



# HARRIS COUNTY

<Court date: 09/14/2021>

*CIP Preliminary Investment Memo*

**Project Name:** eCitation with Digital Signatures

**Precinct(s):**

**Investment Area:** Public Safety & Justice – IT

**Managing Entity:** Universal Services

**Total Estimated Cost:**

\$11,700,000

**Requesting Entity:** Universal Services

**Requesting Entity Head:** Rick Noriega, Executive Director & CIO

**Project ID (if applicable):**

**Vendor Legal Name (if applicable):**

**MWDBE Participation (if applicable):**

**Request Summary:**

..title

The purpose of this project is to identify, document, design, develop and manage the technology and business needs required to implement digital signatures with the e-Citation process in Harris County.

..end

**Project Description:**

The purpose of this project is to identify, document, design, develop and manage the technology and business needs required to implement digital signatures with the e-Citation process in Harris County. Currently, with Supereon, Law Enforcement (LE) officers in the field complete electronic citations. The LE officer prints the citation for signature by the offender. The LE officer signs and submits a paper copy of the citation to the Justice Courts. With digital signatures, the offender and LE officer both sign the citation digitally rather than printing the citation and applying a “wet signature” or physically marking the citation. The LE officer would then be able to submit the e-citation directly to the Justice Courts. The digitally signed citation can be secured and not altered in any way that would invalidate it, making it more secure than a “wet signature”.

The current request is for \$200,000 to hire consultants to map the workflow processes for the proposed system change and to develop a detailed project work scope that can then be bid on. It is anticipated that implementation cost would be around \$11.5 million for hardware, software, and labor over a two-year period.



## **Justification:**

This project improves and automates LE processing of citations. eCitations would reduce time spent by the Justice Courts processing paper copies of the citations by providing a way to directly upload the citation data into the Harris County Law Enforcement Records Management System (RMS) and the Justice of the Peace case management system. This efficiency provides opportunities for lost fine & fee collections (tickets dismissed due to signed citation copies not being turned in) for Harris County due to quick synchronization and submission of data wirelessly.

For example, the Harris County Justice Courts are expecting a savings of at least \$507K plus in the time task analysis if citation images were able to be transmitted electronically and integrated into the existing case management system.

eCitation can reduce time spent by LE in the field writing and processing paper citations, allowing LE to return more quickly to duty. As an example, the Sheriff's Office alone estimate \$3.2 million in cost savings from several points.

- Savings Point 1: At the end of the shift, the Deputies will drive to the station and place the signed (court copy) citation(s) in a designated box at the station. On average each Deputy would save 30 mins a day because they would not have to drive to the station and drop off the paper copy. Based on approximately 40 Deputies per shift and based on three shifts per day and five districts and approximately 600 Deputies per day. This equates to \$8,700 per day in cost savings.
- Savings Point 2: Personnel at the station sort the citations by court every day and place in envelopes for courts. Savings could be expected based on one hour per day, a five-day work week and five districts would be approximately \$26,400.
- Savings Point 3: Patrol Personnel transport all citations after sorting downtown to 1200 Baker for submission to courts. Savings can be expected based on an average of one hour and 45 minutes round trip on five days a week and five districts as a weekly savings on \$1268 per week or \$65,936 per year.

eCitation will also reduce time spent by the Justice Courts processing paper copies of the citations. Additionally, eCitation will provide ability to issue citations without a connection to the Harris County network, which allows LE officers on foot patrol & bicycle patrol the ability to issue electronic citations.

This project supports the following Strategic Objectives:

- New citation process that automates the eCitation process making it more efficient, including time spent on transportation, routing of tickets, and reduction of overall processing, and filing.



- eCitation Systems improves accuracy, reduces the traffic danger-zone time for officers and improves officer safety.
- eCitation improves officer safety by reducing the amount of time an officer is out of the patrol car or parked on the roadside and distracted by paperwork.
- eCitation provides an electronic version of the citation to the JP courts.
- Interface with Law Enforcement and Justice Information Systems (JIS).

