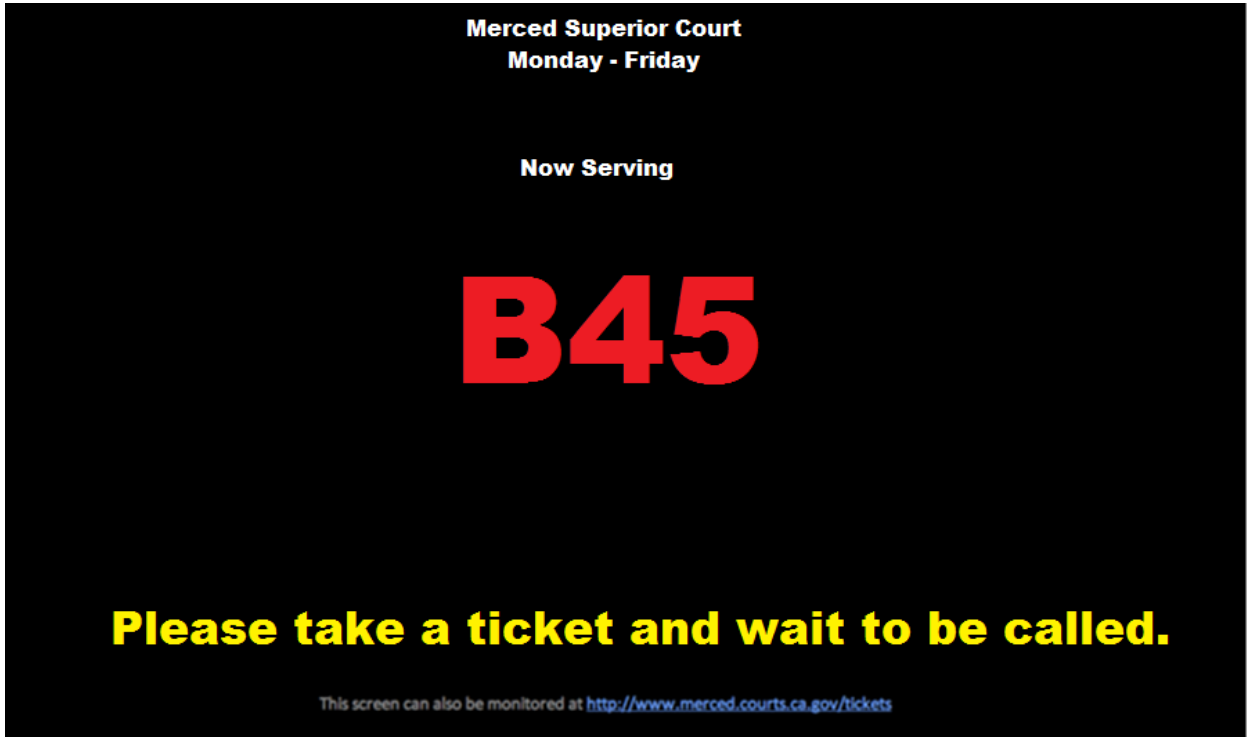
Implementation of Ticket Service System for **MERCED SUPERIOR COURT**

Self-Help Ticket Service System

PowerPoint Slide 2

Traffic and Civil Ticket Service System



The court recognized the need to better service the public in a more systematic, timely, and organized fashion. The customers that visit the Traffic, Civil and Self-Help are dependent on the services the court provides. The composition of the male and female customers that visit the divisions are primarily Hispanic, African American, American Indian, Asian, Caucasian, and Philippino. The management has recognized that the divisions could benefit and proceed with more cost effective processes. The cost effective measures taken in this project have proven to be beneficial to the Courts staff, attorneys, and its customers. There are more efficiencies such as expediting the processing of paperwork and quality customer service provided. The Ticket Service System has little to no cost for the software and very minimal maintenance costs. The Ticket Service System can be transferred and implemented in any court that is seeking to better organize and better service its customers in their Clerks Offices.

The Traffic, Civil, Self-Help staff and Self-Help attorney accommodates customers on a daily basis. The average traffic the divisions staff accommodates is roughly (combined) 850 customers and the Self-Help attorney assists roughly 90 customers in a 30 hour week between the hours of 7:45 am – 2:00 pm. Due to budget cuts their hours were reduced from 8 hours to 6 hours a day. The table below illustrates the amount of customers that visit the divisions seeking services.

	Self-Help Staff	Self-Help Attorney	Traffic Staff	Civil Staff
Daily Traffic	30 – 40	15 -18	80	50
Weekly Traffic	150 – 200	75 - 90	400	250

To assist in monitoring the traffic flow and customers, we developed a digital "ticket" system similar to those you might see in stores and other locations with paper-ticket dispensers.

