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A Plan for the Kansas City Municipal Division
to Accept Internet Payment Requests,

Institute for Court Management
Court Executive Development Program
Phase III Project
May 1999

Library
National Center for State Courts
300 Newport Ave.
Williamsburg, VA 23187-8798

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Kansas City Municipal Division

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Table of Contents

1. INTRODUCTION

- 1.1 Purpose
- 1.2 History of Kansas City, Missouri
- 1.3 The Kansas City Municipal Division
- 1.4 Jurisdiction
- 1.5 1997 Revenues and Number of Tickets Written
- 1.6 Ticket Entry
- 1.7 Parking Violations
- 1.8 Moving Violations
 - 1.8.1 Mandatory Court Violations
 - 1.8.2 Payable Moving Violations
- 1.9 Other Ordinance Violations
- 1.10 Paying Your Ticket
 - 1.10.1 Traffic Violations Bureau
 - 1.10.2 Mail
- 1.11 Consequences of Failing to Pay Fine or Appear in Court
 - 1.11.1 Warrant
 - 1.11.2 License Suspension
 - 1.11.3 Collection Agency

2. POSSIBLE NEW PAYMENT OPTIONS

- 2.1 Prior Effort to Add a New Payment Option

- 2.2 New Payment Options
 - 2.2.1 Personal Computer Banking
 - 2.2.2 Seattle Plan

3 PROPOSAL

- 3.1 Requirements
- 3.2 Benefits
 - 3.2.1 Court
 - 3.2.2 Citizen
- 3.3 Concerns
 - 3.3.1 Access to a Computer
 - 3.3.2 Security

4. IMPLEMENTATION OF PROPOSAL

- 4.1 Credit Card Agreement
- 4.2 Web Site Modification
 - 4.2.1 Web Page-Sending Questions and Comments to the Court
 - 4.2.2 Web Page Including Proposed Payment Request Information
- 4.3 Modification of Court Computer Programs
 - 4.3.1 Computer Codes to be Modified
- 4.4 Forms and Instructions
 - 4.4.1 New Forms to be Created
 - 4.4.1.1 Proposed E-Mail Transaction Log

4.4.2 Forms to be Modified

4.4.2.1 Proposed Cashier's Daily Deposit form

4.4.2.2 Proposed Head Cashier's Deposit Form

4.4.3 New Instructions to be Written

4.4.4 Current Instructions to be Modified

4.4.4.1 Citizen Information Instructions on Back of Ticket

4.4.4.2 Payment Information on Reminder Notice

4.4.4.3 Payment Information on Warrant Notice

4.4.5 New Procedures

4.4.6 Internet Clerk

4.4.6.1 Job Description

4.4.6.2 FAX

4.4.6.3 Other Duties

4.4.7 Judicial Approval

4.4.8 Publicity

5. SUMMARY

APPENDICIES

A Forms and Information from the Seattle, Washington Municipal Court

B Forms from the Kansas City, Missouri Municipal Division

B.1 Home Page, City of Kansas City, Missouri

B.2 Web Page, Kansas City Municipal Division

B.3 Current Reminder Notice

B.4 Current Warrant Mailer

BIBLIOGRAPHY

1 INTRODUCTION

1.1 Purpose

The Kansas City Municipal Division discuss new ways for defendants to pay tickets. The court could consider adding new payment options like taking credit cards, paying tickets via the Internet, paying tickets by telephone, and using personal computer banking to pay tickets in addition to the traditional methods of paying tickets by mail or in person. Goals include making it easier for citizens to pay tickets, to save citizens money and time and for the court to improve service and save money.

1.2 History of Kansas City, Missouri

Kansas City, Missouri located at the confluence of the Missouri and Kansas rivers was first settled as a fur trading post in 1821. The city grew with the Santa Fe Trail trade and the increasing number of settlers using Kansas City as the jumping off point for their western journey.¹ The city survived the disruption of the Civil War.² After the Civil War, the city prospered with the coming of the railroad and the building of a bridge over the Missouri River. Kansas City continued to grow and prosper in the rest of the 19th century, through World War I, the depression of the 1930's, World War II and the post war world. The result was a metropolitan area of 316 square miles and about 1.6 million people. Most

¹ Over land trails left the Kansas City area for Santa Fe, NM. California and Oregon. People used these trails to settle these western lands and to transport goods from the eastern United States to the west.

² Kansas City was a border area during the war (1861-1865). Both Union and Confederate soldiers were in the area and both Union and Confederate sympathizers lived in the area.

of the city of Kansas City, Missouri is in Jackson County but parts of the city are in Clay, Platte and Cass counties.

Current city government operates under a charter adopted in 1925. This charter provides for a professional city manager to run the day to day operations of city government. Voters elect the mayor and the city council. The mayor and the city council select the city manager.

1.3 Kansas City Municipal Division

This charter provided for a Municipal Court to hear violations of the city's ordinances. Voters passed an amendment to the Missouri Constitution on August 3, 1976 incorporating municipal courts into the state court system. As a result of this court reorganization plan, the Kansas City, Missouri Municipal Court became the Municipal Division of the 16th Judicial Circuit of Missouri.

Currently there are nine full time Municipal Division judges and one part time Municipal Division judge. One judge is permanently assigned the domestic violence docket and the part time judge is assigned the property code violation docket. All judges are required to be attorneys. The mayor and city council select the judges from a panel nominated by the Kansas City Bar Association. The judges serve a four-year term and are retained in office by a "yes" or "no" public vote by the registered voters of the city in a nonpartisan selection process. The judges yearly select a colleague to be the presiding judge.

The court while a part of the 16th judicial circuit operates as a department of the City of Kansas City, Missouri. Some examples of the ties between the City of Kansas City, Missouri and the Municipal Division are fines and costs collected by the Municipal Division are deposited into the treasury of the City of Kansas City, Missouri, the court is funded by the City of Kansas City, Missouri, court employees are employees of the City of Kansas City, Missouri, and the court is included in the City of Kansas City, Missouri's collection agency and lockbox contracts. There is the advantage of economy of scale but there is also the disadvantage of less control by the court.

1.4 Jurisdiction

The Kansas City Municipal Division of the 16th Judicial Circuit Court of Missouri has exclusive original jurisdiction over violations of city ordinances. These ordinance violations include moving traffic violations, parking violations and violations of other city ordinances. Other ordinance violations include leash law violations, no city animal license violations, animal cruelty violations, curfew violations, trespassing, property code violations, domestic violence, disturbing the peace, alarm violations, minor drug charges, shoplifting and prostitution. Most of the moving and parking violations can be paid without a court appearance but most of the other ordinance violations require a court appearance.

A judge hears all trials because the Kansas City Municipal Division does not have jury trials. A jury trial is available after the appeal of a guilty conviction to the Jackson

County Circuit Court. The judge has the authority to fine from one dollar to five hundred dollars, to incarcerate at the Municipal Correctional Institution for up to six months and to both fine and incarcerate a defendant.

1.5 1997 Revenues and Number of Tickets Written

The Kansas City, Missouri Police department and other city enforcement officers wrote 135,238 moving violations, 126,100 parking violations and 30,850 other ordinance violations, for a total of 292,188 violations in 1997 and 178,420 tickets were paid through the violation bureau and the judges disposed of 77,316 cases. The 1997 revenue was \$13,278,427.

1.6 Ticket Entry

Tickets are written by Kansas City, Missouri police officers, parking control officers and other city enforcement officers. Defendants are given a carbon copy. The original traffic tickets are turned into the court the next day and the court enters the tickets into the computer. The police department enters the non-traffic tickets before sending copies to the court.

1.7 Parking Violations

The registered owner of the car is responsible for paying parking tickets. A parking fine is composed of (a) a base fine amount from a fine schedule approved by the court en banc or the fine set by ordinance; (b) a \$10 court cost that fund police training, victim's compensation, a battered person's shelter; etc. and (c) a \$10 warrant cost added if the ticket

is not paid within 45 days of issue date. The officer indicates the fine on parking tickets and tickets written by parking control officers include a return envelope. A defendant pleads guilty by paying the ticket and not guilty by contacting the court to schedule a court date.

1.8 Moving Violations

Moving violations are divided into two groups for docket management. One group requires a court appearance and the other group allows a fine to be paid by mail or in the Traffic Violations Bureau (TVB) without a court appearance.

1.8.1 Mandatory Court Violations

A defendant charged with an alcohol violation, driving on a suspended driver's license or being involved in an accident must appear in court. The police officer assigns the court date.

1.8.2 Payable Moving Violations

All other moving violations can be paid without a court appearance. Fines on moving tickets include (a) base fine amount from a fine schedule approved by the court en banc; (b) \$21 court costs that funds police training, victim's compensation, a battered person's shelter; etc; (c) \$20 penalty for each moving violation in the past year; and (d) a \$10 warrant cost added if the ticket is not paid within 45 days of issue date. A mailer is sent to the citizen indicating the fine amount, the due date, and includes an envelope

addressed to the bank lockbox.³ A defendant pleads guilty by paying the ticket and not guilty by calling the court to schedule a court date

1.9 Other Ordinance Violations

The Kansas City Municipal Division also adjudicates violations of other ordinances of the City of Kansas City, Missouri. Payable violations are leash law violations, animals without city license and false alarm violations. There is no scheduled court date and the defendant is notified by mail of the fine and due date. One housing code violation, first violation of the ordinance related to failure to cut weeds, does not require a court appearance. There is a scheduled court date on these tickets but the defendant is notified by mail that the ticket can be paid without appearing in court. Fines include (a) base fine amount from a fine schedule approved by the court en banc or the fine set by ordinance; (b) \$21 court costs to fund police training, victim's compensation, battered person's shelter; etc. and (c) a \$10 warrant cost is added if the ticket is paid within 45 days of issue date.

1.10 Paying your ticket

Currently citizens have two ways to pay their parking, payable moving or payable general ordinance tickets. A citizen comes to a downtown courthouse or mails a check or a money order.

³ See Appendix B

1.10.1 Traffic Violations Bureau

The Traffic Violations Bureau is located on the first floor of the municipal court building located at 1101 Locust in downtown Kansas City, Missouri and is open Monday through Friday from 8 A.M. to 5 P.M.

