Administrative Office of the Courts

Information Technology Division

eCitation Administration Guide
For
AZTEC eCitation Import Projects

DRAFT

Authored by	Ridge Franks
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1. Introduction

This Administration Guide was written to help the Administrative Office of the Court (AOC), and any court that wants to participate, perform the necessary steps to implement an eCitation project.
It will describe the detailed steps necessary to implement the electronic importation of eCitation data into AZTEC.

The AOC has taken an important step in supporting justice integration efforts by enabling the AZTEC case management system (CMS) to accept a stream of data delivered from eCitation handheld citation writing devices, Mobile Data Computers (MDCs), photo radar systems, red light systems, or a justice partner's records management system; stage that data; then create cases, docket entries, and calendar events in an automated fashion.

The electronic citation (eCitation) process automates the posting of citation data by transferring it through IBM Websphere™ Message Queue (MQ), placing it into staging tables, and providing AZTEC users a process to automatically post them into the AZTEC CMS. The AZTEC user also has a screen and process to correct invalid citation data in the staging tables and post cases interactively.

The citation data must be transferred to AOC in Extensible Markup Language (XML) format. Other formats of data can be transferred with the XML such as CSV and JPG. The data can also be saved in an unprocessed format for use by other applications like the statewide eCitation Repository or a non-AZTEC CMS.

1.1 Substantial Variation

Rule 3 of Arizona Rules of Procedure in Traffic Cases and Boating Cases and Rule 4 of Arizona Rules of Procedure in Civil Traffic Violation Cases specify certain hardcopy requirements for the Arizona Traffic Ticket and Complaint (ATTC, see Figure 1) and require that any substantial variation from the published form in its appendix be approved by the Supreme Court. The Court has authorized, via administrative order, the Executive Director of the AOC to approve substantial variations.

Figures 2 and 3 display the variations that are in use today. Figure 2 is a Vendor produced citation that is mailed to the defendant and sent to the court. Figure 3 is the output from the SmartPrint Utility that reproduces an exact copy of the citation that was given to the defendant at the time of the violation.

Though the Director considers electronic citations to be substantial variations, to facilitate the transition away from paper, the Director has pre-approved use of the "cookbook" code described herein when no other changes are made apart from digitizing the data. Courts may immediately begin implementing the pre-approved variation after notification to AOC Court Services Division and receiving its subsequent acknowledgement.

Notification and questions regarding substantial variation should be directed to:

Court Services Specialist
Court Services Division
Arizona Supreme Court – Administrative Office of the Courts
Phone 602-452-3183

Arizona Traffic Ticket and Complaint

(Here insert name and symbol of law-enforcement agency, city, town or court under whose authority arrest is made.)

Complaint 1550 | SSN | Military | ☐ Accident ☐ Fatality | ☐ Commercial ☐ Haz. Material | Agency Use or Report Number

Driver's License Number | State | Class | Endorsements M H N P T X D | Agency Use

DEFENDANT First Middle Last

Residential Address City State ZIP Telephone

Sex Weight Height Eyes Hair Origin Date of Birth Restrictions

Business Address City State ZIP Telephone

VEHICLE Color Year Make Model Style License Plate State Expiration

Registered Owner Address Vehicle Identification Number

The undersigned certifies that:

ON Month Day Year Time AM PM SPEED Approx Posted R&P Speed Measurement Device Direction of Travel

AT Location (Here insert name of Court, Town or Precinct; County.) State of Arizona.) Area District

the defendant committed the following:

A Section ARS CC Violation Domestic Violence Case ☐ ☐ Criminal ☐ Criminal Traff c ☐ Municipal Code ☐ Civil Traffic ☐ Petty Offense
Docket Number Disp. Codes Date of Disposition Sanction

B Section ARS CC Violation Domestic Violence Case ☐ ☐ Criminal ☐ Criminal Traff c ☐ Municipal Code ☐ Civil Traffic ☐ Petty Offense
Docket Number Disp. Codes Date of Disposition Sanction

C Section ARS CC Violation Domestic Violence Case ☐ ☐ Criminal ☐ Criminal Traffic ☐ Municipal Code ☐ Civil Traffic ☐ Petty Offense
Docket Number Disp. Codes Date of Disposition Sanction

D Section ARS CC Violation Domestic Violence Case ☐ ☐ Criminal ☐ Criminal Traffic ☐ Municipal Code ☐ Civil Traffic ☐ Petty Offense
Docket Number Disp. Codes Date of Disposition Sanction

E Section ARS CC Violation Domestic Violence Case ☐ ☐ Criminal ☐ Criminal Traffic ☐ Municipal Code ☐ Civil Traffic ☐ Petty Offense
Docket Number Disp. Codes Date of Disposition Sanction

You must appear at: (Here insert place of appearance; title and name of Court, Judge, or Juvenile Referee or officer, street address, city or town, Arizona, and court or Room Number, if applicable; and time of appearance: hour, day, month, and year.) Court Number

at the date and time indicated Month Day Year Time AM PM

CRIMINAL: ☐ Without admitting guilt, I promise to appear as directed herein.
CIVIL: ☐ Without admitting responsibility, I acknowledge receipt of this complaint.

