

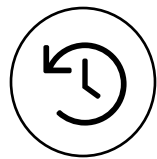
Department of Land and Natural Resources (DLNR)

Civil Resource Violation System (CRVS)

Application Review



CONTENT OUTLINE



Background



Challenges & Objectives



Solution



Metrics & Successes



Background

- The Civil Resource Violation System (CRVS), launched in July 2010, functions like a traffic ticket management system. Officers issue citations and violators can respond via CRVS.
- Citizens can:
 - Search for a citation
 - Submit a response (comply, request mitigation, contest)
 - Pay for a citation
- DLNR Divisions can:
 - Create & manage citations
 - Create & manage violation types
 - Download reports



Challenges & Objectives

Challenges & Objectives

- Provide respondents who wish to comply a simple method to do so
- Reduce overhead of managing cases
- Increase the number of cases processed without court intervention
 - Avoid court time, costs, save agency time
 - Avoid unnecessary criminal charges and convictions
- Ensure new violation types can be added as the need arises
- Ensure more divisions can use the system as the need arises



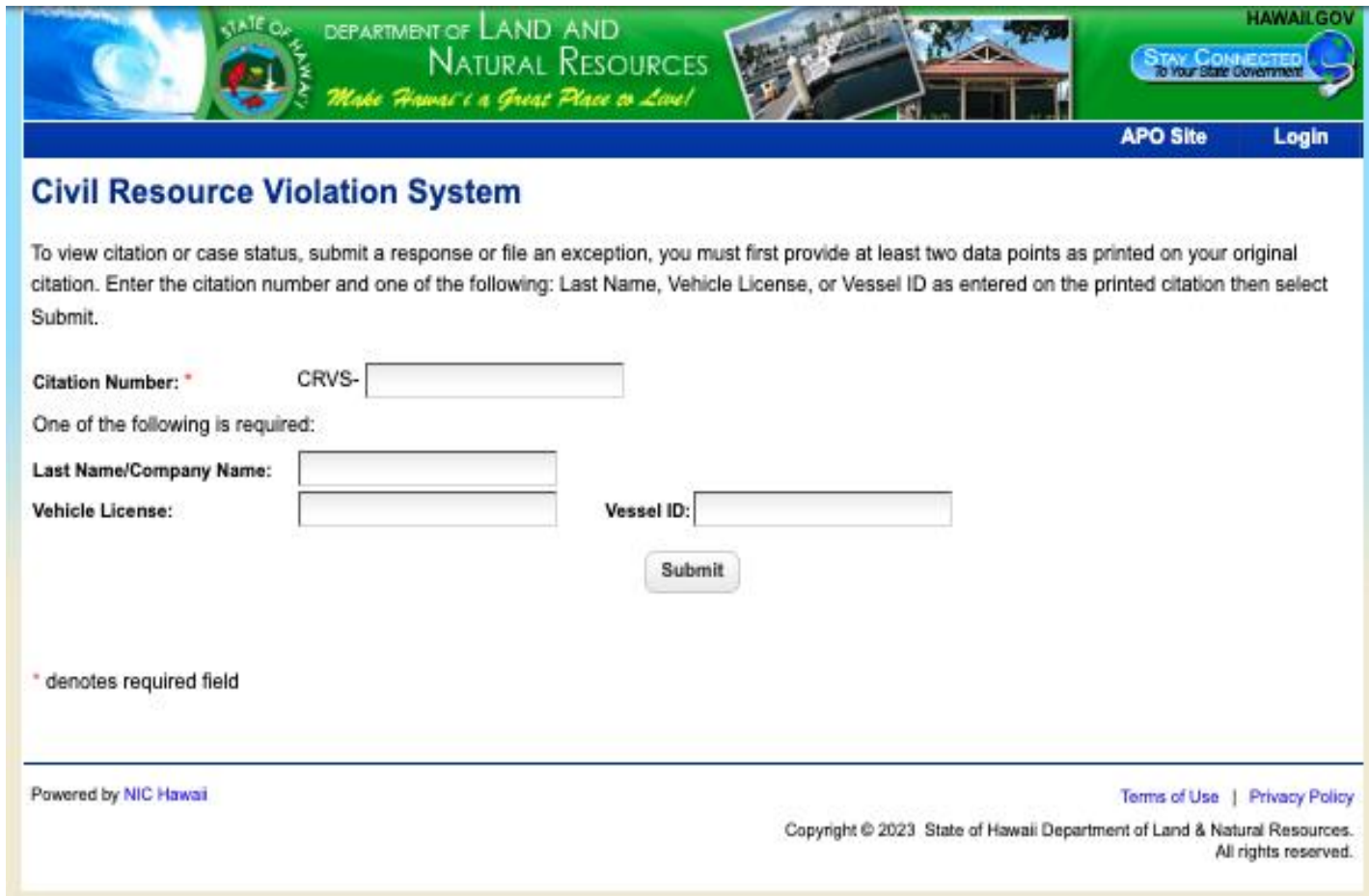
Solution

- CRVS is a fast, easy solution for minor violation cases
- Reduces workload of judges, county prosecutors, DLNR staff
- Respondents can resolve their violation cases administratively
- CRVS also provides a record of all historic cases
 - Retrievable at any time
 - If a respondent is a repeat offender or has violation cases in delinquency, additional enforcement measures can be implemented quickly
- CRVS user interface redesigned in 2023
- 2024 pilot program kick-off with DOFAW, DOCARE, DAR, DOBOR, and State Parks