1.10.2 Mail

A citizen's other choice is to mail the fine. Mail is processed by court cashiers and a bank lockbox. Tickets mailed in the envelopes, we provide defendants, go to a bank and are processed by the bank lockbox. Checks are deposited daily and a report is sent to the court. This report identifies the tickets paid and the amount paid on each ticket. The computer is updated with this payment information and mailers are generated to people who still owe a payment balance. During the last fiscal year 1997-98, \$4,851,853 was paid through our lockbox. The court processes mail sent to a different post office box and to the street address. Court employees open this mail and a court cashier updates payments in the computer.

1.11 Consequences of Failing to Pay Fine or Appear in Court

1.11.1 Warrant

A warrant is ordered if a defendant fails to appear in court, if a ticket is not paid in 45 days, or a court date is not scheduled within 45 days. A warrant notice is mailed to the defendant. The notice advises the defendant of the new fine amount adding the \$10

warrant charge, the bond amount and the fact that the defendant's driver's license will be suspended if the moving violation is not paid⁴.

1.11.2 Driver's License Suspension

If the ticket is not paid or bond posted in the next 30 days, a defendant's licensing state is notified of the unpaid moving violation. Drivers licensed in the state of Missouri are suspended by state statute and drivers licensed in other states are suspended through the non-resident violator's compact. A defendant's driver's license is suspended until the fine and any possible reinstatement fees are paid.

1.11.3 Collection Agency

The next step in the collection procedure is to refer unpaid tickets to a collection agency. The court uses two collection agencies. The first agency General Accounts Services (GAS) is sent the unpaid tickets 90 days after the warrant date. Currently GAS collects on about 30 percent of the referred cases and their fee is 14 percent of what they collect. They are required to deposit their collections into our bank account daily and submit a daily report of the amount collected and detail the tickets paid and the amount paid per ticket. They collected \$558,177 during fiscal year 1997-98

If GAS has not collected on a ticket after one year, the ticket is returned to the court. The still unpaid tickets are referred to a different collection agency, E&R. E&R

⁴ See Appendix B

then attempts to collect the amount due. They usually collect about 14 percent of the referred cases and their fee is 36 percent of what they collect. They are also required to deposit their collections into our bank account daily and submit a daily report of the amount collected and detail the tickets paid and the amount paid per ticket. E&R can keep the unpaid tickets for an unlimited period of time because their contract does not designate a definite time period for them to either collect the amount due or to return the tickets to the court. E&R collected \$103.309 during fiscal year 1997-98

2 Possible New Payment Options

The court has computerized internal payment processing but the new challenge is to rethink how tickets are paid. Do people have to physically come to a down town court house to pay a fine? Do people have to write a paper check and mail it to a bank or courthouse? Can we accept new forms of money like credit cards, debit cards, on line checks and other types of electronic cash? Can we take payments in new ways like the Internet, personal computer banking, or telephone etc.? These new payment options are possible because of the rapid communication between computers is possible because of the growth of the Internet.

2.1 Prior Effort to Add a New Payment Option

Three years ago, the previous Court Administrator, John Franklin, was interested in improving our telephone customer service. He wanted to decrease the length of time people waited for their call to be answered and decrease the number of people who hung up before their call was answered. The court consulted with US Audiotech for solutions. The proposed solution was a computer to answer the simple questions like what are your hours, where are you located, give directions to the courthouse, tell the defendant their fine amount and if their payment had been received. The company was prepared to provide the equipment and the computer programming for a new court telephone information center at no charge to the court. The police were even prepared to allow access to their computer. An unexpected benefit of the system was telephone ticket payment. A defendant could use

a credit card to pay his fine and US Audiotech's convenience fee. The proposal was not accepted because of the city's policy of not taking credit cards.

2.2 New Payment Options

New payment options could include credit cards, debit cards, personal computer banking and taking payments over the Internet. Personal computer bank payments could be processed through the bank's lockbox. Internet payments could also go to the bank lockbox and be processed by current lockbox programming.

2.2.1 Personal Computer Banking

Personal computer banking entails a person using a personal computer to access a bank account and pay their bills. The bank transfers the money and payment information to the account of the company owed. Currently personal computer bill paying appears more suited to regular payments like utility or credit card bills because to be really efficient and cost effective the bills need to be presented on line and these regular bills are more cost effective to set up for line billing. It would not be cost effective to program on line billing for traffic tickets paid at irregular intervals. Regular bill access only needs to be setup once and would not require a new setup every billing cycle but a court would be doing a new setup access for every ticket. Also personal banking is not completely electronic. Many times when a consumer uses a computer to pay a bill, a bank still prints a paper check to send to the company owed the money. Personal computer banking could be a viable new payment option when the process completely electronic.

2.2.2 Seattle Plan

The Seattle program is very simple and provides an excellent model for anyone planning to take payments on the Internet. Their advice is to start simple, see what usage is and add automation later. Their Internet payment request system consists of a web site, e-mail box and a credit card agreement.

A Seattle citizen accesses the court's web site and requests the on-line payment request form. The website instructions define what tickets are e-mail payable and where to pay other tickets. Secure Sockets Layer (SSL) encryption is used to protect data sent to the court. The payment request form requires your name, address, city, state, zip code, e-mail address, social security number, driver's license number, vehicle license number if paying a parking ticket, ticket number, credit/debit card name (Visa or MasterCard), cardholder name, card number, and expiration date. Instead of sending the form to the court by e-mail, the defendant may choose to print the form and fax the form to the court. The payment request is sent to an e-mail box at the Seattle Municipal court. A clerk opens the e-mail and manually processes the ticket payment. The clerk e-mails a response to the defendant, mails a hard copy receipt to the defendant and keeps a log of all e-mail transactions. The log includes the ticket number, type of ticket (moving or parking), date paid, date e-mail sent, date letter sent, remarks and if it is rejected the reason for the rejection. The number of people using this system is small but the Seattle Municipal Court has not really publicized this new payment method. They were used the past year as an

extended test of their system and expect usage to increase when instructions for this payment option appear on the citation envelope.

This payment plan also offers the possibility of fax payments. Citizens who are uncomfortable sending credit card information over the Internet can print the form and fax the completed form to the court. A receipt is mailed to the defendant.⁵

⁵ See Appendix A

3 PROPOSAL

The Kansas City Municipal Division of the 16th Judicial Circuit accept ticket payment requests over the Internet. The court will follow the Seattle model of a payment request e-mailed to the court and then the payment request manually processed by a court clerk. Goals include making it easier for citizens to pay their tickets, for citizens to save money and time and for the court to save money. As usage increases, the payment request could be modified for the computer to automatically process the payment requests.

3.1 Requirements

The basic requirements are a credit card agreement, have a web site and e-mail access. A court needs judicial approval, set up the e-mailbox, create the forms, establish payment procedures, and tell the community about the new payment method.

3.2 Benefits

3.2.1 Court

Benefits include being paid faster, mailing fewer reminder notices, mailing fewer warrant notices, and sending fewer tickets sent to the collection agencies. If more tickets were paid in 45 days, fewer warrants would need to be mailed. More tickets paid to the court would result in fewer unpaid tickets referred to our collection agencies. The court would save on printing costs; postage and fees paid to the collection agency. The violations bureau could be open seven days a week and 24 hours a day at no additional staff cost.

3.2.2 Citizen

A citizen would not have to take time away from work to make a trip to a downtown courthouse, drive in an unfamiliar part of the city, wait in line and pay parking costs. Customer waiting time would decrease both in the violations bureau and on the telephone. A citizen could save postage and check costs and would know exactly when their payment was received. A citizen could access the violations bureau seven days a week and 24 hours a day instead of the current hours of 8 A.M. to 5 P.M. Monday through Friday.

3.3 Concerns

3.3.1 Access to a Computer

A disadvantage of this new payment plan is it requires access to a computer, but the number of home computers is growing and public access computers are available. According to various forecasts, between 40 million and 60 million households will have home computers by the end of the decade and somewhere between 30 million and 60 million will have modems for online access. The number of households with access to Internet services such as the World Wide Web is estimated to grow to somewhere between 20 million and 45 million by the end of this decade.

3.3.2 Security

New methods of encryption have eased customer fears of using their credit card on the Internet. Three of the proposed e-commerce payment solutions to ensure that the

payment process that is convenient and secure are Cybercash. MasterCard's Secure Electronic Transaction (SET), and Secure Sockets Layer (SSL).⁶

⁶ Lamond, Keith: Credit Card Transactions: Real World and Online,
<http://w.w.w.Virtualschool.edu/mon/electronicproperty/klamo>

4 Implementation of Proposal

4.1 Credit Card Agreement

The first major challenge is the City of Kansas City's policy toward credit cards. Until December 1998, the city's policy was to not take credit cards because the city refused to pay the merchant fee. Policy changed in January 1999 and taking credit cards is being reconsidered. The city is now willing to pay the merchant fee. The credit card fee would be considered a cost of doing business and the city would pay it. Credit card agreement requirements include the agreement must be with a Missouri bank or a national bank that operates a full service bank in Kansas City, Missouri and banks would bid for the contract. As a result of this policy change, the court will eventually take credit cards.

4.2 Web site modification

The current website needs to be redesigned (www.kcmo.org/court).⁷ Information about the Internet payment procedure would be added to the current page. Modification will be coordinated with the Information Technology Department of the City of Kansas City, Missouri because the court's Web page is part of the city's Web page. Two new Web pages are proposed. The first adds an e-mail address for questions and comments to be sent to the court and the second includes the Internet payment request information. The court is already in the process of adding an e-mail address for questions and comments.

⁷ See Appendix B

The new website including the payment request form would explain what tickets are payable, have instructions for paying the ticket over the Internet and explain the option of paying by fax. Citizens could also e-mail questions and comments to the court. A dedicated e-mailbox would be set up to receive payments and for correspondence sent to the court. This e-mailbox would be encrypted to provide security for the information.

4.2-1 Web Page-Sending Questions and Comments to the Court

The proposed Web page with an e-mail address for questions and comments to be sent to the court.