VICTIM? ☐ VICTIM NOTIFIED? ☐

I certify upon reasonable grounds, I believe the person named above committed the offense described and I have served a copy of this complaint upon the defendant.

X _____ Complainant SSN

Agency Use

ORIGINAL COMPLAINT

Figure 1 - Standard ATTC

TOWN OF PRESCOTT VALLEY
FOCUS ON SAFETY
7501 E. Civic Circle
Precott Valley, AZ 86314

Prescott Valley Magistrate Court, Yavapai County
Arizona Traffic Ticket and Complaint

IHSSAN RIFAI
3222 W MOHAWK LN
PHOENIX AZ 85027

Complaint # 07008621	Case#	Military	☐ Accident ☐ Serious Physical Injury ☐ Fatality	☐ Commercial ☐ Haz Material	DR #	GRID #
Driver's License Number D03869960	State AZ	Class	Endorsements M H N P T X D		Agency Use	
DEFENDANT	First IHSSAN	Middle	RIFAI Last			
Residential Address/Mailing 3222 W MOHAWK LN	City PHOENIX	State AZ	Zip 85027	Telephone		
Sex M	Weight	Height	Eyes	Hair	Origin	Date of Birth 06/21/1986	Restrictions
Business Address 3222 W MOHAWK LN	City PHOENIX	State AZ	Zip 85027	Telephone		
VEHICLE	Color	Year 2002	Make TOYT	Model LXS	Style 4D	License Plate 041PNG	State AZ	Expiration 10/15/2007
Registered Owner ZEYAD RIFAI	Address 3222 W MOHAWK LN, PHOENIX, AZ 85027					Vehicle Identification Number	

ON	Month MARCH	Day 24	Year 2007	Time 1:08 pm	AM ☐ PM ■	SPEED	Approx. 52	Posted 35	R&P	Beat	Speed Measurement Device
AT	Location N. GLASSFORD HILL RD & E. LONG LOOK DR NB										

A.	Section	ARS/CC ARS 28-645A3A	Violation Description ENTERING INTERSECTION ON RED LIGHT	Civil Traffic
	Docket Number	Disposition Codes	Date of Disposition	Sanction

I certify upon reasonable grounds, I believe the person named herein committed the act(s) described and I have caused this complaint to be issued on: 05/08/2007 .

22
WAYNE NELSON, Complainant ID No.

SUMMONS
You are hereby summoned and ordered to appear at the Prescott Valley Magistrate Court - 7501 E. Civic Circle, Room #122, Prescott Valley, Arizona at the date and times indicated: 06/13/2007 between 8:30 AM to 11:00AM and 1:00PM to 3:30 PM on a complaint charging you with the offense of: ENTERING INTERSECTION ON RED LIGHT on 03/24/2007 .

A. Fellen, Clerk of the Court

If the sanction/fine and costs of $ 182.00 are received by the Court prior to the above date, you do not need to appear in court.

WARNING TO DEFENDANT
If you waive service or you are served with the Summons and Complaint and you fail to appear as directed, a default judgment may be entered against you, a civil sanction imposed, and your driver's license suspended. Your driver's license or non-resident privileges may remain suspended until the sanction is paid in full and you satisfy Motor Vehicle Division requirements (A.R.S. 28-3308).

WAIVER NOTICE: Rules: 4.1 and 4.2, Arizona Rules of Civil Procedure, require defendants living within the United States to cooperate in saving unnecessary costs of service of summons. To avoid further action and additional costs including a $20.00 time payment fee, and a minimum $26.00 cost if personal service is required, respond no later than 06/13/2007 by choosing one of the options on the Options Page (page 2). You must sign the reverse side of the coupon to avoid these costs. By law, you have been provided with a copy of the complaint and an enclosed envelope with which to comply.

- This is a copy of the complaint with the offense described on the enclosed complaint that has been filed in the Prescott Valley Magistrate Court.
- The offense for which you have been cited is a civil traffic violation.
- Notice is hereby given that if you fail to appear as directed in this complaint on a civil traffic violation, a default judgment may be entered against you, a civil sanction may be imposed, and your license may be suspended. Your driver's license or non-resident operating privileges may remain suspended until the civil sanction is paid and you satisfy Motor Vehicle Division requirements (A.R.S. 28-3308). Please be advised that persons carrying weapons of any kind will not be permitted in the court building

Figure 2 - Sample Vendor Citation

GLENDALE ', AZ - CITATION

Citation #: 103200007

County:
City: Date/Time: 10/29/2007 8:43 AM

VIOLATOR

First Name: SHRAMAN Middle:
Last: HARAN DOB: [illegible]
Address: 1457 W FLAMBO
City: CHANDLER State: AZ Zip: 85248
Hgt: 5'11" Eyes: BLK Origin:
Wgt: 185 Sex: M Hair: BK
DL #: D08035252 DL State: AZ Lic. Expires: 2009
Endorsement: Military: N
Restriction: B Interpreter:
Phone: Class: D
Business Addr:
City: State: Zip:
Juvenile: N SSN: Same as DL: N

