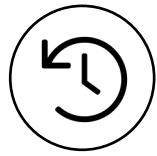Application Review

Agency: **Judiciary**

Project Name: **eTraffic**

CONTENT OUTLINE

Background

Solution

Data & successes

tyler
technologies

Background

Overview –

- eTraffic allows electronic payment for traffic citations

- Simple Improvements made to user interface, payment processing

- Rebuilt by Tyler for the Judiciary at no cost and launched in 2013. Uses transaction fees to support the service

Challenges –

- Judiciary paid credit card (merchant) fees from general funds

- Hard to search the database for payment information

- Many phone calls to the Judiciary

Solution

Objectives –

- Allow reliable 24/7 access for the public

- Improve payment processing for the agency

- Future - Expand use to fleet owners and car rental services

- Future - Tie in online and over the counter payments

Success Measures –

- Volume of payments through eTraffic

- Service Reliability
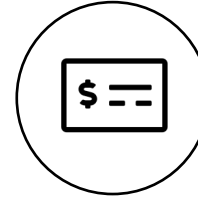
- Calls to Customer Service as % of Users: 3%
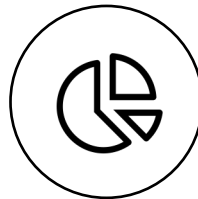
Data & Successes
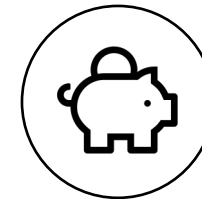
478,000

Payments processed
since 2013 launch

$46.2M

Judiciary Payments
since 2013 launch

$100

Average Online
Payment ~$100

$1.2M

Savings to Judiciary
since 2013 launch
(credit card fees not paid
by Judiciary)