Kansas City Municipal Division

1101 Locust

Kansas City, Missouri 64106

816-474-7494

The Kansas City, Missouri, Municipal Division is located at 1101 Locust Street in downtown Kansas City, Missouri. This three-story building is on the southeast corner of 11th and Locust between City Hall and the Kansas City, Missouri, Police Department headquarters.

The court is open from 8 A.M. to 5 P.M. Monday through Friday. The court is closed on New Year's day, Martin Luther King's birthday, President's day, Memorial day, July 4, Labor day, Veterans day, Thanksgiving day and Christmas day. Tickets may be paid with cash, check or money order.

The court processes about 400,000 cases annually involving alleged violations of municipal ordinances. These alleged ordinance violations include domestic violence, stealing, prostitution, animal violations, curfew violations, housing code violations, moving traffic violations and parking tickets.

There are 10 municipal court judges. The court administrator is Bernard E. Schneider.

E-mail address for citizens to send questions about the court.

4.2.2 Web Page Including Proposed Payment Request Information

The proposed Web page including the Internet payment request form.

Kansas City Municipal Division

1101 Locust

Kansas City, Missouri 64106

816-474-7494

The Kansas City, Missouri, Municipal Division is located at 1101 Locust Street in downtown Kansas City, Missouri. This three-story building is on the southeast corner of 11th and Locust between City Hall and the Kansas City, Missouri. Police Department headquarters.

The court is open from 8 A.M. to 5 P.M. Monday through Friday. The court is closed on New Year's day, Martin Luther King's birthday, President's day, Memorial day, July 4,

Labor day, Veterans day, Thanksgiving day and Christmas day. Tickets may be paid with cash, check or money order.

The court processes about 400,000 cases annually involving alleged violations of municipal ordinances. These alleged ordinance violations include domestic violence, stealing, prostitution, animal violations, curfew violations, housing code violations, moving traffic violations and parking tickets.

There are 10 municipal court judges. The court administrator is Bernard E. Schneider.

INSTRUCTIONS FOR INTERNET PAYMENT THE KANSAS CITY MUNICIPAL DIVISION

To request payment of a court fine or traffic citation by credit card or debit card using our secure online form, please read the instructions and select the link at the bottom of this document to proceed to the form. This system is only a request to the court to process your payment because we might be unable to process and accept your payment. For example if we are unable to get authorization on the credit card or if there are insufficient funds in the debit card account we will be unable to process and accept payment. We attempt to process Internet payment requests every working day. Payment requests will not be processed on weekends and holidays. Accordingly you should take this time frame into consideration when submitting your request. It is your responsibility to insure that your payment is made in a timely manner, because the court offers the public several methods for paying tickets.

We will confirm receipt in all cases if we are provided correct information. If you provide an e-mail address, we will confirm receipt of your request by e-mail. Otherwise you will receive a written confirmation of payment by mail within five business days or an explanation to inform you of the disposition of your request. If you do not receive confirmation within five business days please contact us at 816-474-7494.

INSTRUCTIONS

The court accepts MasterCard and Visa credit cards, as well as debit cards with the Visa and MasterCard logo. You may not use this system to post bond or make restitution payments. You may use this system to pay court and tvb fines by either credit card or debit card. Please fill in all of the requested information including a phone number where you can be reached in case of questions, your e-mail address so we can send you a confirmation of receipt of your request for payment, and your mailing address so we can send you a receipt. Please note that if you do not provide all of the requested information, the processing of your payment may be delayed or impossible.

Please remember that this serves only as your payment request. In order to be considered a timely payment of your court fine, your request must be received by the 44th calendar day after the violation or a warrant will be issued and an additional \$10 penalty will be assessed. Your driver's license could be suspended if you fail to pay.

PAYING BY FAX OR US MAIL

You also have the option of printing the form and sending it to us by fax or mailing it to us.

The fax number is 816-274-1092 and our mailing address is:

Kansas City, Missouri Municipal Division

1101 Locust

Kansas City, Missouri. 64106

INSURANCE VIOLATIONS 70-270A

If you now have insurance, you can not pay the violation on line. Please send a copy of proof of insurance and a copy of your registration by mail or fax with the payment request.

Your fine will be reduced to \$61.

This guilty plea may result in a possible assessment of points, which may result in suspension, or revocation of your driving privileges. You may wish to consult with the licensing authority of your state or an attorney before proceeding.

NEXT PROCEED TO ON LINE PAYMENT REQUEST FORM

ON LINE PAYMENT FORM

Security Note This form is encrypted to reduce the possibility of unauthorized access to your private information while it is transferred across the Internet. However by submitting this form electronically you are acknowledging that neither the Kansas City Municipal

Division nor the City of Kansas City, Missouri. can assume any liability for data sent to us

Defendant's Name (required)

Social Security Number (required)

Driver's License Number (required)

Licensing State (required)

Street Address (required)

City (required)

State (required)

Zip Code (required)

Day phone (required)

E-Mail (required)

Vehicle License Number (required for parking tickets)

Licensing State (required for parking tickets)

Please list one ticket (information) number per line . Payment cannot be accepted without correct number. Be sure to include any warrant penalties, if you are paying more than 45 days after the ticket was issued. If you authorize payment over what is owed on the indicated ticket, the court will only charge the amount owing to your credit card.

Ticket (information) number	Amount
Ticket (information) number	Amount
Ticket (information) number	Amount
Ticket (information) number	Amount

Ticket (information) number	Amount
Ticket (information) number	Amount
Ticket (information) number	Amount

Please provide the following information. Note we accept Visa and MasterCard credit cards or ATM (debit/check) cards with the Visa and MasterCard logo.

Credit/Debit card (required)

Cardholder name (required)

Card number (required)

Expiration date mm/yy (required)

If the billing address for the card specified above is different than the address you entered at the top of the form, please enter the billing address below:

Card billing street address

City, state, zip

If you have any additional comments, please enter them.

This guilty plea may result in a possible assessment of points, which may result in suspension, or revocation of your driving privileges. You may wish to consult with the licensing authority of your state or an attorney before proceeding.

Security Note This form is encrypted to reduce the possibility of unauthorized access to your private information while it is transferred across the Internet. However by submitting

this form electronically you are acknowledging that neither the Kansas City Municipal Division nor the City of Kansas City, Missouri. can assume any liability for data sent to us.

SEND FORM TO COURT

CLEAR FORM AND STARTOVER

4.3 Modification of Computer Updating Coded

Current computer programs need to be modified to show that a credit card was used to pay the obligation, what credit card was used, the credit card number and the expiration date. This information is needed because refunds must be credited to the same credit card used to pay the fine.

4.3.1 Computer Codes to be Modified

CODE	DATE MODIFIED
CTPI inquiry to show what credit card was used and date paid	
CVTB to accept a credit card payment in at TVB	
CTFD to accept a credit card payment at court	
CTPP to accept payments when judge gave time to pay	
CTAD payment adjustment	

4.4 Forms and Instructions

New forms will need to be created for Internet payment and old ones modified to include credit card information. New instructions will also need to be written for Internet payment and old ones modified to that include credit cards.

4.4.1 Forms to be created

A form to log e-mail transactions needs to be created and the deposit forms need to be modified to include lines for credit card information.

4.4.11 Proposed E-mail transaction log

Tran no	Ticket number	Ticket type	Payment amt	Date pd	e-mail sent	letter sent	remarks	rejected
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								

4.4.2 Forms to be modified

4.4.2.1 Proposed Cashier's daily verification of cash

CASHIER'S DAILY			
VERIFICATION OF CASH			
DATE			
KMY		COURTROOM	
		ADJ. AMT.	
HUNDREDS			
FIFTIES			
TWENTIES			
TENS			
FIVES			
TWOS			
ONES			
SILVER			
SUB-TOTAL			
CHECKS			
BONDS			
CREDIT CARDS			
GRAND TOTAL			
CASHIER'S SIGNATURE			
VERIFIED AMOUNT			
SIGNATURE OF VERIFIER			
REMARKS			

4.4.2.2 Proposed Head Cashier's Deposit Form

BUSINESS OF		DEPOSITED					
TYPE OR SOURCE		CURRENCY	CHECKS	BONDS	CREDIT CARDS	TOTAL	TOTAL AMT DEPOSITED PER FUND
COURT ROOMS	A						100-5602 COURT TOTAL
	B						
	C						
	D						638-5604 HOUSING TOTAL
	E						
	F						
	G						100-5606 POLICE FEE
	H						
	I						689-2313 RESTITUTION
BOND WINDOW							
TOTALS							
RESTITUTION	A						100-5610 TVB TOTAL
	B						
TOTALS							
KMYA	A						100-6530 TOW TOTAL
	B						
KMYB	A						
	B						100-5612 TOW FINE TOTAL
KMYE	A						
	B						
KMYJ	A						100-6200 MISC. TOTAL
	B						
KMYK	A						
	B						689-2307 APPEAL COSTS

KMYN	A									
	B									
TOTALS							100-5620 JCC FINE			
DATE	TOW									
	FINE									
DATE	TOW.						100-5622 EXP. BOND			
	FINE									
TOTALS										
MISC. RECEIPTS							100-5605 POLICE EDUC			
APPEAL BONDS										
CIRCUIT FINE										
EXP BOND FORF							689-2312 VICTIMS COMP			
ADJUSTMENTS										
BIG I							247-5607 BATTERED SHELTER			
APPEALS										
REVENUE GRAND TOTAL							100-5618 ARREST COST			
AMOUNT DEPOSITED										
							689-2359 INDEP LIV CTR			
REVIEWED AND VERIFIED BY AUDIT							100-5611 YOUTH PROGRAM			
DATE			SIGNATURE							
							689-2341 DISBURSED BONDS			
PREPARED BY										

4.4.3 Instructions to be written

The e-mail payment request instructions are included in 4.4.2 Web site modification.⁸

4.4.4 Instructions to be Modified

4.4.4.1 Citizen Information Instructions-On the Back of the Ticket

CITIZEN INFORMATION COPY

Section 1 Mandatory Courtroom Appearances

If the officer has written a court date, time and courtroom on the face of your ticket, you must appear in court at Municipal Court 1101 Locust, Kansas City, Missouri as indicated.

