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## Town of Nolensville

### **Nolensville Police Department implements eCitations**

NOLENSVILLE – Nolensville Police Department began the process of acquiring a new electronic citation system, eCitations, through Tyler Technologies in early 2020. The goal of the project was to improve the overall efficiency in the ticket writing process that would allow officers to digitally input, log, and print tickets versus handwriting them.

Prior to completing this project, the Nolensville Police Department utilized written citations which was time consuming and required officers to direct their attention to the process of completing the citation, reducing safety for both the officer and the violator. In addition to handwriting the citations, the citations had to be entered by a Court Clerk at Town Hall, doubling the amount of effort for a single citation.

Through the pandemic, Nolensville Police officials worked with personnel from Tyler Technologies to create and secure the best model and equipment for the eCitation writer program. After beta testing in the first quarter of 2021, the Nolensville Police Department was efficiently trained and went live with the eCitation project.

The eCitation writer allows officers to complete data entry for citations by scanning driver's licenses and vehicle registrations. Once completed, the citations would be transmitted to the Town Hall Court Clerk electronically, reducing any additional handling. While on traffic stops, the officer will print citations for issuance to alleged violators. For accountability, ticket numbers are generated for each citation by the eCitation writer. This project improves reliability, accountability and transparency because the entire process, besides data entry by officers in the field, is completely hands-free.

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