

Regional Law  
Safety & Justice  
Committee



**REGIONAL LAW SAFETY AND JUSTICE COMMITTEE**

**Thursday, September 24, 2015**

7:30 – 9:00 A.M.

**King County District Court Technology Update: E-Mitigation and Case Management** – Judge Donna Tucker, King County District Court; Othniel Palomino, King County District Court

Judge Tucker led the group through an example of the Court's the E-Mitigation process (see slides). Anyone who receives a traffic infraction can now do mitigation online. They go to the website and click e-Mitigation for an explanation of e-Mitigation and deferred finding. They type their ticket number and if it's from the correct jurisdiction, they can pay the fine through a payment portal or do e-mitigation or a deferred finding. For E-Mitigation, they write an explanation and can attach documentation, such as a Discovery Pass, proof of insurance, or any other document (up to three files) to submit to the judge. They submit ask for contact information including email address and submit the documents with an electronic signature.

When it arrives at the Courthouse, it is electronically filed and a docket is created and calendared for the judge. The judge then pulls up the statement with the DOL abstract, case history, e-ticket, including officer notes, and docket. The judge can then reduce the fine, dismiss, or grant a deferral. When the decision is made, the individual gets an email with the finding. It also goes out by mail to be certain the individual receives notification. Then it goes to the clerk to input information into the Case Management System.

*QUESTION: Can they pay the ticket from the email? Yes. We don't know if this will increase payment rates, but we do know that it speeds up the process, I can do it from anywhere, and a clerk at any location can process the end result.*

*QUESTION: Was this created by DC or is it an off the shelf system? It was created by our IT person. We can't sell it though because it is built specifically for our 14 sub-systems so it wouldn't work for others.*

*QUESTION: Do you get a read receipt on the email? No.*

*QUESTION: Is this available in other languages? No, but we would like to do that if there was funding available. Getting Spanish is high on the priority list. As an Administrator this would help with cost, because now the Court pays for a translator. [The group further discussed the value of other languages.]*

*QUESTION: How did you get it funded? We worked with our existing budget. Our tech guys did this in their spare time. Tony Chan did the development work – in my book, he walks on water.*

*QUESTION: Are there other things you wanted to accomplish with the system? It's been more that it grown as we realized the potential. Othniel (Palomino, District Court, CAO) had to stop us from adding more features so that we could finalize it and get it out there.*

*QUESTION: Were you working in parallel with the paper process to ensure it has all the same functionality? Yes.*

*QUESTION: How much more efficient are you? Previously I would have had to open up separate systems to do the same work. I'd have to have three applications open, and it's a much longer process. People can still send in handwritten statement by mail and you can still have a hearing, but it's much more time consuming. It makes me more efficient as a judicial decision maker.*

*QUESTION: Would you encourage law enforcement to give out information about the system?: Yes. We're only doing mitigation electronically, you still have to do contested in person or by mail, but most people want to contest in person, so it's lower on my priority list to add that.*

**CMS:**

Judge Tucker then explained District Court's new Case Management System. The old system was implemented 34 years ago. The Court had an assessment done and everything in the risk assessment was reported as high risk. Judge Tucker knew the Court would be in real trouble if the system failed, but the state system wasn't scheduled to be replaced in time. The King County Executive and Council have approved District Court to move forward before the state system is replaced, as waiting was not a reasonable option. District Court's city partners also want a better system. In the current system there are a large number of separate data systems (see slide for illustration). District Court's staff currently use the outdated technology. Every time staff is moved to a new function they have to get new training because everything is done using codes. They have to make many duplicate entries of the same information because the systems don't interface with each other. The new system will eliminate duplicate entry.

District Court also plans to create interfaces and integration with other systems (outside District Court). The Court will require electronic filings under most circumstances. They hope in the future they'll be able to interface with the jail, financials, Washington State Patrol, and other entities. They also plan to continue to share information with the state and all the other courts.

*QUESTION: Does that mean the system will require police and municipalities to use an interfaced system? No, we won't require interfaces, though we would love for that to happen. For electronic filing, the prosecutors will do most of that and that will save them time and money and energy. We think cities will want to do it.*

*QUESTION: What is the implementation timeline? First quarter of 2017.*

*QUESTION: What is the cost? We're in the middle of procurement, so I can't talk specifics.*

*QUESTION Is it a Commercial Off the Shelf (COTS) system?: We're looking at a COTS system and they can meet our needs with configuration. We don't want to go down the road of total configuration. Over time, we will be able to configure more and more.*

*Kate Krueller: King County has had problems in the past with over-customization, which is not then upgradable. They've changed from customization to configuration, which is much more successful.*

*QUESTION: Will this lead to staff savings?: We think we will be able to reduce staff through attrition - at least 9 staff. We are currently crunched. We've been cleaning up old files that are 20-30 years old. We're planning to migrate all the old files over. We see that the nature of the clerk jobs will change. Less typing and more quality control. It will be a major change for staff.*