REGISTRATION

Yr. Veh: 2004 Veh. Plate #: 305PMR
Color: DBL Tag Expires: 8/2006 State: AZ
Make: CHEV Model: AVALANCHE Style: 4DSD
VIN: 1G1ND52FX4M613009

Reg. Owner Name: SOPHIA ANALISA TWENTY EIGHT
Reg. Owner Addr: 11416 W CARIBBEAN LN
Same as Def: N

LOCATION

Upon a Public Street or Highway or Other Location Namely:
N EAGLE CANYON PL

Accident: N Weather: OVERCAST Time Conditions: DUSK/DAWN
Turn Lane: LEFT Lighting Conditions: STREETS LIGHTS
Direction of Travel: SOUTH Lane of Travel: 3
Traffic Conditions: MEDIUM

VIOLATIONS

The undersigned says defendant did:
Approx Speed: Posted Speed:
Reasonable Spd: Device:
CMV: N Fatal: N Ser. Inj: Y Hazmat: N Accident: N Victim: Y

AGGRESSIVE DRIVING

28-695A Committed A: CRIMINAL TRAFFIC Type1: ARS DV1: N
Disposition Code | Disposition Date | Sanction/Penalty

YIELD SIGN VIOLATION

28-855C Committed B: CIVIL TRAFFIC Type2: ARS DV2: N
Disposition Code | Disposition Date | Sanction/Penalty

SPEED NOT TO IMPEDE TRAFFIC

28-704A Committed C: CIVIL TRAFFIC Type3: ARS DV3: N
Disposition Code | Disposition Date | Sanction/Penalty

Committed D: Type4: DV4: N
Disposition Code | Disposition Date | Sanction/Penalty

Committed E: Type5: DV5: N
Disposition Code | Disposition Date | Sanction/Penalty

COURT INFORMATION

GLENDALE MUNICIPAL COURT
999 WEST EAST AVE
GLENDALE, AZ 85440
111-999-9999

Appearance Date and Time: 11/28/2007 9:00AM

SEE BOND CARD REFERENCE SANCTIONS REVISED

IMPORTANT NOTICE TO DEFENDANT

This is a citation charging you with an offense that requires you to take action. Your initial appearance date, time and court location appears above your signature. If you do not pay the fine, appear at or contact the court by your appearance date, the court will take action.

You have been charged with one or more of the following: civil ordinance violation, civil traffic violation, criminal traffic offense, criminal offense, or petty offense. In order to determine what type of offense(s) you have been charged with, look to the right of the word "Committed" in the Violations section of the citation. Use the instructions below to determine what action you must take.

CIVIL TRAFFIC
If you were charged with a civil traffic violation and you fail to appear as directed in this citation, a default judgment will be entered against you, a monetary penalty will be imposed, and your driver license or nonresident operating privilege will be suspended. Your driver license or nonresident operating privilege will remain suspended until the monetary penalty is paid and you satisfy Motor Vehicle Division requirements (A.R.S. §28-1557).

CRIMINAL TRAFFIC
If you were charged with a criminal traffic offense and you fail to appear as directed in this citation, a warrant will be issued for your arrest and your driver license or nonresident operating privilege will be suspended. Your driver license or nonresident operating privilege will remain suspended until you satisfy the court and Motor Vehicle Division requirements (A.R.S. §28-1557).

CRIMINAL OR PETTY OFFENSE
If you were charged with a criminal or petty offense and you fail to appear in court as directed in this citation, a warrant will be issued for your arrest (A.R.S. §13-3903).

CIVIL ORDINANCE VIOLATION
If you were charged with a civil ordinance violation and you fail to appear as directed in this citation, a default judgment will be entered against you, and a monetary penalty will be imposed.

Court Appearance for Criminal, Criminal Traffic, or Petty Offense
If you have received a criminal, criminal traffic, or petty offense citation, you must appear personally or you may appear by having an attorney enter a notice of appearance on your behalf, by your appearance date. If you fail to appear at court, a warrant will be issued for your arrest and you will be charged with an additional misdemeanor crime of violation of promise to appear (A.R.S. §13-3904). If the court is closed on the appearance date indicated on this citation, you must appear on the following business day at the time indicated.

WARNING TO ALL PERSONS UNDER 18 YEARS OF AGE
Your parent or guardian must accompany you to court. (A.R.S. §8-323) If you fail to appear as directed in this citation, the court will direct the Motor Vehicle Department to suspend your driver license or driving privilege.

ADDITIONAL INSTRUCTIONS CAN BE FOUND ON THE INFORMATION CARD, IF PROVIDED TO YOU BY THE OFFICER.

SIGNATURE

Signature of Defendant: X
Without admitting guilt or responsibility, I promise to appear as directed in this complaint.

I certify that, upon reasonable grounds, I believe the defendant committed the above act(s) described, contrary to law, and have served a copy of this complaint upon defendant.