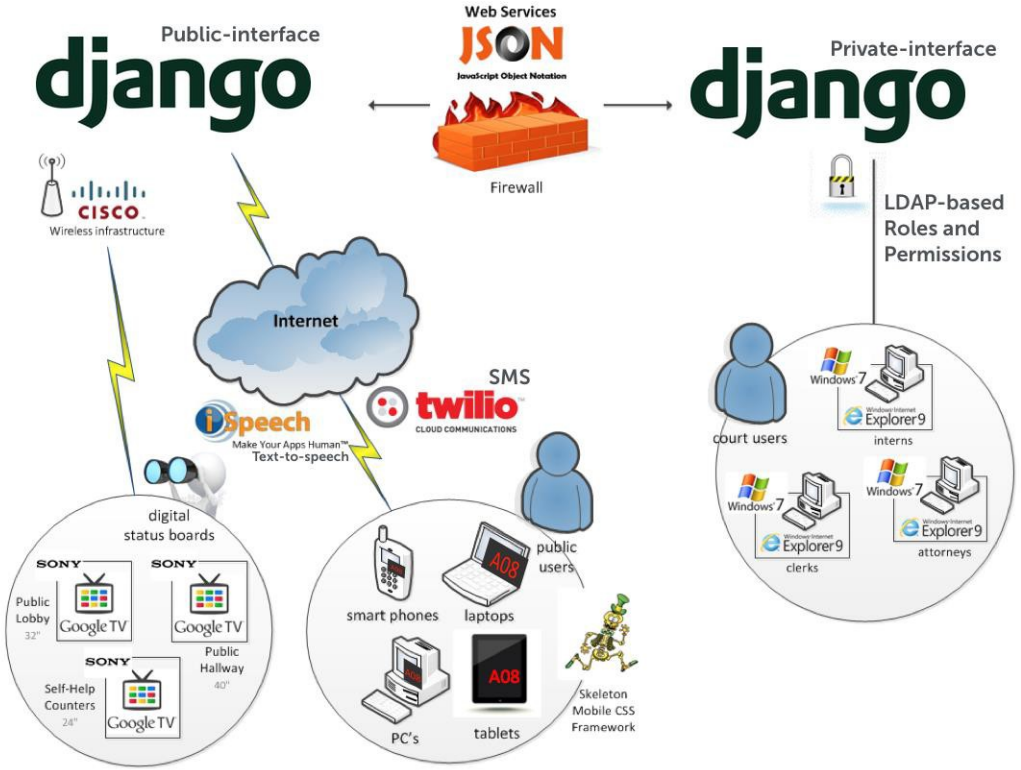
In the Civil and Traffic divisions, visitors pull a ticket and wait to be called. Depending on the needs of a visitor in the Self-Help center, they are placed in one of two queues, the ‘red’ queue is for customers that need to see an attorney. The ‘green’ queue is for customers who need to see a court clerk. All others are served by another clerk in the center.

WEB2PY Goals…

- **Ease of use** – reduce both the learning curve & deployment time.
    1. Full-stack framework without dependencies.
    2. No installation or configuration files required.
    3. Everything works *out of the box,* including a web server, database and a web-based IDE.
    4. API includes just 12 core object, which are easy to work with and memorize.
    5. It can interoperate with most web servers, databases and all Python libraries.

WEB2PY Goals…

- **Faster development** – speed up development & deployment time.
  1. Every function has a default behavior which can be overridden.
  2. Includes a web-based database administration panel.
  3. Automatically generates forms for your data and allows you to easily expose the data in HTML, XML, JSON, RSS, etc.
- **Security** – lock everything down to keep systems and data safe.
  1. Database layer eliminates *SQL Injections*.
  2. The template language prevents *Cross Site Scripting* vulnerabilities.
  3. The forms generated include field validation and block *Cross Site Request Forgeries*.
  4. Passwords are always stored hashes.
  5. Sessions are stored server-side by default to prevent *Cookie Tampering*.
  6. Session cookies are all *UUID cookies* to prevent *Cookie Stealing*.
- **Backward Compatibility** – promises to always maintain backward compatibility.

The application was developed using the Django web application framework for Python, which is a popular and powerful platform for quickly developing and deploying web-based applications that are easy to maintain. The specific instance of this application as used in the Self-Help center at the Merced court uses red and green queues. The system was also designed to allow for arbitrary queue descriptions meaning that it can have as few as one or a practically unlimited number of queues that it manages for our Civil and Traffic divisions. This allows the court to use this application not only in the family law center but to also apply the same technique to other areas of the court that would benefit from better queue management.

The application has two sides to it, an internal-facing portal that is used by clerks in the court to manage the dispersal of tickets and recording check-ins, and a public-facing portal that provides continuous updates on the current position of the queue being served. This allows customers to the center to also view the current queue status on a mobile device, meaning that they can take their ticket and then if their position in the queue is far enough back, they can potentially take care of other business and return when their position in the queue gets closer to the front.