*QUESTION: Are you talking to staff or doing retraining? We started a change management program 6 months ago. We have ambassadors to help people get ready for change. We visited other courts that implemented similar systems, and their top comment was that we didn't prepare enough for change. Life will be different for judges too. Judges are accustomed to electronic systems, but they'll get the information they need much easier. We will hopefully have electronic signature pads and computers for both sides to see and use in the courtroom. If the prosecutor wants to submit something they will be able to do it right there. The vision is to make the courtroom an electronic courtroom.*

*[The group discussed the learning curve of a new system, which may slow things down and people learn, and then it saves time.]*

*QUESTION: Do you expect retirements will be enough to prevent layoffs? I don't anticipate any layoffs. We have an aging workforce and regular turnover.*

#### **Update on PSERN Upgrades –David Mendel, King County Department of Information Technology**

David Mendel provided an overview of the new PSERN radio system. The funding was ballot approved on April 28th. The voters have authorized \$273M. It is a highly complex and technical program – it has hundreds of big and small projects, though people tend to talk about it as a single project. The current network was completed in 1997 – though the work is never “really complete.” There are 4 major owners of the radio system: KC, Seattle, ValleyCom, EPSCA. There are 26 radio sites, defined as the places in the County that provide radio signal for first responders. Over 100 user agencies and 18,000 user radios (there are fewer than 18,000 users, as most law enforcement officers have two radios). The system was built for first responders and 78% of the use of the system is by first responders. All other users are secondary users, on a first-come, first-serve basis.

The current network is aging, it doesn't cover all areas, and capacity is strained during major events. Mr. Mendel described presenting to Councils and the difficulty in making everyone happy – some would like a system that lasts more than 20 years, others think 20 years is too long to be using a system. After December 31, 2018 – the current system won't be supported, though it won't be just switched off. [The group discussed that the barrier to keeping the current system working is that manufacturers aren't

making the parts]. Some dispatch consoles currently run on Windows XP, which is no longer supported, and some systems run on Windows 95. There's no security risk, because it's a closed system, but when computers break, they're difficult to replace.

Even with the new system, there won't be sufficient capacity for all users during a major event such as an earthquake due to a surge in usage. First responders will be supported, but secondary users won't be guaranteed (ie non-emergency services won't be using the system). It is cost-prohibitive to build a system with full user support during a major event.

The PSERN project started 8 years ago and the project won't be done until 2021. The current owners will be switched to a single non-profit agency. This means the user agencies will have a direct customer/service provider relationship with the non-profit, rather than through separate owners as is the case today.

There will be 46 sites, many of the new ones are in the mountains, with about 10 new sites in more urban areas. Capacity, coverage, capability and connectivity will be improved: new electronic equipment, more channels, GPS location capabilities, etc. Much of the equipment will be owned by the single non-profit, with end user radios owned by individual entities.

Every city in King County is on today's system, along with many other entities: most law enforcement and fire, schools, utilities, etc.

Mr. Mendel described the system's encryption functionality as a sensitive issue and recommends a thoughtful approach. Operators will make decisions about what will be encrypted.

Currently when a radio is needs to be reprogrammed, an officer may need to be off-duty to wait for maintenance. In the new system, the radios can be upgraded and reprogrammed while in use.

New radios will be provided with the new system. Standard packages will be included with opportunities for "extra" paid features. Rates will change, but for most, they will go down. Currently, there are 4 different rate structures with the 4 different owners.

Procurement is complete and Motorola began work in July. The project is currently in the 24 -month detailed design review phase. The team is doing surveys, looking at configuration, and looking at architectural work. Construction will begin within this phase. Agreements with all the cities to implement the system have been finalized and service agreements are in progress. [see slides for detailed timeline]

With PSERN, the purchase is of performance, not equipment (per se), so the vender has to meet specifications and criteria. PSERN then does testing and accepts the deliverables. This means coverage is guaranteed (all cities 97% covered). The current system covers 94% of the county. What does 3% mean? The western half of Federal Way is not covered. Large portions of Shoreline aren't covered. That can't happen in the new system.

Training is included in the new system, through a Train the Trainer methodology.

The system has a two year warranty period. After that Motorola will charge for support.

*QUESTION: During transition – how does the process integrate into actual communications? There's no sudden cliff at the end of 2018. The deployment of the new system begins in 2019. By April of 2020 everyone will be on the new network. The risk at this point is schedule slippage. As the transition begins, resources and infrastructure is freed up for the old system (spare parts etc.). This will extend the life of the current system.*

*QUESTION: what does the governance Board of Directors look like? We have an MOA with the current owners that establishes a framework, but formal agreement has not been finalized. We expect 4 voters (4 former owners), likely non-voting members of law enforcement and fire. We'll likely have an operations committee made up of first responders, which will advise the board.*

### **Tour of 911 Center**

RLSJC members were then led on a tour of the 911 Center. They viewed the training room and the actual operations of the center and learned about processes and procedures.