Signature of Officer:
Officer ID: H255 DPS Locator Code: 83040608
Vehicle #: Laser/Radar #: LASER DUDE
Case number:
Supplement: No Case Report: N
Agency Name: PINAL CO SHERIFF'S DEPT

Figure 3 - Sample SmartPrint Citation

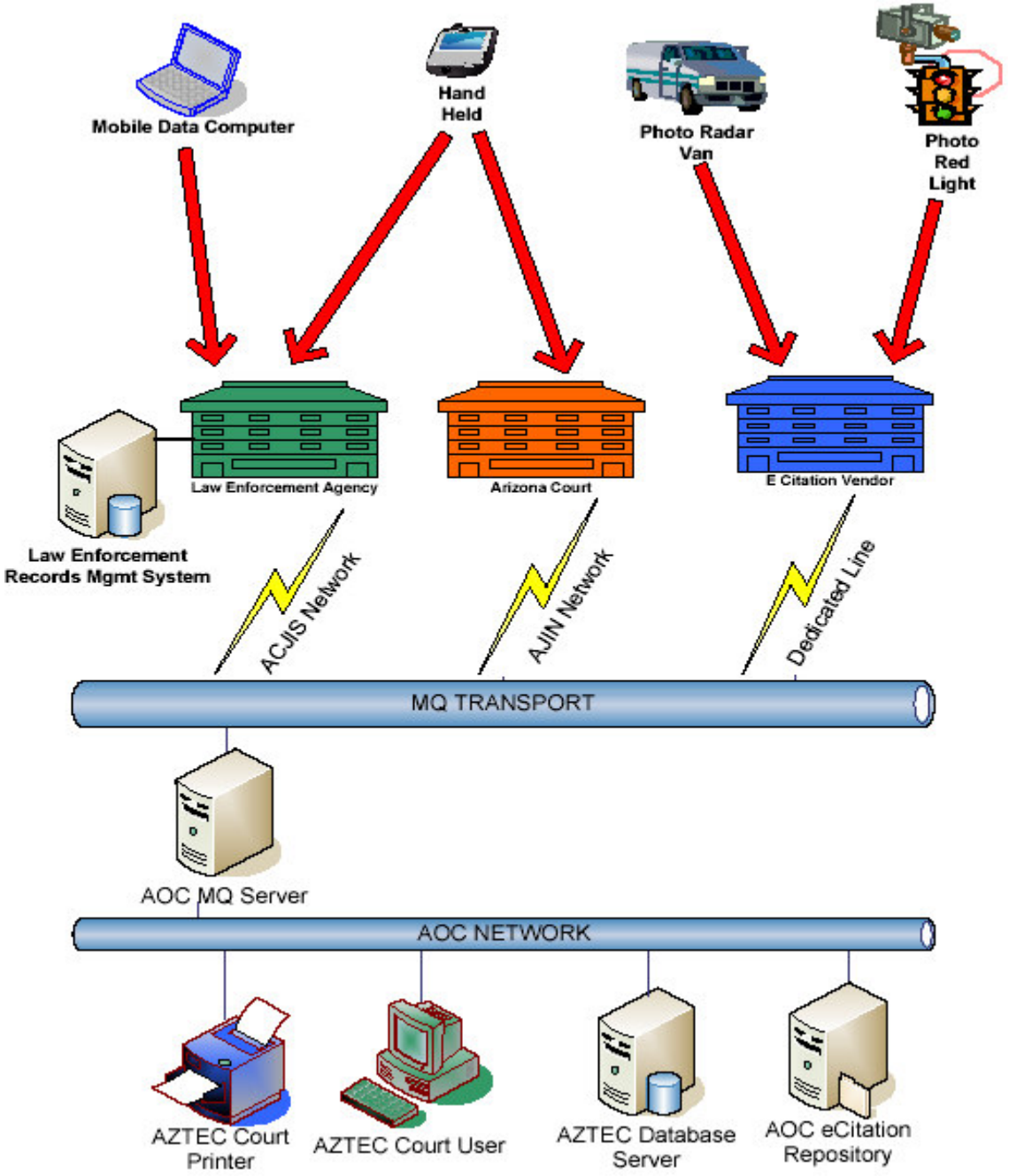


Figure 4 - eCitation Process High Level Flow Diagram

1.2 Initiating an eCitation Project

The AZTEC Court must contact the AOC Customer Support Center to create a Customer Support Center Request for the implementation of eCitation at the court. This request is no different from a request for the installation of any other statewide court application.

The AOC eCitation ITD Implementation Coordinator will contact the court and/or law enforcement to obtain details about the implementation.

The ITD Implementation Lead will obtain the following: Court:_____ Date:_____
• A list of requested implementation dates _____ _____
• Local Information Technology (IT) contact information: (Name, phone, e-mail) _____ _____
• A list of the citation devices that will be or have been acquired: _____ _____
• Law enforcement contact information: (Name, phone, e-mail) _____ _____
• Vendor contact information: (Name, phone, e-mail) _____ _____
• Court contact information: (Name, phone, e-mail) _____ _____
• The anticipated size and scope of deployment _____ _____
• Where are you in the process? What has been done so far? _____ _____

1.3 eCitation Tracks

There are three tracks for eCitation implementation. Each track has some unique requirements which mandates some unique processes.