If you fail to appear a warrant may be issued for your arrest and additional penalties assessed. Your driver's license could be suspended if you fail to appear on a traffic citation.

Section 2 Fixed Fine Violations and Parking Violations

If there is a fine amount checked, payment may be mailed to the following address:

T.V.B.

P O box 15338

Kansas City, Missouri. 64106-0778

You may receive a reminder notice. Payment can be mailed in the preaddressed envelope.

Payment must be received by the 44th calendar day after the violation or a warrant will be

⁸ See page 17.

issued and an additional \$10.00 penalty will be assessed. Please put your ticket number on your check or money order. DO NO MAIL CASH. Make checks payable to Traffic Violations Bureau.

Section 3 Violations Payable by Mail

If there is no court date or fine amount marked on your ticket, your fine amount will be assessed and mailed to you at the address on your ticket. **If your address is different from the one marked on the front of your ticket Call 816-571-1053 immediately.**

DO NO MAIL CASH. Make checks payable to Traffic Violations Bureau.

If you have not received your notice within 21 days from the date of violation, call 816-474-7494 for instructions. Payment must be received by the 44th calendar day after the violation or a warrant will be issued and an additional \$10.00 penalty will be assessed. Your driver's license could be suspended if you fail to pay.

Other payment methods Tickets may be paid over the telephone by calling 816-474-7494 or over the Internet at [w.w.w.kcmo.org/court](http://www.kcmo.org/court).

If you wish to plead Not Guilty You must call 816-474-7494 at least 14 days but no later than 30 days after this violation date and schedule a court date.

Appearance Waiver Plea of Guilty Your rights include the right to be represented by counsel, right to plead Not Guilty, right to trial before a municipal judge in court and to confront your accusers. If you desire to waive these rights, sign below. Such action and

payment of fine will have the same force and effect as a court judgment. A record of such action will be furnished to the state driver's likening authority.

Signature _____

Address _____

Driver's License No. _____

4.4.4.2 Payment Information on Reminder Notice

New payment instructions for back of reminder notice ⁹

Payments Your payment is due on the date indicated on the reverse side of this notice.

Please remit by check or money order made payable to Municipal Court.

All returned checks are subject to a \$10.00 penalty and an issuance of a warrant for your arrest.

Other payment methods Tickets may be paid over the telephone by calling 816-474-7494 or over the Internet at w.w.w.kcmo.org/court.

THE COURT WILL NOT BE RESPONSIBLE FOR CASH PAYMENTS MAILED

Late Any payments made after the scheduled due date will be assessed an additional payment penalty.

Request for Continuance Continuances will not be granted over the telephone. If you desire to continue you're your case you must appear in court on your scheduled court date and request your continuance in open court.

⁹ See Appendix B

Not Guilty If you desire to plead Not Guilty to you violation, you or your attorney
Court Dates should appear at the Traffic Violations Bureau, located at 1101 Locust
street, Kansas City, Missouri or call 474-7494 to request a Not Guilty trial
date. This request must be made no later than seven (7) calendar days
before the court date shown on the front of the ticket.

You may also contact the Municipal Court at w.w.w.kcmo.org/court.

4.4.4.3 Payment Information on Warrant Notice

New payment instructions for back of warrant notice.¹⁰

This warrant has been received from the Circuit Court of Missouri, Kansas City Municipal
Division commanding your arrest for failure to satisfy in a timely manner an alleged
violation of a City Ordinance.

You may avoid arrest by one of the following procedures:

- A) If you desire to plead not guilty, personally appear at the Traffic Violations Bureau,
1st floor, Municipal Court building, or at any Kansas City, Missouri police
department district station and post a cash bond in the amount indicated on reverse

¹⁰ See Appendix B

- B) side of this notice and you will be assigned a court date. You cannot obtain a not guilty court date or satisfy this warrant by telephone.
- C) You desire to plead guilty, sign the appearance waiver, and plea of guilty on the return portions of this notice. Return it and the amount due (not the bond amount) in the return envelope provided. You may use a personal check, cashier's check or money order. Do not send cash. You may also satisfy your case by personal appearance at the Municipal Division. If you wish to do so, you should appear between 8 A.M. and 5 P.M. Monday-Friday. Tickets may be paid over the telephone by calling 816-474-7494 or over the Internet at [w.w.w.kcmo.org/court](http://www.kcmo.org/court).

Unless you take immediate action to satisfy this warrant, the Police Department has no alternative except to arrest you or impound your vehicle if it is found upon the streets of Kansas City. If you are a non-resident, this warrant may be sent to your local law enforcement agency for service and your state licensing authority may be notified.

Circuit Court of Missouri

Kansas City Municipal Division

1101 Locust

Kansas City, Missouri 64106

Telephone 816-474-7494

You may also contact the Municipal Court at [w.w.w.kcmo.org/court](http://www.kcmo.org/court).

4.4.5 New Procedures

Procedure guides for cashiers, head cashier and audit staff will need to be revised to include credit card instructions. Cashiers and the Internet clerk would need instructions on the modified guilty and other payment transactions, how to use new the equipment, any special rules about rejected credit cards, and any changes in the end of day balancing procedures. The head cashier's office needs procedures on the changed end of day balancing procedures, and any changes to the deposit procedure. The audit department would need to modify its procedures to include credit cards. All current cash handling procedures would need to be modified to include credit cards. At this time it is impossible to more specific, because the new computer transactions have not been written, the old codes have not been modified and the new cash handling procedures have not been written. Also new cash handling procedures will come from the city treasurer's office and will have to be included in our cash handling procedures.

Currently each cashier makes a daily deposit of the money they have taken to the head cashier at the end of the day. The next day the head cashier counts and balances the money before depositing it in the city treasury. This basic deposit procedure will be modified to include credit cards. The deposit forms will need to be modified. Lines will

be added to the individual cashier's daily verification of cash form and to the head cashier's deposit form for credit card receipts.¹¹

4.4.6 Internet Clerk

The court will need to establish a new staff position called Internet clerk, who will be responsible for processing e-mail and fax payment requests.

4.4.6.1 Job Description

The Internet clerk will open e-mail box and process contents three time a day. E-mail will be opened in the morning, at noon and in the late afternoon. The court will attempt to process payment requests on the day received. The clerk would keep a dated log of payments received. This log would include defendant's name, ticket numbers paid, amount paid, date e-mail acknowledgement sent, date receipt mailed, blank space for remarks and if the credit card is rejected.¹² The clerk would both e-mail receipt of the payment request and mail a receipt to the defendant.

4.4.6.2 Fax

The clerk would also process fax payment requests and mail receipts to defendants.

¹¹ See cashier's daily verification of cash page 25
See head cashier's deposit form page 26-27

¹² See e-mail transaction log page 25

4.4.6.3 Other Duties

The Internet clerk would be expected to update mail payments, attach bonds to tickets, enter bond or tickets when not busy with e-mail or fax payment requests.

4.4.7 Judicial Approval

Judicial approval is required before this plan can be implemented. The current presiding judge Deborah Neal, is very interested in exploring new payment options and having the court adopt a new payment option. The court en banc plans to establish a committee to explore new payment options including the Seattle plan. This committee would also be involved in the of implementation process. Early and ongoing consultation with the judges will help in the approval process. This e-mail payment plan probably would be approved because a new way to pay a ticket is being added and we are not changing the types of payable tickets.

4.8.8 Publicity

When the court is ready to implement this payment request system, citizens will need to be informed. Press releases will be sent to the local media giving the court's website and explaining how the payment system works. There could be earlier publicity because a Kansas City Star reporter regularly attends meetings of the court en banc. Representatives of the Kansas City Bar association will learn of the plan when they attend court en banc meetings. Eventually, information will be included in the citizen

information instructions given to defendants and the reminder and warrant notices mailed by the court.¹³

¹³ See Citizen Information Instructions page 28
Payment Information Reminder Notice page 30
Payment Information Warrant Notice page 32

5 SUMMARY

The Kansas City Municipal Division of the 16th Judicial Circuit begin to accept ticket payment requests over the Internet. The court will adapt the Seattle model of payment requests e-mailed to the court and payment requests manually processed by a court clerk. This model provides the court a manual system to test Internet payment interest and procedures. A completely electronic system of the defendant's computer directly updating the court's computer could be implemented after procedures are fully tested and enough people pay over the Internet.

The basic requirements are a credit card agreement, a web site and e-mail access. If a court already takes credit cards and has a website with e-mail access all court's needs is judicial approval, create payment request forms, and write the payment procedures, before telling the community about the new payment method

Adoption of this model will implement Standard 1.2 Safety Accessibility and Convenience of the Trial Court Performance Standards. The court is becoming more accessible to citizens and is making it easier for citizens to transact business with the court. Citizens save money and time and would definitely know when their payment was received.

A major requirement for the adoption of this proposal is for the City of Kansas City, Missouri. to change its current policy and take credit cards. The city treasurer's

office is now exploring of taking credit cards. If 10 percent of the \$558,145 collected by GAS were paid by credit card to the court, the court would save about \$11,000 and if the court collected 10 percent of the \$103,309 collected by E&R in 1997, the court would save about \$5,000.

While the city treasurer works on the credit card agreement, the court can redesign the current web page to be ready to accept e-mail payment requests when the credit card agreement is signed. The Web page is being modified to allow citizens to e-mail their questions and comments to the court. New forms, procedure guides and training manuals can not be adopted until the credit card agreement is signed. But they can be written and designed.

The committee of the court en banc can research the Seattle model of Internet payment requests and other new payment options while the credit card agreement is being adopted. This committee's report will help get judicial approval to take credit cards and for Internet payments.

Court benefits include being paid faster, mailing fewer reminder notices, mailing fewer warrant notices, and sending fewer tickets sent to the collection agencies. If more tickets were paid in 45 days fewer warrants would need to be mailed. More tickets paid to the court would result in fewer unpaid tickets referred to our collection agencies. The court would save on printing costs; postage and fees paid to the collection agency. The

violations bureau could be open seven days a week and 24 hours a day at no additional staff cost.

