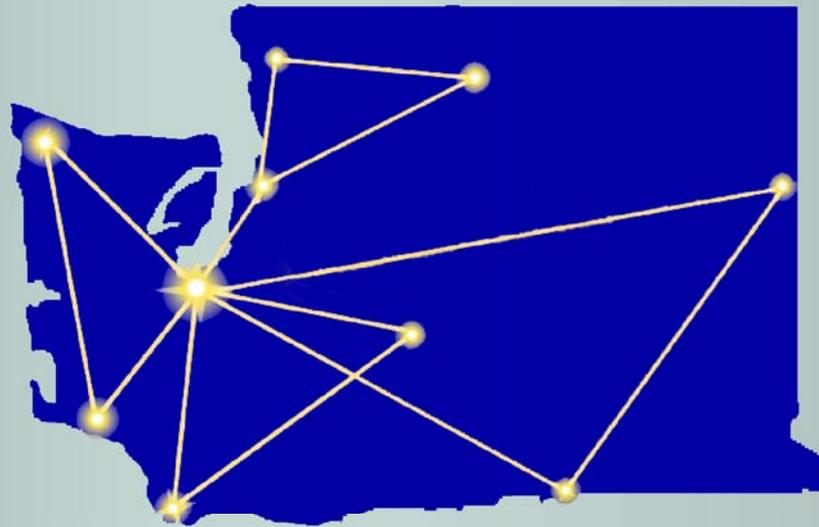


The Electronic Traffic Information Processing (eTRIP) Initiative



Leveraging Technology for Efficiency in Government

Washington State Transportation Commission
February 22, 2012

THE CASE FOR CHANGE:

Outdated paper-based systems are costly

- Traditional paper-based systems for processing tickets and collision reports are inefficient and costly
- Redundant data entry throughout the system



ACCURACY & TIMELINESS

Research exposed the problem

- 11% of statewide paper collision reports are returned to officers for corrections
- Following court disposition, the average delay for a paper citation to be received & processed by DOL is 13 days
- Average length of time for a paper collision report to be received and processed by WSDOT is over 90 days

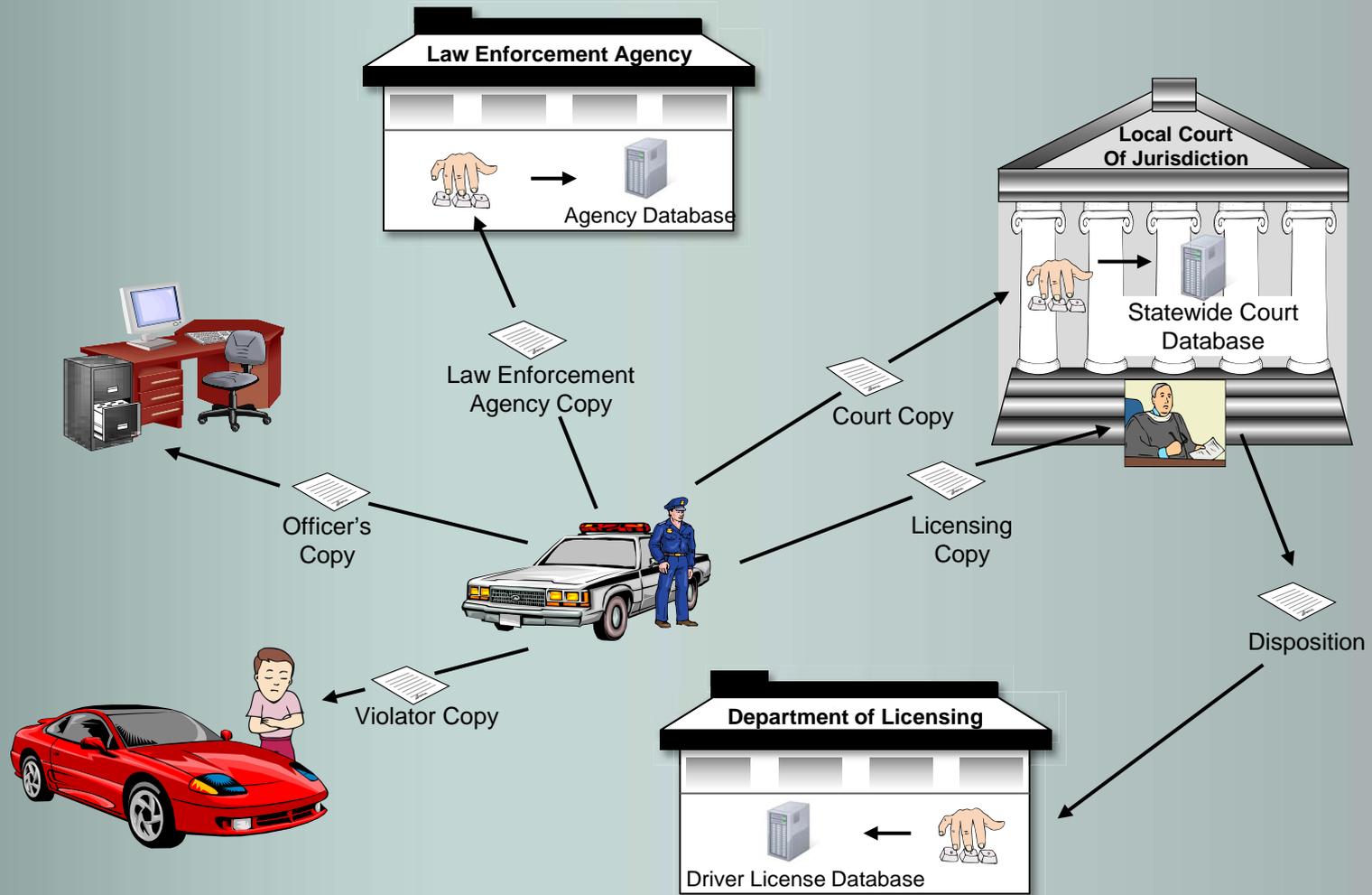
BOTTOM LINE:

Paper systems are inefficient,

inaccurate, and costly

AN EXAMPLE OF THE BURDEN:

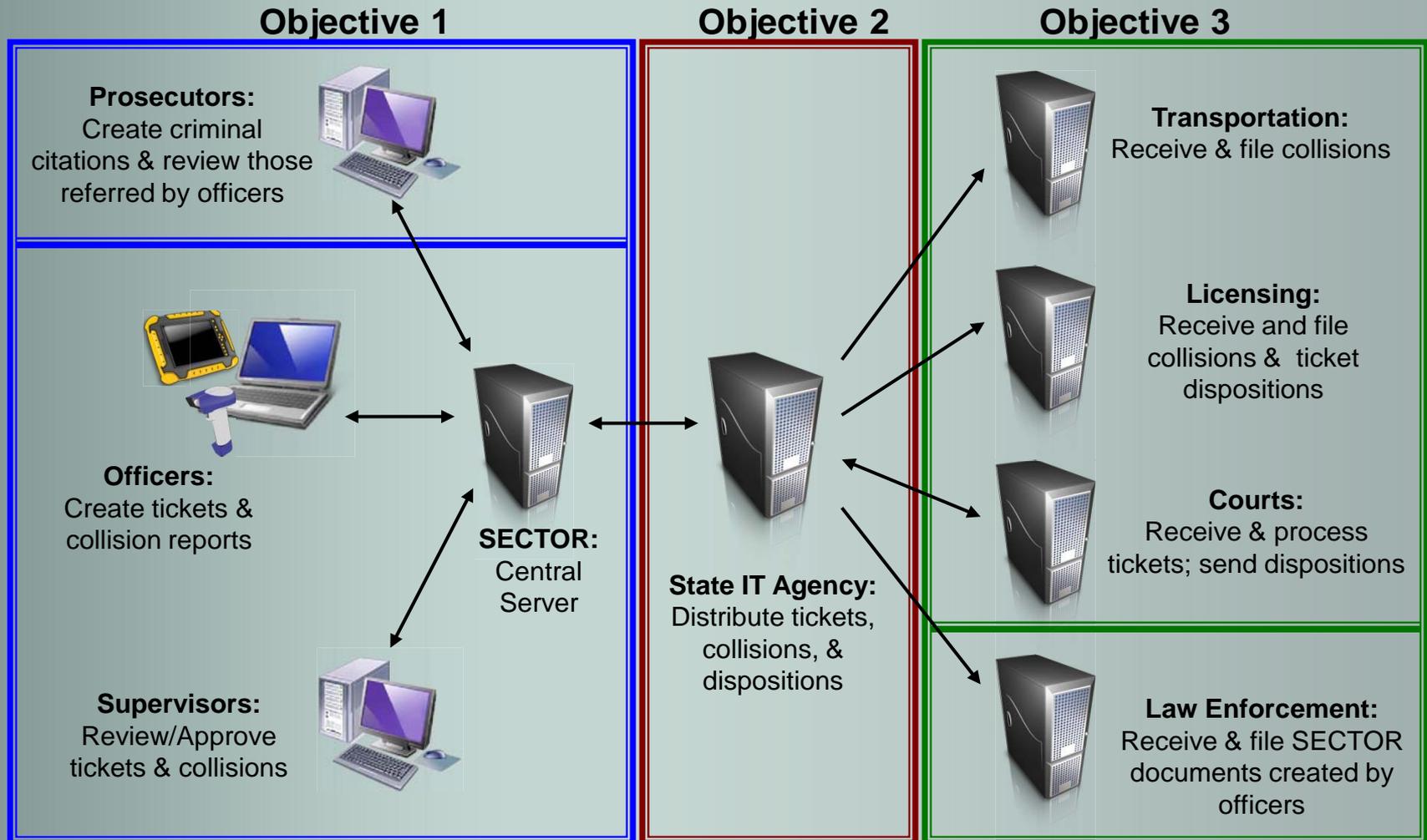
The paper ticket process



THE COMMUNITY IS KEY:



Developing the Roadmap



OBJECTIVE 1 – SECTOR SOFTWARE:

Automating the creation of documents

- In-field application to automate tickets & collision reports
- Interview-based application, includes:
 - Auto populates from license and registration bar codes
 - Utilizes drop menus & default entries
 - Easy collision scene diagramming



OBJECTIVE 2: JINDEX

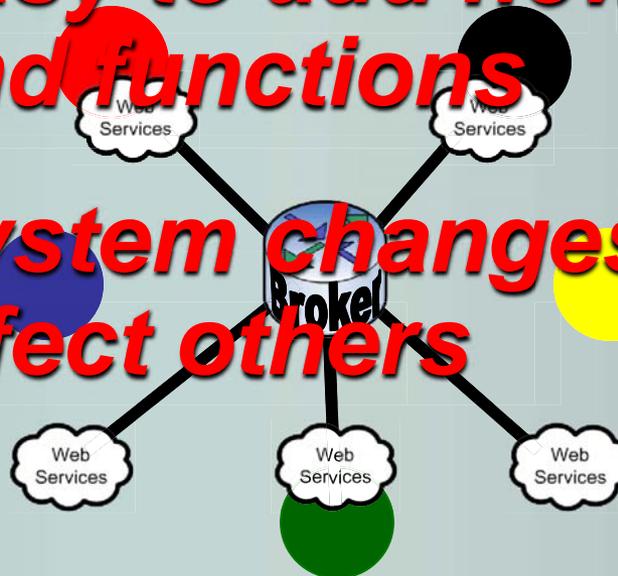
Washington's first large-scale message broker

- JINDEX acts as a central broker, making sure data arrives at the appropriate organization

- **Secure**

- **Easy to add new users and functions**

- **System changes Do NOT affect others**



OBJECTIVE 3 – STATE SYSTEMS:

Retooling databases to efficiently process data

- WSDOT, DOL, and AOC have made necessary system changes
- Each agency continues to look for ways to improve system performance



Building Effective Governance

- Formal two-tiered governance ensures executive support and manager-level commitment
- Multi-agency Cooperative Agreement outlines individual and collective responsibilities



eTRIP EFFECTIVENESS:

Researching the project's value for stakeholders

1. Law enforcement(≈10,000 officers):

- Using SECTOR results in 15% reduction in the total time of a collision response or traffic stop
- Data entry time for law enforcement clerical staff is reduced



2. Court staff (≈1,300 clerks):

- ≈ 80% time savings processing SECTOR infractions
- 50-90% time savings for criminal citations
- Ticket errors reduced

eTRIP EFFECTIVENESS:

Researching the project's value for stakeholders

3. Dept. of Transportation Collision Data Office:

- SECTOR reports processed 40% faster than paper
- Less than 1% of SECTOR reports returned to officers v. 11% for paper
- The vast majority of SECTOR reports are received by WSDOT the day of the collision

4. Dept. of Licensing Driver Records:

- SECTOR collision reports automate creation of citizen letters for Financial Responsibility cases
- 98% of electronic dispositions post to the Driver Database without any action by DOL staff

WHERE WE STAND:

A snapshot of overall use throughout Washington

- **Electronic Volume:**
 - ≈ 60% of collision reports
 - ≈ 55% of all tickets (infractions & citations)
 - ≈ 50% of all dispositions



NATIONAL RECOGNITION:

Recent awards for Washington's innovative work

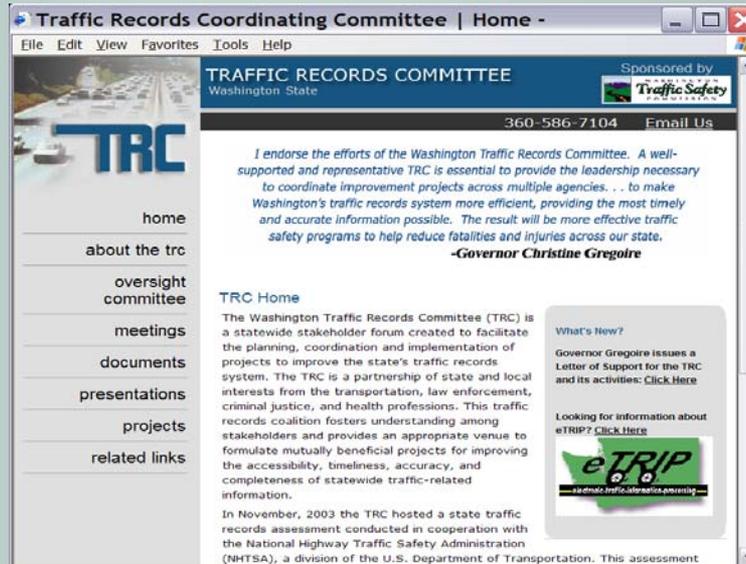
- The Council of State Government's awarded eTRIP its 2011 Innovations Award



- The National Association of CIOs chose eTRIP as a finalist for its 2009 Innovations in Government Award



Additional Information



<http://www.trafficrecords.wa.gov/etrip>

Chris Madill, Program Manager
(360) 725-9884
cmadill@wtsc.wa.gov