Solution

Original Site

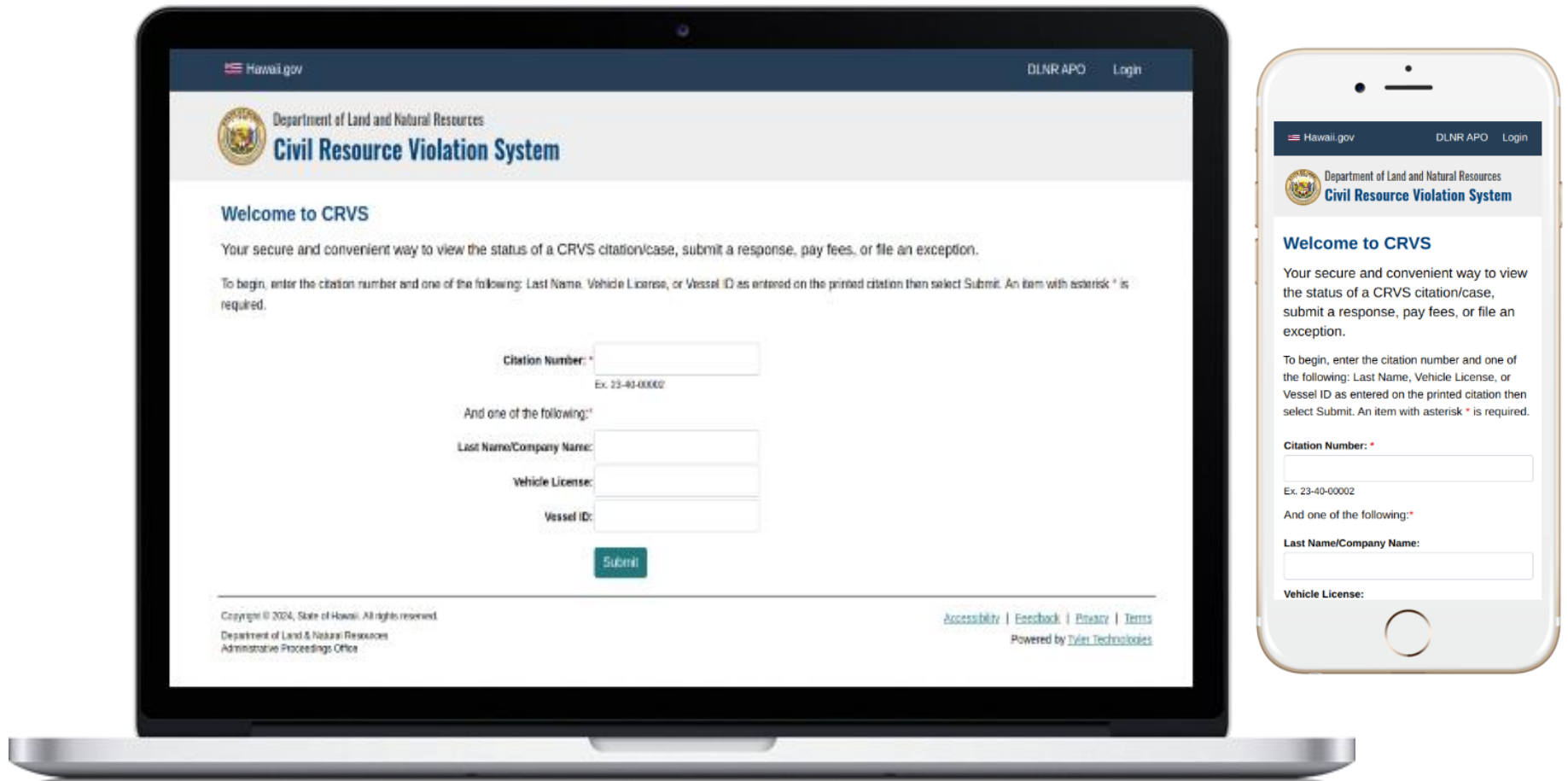


The screenshot shows the web interface for the Civil Resource Violation System. At the top, there is a green banner with the Department of Land and Natural Resources logo and the slogan "Make Hawaii a Great Place to Live!". To the right of the banner are the "HAWAII.GOV" logo and a "Stay Connected" button. Below the banner is a blue navigation bar with "APO Site" and "Login" links. The main content area has a title "Civil Resource Violation System" and a paragraph of instructions: "To view citation or case status, submit a response or file an exception, you must first provide at least two data points as printed on your original citation. Enter the citation number and one of the following: Last Name, Vehicle License, or Vessel ID as entered on the printed citation then select Submit." Below this text are four input fields: "Citation Number:" with a red asterisk and a "CRVS-" prefix, "Last Name/Company Name:", "Vehicle License:", and "Vessel ID:". A "Submit" button is centered below the fields. A note at the bottom left states "* denotes required field". The footer contains "Powered by NIC Hawaii", "Terms of Use | Privacy Policy", and "Copyright © 2023 State of Hawaii Department of Land & Natural Resources. All rights reserved."