Citizens benefit from not having to take time away from work, not having to drive to a downtown courthouse, not having to drive in an unfamiliar part of the city, wait in line and save parking costs. Customer waiting time would decrease both in the violations bureau and on the telephone. A citizen could save postage and check costs and would know exactly when their payment was received. A citizen could access the violations bureau seven days a week and 24 hours a day instead of the current hours of 8 A.M. to 5 P.M. Monday through Friday.

APPENDIX A

Forms and Information from the Municipal Court of Seattle, WA.

Projects in Progress

Fine Payment through the Internet The Municipal Court of Seattle, Washington

In August 1997 the Court Administrator of the Municipal Court of Seattle implemented a plan to accept credit card payments of court fines and fees via the Internet. This plan was put in place with minimal expense and automation. The court has been very pleased with the response to the program and is planning to enhance the service. In August 1997 revenues were about \$1,400. This amount has risen steadily to \$2,200 per month in June 1998. During the first year of its existence, the program relied solely upon "word-of-mouth" and local newspaper articles for exposure. Revenues are expected to increase significantly in the fall when a "Pay-by-Internet" option appears on citation envelopes.

The basic requirements of a Pay-by-Internet program are a Web site, e-mail, and a credit card agreement. Requests for payment received over the Internet are sent to a locked e-mail box that has limited access to accommodate the confidentiality of the credit card information. The Municipal Court of Seattle's Web site features detailed instructions to the requester that link directly to an On-line Fine Payment Form. Required fields on this form include name and address information and such items as Drivers License # and e-mail address. Citations are identified by ticket number and amount. The form uses Secure Sockets Layer (SSL) encryption to reduce the possibility of unauthorized access to private information, however, the court does not assume any liability for the information sent. Credit and debit card payments are accepted for fine payments only. The application does not accept bail or restitution payments. Currently the Internet data is received by the court via e-mail and all behind the scenes operations are performed manually. Further automation options are being explored.

The court advises courts that are considering incorporating a Pay by Internet program to start simple, see what the usage is, and add automation later. Good customer service is a key ingredient. With the relatively small volume of requests being processed, the court is able to e-mail replies to show that the request was received and to mail a hard copy receipt to the payer. It is essential to have tested procedures in place. In order to answer inevitable questions, the court recommends that logs be kept of requests, dates and dispositions.

The Municipal Court of Seattle's fine payment Web site is located at <http://www.ci.seattle.wa.us/courts/payfines.htm>. For further information about the project, contact Kip Rodda, Manager Internal Control and Review, The Municipal Court of Seattle, 600 3rd Avenue, Room 1510, Seattle, Washington, 98104-1852. Mr. Rodda can be reached by telephone at (206) 233-7202, by fax at (206) 684-8193 and via e-mail at kip.rodde@ci.seattle.wa.us.

The following are critical components to get started:

- *An email system. Requests for payment are sent to a locked email box. This box requires limited access because of the credit card information.*
- *A credit card agreement. Keep in mind that almost all parts of a credit card agreement that cost you money are negotiable with your bank.*
- *Procedures for what you will accept payment on and what you will not.*
- *Acceptance of merchant fees charged by the credit card companies.*

Benefits:

- *Customer service – They can use this form of payment at their convenience, 24 hours a day.*
- *Positive publicity – You can always use more. In Seattle we have had several positive articles. After each article the users of the payment method increase.*
- *Faster cash flow – Hard to prove but you have to believe that some users are paying sooner because they can charge it.*

Toughest challenge to getting it started:

- *Getting the narrative to satisfy all concerned parties. Do your narrative and start the review procedure first. Your technical people can set up the web site much faster than your jurisdiction's attorneys can review and satisfy themselves with the wording.*

Advice:

- *Start simple; see what your usage is. You can add automation later.*
- *Plenty of customer service. Emailed replies to show you received the request. The mailing of hard copy receipts is great service but might have to be discontinued as volume increases.*
- *Have procedures in place. Keep a log of requests, dates, and dispositions. This is the only way you can answer the inevitable questions.*



ON-LINE PAYMENT REQUEST FORM

To request for payment of a Court fine or traffic citation by credit card or debit card using our secure online form, please read the instructions and then select the link at the bottom of this document to proceed to the form. Using this system is only a request to the Court to process your payment because there are several instances in which we will be unable to process and accept your payment. For example if we are unable to get an authorization on the credit card or if there are insufficient funds in your debit card account we will be unable to process and accept your payment. If your account is in collection, you were notified by mail and the Court will not be able to process your payment. If your account is not already in collection, the Court will attempt to process Internet payments within approximately 2 days after receiving this request, excluding weekends and holidays. Accordingly, you should take this time frame into consideration when submitting your payment using this system. Because the Court offers the public several methods for making payment, it always remains your responsibility to insure that your payment is made in a timely manner.

Note that it is possible, if your request is submitted toward the end of the 15 day period following issuance of the ticket to you, that we will receive your request within the 15 day period, but will not process it until after the 15 day period because of the 2 day time frame. If we are able to process and accept your payment, it is considered timely paid. If at this time, however, we are unable to process your payment because of non-authorization or insufficient funds, your payment is considered to be late and default penalties will be applied. We will confirm receipt in all cases if we are provided correct information. If you provide an e-mail address we will confirm receipt of your request for payment by e-mail. Otherwise you will receive a written confirmation of payment by mail within five business days or an explanation to inform you of the disposition of your request. If you do not receive confirmation within five business days please contact us at 206-684-5600.

Instructions

The Court accepts Mastercard and Visa credit cards, as well as debit cards with the Mastercard and Visa logo. With the exception of bail or restitution payments, you may use this system to pay Court fines and fees by either credit card or debit card. Please fill in all of

the requested information including a phone number where you can be reached in case of questions, your e-mail address so we can send you a confirmation of receipt of your request for payment, and your mailing address so we can send you a receipt. Please note that if you do not provide all of the requested information, the processing of your request for payment may be delayed or impossible.

Please remember that this serves only as your request to us that we accept your payment. In order to be considered a timely payment of your Court obligation, your request must be received by the Court within 15 days from the ticket issuance date to avoid default penalties. If you have received a letter notifying you that your account has been sent to collection you must pay by cash or check to the collection agency. They do not accept credit cards. The information below may assist you in filling out the form. If you have any questions you can reach us at 206-684-5600. Our e-mail address is: *court.cashier@ci.seattle.wa.us*

Additional Information

The words "ticket," "citation" and "infraction" are used interchangeably by the Court on a variety of documents. For a traffic infraction, the ticket number is the first seven digits of the number located in the upper right hand corner on the front of the ticket. There are two different types of parking tickets being issued. For a parking ticket issued by the hand held computers, the number is the first seven digits after the word "citation" on the purple and white copy. A parking ticket could also be written on the traffic infraction form where the number will be the first seven digits of the number in the upper right hand corner of the ticket. In suspension letters from the Department of Licensing, the ticket number is listed as the citation number in the third line of the first paragraph.

A case number appears on Notice of Hearing letters and Court Time Payment Agreements following the word "Case." Although a case number can be any length, but it is generally nine digits.

Time Frame Information

Your fines and fees must be paid within 15 days of the date the ticket was issued to avoid default penalties. To be "paid" your request for payment must be received by the Court's email system before midnight of the 15th day after the date the ticket was issued. If your request is received on day 15 and we are able to process and accept your payment, it is considered timely paid. If at this time, however, we are unable to process your payment because of nonauthorization or insufficient funds and it is past the 15 days, your payment is considered to be late and default penalties will be applied. Continued failure to pay will result in notification being sent to the Department of Licensing and your account's referral to the Court's collection agency.

Collections Information

If your ticket has been sent to collections, you were notified by mail. If you are unsure whether your account has been sent to collections you can call the Court at 206-684-5600. The Court's collection agency is Continental Alliance. Continental Alliance has two offices:

Downtown Seattle

720 Third Avenue (corner of Third & Columbia in the Pacific Building) Suite
2020

Kirkland

4700 Carillon Point (in the Four Thousand Building)

Their office hours are from 8 a.m. to 5 p.m., Monday through Friday, except holidays, and their phone number is 425-828-8345. For your convenience Continental Alliance also has a cashier working in Court Payments on the first floor of the Public Safety Building, 610 Third Avenue in Seattle. Continental does not accept credit cards. Payment must be made by cash, check, or money order.

If a ticket in collection is preventing the renewal of driver's license or vehicle license tabs, you will be unable to renew your driver's license or your vehicle tabs until you pay your ticket. To do so, you must pay the ticket(s) in person with cash, cashier's check or a money order. Payment can be made at either of the two Continental Alliance locations or to the Continental Alliance cashier stationed at the Court. Bring a copy of the letter you received from the Department of Licensing or the Department of Motor Vehicles or a list of the tickets that are preventing the renewal of your driver's license or vehicle tabs. After payment, the collection agency will direct you to Court personnel to receive a proof of payment form. After you receive the proof of payment form, you may renew your driver's license at the Department of Licensing or your vehicle tabs at an authorized agency for the Department of Licensing.

NEXT: Proceed to Online Payment Request Form

Last revised: August 06, 1997



ON-LINE FINE PAYMENT FORM

Security Notice: This form uses Secure Sockets Layer (SSL) encryption to reduce the possibility of unauthorized access to your private information while it is transferred across the Internet. However, by submitting this form electronically you are acknowledging that neither the Municipal Court of Seattle nor the City of Seattle can assume any liability for data sent to us. Please note that you also have the option of printing this form and sending it to us by fax or mail. Our fax number is 206-684-5644 and our mailing address is:

*The Municipal Court of Seattle
Court Payments
610 3rd Avenue
Seattle, WA 98104-1887*

Name required
Social Security #
Drivers License # required
Street address required
Address (cont.)
City required
State/Province required
Zip/Postal code required
Country
Day Phone required
Evening Phone required
E-mail required

Please let us know if you have one or more case numbers:

Case # Is there a scheduled hearing to cancel? ☐ Yes ☒ No
Case # Is there a scheduled hearing to cancel? ☐ Yes ☐ No
Case # Is there a scheduled hearing to cancel? ☐ Yes ☐ No
Case # Is there a scheduled hearing to cancel? ☐ Yes ☐ No

Note: Vehicle license number is required for payment of parking citations.

