Tyler Technologies
Traffic Court by Video

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Abstract
This project is a remote video conferencing software solution that allows judges to handle traffic court hearings remotely. Due to the high volume of traffic cases, defendants typically wait long periods of time just to quickly state their plea before the judge, which does not require the defendant’s physical presence in court. The value this solution provides is that of convenience and time savings for judges and defendants to handle cases in a more efficient manner. This solution is a web application that provides video conferencing services, specifically tailored for the process of handling traffic court cases.

Architecture
Our solution was created with the OutSystems development platform. OutSystems is a low-code platform that lets you visually develop your entire application, easily integrate with existing systems, and add your own custom code when you need it. The backend is hosted in the Cloud in the Outsystems.

Service Components:
- C#
- Javascript
- ASP.NET
- SQL Server
- Twilio API
- Pusher API

Impact
Efficiency and Productivity
- Judges can process traffic citations easier and faster with case management integration
- Defendants can do other things while waiting to be seen

Comfort and Convenience
- Judges and defendants can hear or contest tickets from home, or anywhere with an internet connection
- Ticket information is stored in the database, and is shown on screen for both defendants and judges

Cost Savings
- Court saves money due to increased efficiency; time is money
- No more missing work to go to traffic court, so no lost pay for defendants

Results

Defendant Home
Defendant Call

Courtroom Session

Project Evaluation
- Weekly task completion rate: 94%
- Company mentor feedback: Goals were met and pleased with work performed this semester
- MVP target was met and product is fully functional without significant issues

Future Development Plans
- Conference call feature for Court Clerks and Officers
- Text Messaging capabilities
- Photo ID Verification
- Responsive UI design optimization for mobile

Summary
- Allows traffic court to be a completely online experience
- Solution provides efficiency, convenience, and cost savings for all users of the product
- Software is capable of being extended to other court systems