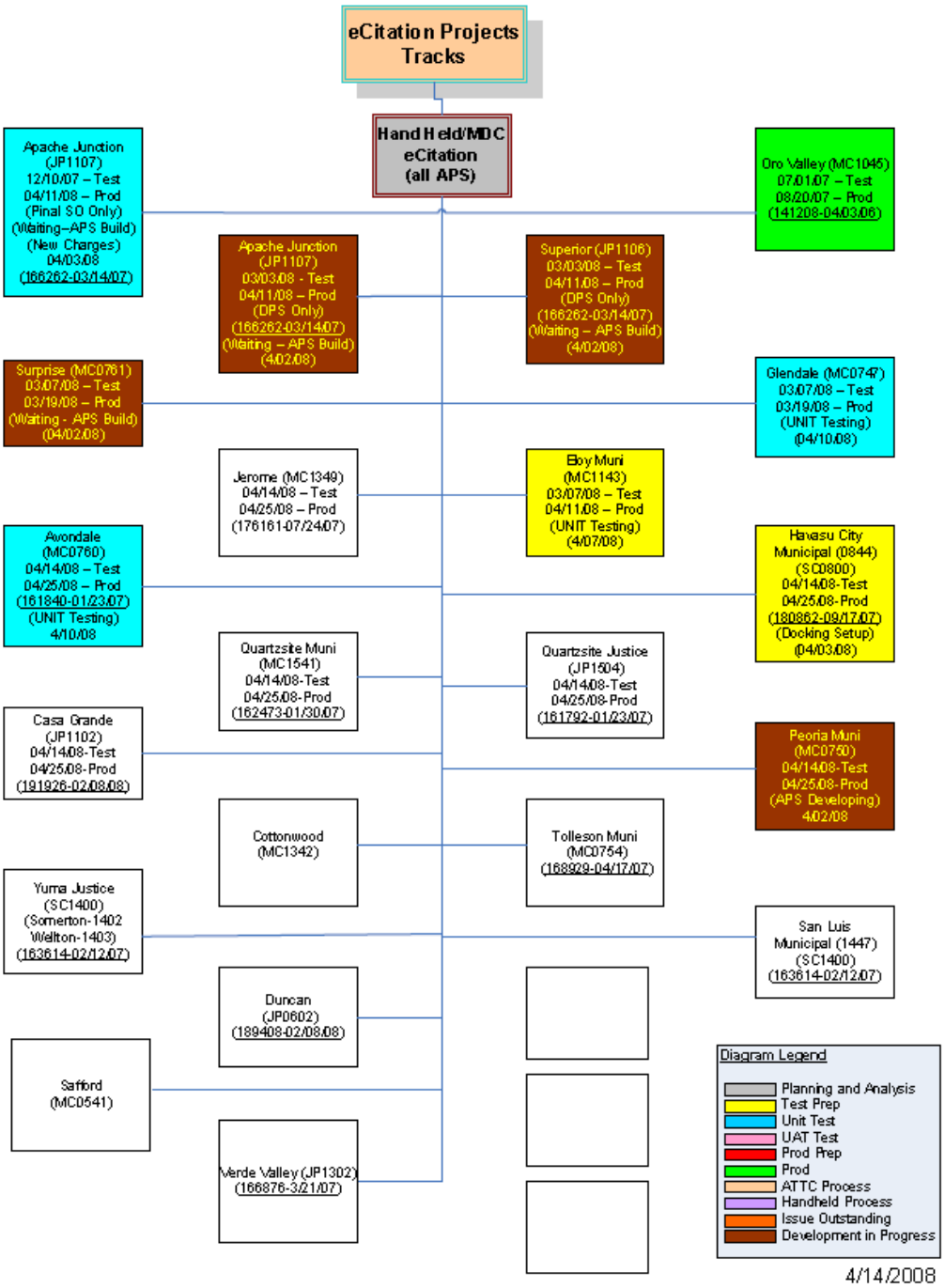
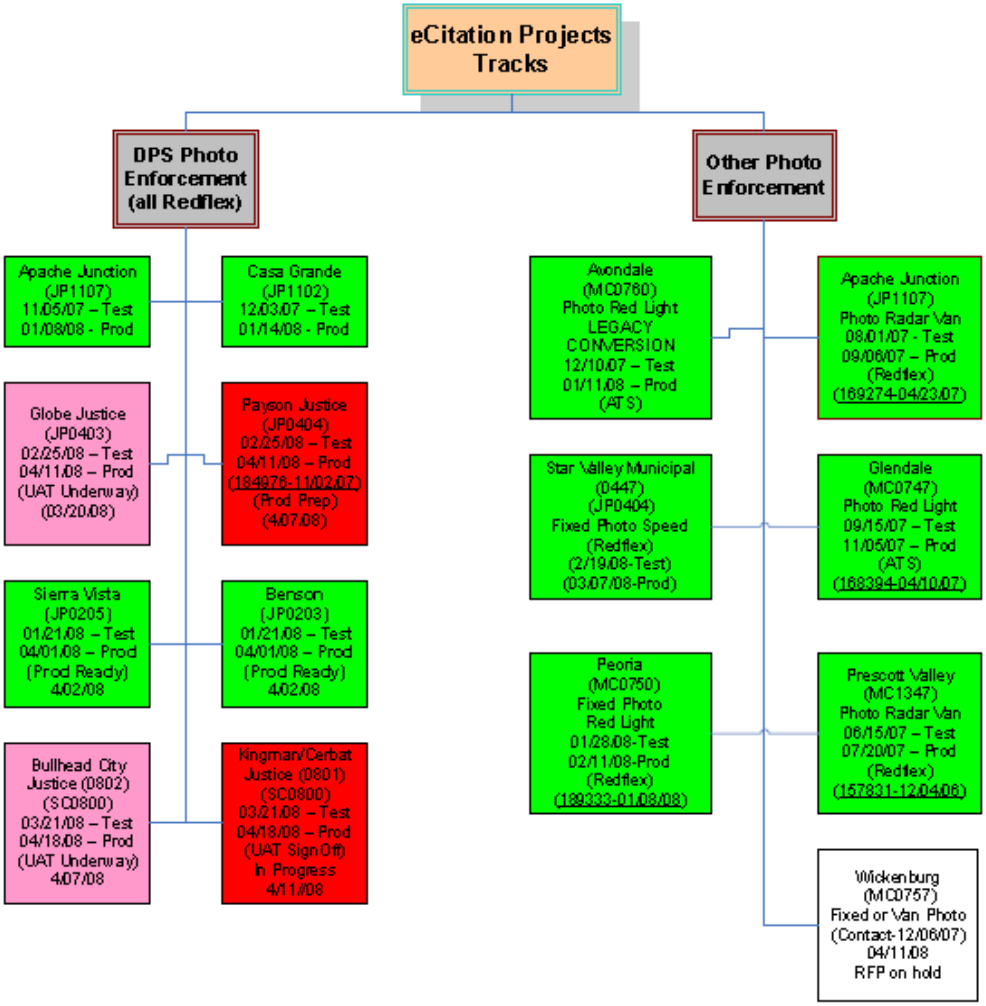


