

## 2008 NASCIO AWARD NOMINATION

*Government: Data, Information and Knowledge Management*

Oklahoma State Highway Safety Office  
Mobilization Reporting System



### A. Cover Page

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## B. Executive Summary



Every year, law enforcement agencies join forces, day and night, across the nation, to deliver the message of increased safety on the streets and highways of the United States.

The Oklahoma Highway Safety Office (OHSO) Mobilization Reporting System enables Oklahoma law enforcement agencies to report their mobilization data from these events and become registered for incentives to purchase OHSO approved traffic safety related items. Mobilization activities include supporting state and national mobilization efforts such as the "Click It or Ticket" and "Drunk Driving, Over the Limit, Under Arrest" programs. The OHSO Mobilization Reporting System is located at

<http://www.ok.gov/ohso/mobilizations/index.php>

### USER TESTIMONIAL

*"Just a note to let you know how much I appreciate the OHSO's Online Law Enforcement Mobilization Registration and Reporting System. This system has been a big time saver for me concerning my registering and reporting. Having the ability to do this online saves our department the time and cost of faxing and/or mailing. Thank you !!!"*

- Major Jeff Gilliland #11  
Sapulpa, OK Police Department

The screenshot shows the login and welcome screen for the OHSO Mobilization Reporting System. At the top left is the Oklahoma Highway Safety Office logo with the website address www.ok.gov. At the top right is the text "Oklahoma Highway Safety Office". Below the logo is a navigation menu with links for "Home", "Mobilization Home", "Helpful Hints", and "Contact Us". The main content area has a heading "Welcome to the Mobilization Reporting System for the Oklahoma Highway Safety Office". Below this is a paragraph of text: "Thank you for your interest in participating in the statewide mobilizations reporting system. Use this site to register your agency and report both your Pre-mobilization and Post-mobilization information. If you use this online system, please do not submit a written report by mail or fax." This is followed by another paragraph: "You must register in order to use this system. If you have not registered your agency, click the 'Register Now' button below. If you have already registered and received your notice that your account is activated, then login to submit your Pre-mobilization or Post-mobilization report." Below the text are two input fields: "Login ID:" and "Password:". Below these fields is a blue "Login" button and a blue link "Forgot password?". At the bottom of the form area, there is a "Not Registered?" label and a blue "Register Now" button. At the very bottom of the page, there is a footer with the text "© Copyright 2008 • State of Oklahoma" and links for "Help Desk", "Policies", "About Oklahoma's Web Portal", and "Feedback".

OHSO Mobilization Reporting System Login/Welcome Screen

## C. Description

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Prior to 2004, Oklahoma law enforcement agencies could not adequately complete the necessary reporting paperwork after a mobilization event. This was due to time constraints and lack of incentives.. To amplify the problem, OHSO was required to meet timelines for submission of mobilization data to the National Highway Traffic Safety Administration (NHTSA). In order to alleviate this issue, OHSO sought legislation that specifically permitted OHSO to implement an incentive program.

The Law Enforcement Incentive Program was created in the spring of 2004. This program awards incentives of \$4,000, to six agencies, as selected from a pool of qualified participants. During each mobilization, these awards are provided to enable selected agencies to purchase OHSO approved traffic safety-related items such as radar devices, in-car video cameras, or trips to highway safety conferences. Due to the increased reporting associated with the start of the incentive program, OHSO needed a better method of reporting than their traditional paper intensive process.

OHSO considered using an email reply system, but realized that this would require a major effort to compile law enforcement agent's email addresses, keep it current, creating forms which could be sent electronically, finding software which could be used by all participants, and a variety of other problems.

“When the State of Oklahoma selected OK.gov as the official web service provider, we were excited about being able to finally set up our own Web access page,” said Garry Thomas, OHSO Mobilization Project Manager. “Our first request of OK.gov was to develop a system whereby we could use the Web site to manage the tasks associated with mobilization notifications and participation reporting. Hence, over a period-of-time, the OHSO Online Mobilization Reporting Utility was born!”

To facilitate their mission, OHSO collaborated with OK.gov and the OHSO Mobilization Reporting System was created to automate the cumbersome manual paper process and assist OHSO with their Federal reporting requirements. Participants of the program no longer have to submit their mobilization efforts via fax and/or mail, providing for a more efficient, secure and timely process for all involved.