tyler technologies

Data & Successes

20%

2022 online Adoption
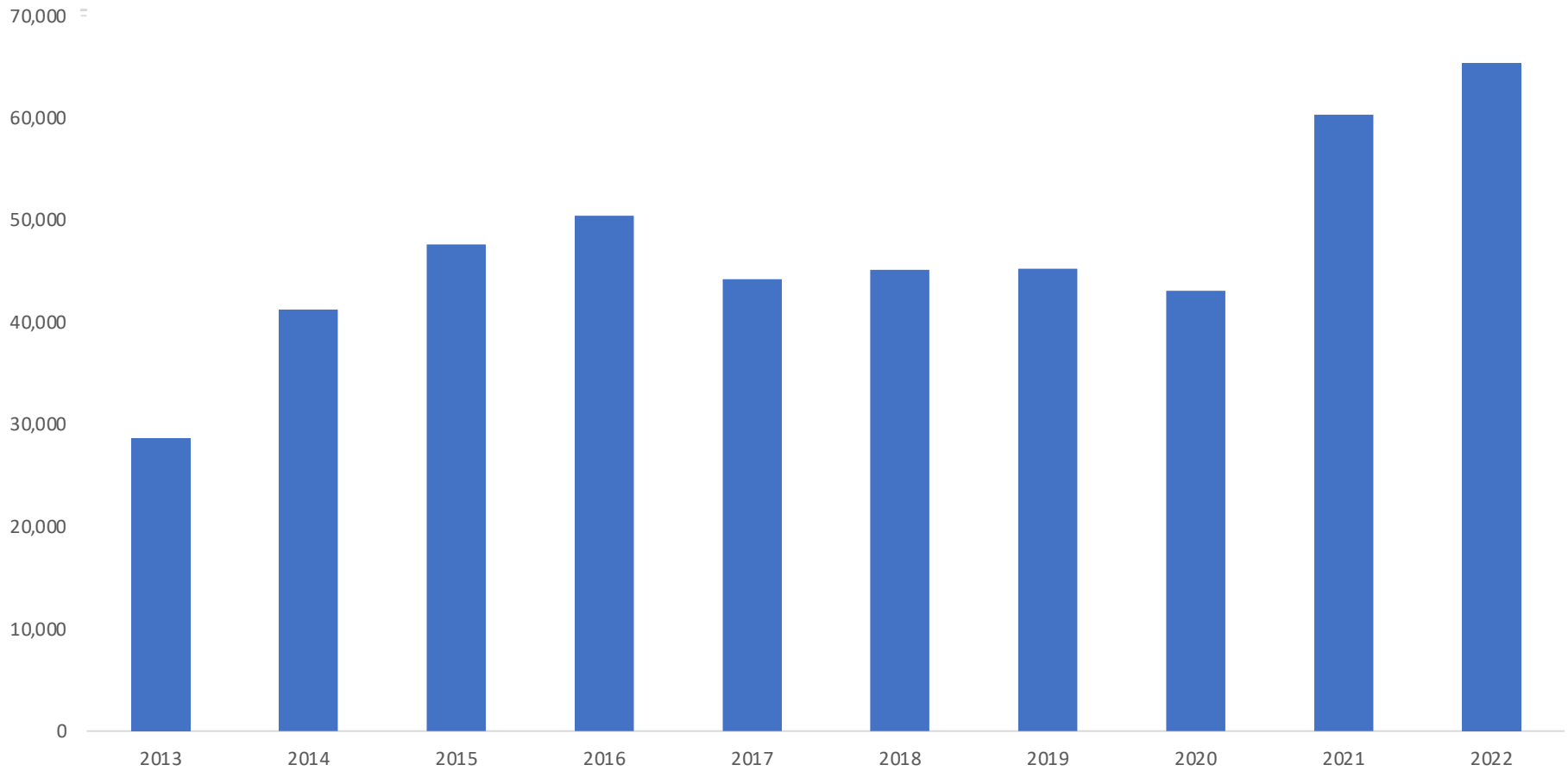
58%

Transaction growth
2014-2022

62%

Revenue Growth
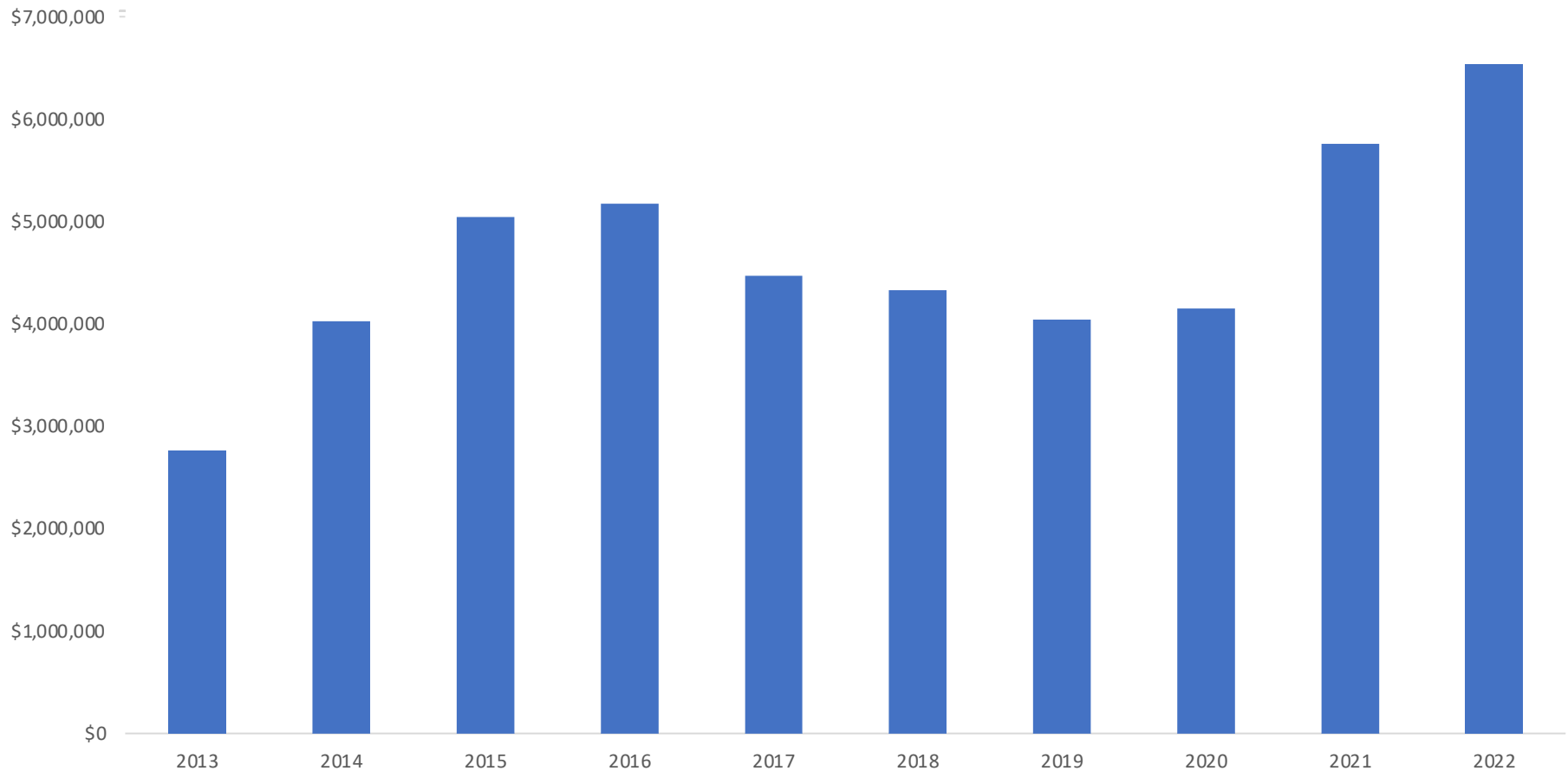2014-2022

Data & Successes (continued)

eTraffic Transactions, by Year

Data & Successes (continued)

eTraffic Payments, by Year

Thank you

Burt Ramos

808-695-4620 • burt.ramos@tylertech.com

Tyler Hawaii

201 Merchant St, Suite 1805, Honolulu, HI 96813