

StarTraq: StarPortal Case Study



WEST YORKSHIRE
POLICE



West Yorkshire
**Safety Camera
Partnership**
SUPPORTING VISION ZERO

The majority of admissions and nominations are processed online using StarPortal in West Yorkshire. The time saved has freed up 3 full-time clerical staff to support the expansion of new road safety measures across the County.

The West Yorkshire Safety Camera Partnership (WYSCP) aims to reduce deaths and serious injuries on the roads of West Yorkshire by improving driving standards through education and enforcement. This goal is achieved by installing road safety improvement measures at the worst casualty hotspots, for example, fixed speed control safety cameras, mobile safety camera patrols, and traffic signal cameras.

Until recently, the recipient of a Notice of Intended Prosecution would have to complete a paper S172 form and return it by post. This was inconvenient for the public and resulted in the laborious scanning and processing of thousands of paper forms by back-office staff.

WYSCP wanted to move with the times and give the accused motorist the option to submit an admission or nominate another driver online. To that end, WYSCP invested in StarTraq's StarPortal system.

***“Offering online admissions and nominations is a real benefit to the public; just think of all those avoided trips to a post box. From an operational point of view, we have freed up a significant amount of clerical officer time which easily outweighs the additional cost of the StarPortal module.*”**

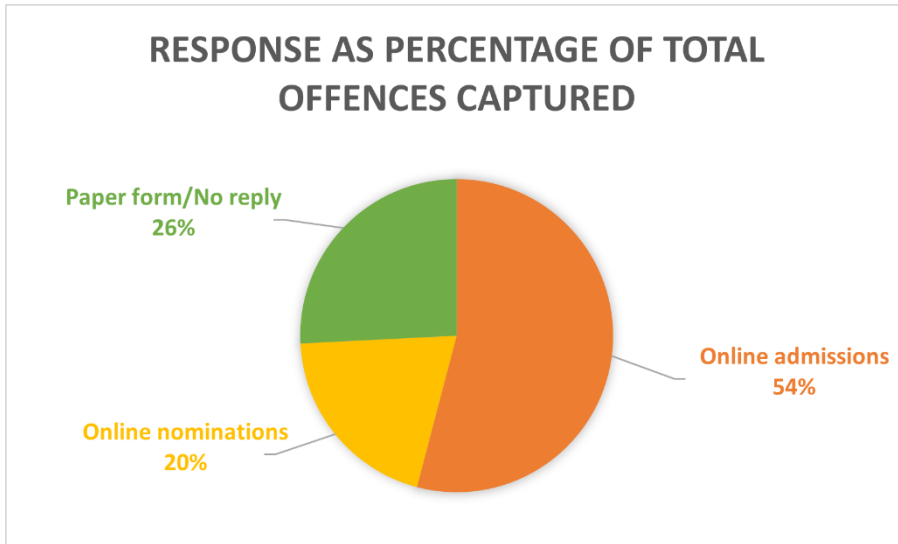
Paul Jeffrey
Head of Department
Prosecutions and Casualty Prevention Unit



StarPortal is a 'Road User' website that allows the public to access and review their traffic incident evidence easily. An offender can admit the offence, nominate another driver as the offender, view related photographic evidence, inspect any associated documents, and see links to road safety support sites.

Building on the efficiency savings associated with the introduction of online nominations using StarPortal, WYSCP began work with StarTraq on the development of the online admissions module, which went live in December 2021. From the outset, it was evident that it had revolutionised the speed and efficiency of processing NIPs and S172s.

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In the 12 months to the 31st of December 2022, WYSCP processed 198,360 safety camera offences (this is the total number of offences captured). StarPortal admissions went live in December 2021, and to date, they have received an average of 8,941 admissions/month. Over 12 months, WYSCP received 107,293 online admissions, about 54% of all offences captured. In addition, during the same period, the number of online nominations through StarPortal was 39,908, 20% of all offences captured.

So, in total, 74% of 'First NIPS' were responded to online. Finally, looking at online versus paper admissions in isolation, over 67% of admissions were completed online.

WYSCP conducted an activity analysis exercise (which included receiving, opening, sorting, and scanning) of paper admissions processing during the evaluation of StarPortal. It has been calculated that the potential clerical officer time saving achieved by adopting online admissions, at these demand levels, is approximately 3 FTE posts per year.

This resource can now be redirected into other processing functions and help offset the additional staffing capacity required to help realise the Partnership's commitment to a further 6 enforcement vans and 25 digital cameras over the next 3 years.

WYSCP anticipates that online admissions will increase as awareness grows about the online portal, resulting in even more potential staff savings. Below is the current wording on West Yorkshire Police's NIP.

PLEASE NOTE THE QUICKEST AND MOST EFFICIENT WAY TO PROVIDE DRIVER DETAILS IS VIA THE ONLINE PORTAL, www.westyorkshirepas.com

To summarise, the key benefits of StarPortal for WYSCP are:

- Reduced re-keying and processing time equivalent to over 3 clerical staff.
- Improved user experience for the public and available 24/7/365.
- StarPortal is a dynamic website accessed using a PC, tablet, or smartphone.
- Online evidence review reduces telephone enquiries.
- Less paper and postage are better for the environment.

For more information, please get in touch with StarTraq at sales@startraq.com.