

Indy Reduces Court Backlog Using CityBase Digital Services

One of life's frustrations for people who drive is getting a parking ticket or citation. Local governments can ease the time and financial burden for residents by making it easy to pay or contest a parking ticket online. As part of their Shift Indy project, Indianapolis and Marion County digitized the process for contesting a parking ticket.

Using CityBase technology, the new digital service helps residents easily navigate a task on web and mobile that was once confusing and time-consuming. Staff dashboards, automated workflows, and case management tools take the frustration out of managing the process for agency staff. It also saves the government money and has freed up the court system by reducing the number of residents requesting court appearances to contest their ticket.

Contesting a Parking Ticket in Indy

Like many cities, Indy has two kinds of parking citations: metered and non-metered tickets, for things like parking in front of a fire hydrant. If a constituent wants to contest their parking ticket, these different ticket types are handled by two different agencies. Additionally, a person has two options to contest: they can request a legal **review** of their ticket, or they can request to **appeal** their ticket in court. These two options were presented to residents as completely separate processes.

CityBase solution engineers met with Indy agency staff to understand the business process and pain points behind contesting a parking ticket. The teams worked together to design a process that was user-friendly and streamlined for both Indy residents and agency staff.

Shift Indy: A Digital City Hall



The Consolidated City of Indianapolis and Marion County ("Indy") is implementing a digital city hall representing all 46 City-County agencies. The long-term project, called Shift Indy, is led by Indy's Information Services Agency working with CityBase to make city and county government more accessible and efficient through the all new [My.Indy.gov](https://my.indy.gov).

50+

Digital Services in One Year

One year after its 2017 launch, [My.Indy.gov](https://my.indy.gov) had launched more than 50 digital services for residents and businesses.

1st

Public Sector TechPoint Winner

Indy's Information Services Agency was recognized for their work on Shift Indy with the Corporate Innovator of the Year award during TechPoint's 2018 annual Mira Awards.

TechPoint said:

"Shift Indy is making government services easy to find, simple to use, and available 24/7. In an age where the majority of individuals can pay their bills, schedule appointments, and interact with most businesses from their mobile device, it is vital for government services to be just as readily available."

■ **Problem: Confusing, Frustrating Process**

Nearly two-thirds of people who contest a metered ticket are approved for reasons like a broken parking meter. However, many residents used to begin the process on the defense. They chose to appeal their ticket in court, unaware that they could have their ticket reviewed without ever traveling to City Hall in person. Additionally, the court had a large backlog, making wait times longer for everyone.

■ **Solution: Keep People out of Court**

Indy now combines the two ways to contest a parking ticket into a single digital service. Anyone contesting a ticket automatically has an impartial, evidence-based ticket review. Staff can approve the ticket review, without clogging the court system (and spending tax dollars) for simple cases. If the review is rejected, Indy staff give residents a detailed reason for why their ticket still stands, and they can still appeal in court.

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■ **Problem: Lots of Paper, Lots of Travel**

To contest their ticket, residents needed to find and download a PDF form on Indy's old website and manually fill it out. They brought the form in person to City Hall, where staff had to manually sort them and remove ineligible submissions.

■ **Solution: Put Everything Online, and Validate Instantly**

Now a resident can easily find and complete the form to contest a parking ticket entirely online. Many people even contest their ticket from their cell phones in the same hour they receive the citation. The online form makes sure everything is valid before they submit. As soon as someone submits their form, an email confirmation lets them know it was received, and routes their request to the right agency.

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■ **Problem: Outdated Information on What People Owe**

When a person gets a ticket, that information lives with both the government agency and that agency's vendor. If someone successfully contests their ticket, the appropriate vendor must also be alerted so they don't continue trying to collect on the ticket.

■ **Solution: Keep Everyone Updated, Instantly and Frequently**

People receive automated status updates by email any time their status changes. Indy staff save time since fewer residents call requesting updates. If a person's request is approved, CityBase technology automatically alerts the agency and their vendor responsible for collecting payment.

400

reviews in a 3-month period led to only . . .

3

court hearings

50%

reduction in paper forms submitted to contest a parking citation

40%

of people contesting parking citations online now do so from a mobile device