring the ROI for deploying an e-Ticketing solution:

1. INCREASED PRODUCTIVITY

Today, most patrol officers can issue a moving violation with a standard multi-part ticket form in approximately 10 to 15 minutes. With an electronic ticketing solution, officers are able to issue a ticket in two to three minutes. This time savings— when applied to each of the patrol officers who conduct traffic stops each day – results in an enormous increase in productivity. For example, if an agency has 20 patrol officers who each issue five traffic citations per day, with just a five-minute time-savings per citation, the result during just one year is an increase of over 1,600 hours of patrol time (20 officers x 5 citations/day x 200 work-days x 5 minute time savings = 100,000 minutes).¹



2. INCREASED ACCURACY

In national studies regarding the accuracy of the data contained on traffic citations, approximately 10-20%²³ of citations have been found to contain errors; with some regions/agencies experiencing error rates as high as 35%. In most municipalities, these types of errors “invalidate” the citation; hence the citation, (and its associated fine) are dismissed and the appropriate municipality does not receive any of the revenue for this citation. Using an electronic ticketing solution eliminates the typical errors associated with handwriting citations, and significantly reduces the number of citations dismissed by the courts. Assuming just a 10% reduction in the citation error rate applied to 20,000 citations that have an average fine amount of \$50, the amount of additional revenue that will be collected each year is \$100,000 (.10 error rate reduction x 20,000 citations x \$50 fine amount).

3. INCREASED EFFICIENCY

Automating the ticketing process reduces the delay in manually re-typing the citation information into record management systems. A study done by Florida State University⁴ reports that a manual citation takes an average of 12 days to process. This in turn leads to a delay in the collection of fines. With automated e-ticketing solutions processing time can be reduced to hours and in some cases, minutes.

4. INCREASED SAFETY

Roadside traffic stops are the second most deadly incidents encountered by law enforcement officers⁵ (second only to domestic violence incidents). One of the major contributors to the high death rate for traffic stops is the prolonged period of time officers are on the side of the road. The longer a traffic stop lasts, the higher likelihood an officer is injured by a passing motorist or violators who become agitated due to the long delay. An electronic ticketing solution enables officers to clear traffic stops three to five times faster – significantly increasing officer safety.” This can be the difference between life and death with traffic whizzing by,” said First Sgt. Larry Jenkins of the Indiana State Police.⁶

¹ Source: Motorola: The ROI of eCitation

² Mantena, Sitaramaju, Computerization and Automation of Affordable Traffic Data Collection System for the State of Florida, Florida State University, 2007

³ “New Carrollton Police least state in technology,” Gazette.net Retrieved January 2009

⁴ Mantena, Sitaramaju, Computerization and Automation of Affordable Traffic Data Collection System for the State of Florida, Florida State University, 2007

⁵ Ashton, Richard J. “Solutions for Safer Traffic Stops,” Grant/Technical Management Manager, IACP

⁶ Indianapolis Star online news story accessed January 27, 2011

CONCLUSION

e-Ticketing citation solutions are a time tested and proven way to increase productivity and revenues. e-Ticketing reduces costs, increases efficiency and enhances officer safety. This is achieved by utilizing e-Ticketing software, computers or handhelds, and mobile printers to take the time, expense and danger out of issuing citations. The result is more time spent on patrol and almost instant citation processing. These benefits and cost saving advantages are available to all police agencies and other traffic or parking authorities.



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