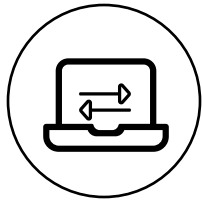
Solution

Redesigned Site





Metrics & Successes



47K

Page Views
2021 - 2023



\$253K

Online Payments*



13,447

Number of Paid
Citations*

*July 2010 – December 2023



Metrics & Successes

79% Overall Response Rate*



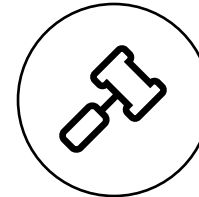
74%

Respondents who
Chose to Pay the Fine*



25%

Respondents who
Requested Mitigation*



<1%

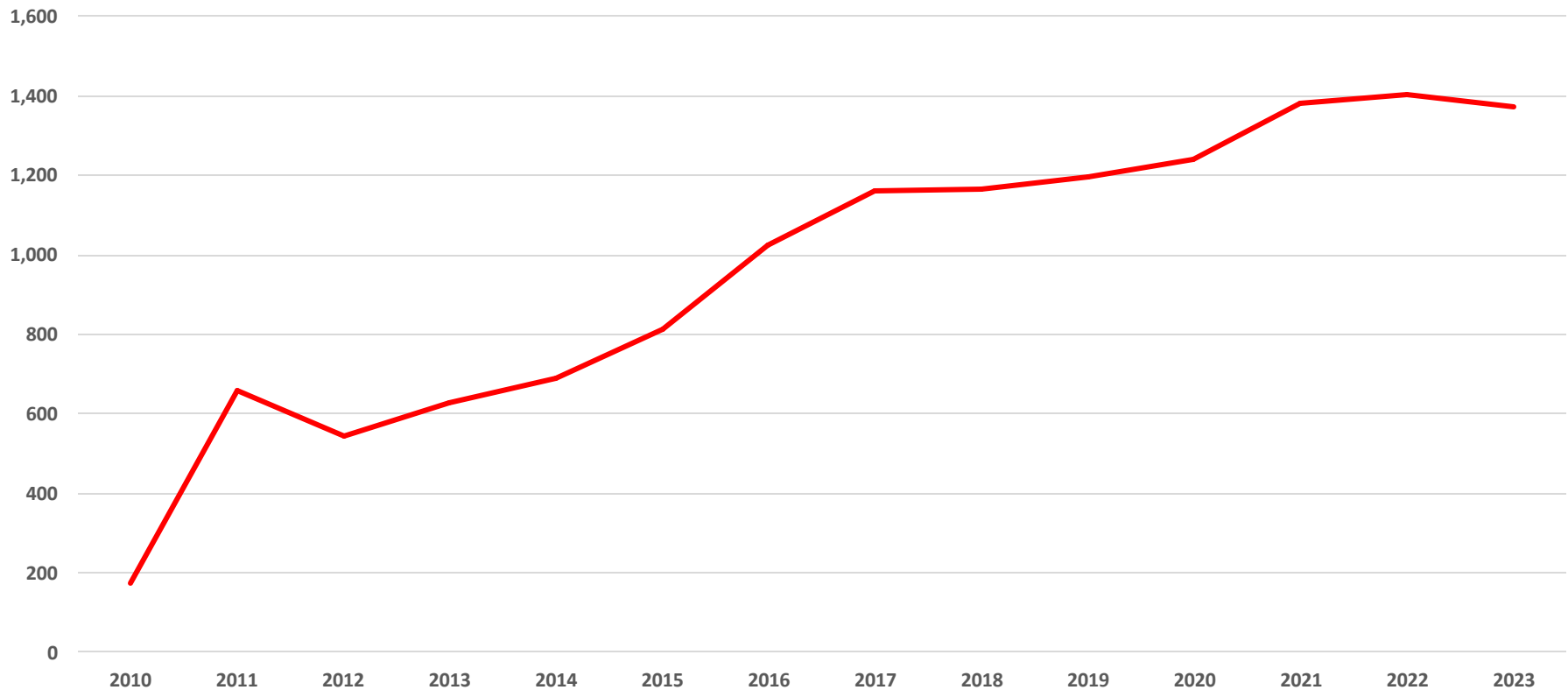
Respondents who
Contested*

*July 2010 – December 2023



Metrics and Successes

CRVS TRANSACTIONS
2010 - 2023



DLNR – Civil Resource Violation System Application Review



Mahalo!

