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MEDIA RELEASE

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INCIDENT: JCSO Uses Technology as a Ticket to Efficiency

After a beginning trial period, the Jackson County Sheriff's Office is already seeing benefits to their department, savings to the taxpayers and the overcoming of personnel shortages by utilizing electronic ticketing within its Traffic Division.

By working creatively and cooperatively with the Oregon Department of Transportation in a 60/40 grant, the sheriff's office was able to purchase the new e-ticket system from Advanced Public Safety, located out of Florida. The system replaces the traditional ticket book, which was made up of 5-ply, sequential tickets, requiring a "press hard, many copies" technique. Tickets were often hard to read, and if errors were made with any part of the personal information collected, delays were created. The old tickets also included pre-printed information which could be confusing. And then each ticket had to be handled by not only the officer, but then by members of the Records Division and personnel of the Traffic Court. With the Jackson County Sheriff's Office staffing at half of the national average for sheriff's offices while covering 2800 square miles, the personnel time for processing had a negative, downstream effect.

With electronic ticketing, the JCSO had found a savings in personnel dollars and processing time, decreasing backlogs and expense. The 5-ply, sequential tickets were expensive to order and often hard to read, especially when inclement weather caused the ink to run on the ticket it just took 10 minutes to fill out. Now with a roll of thermal paper and a scanner, the deputy can swipe the barcode on the back of the driver's license and the vehicle registration, filling the citation with completely accurate information, and simultaneously run the information for valid driver status. The electronic ticketing system from APS also provides a system to transmit the information to both the local Traffic Court and the JCSO records data management system, all without user intervention. If you do get a ticket, the Jackson County Justice Court has now made it possible to pay with a credit card online, by accessing <https://www.certifiedgovpay.com/publicsite/makepayment.aspx>.

With staffing at half of the national average for sheriff's offices, it has become ever more important for the JCSO to think wisely in utilizing available technology. In working cooperatively with ODOT, the Jackson County Sheriff's Office has spent half the money to save even more money, using e-ticketing to offset personnel shortages and taxes from the community.