The success of the project can be measured through the following performance metrics:

- Overall citation process
  - o Reduced time writing tickets
  - o Reduced traffic danger-zone time (Officer safety)
  - o Increased accuracy
  - o Reduced printing and hard copies
  - o Reduced administration time for officers, court personnel, LE officers, and justice system

### **Project Scope:**

The Public Safety Team of four employees and five contractors will identify, document, design, develop and manage the technology and business needs required to implement digital signatures with the e-Citation process in Harris County. The team is anticipated to put in 15,720 hours towards this project over the next two years on activities including programming, configuring equipment, and training LE officers on the new processes. This includes equipping 2,580 LE officers with electronic ticket writers and mobile wireless printers. Some of the programming work is anticipated to involve integrating the eCitation system with existing Law Enforcement and JIS.

### **Alternatives and Engagement:**

Alternative would be to keep the current citation solution without digital signatures, and continue to provide non-electronic / hardcopy citations.

The primary stakeholders are LE officers, which include Constable Precincts 1-8, the Sheriff's Office, and the Fire Marshal's Office. The LE officers will be engaged throughout the process as they will be the end-users and involved with testing the eCitation system before it is fully implemented. The previously mentioned departments are also represented on the Harris County Law Enforcement Technology Sub-Committee, which will get regular updates on the project's process. Other stakeholders include Criminal Courts and the District Attorney, who will receive the eCitation data. These stakeholders will similarly be involved in testing and implementing the eCitation system and engaged through the Law Enforcement Technology Sub-Committee.

### **Anticipated Project Expenditures and Timeline:**



# HARRIS COUNTY

<Court date: 09/14/2021>

## CIP Preliminary Investment Memo

Scope of Work	Estimated Cost*	Estimated Completion
Detailed Design Phase (including RFP)	\$ 200,000	Summer 2022
System Design	TBD	February 2023*
System Build	TBD	April 2023*
System Integration	TBD	May 2023*
Quality Assurance, Hardware Distribution, and Project Closeout	TBD	June 2023*
Contingency 8%	TBD	
<b>Total</b>	<b>\$11.7M</b>	<b>June 2023*</b>

\* Date is tentative, subject to change based on when the RFP is completed and the implementation timeline proposed in the RFP.

The current pre-implementation cost is estimated to be \$200,000 to hire consultants. These consultants are needed to map the current and proposed system workflows (how citation information flows from the field to the JIS) and to develop a detailed scope of work that can be used for a Request for Proposals (RFP) to implement eCitation with digital signatures.

During the System Design phase, the contractors would be focused on acquiring the actual eCitation solution software and designing interfaces between the hardware and the County's JIS. The System Build and System Integration phases would happen concurrently. During this period, the hardware would be acquired and the integration between the hardware and the County's JIS would be implemented. Once the integration is completed, the contractors would begin quality assurance testing while distributing the hardware to LE officers and training them on the eCitation program.

The anticipated implementation cost is \$11.5 million over two years. This includes around \$7.7m for hardware (to equip 2,580 LE officers with electronic ticket writers and mobile wireless printers), \$1.1m for software (mobile citation solution software licenses and integration), and \$900,000 for contractor labor. These cost estimates are based on quotes and costs for similar projects with an 8% contingency. The solution will go through the RFP process and be selected by Harris County Law Enforcement Technical Committee Co-Chairs and Sub-Committee. US estimates the project to be completed by June of 2023.

There are a couple of risks to this project. Selecting a new Computer Aided Dispatch (CAD) / Records Management System (RMS) vendor is a risk. If it is decided to change Harris County's current CAD/RMS vendor, the new implementation could take 2-3 years to complete after a vendor is selected due to having to migrate data and work flows into a new system. This delays the interfaces required for this project and will need to be developed and designed for the new CAD/RMS system. In addition, there is a risk with the current vendor for timely completion of



# HARRIS COUNTY

<Court date: 09/14/2021>

## *CIP Preliminary Investment Memo*

interfaces to CAD/RMS. The project requires the current vendor to develop interfaces with existing Law Enforcement and JIS, like Odyssey and JWEB. These interfaces depend on the software and hardware vendor(s) and solutions selected for eCitation.