Vehicle licence # (if applicable): Owned from (mo/yr) to

Vehicle licence # (if applicable): abc123 Owned from (mo/yr) 3/96 to 7/98
 Vehicle licence # (if applicable): Owned from (mo/yr) to
 Vehicle licence # (if applicable): Owned from (mo/yr) to

Please list one ticket (citation) # per line. Payment cannot be accepted without correct number. Be sure to include any default penalties if this will be received by us more than 15 days after the issue date of the ticket. If you authorize payment of less than the full amount and have provided a phone number we will call you about the difference. If you authorize payment over what is owed the Court will check for other obligations to the Court and apply the balance. If you have no other obligations the Court will only charge the amount owing to your card. If a credit card payment becomes an overpayment in the future it will be credited to your credit card account.

Ticket (citation) #	3333333	Amount:	\$ 20
Ticket (citation) #	4444444	Amount:	\$ 23
Ticket (citation) #	2222222	Amount:	\$ 40
Ticket (citation) #		Amount:	\$

Do you need a suspension on your driver's license or a hold on your tabs removed? ☒ Yes
☐ No

Please provide the following payment information. Note we accept VISA and MasterCard credit cards or ATM (debit / check cards) with the VISA or MasterCard logo.

Credit/Debit card required

Cardholder name J.Q.Public required

Card number required

Expiration date (mm/yy) 08/99 required

If the billing address for the card specified above is different than the address you entered at the top of this form, please enter it below:

Card billing street address

City, State, ZIP

If you have any additional comments, please enter them below:

This is a test

Security Notice Reminder: This form uses Secure Sockets Layer (SSL) encryption to reduce the possibility of unauthorized access to your private information while it is transferred

across the Internet. However, by submitting this form electronically you are acknowledging that neither the Municipal Court of Seattle nor the City of Seattle can assume any liability for data sent to us.

Send Form to Court

Clear Form and Start Over

[Top of Page](#) • [Tips](#) • [Feedback](#) • [Search/Directory](#)
[Home Page](#) • [Visitor Center](#) • [Citizen Center](#) • [Business Center](#)

Last revised: May 20, 1998



PAYMENT CONFIRMATION

Please confirm that the information you entered is correct. If not, please click your web browser's Back button and make any necessary changes.

Name: J. Q. Public
Social Security #: 123-45-6789
Drivers License #: PUBLICJQ123TY
Street address: 610 Third Ave #1510
Address(cont.):
City: Seattle
State/Province: WA
Zip/Postal code: 98104-1852
Country: USA
Day Phone: 206-233-7202
Evening Phone: 206-982-8247
E-mail: speed@aol.com

Case #: 500050005
Is there a scheduled hearing to cancel?: No
Case #:
Is there a scheduled hearing to cancel?:
Case #:
Is there a scheduled hearing to cancel?:
Case #:
Is there a scheduled hearing to cancel?:

Vehicle licence #(if applicable): abc123
Owned from (mo/yr): 3/96
Owned To (mo/yr): 7/98
Vehicle licence #(if applicable):
Owned from (mo/yr):
Owned To (mo/yr):
Vehicle licence #(if applicable):
Owned from (mo/yr):
Owned To (mo/yr):

Ticket (citation) #: 3333333
Amount: 20
Ticket (citation) #: 4444444
Amount: 23
Ticket (citation) #: 2222222
Amount: 40

Ticket (citation) #:

Amount:

Do you need a suspension on your driver's license or a hold on your tabs removed? Yes

Credit/Debit card: VISA

Cardholder name: J.Q.Public

Card number: 1234567891234567

Expiration date (mm/dd): 08/99

Card billing street address: Same

City, State, ZIP:

Comments:

This is a test

[Submit Payment Information Now](#)

[Top of Page](#) • [Tips](#) • [Feedback](#) • [Search/Directory](#)
[Home Page](#) • [Visitor Center](#) • [Citizen Center](#) • [Business Center](#)

Last revised: May 14, 1998

54

From: speed@aol.com at Internet
To: Court.Court(crtcash)
Date: 7/8/98 10:03am
Subject: Court Fine Payment

Name: J. Q. Public
Social Security Number: 123-45-6789
Drivers License Number: PUBLICJQ123TY
Billing Address1: 610 Third Ave #1510
Billing Address2:
City: Seattle
State: WA
Zip Code: 98104-1852
Country: USA
Work Phone: 206-233-7202
Home Phone: 206-982-8247
Email: speed@aol.com

First Case Number: 500050005
Scheduled hearing to cancel? No

Second Case Number:
Scheduled hearing to cancel?

Third Case Number:
Scheduled hearing to cancel?

Fourth Case Number:
Scheduled hearing to cancel?

Vehicle 1 License: abc123
Owned from: 3/96
Owned to: 7/98
Vehicle 2 License:
Owned from:
Owned to:
Vehicle 3 License:
Owned from:
Owned to:

Ticket1: 3333333
Ticket1 Amount: 20
Ticket2: 4444444
Ticket2 Amount: 23
Ticket3: 2222222
Ticket3 Amount: 40
Ticket4:
Ticket4 Amount:

Remove suspension on DL or hold on tabs? Yes
Credit card type: VISA
Cardholder Name: J.Q.Public
Card Number: 1234567891234567
Card Expiration Date: 08/99
Card Billing Address: Same
Card Billing City, State, Zip:

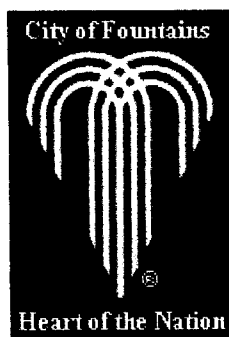
Comments:
This is a test

SS

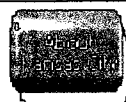
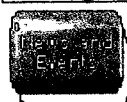
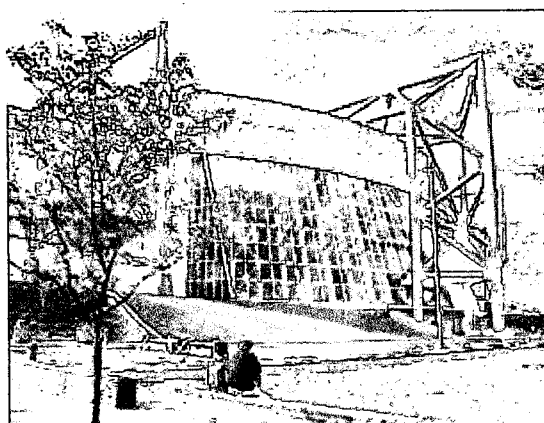
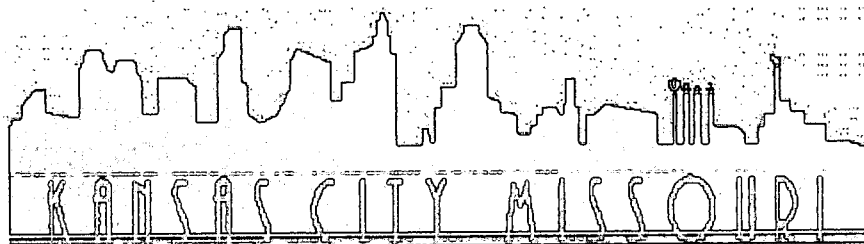
ID	Citizen Number	Address	Payment Amt	First Date	Second Date	Third Date	Remarks	Response
1	8479182	Park	\$40.00	08/08/97	08/08/97	08/11/97		
2	8075777	Park	\$20.00	08/11/97	08/11/97	08/11/97		
3	7444573	Park	\$20.00	08/11/97	08/11/97	08/11/97		
4	430671	Park	\$20.00	08/11/97	08/11/97	08/11/97		
5	7086800	Park	\$80.00	08/11/97	08/11/97	08/11/97		
6	7540216	Park	\$50.00	08/11/97	08/11/97	08/11/97		
7	8251142	Park	\$40.00	08/11/97	08/11/97	08/11/97		
8	9830440	Park	\$20.00	08/11/97	08/11/97	08/11/97		
9	7900739	Park	\$20.00	08/11/97	08/11/97	08/11/97		
10	201259531	Mov	\$152.00	08/12/97	08/12/97	08/12/97		
11	5280221	Park	\$0.00		08/11/97	08/11/97	tickets in collections	
12	5681855	Park	\$23.00	08/12/97	08/12/97	08/12/97		
13	201249402	Mov	\$113.00	08/13/97	08/12/97	08/13/97		
14	201258087	Park	\$0.00		08/12/97	08/13/97	card information incomplete	
15	7707318	Park	\$20.00	08/13/97	08/12/97	08/13/97		
16	785039	Park	\$0.00		08/11/97	08/14/97	unable to locate obligation	
17	7357221	Park	\$20.00	08/13/97	08/13/97	08/13/97		
18	8075849	Park	\$20.00	08/13/97	08/13/97	08/13/97		
19	201252888	Park	\$20.00	08/13/97	08/13/97	08/13/97		
20	7357679	Park	\$20.00	08/13/97	08/13/97	08/13/97		
21	201254085	Mov	\$113.00	08/14/97	08/14/97	08/15/97		
22	5658453	Park	\$23.00	08/14/97	08/14/97	08/15/97		
23	6189845	Park	\$40.00	08/18/97	08/18/97	08/18/97		
24	8623094	Park	\$48.00	08/18/97	08/18/97	08/18/97		
25	201270601	Mov	\$66.00	08/18/97	08/18/97	08/18/97		
26	6955091	Park	\$20.00	08/18/97	08/18/97	08/18/97		
27	6876887	Park	\$20.00	08/19/97	08/18/97	08/19/97		
28	9430901	Park	\$20.00	08/20/97	08/20/97	08/20/97		
29	7755769	Park	\$48.00	08/20/97	08/20/97	08/20/97		
30	201245832	Mov	\$113.00	08/20/97	08/20/97	08/20/97		
31	6080189	Mov	\$95.00	08/22/97	08/19/97	08/22/97		
32	8527234	Park	\$20.00	08/25/97	08/25/97	08/25/97		
33	201226677	Park	\$25.00	08/26/97	08/26/97	08/26/97		
34	7901173	Park	\$20.00	08/27/97	08/27/97	08/27/97		
35	201254948	Park	\$39.00	08/28/97	08/25/97	08/28/97		
36	6322356	Park	\$20.00	09/02/97	09/02/97	09/02/97		
37	201266786	Park	\$20.00	08/29/97	08/29/97	08/29/97		
38	6188667	Park	\$40.00	09/02/97	09/02/97	09/02/97		
39	9153825	Park	\$48.00	09/03/97	08/29/97	09/03/97		
41	201225066	Mov	\$122.00	09/04/97	09/04/97	09/04/97		
42	6453984	Park	\$23.00	09/08/97	09/08/97	09/08/97		
43	6680383	Park	\$40.00	09/08/97	09/08/97	09/08/97		
44	201270775	Mov	\$113.00	09/09/97	09/09/97	09/09/97		
45	9431720	Park	\$20.00	09/11/97	09/11/97	09/11/97		
46	9519038	Park	\$20.00	09/11/97	09/11/97	09/11/97		
47	9519073	Park	\$20.00	09/11/97	09/11/97	09/11/97		
48	303558	Mov	\$125.00	09/17/97	09/17/97	09/17/97		
49	6189149	Park	\$40.00	09/26/97	09/26/97	09/26/97		
50	6410515	Park	\$40.00	09/26/97	09/26/97	09/26/97		
51	6410602	Park	\$40.00	09/26/97	09/26/97	09/26/97		
52	8075007	Park	\$48.00	09/26/97	09/26/97	09/26/97		
53	8075578	Park	\$40.00	09/26/97	09/26/97	09/26/97		
54	9429640	Park	\$40.00	09/26/97	09/26/97	09/26/97		
55	9432357	Park	\$20.00	09/26/97	09/26/97	09/26/97		
56	307515	Mov	\$52.00	09/26/97	09/26/97	09/26/97	time payment	
57	8162688	Park	\$23.00	09/30/97	09/30/97	09/30/97		
58	7902525	Park	\$20.00	09/30/97	09/30/97	09/30/97		
59	7446956	Park	\$48.00	10/02/97	10/02/97	10/02/97		
60	201243979	Park	\$48.00	10/02/97	10/02/97	10/02/97		
61	9432308	Park	\$20.00	10/02/97	10/02/97	10/02/97		
62	8994280	Park	\$20.00	10/02/97	10/02/97	10/02/97		
63	8528003	Park	\$20.00	10/06/97	10/06/97	10/06/97		
64	6138956	Park	\$48.00	10/13/97	10/13/97	10/13/97		
65	8967467	Park	\$20.00	10/13/97	10/13/97	10/13/97		
66	9341837	Park	\$20.00	10/13/97	10/13/97	10/13/97		
67	9432636	Park	\$20.00	10/13/97	10/13/97	10/13/97		
70	8893272	Park	\$20.00	10/13/97	10/13/97	10/13/97		
71	6500928	Park	\$23.00	10/13/97	10/13/97	10/13/97		
72	9831071	Park	\$20.00	10/14/97	10/14/97	10/14/97		
73	7086121	Park	\$20.00	10/20/97	10/20/97	10/20/97		
74	201290215	Park	\$23.00	10/20/97	10/20/97	10/20/97		
75	7088503	Park	\$20.00	10/20/97	10/20/97	10/20/97		
76	6967994	Park	\$20.00	10/20/97	10/20/97	10/20/97		
77	7263534	Park	\$20.00	10/21/97	10/21/97	10/21/97		
8	6633408	Park	\$23.00	10/21/97	10/21/97	10/21/97		
79	201227941	Mov	\$113.00	10/21/97	10/21/97	10/21/97		
80	6823366	Park	\$20.00	10/21/97	10/21/97	10/21/97		
81	7088763	Park	\$20.00	10/21/97	10/21/97	10/21/97		
82	8893317	Park	\$20.00	10/21/97	10/21/97	10/21/97		
83	201275303	Park	\$20.00	10/21/97	10/21/97	10/21/97		