Figure 5 - eCitation Tracks


eCitation Projects Tracks
DPS Photo Enforcement (all Redflex)
Other Photo Enforcement
Apache Junction (JP1107) 11/05/07 – Test 01/08/08 - Prod
Casa Grande (JP1102) 12/03/07 – Test 01/14/08 - Prod
Globe Justice (JP0403) 02/25/08 – Test 04/11/08 – Prod (UAT Underway) (03/20/08)
Payson Justice (JP0404) 02/25/08 – Test 04/11/08 – Prod (184976-11/02/07) (Prod Prep) (4/07/08)
Sierra Vista (JP0205) 01/21/08 – Test 04/01/08 – Prod (Prod Ready) 4/02/08
Benson (JP0203) 01/21/08 – Test 04/01/08 – Prod (Prod Ready) 4/02/08
Bullhead City Justice (0802) (SC0800) 03/21/08 – Test 04/18/08 – Prod (UAT Underway) 4/07/08
Kingman/Cerbat Justice (0801) (SC0800) 03/21/08 – Test 04/18/08 – Prod (UAT Sign Off) In Progress 4/11/08
Avondale (MC0760) Photo Red Light LEGACY CONVERSION 12/10/07 – Test 01/11/08 – Prod (ATS)
Apache Junction (JP1107) Photo Radar Van 08/01/07 - Test 09/06/07 – Prod (Redflex) (169274-04/23/07)
Star Valley Municipal (0447) (JP0404) Fixed Photo Speed (Redflex) (2/19/08-Test) (03/07/08-Prod)
Glendale (MC0747) Photo Red Light 09/15/07 – Test 11/05/07 – Prod (ATS) (168394-04/10/07)
Peoria (MC0750) Fixed Photo Red Light 01/28/08-Test 02/11/08-Prod (Redflex) (189333-01/08/08)
Prescott Valley (MC1347) Photo Radar Van 06/15/07 – Test 07/20/07 – Prod (Redflex) (157831-12/04/06)
Wickenburg (MC0757) Fixed or Van Photo (Contact-12/06/07) 04/11/08 RFP on hold

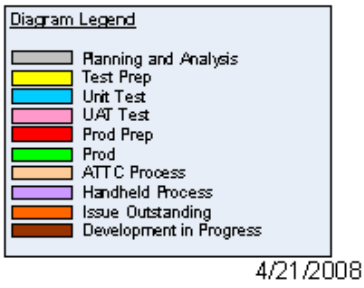


Diagram Legend
Planning and Analysis
Test Prep
Unit Test
UAT Test
Prod Prep
Prod
ATTC Process
Handheld Process
Issue Outstanding
Development in Progress
4/21/2008

1.4 AZTEC Batch Citation Overview

The AZTEC Batch Citation process has two functions:
1) to automatically create AZTEC cases from electronic citation data provided in the Citation Staging Tables
2) to automatically schedule those cases in the AZTEC calendar and update the AZTEC Event Log (Register of Actions) to record these events.

