

**Quality and Productivity Commission  
32<sup>nd</sup> Annual Productivity and Quality Awards Program  
"Innovating for Impact"**

**2018 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

**NAME OF PROJECT: AUTOMATED BOOKING SYSTEM**

**DATE OF IMPLEMENTATION/ADOPTION: MAY 2, 2017**

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2017)

**PROJECT STATUS:**  Ongoing  One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**  Yes  No

**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

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The Automated Booking System (ABS) project was developed to automate the booking process when a suspect is arrested in Los Angeles County. Historically, the booking process was conducted by the arresting officer or jailer manually completing a minimum of 5 forms. It was a very tedious process in which much of the information was repetitive. Depending on the booking charges, an additional 4 to 6 forms would also be needed. On average the entire booking process would take approximately 60 minutes to complete. ABS significantly increased efficiency and effectiveness of our personnel by minimizing the time consuming and repetitious booking process, allowing the booking officer to simply input the booking information on a web-based application. Once the booking data has been submitted, a Master Record Key is generated, which enables the jailer to auto-populate the required documents. The time required to complete a Livescan entry and the data entry error rate was reduced by at least 30 percent or by 20 minutes for each booking. This increased efficiency allows more time for law enforcement personnel to serve their communities.

**BENEFITS TO THE COUNTY**

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$ 2,031,000.00	\$UNDETERMINED	\$ 0.00	\$ 2,031,000.00	<input type="checkbox"/>

**ANNUAL = 12 MONTHS ONLY**

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Los Angeles County Sheriff's Department Hall of Justice, 211 W. Temple Street Los Angeles, California 90012		<b>TELEPHONE NUMBER</b> 562-345-4411
<b>PROGRAM MANAGER'S NAME</b> Derek Sabatini, Lieutenant		<b>TELEPHONE NUMBER</b> 562-345-4319  <b>EMAIL</b> DSSabatini@lasd.org
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Glen Joe, Assistant Division Director	<b>DATE</b> 7/6/18	<b>TELEPHONE NUMBER</b> 213-229-3305  <b>EMAIL</b> gcjoe@lasd.org
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Jim McDonnell, Sheriff	<b>DATE</b> 7/6/18	<b>TELEPHONE NUMBER</b> 213-229-3000

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**1<sup>st</sup> FACT SHEET – LIMITED UP TO 3 PAGES ONLY:** Describe the **challenge(s), solution(s), and benefit(s)** of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame.** Use Arial 12 point font.

**Challenge(s)**

The Los Angeles County Sheriff’s Department books approximately 110,000 suspects a year. During the booking process, the arresting officer and jailer manually complete various forms. It was a very tedious process in which information was repetitively filled out on a minimum of 5 to 6 forms with the possibility of an additional 4 to 6 forms dependent upon the specific arrest charge(s). This process took precious time away from the patrol deputies serving their communities and from the jailers that were in charge of the safety and security of the inmates in the station jails.

**Solution**

The objective was to minimize the time consuming and repetitious booking process by allowing the deputy or officer to simply input the booking information to a web-based application named the Automated Booking System (ABS). The ABS solution reduced the time to complete a booking package by entering the booking data once and then utilizing modern technology to propagate the information into the various forms automatically.

Specifically, once the booking data has been submitted, a Master Record Key is generated, which enables the jailer to enter the Master Record Key into the Livescan system and auto-populate the required documents. The time required to complete a Livescan entry and the data entry error rate would be dramatically reduced.

The development team in partnership with DataWorks Plus (vendor) diligently and tirelessly worked to bring the ABS to fruition. Each person contributed their specialized skills from technical development with the vendor, to developing real-world requirements and functionality, to testing and training.

**Benefits**

Since the implementation of the project on May 2, 2017, the ABS has been very successful. The solution reduces the time to complete a booking package by as much as 30%. Considering a year over year average of a 275 bookings a day for the Los Angeles County Sheriff’s Department, ABS significantly reduces time spent on repetitive tasks, increasing efficiency, reducing costs, and maximizing productivity.

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Regarding annual cost avoidance, based on an estimate of 110,000 bookings a year, with a very conservative savings rate of 20 minutes for each booking package (or 36,000 hours a year), at the average deputy salary rate of \$50 an hour, it will save the Department annually \$1,800,000. Additionally, the station jailer will save as much as 35% of their time per booking at an hourly rate of \$30 which is a cost savings of \$231,000. This does not include the possible reduction in overtime hours spent for late arrests.

**Outcome(s)**

Consequently, ABS significantly reduced time spent on repetitive tasks, increasing efficiency, substantially reducing costs, and maximizing productivity. This increase in efficiency allows much more time for Los Angeles County’s Law enforcement personnel to protect, assist, and serve the citizens of the County of Los Angeles, which enhances our public image and trust.

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**Linkage to the County Strategic Plan – 1 page only.** Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

ABS fulfills all aspects of the County of Los Angeles’ Strategic Plan, III.2.3 Prioritize and Implement Technology Initiatives That Enhance Service Delivery and Increase Efficiency: Support implementation of technological enhancements and acquisitions that increase efficiency (e.g. infrastructure, software, hardware, applications) including replacement of legacy systems.

Through the use of modern information technology, the ABS solution significantly reduces time spent on repetitive tasks, increasing efficiency, substantially reducing costs, and maximizing productivity. This increase in efficiency allows much more time for Los Angeles County’s Law enforcement personnel to protect, assist, and serve the citizens of the County of Los Angeles, which enhances our public image and trust.

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

**Cost Avoidance:** Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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<b>\$ 2,031,000.00</b>	<b>\$UNDETERMINED</b>	<b>\$ 0.00</b>	<b>\$ 2,031,000.00</b>	<input type="checkbox"/>

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