

**Industry:**

City Government

Customer:

City of Inglewood Information Technology & Communications Department (ITC)

Scope:

- Scan and extract vital information from the parking citations of 40 different agencies across the U.S. within 48 hours upon receipt.
- Upload the information into the City of Inglewood's electronic document management software system.
- Return all scanned paper-based parking citations back to the various agencies from which they originated within one week.

Solution:

- Customized table-based and rules-based system is used to automate data extraction, formatting, and data conversion processes.
- Software is continually updated with any parking enforcement regulatory changes made by the agencies being serviced.
- Tables used for validation are updated on an ongoing basis to reflect any necessary changes.
- Results include improved speed, security, and reliability in parking citation processing.



CDG provides the City of Inglewood with a scalable solution to process high volumes of parking citations.

Located in the fast-paced area near the Los Angeles International airport, the City of Inglewood issues thousands of parking citations each month. Recently, the City found a way to capitalize on its information technology infrastructure and lessons learned over the years in processing its own parking citations, and they created a separate business mechanism where it provides outsourced parking citation processing services to other agencies. Today, the City of Inglewood handles not only its own parking citations, but also citations from over 100 other agencies across the U.S., for a total of about 300,000 citations per month. As a part of its service, the City not only tracks general data on the parking citation (such as license plate numbers, date, location of vehicle, etc.), but also collects and processes the payments for the parking citation fines.

CDG (Continental DataGraphics) was selected by the City of Inglewood to provide document imaging and data processing services to facilitate handling of parking citations from the City as well as the 100 other agencies for which it provides outsourced services. Prior to selecting CDG, the City used a third-party vendor to provide data entry and indexing services for all of the citations. The manual processes used at that time required the vendor to work on-site in the City of Inglewood. As more and more agencies across the U.S. turned to the City of Inglewood to handle their parking citations, the City quickly realized they would not be able to handle the high volumes

of processing work in-house, and they were forced to turn down some of these new service requests. In order to enable it to expand its services and take on processing jobs for additional agencies, the City recognized the need to adopt a new approach by combining scanning, indexing and document management software solutions.

For its document management software, the City had selected LibertyNET from Liberty IMS. The Liberty software proved to be a "good fit" for the City, by providing the right level of functionality they needed to handle their requirements for data management. However, the City found that they still lacked a good solution to address the other side of the project – the need for high volume scanning and data capture processes.

As the City was outgrowing its capacity to process all of the citations in its own facilities, it needed to find a reliable third-party scanning and data processing service provider to handle the citations in off-site facilities with quick turnaround time requirements. After consideration of several vendors, CDG was selected by the City to provide these services. As an alliance partner of Liberty IMS, CDG already had personnel on its staff that were familiar with the Liberty software platform used to store and retrieve the citation data. The city also wanted a vendor that could perform quickly and efficiently, as it was crucial for them to be able to collect and process citations in a short timeframe. CDG had already proven

its ability to scan and process large volumes of traffic citations with a 24-hour turnaround timeframe for the Los Angeles Superior Court, a service which it still performs for LASC today.

Today, CDG is required to process an average of 45,000 paper-based parking citations a month, including scanning, OCR/data capture, indexing, and creation of an upload file for the City's citation processing application and LibertyNET EDMS. Digital indexed data and images are delivered back to the city within 48 hours. Paper citations that have been scanned are carefully repackaged and returned to the respective agency from which they originated within one week.

Dean Viereck, Enterprise Services Manager for the City of Inglewood ITC department is pleased with the process improvements. "Prior to working with CDG, we had reached a point where we could not bid on any new projects with other agencies because our manual-based processes and systems could not handle the increased volume. We recognized the need for a combined approach using off-site scanning and indexing services and rapid data loading into our document management software. Today, with CDG as our technology service partner, our newly improved processes

will now enable the City of Inglewood to ramp up our operations to be fully scaleable so that we can continue to expand our services to many other agencies nationwide."

About CDG

CDG (Continental DataGraphics) is a wholly-owned subsidiary of The Boeing Company. CDG provides a comprehensive suite of services and solutions for the creation, conversion, management and delivery of information. CDG specializes in helping organizations maximize efficiency through Engineering Design and Engineering Process Support, Engineering Data Conversion, and Engineering Document and Content Management services and solutions.

With experienced global team of hundreds of highly skilled engineers and data management professionals, CDG delivers cost-effective options to support numerous organizations in aviation, aerospace and defense, manufacturing, and other engineering-focused industries. CDG's customers benefit from its depth of experience spanning over 40 years, and its ability to structure flexible solutions based on unique customer requirements.

For more information, visit the CDG web site at www.cdgnow.com, or contact marketing@cdgnow.com.



www.cdgnow.com

© CDG