Running the Batch/Import Posting process is an interactive function performed by the AZTEC user. When executed, all citations that are in the Staging Tables will be processed. The Batch Citation Report is automatically created when the Batch process completes. (See Figure 7).
If there are any citations that have data issues that prevent the creation of a case, they will remain in the Staging Tables. These can be fixed or deleted interactively by the AZTEC user with the Citation Fix Screen.

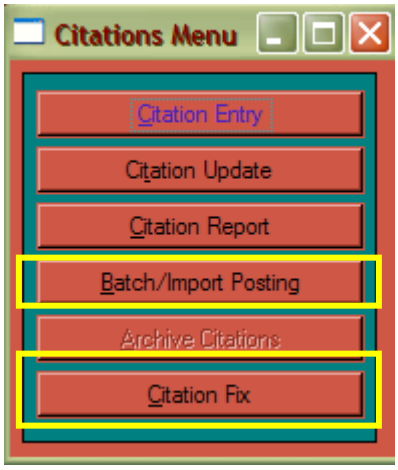


Figure 6 - Activated AZTEC Batch Options

The AZTEC Staging Tables names are: caa56740 and caa57240. The 2nd table contains the charges associated with a single row in the 1st table which represents a single citation. As citations are processed successfully into cases through the Batch process, the rows in these tables are deleted.

Data is loaded into the Staging Tables by an application (the FIELDER) that runs as a service on the AOC Application Server (Supreme37). This application checks the Production MQ Queues for eCitation data files, retrieves them, and writes the data to the appropriate AZTEC Database Staging Tables. E-mails are sent to a predetermined distribution list if the process fails or if any citations cannot be processed. The JUSTISUTILS database is read to determine the database to write to, get connection strings, and to obtain the e-mail distribution list. This process is 100% automated and hands-free.

If the sending entity is a hand held device, then data is also written to the AOC eCitation Repository (CSV and JPG files) by the FIELDER application. (See Figure 8).

```
 Date: 04-02-2008          Automatic Citation Post Report
 Page: 1
Citation S-10010327400003
    J-1107-TR-20072621 - JOHNNY SMITH
    J-1107-TR-20072621 - JOHNNY SMITH
    J-1107-TR-20072621 - JOHNNY SMITH
    Citation Posted

Citation S-10011006005040
    Officer code is not valid (S)
****This Citation did not post****

Citation S-10011006005041
    J-1107-TR-20072622 - HANSEN ANETTE S
    J-1107-TR-20072622 - HANSEN ANETTE S
    Citation Posted

Citation S-10011006005042
    J-1107-TR-20072623 - BERRY GEORGE RUSSELL
    J-1107-TR-20072623 - BERRY GEORGE RUSSELL
    J-1107-TR-20072623 - BERRY GEORGE RUSSELL
    J-1107-TR-20072623 - BERRY GEORGE RUSSELL
    Citation Posted

Citation S-10011008007077
    Officer code is not valid (S#1421)
****This Citation did not post****

Citation S-10011008007078
    Officer code is not valid (S#1421)
****This Citation did not post****
```