As mentioned in the Justification section, the new electronic workflow that eCitation provides is anticipated to result in a reduction in operating costs / administration time for LE officers, court personnel, and the justice system. It also reduces the cost of processing citations for both issuing departments and local court systems. This cost savings is estimated to be \$3.2 million annually and is due to less hours spent processing citations because of the more efficient system.

Implementing the eCitation project will result in an estimated recurring operating cost of \$335,000. This recurring operating cost includes 2,580 mobile citation software licenses, annual maintenance and support of the mobile citation solution, and the electronic ticket writers annual hosting fee.

### **Previous Court Action:**

**Commercial Paper Requested:** \$200,000

**Department Approval by:** Jim McMillan, 08/31/2021

**OMB Approval by:** Amiel Chen, 08/31/2021



## Harris County Commissioners Court

### Request for Court Action

**Department:** Management and Budget

**Department Head/Elected Official:** David Berry, County Administrator

**Regular or Supplemental RCA:**

Regular RCA

Supplemental RCA

**Type of Request:** Commercial Paper

**Project ID (if applicable):** TBD

**Vendor/Entity Legal Name (if applicable):** N/A

**MWDBE Participation (if applicable):** N/A

**Request Summary (Agenda Caption):**

..title

Request for approval of commercial paper funding for Universal Services for the eCitation with Digital Signatures project in the initial amount of \$200,000 contingent upon project approval in the amount of \$200,000.

..end

**Background and Discussion:**

Commercial Paper A-1 is used to (1) pay contractual obligations incurred or to be incurred for the construction of and the purchase of fixtures, equipment and machinery for or in connection with the County's criminal and civil justice centers, the County's firefighter training facility, (2) pay contractual obligations incurred or to be incurred for the purchase of automobiles and other vehicles, equipment and machinery, including computers, materials and supplies for the operations of the County precincts and departments and other authorized needs and purposes including services provided by engineers, architects, attorneys, auditors, financial advisors.

Commercial Paper is being requested for the eCitation with Digital Signatures project and is expected to be repaid within the next three fiscal years either through bonds, budgetary means or pay-as-you-go sources.

HB 1869 compliance. Confirmed by: Michael James, Assistant County Attorney, August 25, 2021.

**Expected Impact:**

The purpose of this project is to identify, document, design, develop, and manage the technology and business needs to implement digital signatures with the eCitation process in Harris County.

**Alternative Options:**

No alternatives have been identified for this project.



**Alignment with Goal(s):**

- Justice and Safety
- Economic Opportunity
- Housing
- Public Health
- Transportation
- Flooding
- Environment
- Governance and Customer Service

**Prior Court Action (if any):** N/A

**Location:**

Address (if applicable list below):

- Countywide
- Precinct 1
- Precinct 2
- Precinct 3
- Precinct 4

<b>Fiscal and Personnel Summary</b>				
Service Name	-	FY 21-22	Estimates	
			FY 22	Next 3 FYs
<b>Incremental Expenditures</b>				
Labor Expenditures		-	-	-
Non-Labor Expenditures		-	-	-
<b>Total Incremental Expenditures</b>		-	-	-
<b>Funding Sources (General Fund, PIC Fund, Debt or CP, Grants, or Other – Please Specify)</b>				
Existing Budget	-	-	-	-
	-	-	-	-
	-	-	-	-
Total Current Budget		-	-	-
Additional Budget Requested	Commercial Paper	<b>200K</b>	-	-
		-	-	-
		-	-	-
Total Additional Budget Requested		200K	-	-
<b>Total Funding Sources</b>		<b>200K</b>	-	-
<b>Personnel (Fill out section only if requesting new PCNs)</b>				
Current Position Count for Service		-	-	-
Additional Positions Requested		-	-	-
<b>Total Personnel</b>		-	-	-

**Anticipated Implementation Date:** N/A

**Emergency/Disaster Recovery Note:**

- Not an emergency, disaster recovery, or COVID-19 related item
- Emergency Item

---

COVID-19 related Item

Disaster Recovery related Item

**Contact(s) name, title, department:** Amy Perez, Director, Financial Management, Office of Management and Budget

**Attachments (if applicable):** N/A