

**FY 2019-2020 Virginia Beach Budget  
Response to Council Questions**

**Question Number:** FY 20 13

**Question:** 1) On the slide titled FY20 CIT Increase Requests 3.095 Integrated Public Safety, of the total identified, what is the requirement for e-ticket?  
2) What is the labor productivity gain from e-ticket?  
3) Did the business case analysis take into account the time saved per ticket issued by an officer and was that aggregated by officer shift to calculate increase active patrol time, and the value of that time?

**Date Requested:** February 25<sup>th</sup>, 2019

**Requested By:** Councilmember Moss

**Department:** Information Technology

**Response:**

- 1) Of the total increase identified, the portion for the implementation of E-Ticketing is \$550,000 which included: E-Ticketing Equipment and Licensing and Professional Services.
- 2) This has not been researched or estimated by IT. The Business Case completed at the beginning of the Integrated Public Safety Analysis project focused efforts around ROI, not labor productivity.
- 3) The Business Case did not analyze the time savings per ticket, aggregated by officer shift.