APPENDIX B Forms from the Kansas City, Missouri Municipal Division

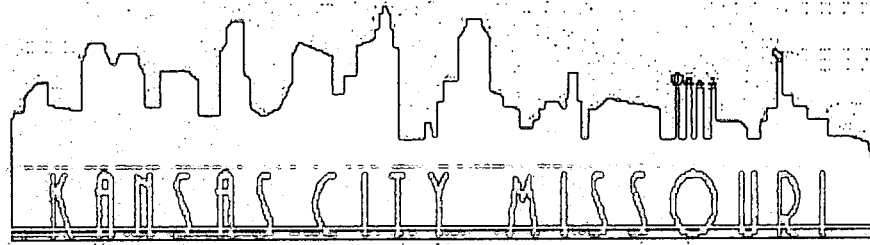
- B.1 Home Page, City of Kansas City, Missouri
- B.2 Web Page, Kansas City Municipal Division
- B.3 Current Reminder Notice
- B.4 Current Warrant Mailer



AVIATION
CAPITAL IMPROVEMENTS
CITY AUDITOR
CITY CLERK
CITY COUNCIL
CITY MANAGER
CITY PLANNING AND DEVELOPMENT
CODES ADMINISTRATION
CONVENTION AND ENTERTAINMENT
ENVIRONMENTAL MANAGEMENT
FINANCE
FIRE
FOCUS
HEALTH
HOUSING & COMMUNITY DEVELOPMENT
HUMAN RELATIONS
HUMAN RESOURCES
INFORMATION TECHNOLOGY
LAW
MAYOR'S OFFICE
MUNICIPAL COURT
NEIGHBORHOOD AND COMMUNITY SERVICES
PARKS AND RECREATION
POLICE
PUBLIC WORKS
WATER SERVICES



E-mail: webmaster@kcmo.org



Municipal Court

The Kansas City, Mo., Municipal Court is located at 1101 Locust St. in downtown Kansas City. This three-story building is on the southeast corner of 11th and Locust between City Hall and the Kansas City, Mo., Police Department headquarters. The general information phone number is (816) 474-7494.

The Court processes about 400,000 cases annually involving alleged violations of municipal ordinances. These alleged violations are misdemeanors ranging from prostitution, animal violations and housing code violations to traffic violations (including both parking and moving) and non-felony DUI violations.

There are 10 municipal judges of the Court. The court administrator is Bernard E. Schneider.

[Home](#) | [City Council](#) | [City Depts](#) | [City Services](#) | [Permits](#) | [Licenses](#) | [Taxes](#) | [Problems/Complaints](#) | [Calendars & Agendas](#) | [Job Listings](#) | [News & Events](#) | [FOCUS](#) | [Misc.](#) | [Search](#)

AVIATION
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LAW
MAYOR'S OFFICE
MUNICIPAL COURT
NEIGHBORHOOD AND COMMUNITY SERVICES
PARKS AND RECREATION
POLICE
PUBLIC WORKS
WATER SERVICES

B3



SIXTEENTH JUDICIAL
CIRCUIT COURT OF MISSOURI,
KANSAS CITY, MUNICIPAL DIVISION

08943709988035000450099094

P -0220

H

PLEASE MAKE CHECKS
PAYABLE TO:

MUNICIPAL COURT
P.O. BOX : 419381
KANSAS CITY MO 64193

PLEASE RETURN THIS PORTION
WITH YOUR PAYMENT
IN ENVELOPE PROVIDED

35.00

45.00

P 02/26/99 089437099 02-18-99 035 000 000 035 04-04-99

APPEARANCE, WAIVER, PLEA OF GUILTY

I, _____ hereby plead guilty to said charge. I understand that a record of this conviction will be furnished to the state driver's licensing authority.

This may result in the possible assessment of points which may result in suspension or revocation of your driving privilege. You may wish to consult with the Licensing authority of your state or your attorney before proceeding.

6.0

MUNICIPAL COURT
1101 LOCUST
KANSAS CITY, MO 64106

PARKING VIOLATION
REMINDER

BUSINESS • 8:00 TO 5:00
HOURS • MONDAY THRU FRIDAY
PHONE 816 474-7494

DATE OF THIS NOTICE	CASE NUMBER	VIOLATION DATE	PLACE OF VIOLATION	LICENSE NUMBER
02/26/99	089437099	02-18-99	39 S SOUTHWEST	NQN294



KEEP THIS PART FOR YOUR RECORDS
IF YOU HAVE ALREADY MAILED YOUR
REMITTANCE OR PAID IN PERSON AT THE
MUNICIPAL COURT FOR THIS TICKET,
PLEASE DISREGARD THIS NOTICE.
SEE REVERSE SIDE FOR DETAILED INFORMATION

THE LAW PROVIDES FOR ADDITIONAL COSTS OF
\$10 IF THE TICKET RECEIVED ON THE ABOVE
VIOLATION DATE IS NOT SATISFIED ON OR
BEFORE THE DUE DATE.

FINE	\$ 35
PENALTY	\$ 0
AMOUNT PAID	\$ 0
AMOUNT DUE	\$ 35
DUE DATE	04-04-99
FINE DUE AFTER ABOVE DATE	\$ 45

PAYMENTS:

Your payment is due on the date indicated on the reverse side of this notice. Please remit by check or money order, made payable to Municipal Court. All returned checks are subject to a \$10.00 penalty and an issuance of a warrant for your arrest.

.....THE COURT WILL NOT BE RESPONSIBLE FOR CASH PAYMENTS MAILED.....

LATE
PAYMENTS:

Any payments made after the scheduled due date will be assessed an additional penalty.

REQUEST
FOR
CONTINUANCES:

Continuances will not be granted over the telephone. If you desire to continue your case you must appear in court on your scheduled date and time and request your continuance in open court.

NOT GUILTY
COURT DATES:

If you desire to plead "not guilty" to your violation, you or your attorney should appear at the Traffic Violations Bureau, located at 1101 Locust Street, Kansas City, Missouri OR call 474-7494 to request a "not guilty" trial date. This request must be made no later than seven (7) calendar days before the court date shown on the front of your copy of the ticket.