In all phases of the project, OHSO staff assisted OK.gov with defining the project. From the user's perspective to the ease of use on the administrative side, the system design utilizes templates, and administrative tools that provide a fully functional reporting application, consistent with all OK.gov built applications. The bold and clean appearance of the Oklahoma standardized agency template was implemented into this application, providing a consistent header, footer and left navigation throughout the system. The system was developed using PHP 5.1.2 and is supported by an Oracle 10g database. It runs on the Apache 2 Web server and is housed in an IBM Blade Center. The online service complies fully with the State of Oklahoma Information Security Policy. The system also implements the information security standards set forth in the Sarbanes-Oxley Act of 2002. These standards set forth a stringent security framework

to protect the application and the users. Two other security features were added including:

- Programmatic flow control was implemented into the system to prevent users from typing in specific URLs and bypassing normal program operation.
- Automatic logout was incorporated to protect data by logging a user out of the system after a certain amount of time of inactivity.

In accordance with accessibility standards, all citizens of Oklahoma can access the OHSO Mobilization Reporting System. All services developed for the application meet or exceed these standards, which are based on the Federal Section 508 guidelines.

The program's start up costs consisted of a one-time fee of \$17,333. Staff members who once monitored the traditional process were already in place, and the system enables these employees to free up time to devote to other projects and responsibilities. There are no annual recurring charges associated with the maintenance of this online system. The only annual cost associated with this program is the cost of staff members who participate in the mobilization efforts. However, the online service has provided optimal efficiencies to a system that was once a cumbersome paper intensive process.

The online system launched on May 2<sup>nd</sup>, 2007, and OHSO provides a presentation for users to utilize the system at: [http://www.ok.gov/ohso/documents/Reg\\_New\\_User.pdf](http://www.ok.gov/ohso/documents/Reg_New_User.pdf)

Oklahoma law enforcement agencies must designate a contact person who has access to the Internet. There are 3 steps to the reporting process:

- 1) Registration
- 2) Pre-mobilization Sign-up
- 3) Post-mobilization Activity Reporting

#### 1) Registration:

The contact person can access the OHSO Mobilization Reporting System by visiting: <http://www.ok.gov/ohso/mobilizations/index.php>, and clicking the "Register Now" button. After completing the easy 5-step registration process, the contact person will be notified by email that the agency account is activated. An agency can register at any time, and once registered, does not have to register again. Only one contact person per agency is permitted to report results.

#### 2) Pre-mobilization Sign-up:

Thirty days prior to the start of a mobilization, the contact person must access the system and submit information indicating the mobilization related activities that the agency expects to perform. This information is necessary since the National Mobilization reporting requirements require OHSO to report how many agencies are scheduled to participate in the mobilization prior to commencement of the mobilization.

#### 3) Post-mobilization: Activity Reporting:

Thirty days after the mobilization ends, the contact person must login and submit the results of their mobilization efforts. Again, this is important since the National Mobilization reporting requirements require OHSO to report activities and accomplishments within 30 days of the conclusion of the mobilization.

#### Adoption of the Service

OHSO had an obstacle to overcome in the beginning stages of the project. Obtaining participation from all sizes of law enforcement agencies provided some challenges. OHSO realized there was an initial hesitance from more remote agencies that were not comfortable with moving into the "electronic age". Because of this fact, OHSO continues to permit agencies to submit information via fax and/or mail. However, due to the overwhelming success of the online system, OHSO is considering making the online reporting tool mandatory in the near future.

As of May 2008, OHSO has received online registrations from close to 300 state, county, local, tribal and federal law enforcement agencies for its current mobilization event. This is a great improvement over the manual process when only about 75 – 100 agencies would participate.

### **D. Significance to the Improvement of Government**

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#### Law Enforcement Agencies Benefits

The system offers easy access and usability for Oklahoma law enforcement agencies, enabling law enforcement teams to gain increased access to the incentive program. Law enforcement agencies benefit from the electronic communication compared to the previous "word of mouth" and direct mailing methods utilized by OHSO to inform law enforcement agencies about upcoming mobilization events. Often times, these agencies were left out because employees who handled mobilizations would leave that agency and the mail outs would be returned to OHSO. In addition, confirmations and 24/7 access provide added benefits to law enforcement agencies.

