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September 15, 2017

The Honorable Thomas K. Norment, Jr., Co-Chairman  
Senate Finance Committee  
Senate of Virginia  
P.O. Box 6205  
Williamsburg, Virginia 23188

The Honorable Emmett W. Hanger, Jr., Co-Chairman  
Senate Finance Committee  
Senate of Virginia  
P.O. Box 2  
Mount Solon, Virginia 22843-0002

The Honorable S. Chris Jones, Chairman  
House Appropriations Committee  
Virginia House of Delegates  
P.O. Box 5059  
Suffolk, VA 23435

RE: Item 40, Paragraph P, of the Appropriations Act, Chapter 836, 2017 Virginia Acts of Assembly

Dear Chairmen Norment, Hanger, and Jones:

Item 40, Paragraph P, of the Appropriations Act, Chapter 836, 2017 Virginia Acts of Assembly, requires the Executive Secretary, in cooperation with the Superintendent of State Police, to provide to the Chairmen of the House Appropriations and Senate Finance Committees a detailed plan for implementation of the statewide electronic summons system for the Department of State Police.

Please find enclosed a report of the detailed plan. If you have any questions regarding this report, please do not hesitate to contact me.

With kind regards, I am

Very truly yours,

A handwritten signature in black ink that reads "KRH".

Karl R. Hade

KRH:jrp  
Enclosures

# **Virginia Department of State Police**

## **Electronic Summons (eSummons) Implementation Plan**

### **September 15, 2017**

#### **Introduction**

The Virginia General Assembly, through language in the 2017 Appropriation Act, directed the Executive Secretary, in cooperation with the Superintendent of State Police, to provide a detailed plan for implementing an electronic summons system for the Department of State Police.

*P. The Executive Secretary, in cooperation with the Superintendent of State Police, shall provide a detailed plan for implementation of the statewide electronic summons system for the Department of State Police to the Chairmen of the House Appropriations and Senate Finance Committees. The plan shall include estimated one-time and ongoing costs of procuring, operating, and managing the electronic summons system for the Department of State Police, a consideration of methods and approaches to procuring and operating the system, timelines for the procurement and implementation of the system statewide, and an analysis of the life-cycle costs of the electronic summons system. The plan shall be presented to the Chairmen of the House Appropriations and Senate Finance Committees no later than September 15, 2017.*

*Item 40. P., 2017 Appropriations Act*

The following plan provides detailed cost information for the procurement and initial costs, as well as the recurring costs, that would be incurred by the Department of State Police (VSP) related to the implementation of a statewide electronic summons (eSummons) system for use by the VSP. The Office of the Executive Secretary (OES) has previously provided support to local law enforcement in the implementation of their eSummons systems, and is prepared to assist the VSP in implementing their eSummons system.

#### **Role of the Office of the Executive Secretary**

Twenty-one local law enforcement agencies currently submit eSummons records to district courts. The OES has worked with each of these law enforcement agencies and associated courts to implement this process.

The eSummons records and associated Virginia Uniform Summons (VUS) forms are generated by law enforcement agencies using computer software typically referred to as e-Citation Software. The OES works with each new e-Citation vendor to ensure that the VUS generated by their system conforms with the official VUS form prior to submitting it to the Attorney General's office for approval.<sup>1</sup>

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<sup>1</sup> By statute, the Attorney General, in consultation with the Committee on District Courts and the Superintendent of State Police and the Commissioner, approve the form of the VUS. Va. Code § 46.2-388. Any use or associated changes to the use of the VUS must be approved by the Office of the Attorney General.

In addition, the OES provides a standard electronic summons interface, through which the courts can accept electronic summons records from any vendor that has been approved. The OES assists each vendor in conforming their electronic summons records to the required standards for that interface.

Approval of each new vendor takes between three and six months, depending on how quickly variances are addressed. Upon approval of a vendor's system, the OES then works with the law enforcement agency to test their specific eSummons records to ensure that the data are correctly populating the data fields. This testing typically takes between two and three months for each law enforcement agency. The total amount of time required to complete all testing of the vendor's system and law enforcement's data is approximately five to eight months. There are currently five approved vendors supplying e-Citation software to 21 local law enforcement agencies.

Though investments of OES resources are required to approve any new e-Citation vendors and to test a law enforcement agency's use of that system, use of electronic summons systems ultimately benefit the courts, particularly the clerks' offices, by reducing the amount of time clerks spend entering a case into a court's case management system. OES estimates that each hand-written summons takes on average five minutes to enter into a court's case management system. When electronic summons records are successfully processed along with the VUS form, manual entry of the summons data is not required. The time savings that an electronic summons system produces allows courts to redeploy existing personnel more efficiently.

In addition to increased efficiency, the number of errors related to keying of the information on the summons into the case management system is reduced. There is a marked difference in the legibility of the summons from the standard hand-written forms to the printed data captured through the program software, thereby reducing the errors that occur because of transposing of information and illegibility of the handwritten summons.

