



Industry:

County Government

Customer:

LA County Superior Court

Scope:

- Scan and capture information securely and accurately from up to 8,000 paper traffic citations issued daily by the county.
- Extract and index key data elements from the citations.
- Return citation data in form of indexed electronic files to the court within 24 hours.

Solution:

- Customized table-based and rules-based system is created to automate data extraction, formatting and data conversion processes.
- Software is continually updated based on new information from the court, providing consistent improvements in accuracy.
- Secure CDG Imaging Services facilities insure protection of personal information on citations.
- Significant cost savings realized for the court after only 3 months with CDG managing the process.



CDG provides LA County Superior Court a custom solution for managing traffic citations.

CDG (Continental DataGraphics) was selected by the Los Angeles Superior Court to provide document imaging and data processing services to facilitate handling of the large volume of traffic citations generated by the court.

Prior to selecting CDG for this project, the LA Superior Court relied on in-house staff and outside vendors for the majority of the processing tasks. As staff turnover occurred, replacement employees would always face a steep learning curve during the training process, creating a significant problem. The Court was reluctant to go through the extended transition period required with a new vendor. However CDG was able to successfully demonstrate to the Court how it could leverage CDG's knowledge, expertise and well-established processes and procedures to significantly improve the accuracy of the traffic citations data.

The project has somewhat rigorous requirements - CDG is required to pick up as many as 8,000 paper citation forms on a daily basis, scan and convert the documents into electronic format, then extract and index key data elements. The electronic files must be returned to

the Court within 24 hours after pickup of the paper copies.

CDG has successfully managed the volume and requirements of the contract to solve the Court's data management problem. During the first 54 business days of the project, CDG processed 352,905 citations, representing a daily average of more than 6,500 citations. With just 3 months invested in the project, CDG had already helped the Court realize a significant savings over its previous citation handling costs.

With its in-depth knowledge of data management, CDG worked with the Court to determine a strategy for shortening processing time by creating a table and rules-based system that allows critical information to be captured. By automating the data extraction, formatting, and conversion processes, CDG has been able to significantly improve workflow, while increasing the accuracy of the data. CDG created rules-based software verification tables for every indexed field, and continuously modifies and updates the rule sets, based on new information provided by the Court. For example, when a city name is keyed in, the spelling is verified against a

zip code table. CDG's software also verifies the birth date of the offender against the current date to ensure their status as an adult, thus avoiding erroneously issuing tickets to a juvenile.

With this integrated tool, CDG has been able to consistently improve the overall accuracy of the Court's citation data.

Glenn Pauley from LA Superior Court is pleased with CDG's work on the project to date, and stated: *"As Project Manager for the LA Superior Court Data Conversion project, I wanted to extend my thanks to Continental DataGraphics for the fine job the company has done so far. Thanks for the quality work that your project team has displayed during this successful transition."*

About CDG

CDG (Continental DataGraphics) is a wholly-owned subsidiary of The Boeing Company. CDG provides a comprehensive site 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.



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