B. H
IN THE CIRCUIT COURT OF MISSOURI
KANSAS CITY MUNICIPAL DIVISION

0923991617704500000099047

WARRANT

BW-09239916-1

THE CITY OF KANSAS CITY, MISSOURI, TO THE CHIEF OF POLICE OF SAID CITY OR ANY DULY AUTHORIZED PEACE OFFICER OF THE STATE OF MISSOURI: WHEREAS AN INFORMATION HAS BEEN FILED IN THE CIRCUIT COURT OF MISSOURI, KANSAS CITY MUNICIPAL DIVISION, OF SAID CITY UPON THE OFFICIAL OATH OF AN ASSISTANT CITY COUNSELOR, CHARGING THAT THE WITHIN-NAMED DEFENDANT DID UNLAWFULLY COMMIT THE OFFENSE ALLEGED IN VIOLATION OF THE REVISED ORDINANCES OF KANSAS CITY, MISSOURI, 1967, AS AMENDED: YOU ARE THEREFORE COMMANDED TO FORTHWITH ARREST AND BRING SAID DEFENDANT BEFORE THE COURT TO BE DEALT WITH ACCORDING TO LAW.

0292

H

GIVEN UNDER MY HAND FEBRUARY 16, 1999

BERNARD E. SCHNEIDER
CLERK OF THE MUNICIPAL DIVISION

BY: B. GOUDEAU
DEPUTY CLERK

[Empty box for signature or stamp]

VIOLATION DATE	LICENSE NUMBER
12-28-98	MCT411
SECTION VIOLATED	FINE, PENALTY & COSTS DUE
70-137A	\$ 45

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT PAYABLE TO MUNICIPAL COURT

APPEARANCE WAIVER, PLEA OF GUILTY

I, _____ hereby plead guilty to said charge. I understand that a record of this conviction will be furnished to the state driver's license authority.

Signature

This may result in the possible assessment of points which may result in suspension or revocation of your driving privilege. You may wish to consult with the Licensing authority of your state or your attorney before proceeding.

NOTICE TO SETTLE / PAY FINE

You have failed to respond to the citation described in this notice by appearing in court, entering a plea and/or paying the fine within the allowed time limit. You must dispose of and fully pay the fine (certified check or money order) to this court within 30 days from the date shown in the upper right corner of this notice. Failure to do so will result in this court notifying the Missouri Department of Revenue, Drivers License Bureau, to suspend your drivers license and driving privilege until you respond or the fine has been paid.

If you do not respond to/pay this fine within 30 days from the date this notice was issued, your privilege to drive will be suspended immediately upon the Drivers License Bureau receiving notice from this court. Before your license can be reinstated, you must submit the following to the Drivers License Bureau:

1. Failure to Respond To/Pay Traffic Citation (Compliance Notice) from the court, or a paid receipt issued to you by the court, and a
2. \$20.00 Reinstatement Fee, made payable to the Department of Revenue, Drivers License Bureau.

Payments and questions about your ticket must be handled by the court. If you are unsure of how to pay the ticket, how much is required to settle your ticket or information about the traffic offense, you must contact the court shown on the reverse side of this notice.

MUNICIPAL COURT
1101 LOCUST
KANSAS CITY, MO 64106

BENCH WARRANT

BUSINESS - 8:00 TO 5:00
HOURS - MONDAY THRU FRIDAY
PHONE - (816) 474-7494

DATE OF THIS NOTICE	CASE NUMBER	VIOLATION DATE	PLACE OF VIOLATION	LICENSE NUMBER
02/16/99	092399161	12-28-98		MCT411
FINE				\$ 45
PENALTY/COST				
AMOUNT PAID				
AMOUNT DUE				\$ 45
IF YOU ELECT TO PLEAD NOT GUILTY YOUR BOND AMOUNT HAS BEEN SET AT				\$ 50

BOND MUST BE POSTED WITH CASH IN PERSON.

KEEP THIS PART FOR YOUR RECORDS
SEE REVERSE SIDE FOR DETAILED INFORMATION

Greetings,

This warrant has been received from the Circuit Court of Missouri, Kansas City Municipal Division commanding your arrest for failure to satisfy in a timely manner an alleged violation of a City Ordinance.


You may avoid arrest by one of the following procedures:

A) If you desire to plead "not guilty", personally appear at the Traffic Violations bureau, 1st floor, Municipal Court building, or at any Kansas City Police Department District Station and post a cash bond in the amount indicated on reverse side of this notice and you will be assigned a court date. You cannot obtain a "not guilty" court date or satisfy this warrant by telephone.

B) If you desire to plead "guilty", sign the appearance waiver, and plea of guilty on the return portions of this notice. Return it and the amount due (not the bond amount) in the return envelope provided. You may use a personal check, cashier's check, or money order. Do not send cash. You may also satisfy your case by personal appearance at the Municipal Division. If you wish to do so you should appear between 8 a.m. and 5 p.m. Monday-Friday.

Unless you take immediate action to satisfy this warrant the Police Department has no alternative except to arrest you or impound your vehicle if it is found upon the streets of Kansas City. If you are a non-resident, this warrant may be sent to your local law enforcement agency for service and your state licensing authority may be notified.

Circuit Court of Missouri
Kansas City Municipal Division
1101 Locust
Kansas City, Missouri 64106
Telephone (816) 474-7494



A Plan for the Kansas City Municipal Division to Accept Internet Payment Requests

Patricia Nolte

Assistant to the Court Administrator

The Kansas City Municipal Division of the 16th Judicial Circuit adopt a plan to accept ticket payment requests over the Internet. The court will follow the Seattle model of a payment request e-mailed to the court and the payment request manually processed by a court clerk. Goals are to make it easier for citizens to pay their tickets, for citizens to save money and time and for the court to provide better service and to save money.

The adoption of this model will implement Standard 1.2 Safety Accessibility and Convenience of the Trial Court Performance Standards. The court is becoming more accessible to citizens and is making it easier for citizens to transact business with the court. Citizens save money and time and know when payments are received.


The charter of the City of Kansas City, Missouri provided for a Municipal Court to hear violations of city ordinances. Voters passed an amendment to the Missouri Constitution on August 3, 1976 incorporating municipal courts into the state court system. As a result of this court reorganization plan, this court became the Municipal Division of the 16th Judicial Circuit of Missouri. The Kansas City Municipal Division of the 16th Judicial Circuit Court of Missouri has exclusive original jurisdiction over violations of city ordinances. Besides moving traffic violations and parking violations, the court adjudicates other ordinance violations including leash

law violations, no city animal license, animal cruelty violations, curfew violations, trespassing, property code violations, domestic violence, disturbing the peace, minor drug charges, shoplifting and prostitution.

Currently there are nine full time Municipal Division judges and one part time Municipal Division judge. One judge is permanently assigned the domestic violence docket and the part time judge is assigned the property code violation docket. All judges are required to be attorneys. The judge has the authority to fine from one dollar to five hundred dollars, to incarcerate at the Municipal Correctional Institution for up to six months and to both fine and incarcerate. A judge hears all cases because the Kansas City Municipal Division does not have juries.

The Kansas City, Missouri Police department and other city enforcement officers wrote 135,238 moving violations, 126,100 parking violations and 30,850 other ordinance violations, for a total of 292,188 violations in 1997 and 178,420 tickets were paid through the violation bureau and the judges disposed of 77,316 cases. The 1997 revenue was \$13,278,427.


Payable moving traffic violations, parking violations and other payable ordinance violations currently are paid in person at a downtown courthouse or are paid by mail. Payments are processed by a bank lockbox or by court clerks. Cash, checks or money orders are used to pay fines.



The Kansas City, Missouri Municipal Division will adopt the Seattle model of Internet payment requests. A Seattle citizen accesses the court's web site and asks for the on-line payment request form. Web site instructions define what tickets are e-mail payable and where to pay other tickets. Secure Sockets Layer (SSL) encryption is used to protect data sent to the court. The payment request form requires the defendant's name, address, city, state, zip code, e-mail address, social security number, driver's license number, vehicle license number if paying a parking ticket, ticket number, credit/debit card name (Visa or MasterCard), cardholder name, card number, and expiration date. Instead of sending the request to the court by e-mail, a defendant may choose to print the form and fax the form to the court. The payment request is sent to an encrypted e-mail box at the Seattle Municipal court. A clerk opens the e-mail and manually processes the ticket payment. The clerk e-mails a response to the defendant, mails a hard copy receipt to the defendant and keeps a log of all e-mail transactions. The log includes the ticket number, type of ticket (moving or parking), date paid, date e-mail sent, date letter sent, remarks and if it is rejected the reason for the rejection.

This payment plan also offers the possibility of fax payments. Citizens who are uncomfortable sending credit card information over the Internet can print the form and fax the completed form to the court. A receipt is mailed to the defendant.

The basic requirements are a credit card agreement, have a web site and e-mail access. If a court already takes credit cards and has a web site with e-mail access all court's needs is judicial approval. Payment request forms, and payment procedures need to be written before telling the community about the new payment method.



The Kansas City Municipal Division is at the first step of investigating the use of credit cards and is modifying its web site to accept e-mail from citizens. A committee of the court en banc can research the Seattle model of Internet payment requests and other new payment options while the credit card agreement is being adopted. This committee's report will help the court get judicial approval to take credit cards and for Internet payments. New forms, procedure guides and training manuals can not be adopted until the credit card agreement is signed..

Court benefits include being paid faster, mailing fewer reminder notices, mailing fewer warrant notices, and sending fewer tickets to the collection agencies. If more tickets were paid in 45 days fewer warrants would need to be mailed. More tickets paid to the court would result in fewer unpaid tickets referred to our collection agencies. The court would save on printing costs; postage and fees paid to the collection agency. The violations bureau could be open seven days a week and 24 hours a day at no additional staff cost.

Citizens benefit from not having to take time away from work, not having to drive to a downtown courthouse, not having to drive in an unfamiliar part of the city, not having to wait in line and save parking costs. Customer waiting time would decrease both in the violations bureau and on the telephone. A citizen could save postage and check costs and would know exactly when their payment was received. A citizen could access the violations bureau seven days a week and 24 hours a day instead of the current hours of 8 A.M. to 5 P.M. Monday through Friday.