"The new OHSO reporting system serves several purposes for the Bixby Police Department. First, it confirms that the information was received at the Highway Safety Office. As you know when you are dealing with a fax machine several things come in and sometimes they are placed in the wrong box or in the wrong area and things become lost," said Officer Erik Smoot with the Bixby, Oklahoma Police Department. "Second, I can enter and look at the information from anywhere. During one of the last mobilizations, I was out of the office for a week so I had the records clerk dictate the information that I needed for the results to me and I entered the information at my hotel and sent it on to the Highway Safety Office."

#### State Agency Benefits

The online system provides for quick delivery of mobilization information because it:

- eliminates excess paperwork and delays normally associated with paper data reporting;

- allows instant communication with registered users via an email blast utility;
- enables OHSO to manage mobilizations without consulting with a third party.

The online system also provides OHSO with a vehicle to be consistent with their policies, strategies, and goal alignments.

"As stated in the OHSO Mission Statement, the OHSO mission is '*To combat the number and severity of traffic crashes by developing and supporting educational, enforcement, and engineering programs*'. The Mobilization Reporting Utility program is 100 percent in line with this as an educational and enforcement tool to be used by the OHSO and its' partners in promoting traffic safety in the State of Oklahoma. The less time spent on paperwork and clerical duties, the more time is available for addressing the needs and performance of those programs we support," said Garry Thomas, OHSO Mobilization Project Manager.

#### State Benefits

The state directly benefits through improved government operations and improved access to information specific to the safety of Oklahoma highways. By using this system, OHSO is able to leverage and manage data quickly by generating mobilization statistical reports for their own use and that of the National Highway Traffic Safety Administration (NHTSA) for their use in compiling national statistics. In the past, this reporting was done manually by hand, which often resulted in errors being reported. In traffic safety, the more people OHSO can reach with the correct message in a timely manner, the more likely OHSO will be able to affect change through these results.

#### Taxpayer Benefits

Improved equipment and better-trained officers from the incentives provided through participation is of direct benefit to Oklahoma taxpayers. These incentives improve the quality of highway traffic and creating safer travel environments on the roads of Oklahoma.

### **E. Benefit of the Project**

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The data warehouse, known as the Online Mobilization Reporting System, provides many benefits for OHSO including meeting timelines for reporting data to NHTSA, meeting and exceeding accessibility standards, and the following:

#### Increased Reporting

Prior to initiation of the online reporting utility, OHSO would receive approximately 75 – 100 responses to their mail out brochures asking for law enforcement participation. As of May 2008, nearly 300 law enforcement agencies have registered to participate in the upcoming mobilization event.

### Paper Reduction

Prior to the online system, OHSO was required to keep the documents related to mobilization reporting on paper, which produced large paper files housed at the agency. OHSO can now utilize administrative reports built into the system, which enable OHSO to easily track agencies registered through the innovative system, and compile enforcement statistics at the completion of each event. This new knowledge management process has saved OHSO 40 staff hours a year in processing and reporting information.

### Time Savings

To communicate mobilization events prior to the release of the online system, OHSO not only sent out direct mailers about upcoming events but also utilized the statewide Oklahoma Law Enforcement Telecommunications System. This system reached most of the major Law Enforcement Agencies, but not small agencies. The system consisted of a return fax document which was sent back to the OHSO with required information. OHSO considered this cumbersome, time consuming, and often times the faxes were hard to read. The new system sends back information on OHSO terms, utilizing validation set up when the system was developed with specific formats OHSO desired.

### Cost Savings

While OHSO has not completed an exact dollar value assessment, an estimated total of over \$3,700 is saved on an annual bases:

- \$840 in mailing costs for OHSO
- \$1,000 in OHSO administrative costs
- \$1,875 in personnel costs by the 300 law enforcement agencies utilizing the system

In addition, because of the email blast utility, OHSO can send out electronic notices to registered users on events other than mobilizations, which OHSO predicts will cut down on mailing and administrative costs in the future.

### Positive Relationships

“While not quantitative in nature, just the fact that agencies that perhaps felt left out before can and now wish to participate where they did not before, and the contacts which this allows the state Highway Safety Office to develop, is in and of itself a very positive benefit,” said Garry Thomas.

In conclusion, the OHSO Mobilization Reporting System operates with easy-to-use functionality resulting in an online service that provides money and time saving benefits for both the state and Oklahoma law enforcement agencies.