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# Self-Service Citation Portal

## Project Presentation for EOPSS

**July 19, 2022**

# Agenda

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1. Grant Application Overview
2. Project Description
3. Portal Features
4. Primary Benefits (Business Outcomes)
5. Traffic Records Assessment
6. Performance Measures

# Overview of Grant Application

Business Goal is to address specific findings from the 2019 Traffic Records Assessment. These include:

- Make Citation/Adjudication data more Accessible
- Improve timelines for accessing Citation/Adjudication information
- Provide an integrated data dictionary for Citation information
- Requesting \$550,000 with a \$186,847 match for a project total cost of \$736,847
- Timeline: 10/01/22 – 09/30/23

# Project Description

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Using the detailed requirements gathered from stakeholders in Phase 1, the MRB plans to:

- Contract with a qualified vendor to develop the Self-Service Portal based on the Phase 1 requirements
- Integrate the Citation/Adjudication data portal with the existing IMPACT website
- Deploy Self-Service Citation Portal by mid-summer 2023

# Portal Features

Building upon the findings of Phase 1, the MRB will use the in-depth stakeholder needs analysis to integrate a Self-Service Citation portal that will feature:

- User friendly dashboards to display key citation trends and statistics
- Intuitive reporting to deliver both standard and customized reports based on user defined criteria
- Intuitive front-end query to permit users to perform simple and advanced queries

# Portal Features (continued)

Self-Service Citation portal features:

- User ability to perform data extracts for users to download and perform analytics to support their department's needs.
- Host 10 years of citation/adjudication data
- Implement a data bridge to keep citation data current

# Primary Benefits

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Using the Portal, Stakeholders and Public users will be able to:

- Perform custom data mining on Citation data
- Observe, analyze, and trend recurring issues within a location/town & ID high-volume areas and across the Commonwealth
- Enhance data quality through broader access and use
- Download raw data to perform specific forecasting, comparisons, and analysis related to their jurisdiction
- Issue safety-related recommendations to MA Cities & towns

# Traffic Records Assessment

The Portal will address the follow 2019 Traffic Records Assessment Recommendations:

- **#187** – Is citation data used for traffic safety analysis to:
  - ID problem location
  - ID problem driving behavior
  - ID citation issuance concerns
  - Plan traffic safety programs
- **#225** – Are there accessible performance measures tailored to citation system managers and data users' needs?
- Improve the Citation Data Dictionary

# Performance Measurements

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We will follow NHTSA guidance to measure successful performance, which states:

- Identify the principal users of the citation portal;
- Query the principal users to assess
  - (a) their ability to obtain the data or other services requested and
  - (b) their satisfaction with the timeliness of the response to their request;
- Document the method of data collection and the principal users' responses
  - We will survey the principal users before and after the rollout