### **Virginia State Police's Current Practice**

Sworn members of the VSP issue approximately 650,000 Virginia Uniform Summonses annually for violations of traffic laws. Currently, all summonses, which include multiple layer carbon copies, are completed manually while in the presence of the person receiving the summons. Depending on the complexity and the seriousness of the initial traffic stop, troopers typically spend a minimum of 15 minutes at the side of the road completing the summons. Their presence on the side of the highway is inherently dangerous as it exposes the trooper to obvious safety threats from reckless, distracted, alcohol and drug impaired motorists, as well those individuals who seek to bring harm to any law enforcement officer.

Under the current manual process, the summons is completed with multiple copies to allow for distribution to the offender, the appropriate district court, the issuing trooper, and the law enforcement agency for record keeping. The copy that is sent to the district court is manually entered into the court's case management system, a case is created and the case is added to the court's docket.

Currently, completion of the paper summons by the trooper from multiple record sources (i.e., driver's license and vehicle registration) is inefficient and vulnerable to errors. Existing eSummons systems allow information on a driver's license and from vehicle registration databases to be electronically imported into the eSummons. This removes the likelihood of errors when the trooper is completing the summons. In addition to reducing possible transcription errors, efficiency will be increased by reducing the amount of time required to create a summons from an estimated 15 minutes for the manual process to about five minutes in an eSummons program. This too will have a positive effect on improved officer safety by reducing the amount time an officer is exposed to hazards on the side of a highway.

The VSP estimate that they will realize an estimated manpower savings of 56 troopers in a year through utilization of eSummons. Increasing the efficiency of the process will enable existing troopers to concentrate more of their available patrol time on the core functions and responsibilities of the VSP through the delivery of highway safety services to motorists and the citizenry of the Commonwealth.

### **Proposed eSummons Solution for the Virginia State Police**

The VSP prefer and recommend a statewide eSummons application that will enable them to utilize the same program software, hardware, and operational platform throughout the Commonwealth in the seven Field Divisions and 49 Area Offices throughout Virginia. Implementation of multiple eSummons solutions would be less cost effective for the VSP as operational protocols would be inconsistent between jurisdictions, and as necessary program hardware and software would not be compatible among the applications.

The availability of funding will determine the timeframe for the development and implementation of an eSummons capability for the VSP. If the VSP begins the procurement processes for all essential hardware and software on the first eligible date after funding is available, and assuming software license(s) can be obtained, limited utilization of an eSummons program could begin within six months of commencing procurement.

### **Costs**

Below are the estimated equipment requirements and costs, both for the initial procurement and recurring costs **as provided by the Virginia State Police.**

#### **Procurement and Initial Costs**

- Hardware: \$1500.00 per vehicle (1,250 Sworn Employees) = \$1,875,000
- Paper: 1 Printer roll has 100 sheets at a cost of \$8.20 per roll. Based on 650,000 summons and three sheets per violation, 19,500 rolls would be required to meet minimal needs.  $19,500 \times \$8.20 = \$159,900.00$
- Mobile software/CAD interface: \$200,000.00
- Software License: \$840 (estimated) per Trooper \$1,050,000

- Computer Upgrade: In order to implement eSummons program, VSP would need to upgrade 250 MDT's (Mobile Data Terminals) to run the eSummons application.  $250 \times \$5,412.50$  (MDT Unit Cost) = \$1,353,125
- Data transmission: \$44.00 per month, per vehicle air card cost  $\times 1,250 = \$55,000$   $\times 12$  months = \$660,000 per year cost
- Training: TBD

➤ **Total Procurement/Initial Costs**: \$5,298,025.00 + TBD Training Cost

### **Estimated Lifecycle Costs**

The following lifecycle costs do not include any Computer Aided Dispatch (CAD) or other corresponding system upgrades that might be required for the project. These costs also do not include maintenance fees or annual hosted software fees which would likely amount to over \$100,000 annually.

- Printer Rolls: \$159,900.00
- eSummons hardware at \$1,500.00 per vehicle is estimated to have an operational life of approximately 4 years. The VSP assume the total number of vehicles (1,250) per year will be an installation of 312 vehicles through the first four years of the rollout, as courts new to eSummons begin accepting these cases.<sup>2</sup>
- $312 \times \$1,500 = \$468,000$ . (Annual replacement cost beginning year 5).
- Software license fee = \$840 each trooper annually (estimated) = \$1,050,000.

➤ **Total recurring costs**: \$1,677,900.00

### **Conclusions**

The OES is prepared to assist the VSP in implementing a statewide eSummons solution. There are numerous benefits and efficiencies that exist for both court clerks and law enforcement, if such an eSummons system is implemented for VSP.

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<sup>2</sup> There will be a lead time to notify and prepare each local court that does not currently receive eSummons; however, the OES does not anticipate that it will be extensive, nor would it be a multi-year process.