Electronic Communications from Oregon Courts to the Driver & Motor Vehicle Services Division: A Feasibility Assessment

Christopher M. Monsere, Principal Investigator
Kate Lyman, Graduate Research Assistant
Amber Springberg, Graduate Research Assistant

Portland State University
Department of Civil and Environmental Engineering
Introduction

• Purpose of project
  – Assess feasibility of transmitting driver records information electronically from the courts to the DMV
  – Estimate benefits of electronic data transmission

• Methodology
  – Literature review
  – Interviews
  – Survey (municipal and justice courts, 152 responses, 90% response rate)
Outline

• Existing Driver Records Process
• State of the Practice
• Institutional and Technical Barriers to Implementation
• Feasibility Assessment
• Recommendations for Implementation
Court Process

- Receive citation from enforcement
- Enter into case management system
  - OJIN or other
- Adjudicate
- Send to DMV
Court Process (cont.)

• Types of driver records
  – Convictions
  – Suspensions
  – Clearances
  – Vacates

• Completely paper-based
Overview of Court System

- **Types**
  - Circuit (27)
  - Municipal (135)
  - Justice (30)

- **Size**
  - Small (76)
    - <100 citations
  - Medium (38)
    - 101-500 citations
  - Large (11)
    - >500 citations
State of the Practice

Court Integration Projects

– Criminal Justice Information Network (NC)
– Justice Network (PA)
– Simultaneous Paperless Image Retrieval Information Technology (FL)
State of the Practice (cont.)

Enforcement Integration Projects
– Traffic and Criminal Software (IA)
– Clackamas County
– City of Portland
Institutional Barriers

• Coordination between agencies
  – internal and external
• DMV as archive for traffic citations
• Staffing issues
• Perceived drawbacks of electronic process…
Institutional Barriers (cont.)

Please describe the potential drawbacks that you see associated with a computerized process.

- Power failure: 3
- Identity Theft/Security: 5
- Costs: 7
- Staff mistakes: 8
- Training time: 8
- Computer related problems: 18

Number of Responses [N=49]
Technical Barriers

• DMV
  – Access to IT staff
  – Existing knowledge and experience

• Circuit Courts
  – Access to IT staff
  – OJIN available to all circuit courts
Technical Barriers (cont.)

• Municipal and Justice Courts
  – Each court “unique”
  – No common application
  – “Size” of court matters
  – 96% have access to internet
  – 80% have electronic case management system
  – Not all fields required by DMV captured in case management software
Feasibility Assessment

• Interest level of participants
• Benefits

If the technology and process were made available, would your court be interested in transmitting driver conviction information electronically to the DMV?

Justice (n=24)  Municipal (n=110)  All Courts (n=134)

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>Yes</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Justice</td>
<td>8%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Municipal</td>
<td>5%</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>All Courts</td>
<td>6%</td>
<td>11%</td>
<td></td>
</tr>
</tbody>
</table>
Feasibility Assessment: Benefits

Please describe the benefits you would anticipate by transmitting data electronically to the DMV.

- Improve Customer Service: 2
- Improve Accuracy: 15
- Save Paper/Help Environment: 19
- Save Money/Postage: 30
- Efficiency: 33
- Save Time: 76

Number of Responses [N=175]
Feasibility Assessment: Benefits

• Benefits are cost reductions or avoidance
  • Primarily staff time
  • Cost of mailing, cost of microfilming resources, cost of storage
  • Use as guide for feasibility

• DMV
  • Significant reduction in workload
  • Savings of $1.16 per transaction

• Courts
  • Smaller reduction (still required to enter citation data)
  • Savings of $.80 per transaction
Recommendations for Implementation

• Form a coordinating committee
• Identify a process and timeline for supporting a dual paper and electronic system
• Develop a standard file transfer format for interchange of data
• Develop software to interpret OJIN output and decide process
Recommendations for Implementation (cont.)

• Begin accepting all citations electronically from circuit courts use Clackamas County as test
• Develop interface, standards for other municipal & justice courts
• Begin accepting all citations electronically
Thank You

• Questions?
• Comments?