Figure 7 - Sample AZTEC Batch Report

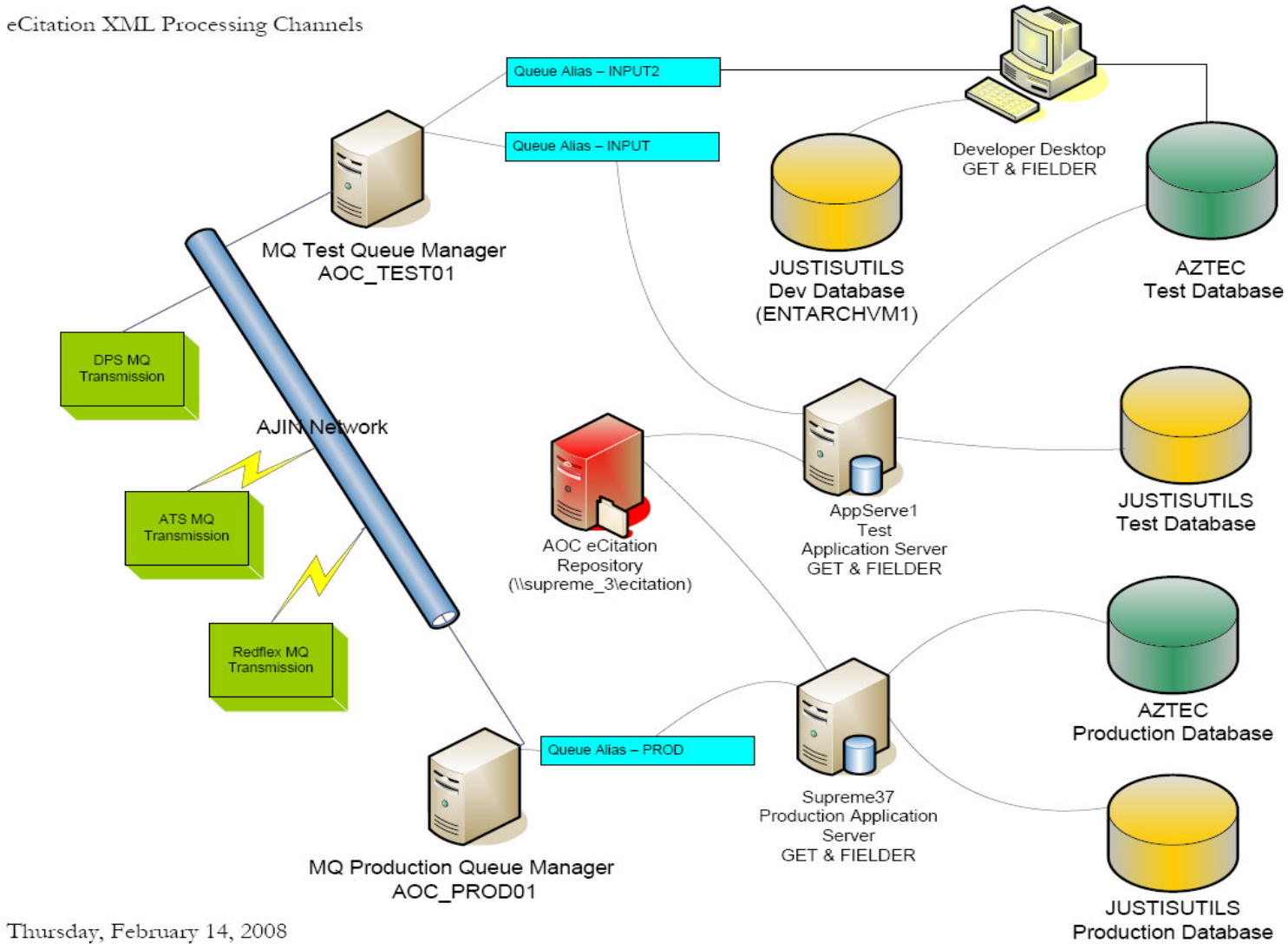


Figure 8 - FIELDER Process Overview

2. Implementation Process

These activity lists are designed to guide the implementation process. All development effort is assumed to be completed. Some development work may be required during the testing phases if critical bugs or issues are found. The testing phases can be iterative to accommodate application changes and re-testing. There will be one Activity List for each eCitation Track.
If testing is deemed to be unnecessary, then the UNIT and UAT testing phases may be eliminated. Another option is to perform the UNIT Testing but not the UAT Testing.

The only caveat to eliminating testing is that a few "test" production citations must be processed 100 % to ensure that the eCitation process functions correctly end-to-end and the court staff is satisfied with the results. AZTEC Court User sign-off must still be obtained before production implementation.

Phase Summary	Estimated Duration
PLANNING & PREPARATION PHASE	**3 - 5 Days**
TEST PHASE – UNIT Testing	**2 - 10 Days**
TEST PHASE – User Acceptance Testing (UAT)	**3 - 10 Days**
IMPLEMENTATION	**2 - 5 Days**
TOTAL	**10 - 30 Days**

Participant Categories
ITD Implementation Lead - The AOC IT Staff person who is driving the implementation.
CSD Business Lead - CSD Staff person who is driving the implementation effort for the Court Services Division.
CSD ASU Staff – Court Services representatives who will assist with the implementation by providing liaison with the court and hands-on expertise configuring the AZTEC system.
AOC Customer Support Center – Support for the implementation and post-implementation.
Vendor – Provide assistance with the installation of the Hand Held and Docking Station software. Collect the court and law enforcement data necessary to configure and load the Hand Held Devices. Collect data required to produce the eCitation XML data file. Provide test data when requested.
AZTEC Court Staff - Provide AZTEC user expertise and assistance to the team for court specific requirements and AZTEC modifications.
Local IT Staff – May be City, County, Law Enforcement, or Court IT.
DPS HQ Staff - Provide expertise in DPS MQ services to assist the field IT staff installing the MQ docking station and software. Configure and manage DPS MQ Queues.
Law Enforcement - Provide expertise in Law Enforcement Hand Held data requirements. Provide Hand Held Test Data. Provide Docking Station computers. Provide support for the Docking Stations.

2.1 Implementation Track Overview

2.1.1 Law Enforcement Device Overview

Law Enforcement Devices are comprised of Hand Held Citation Devices and Mobile Data Computers (MDCs). Electronic citation data is unloaded from these devices onto Docking Stations located at the Law Enforcement Agency. The electronic data is then transmitted through the DPS network to the AOC for processing into the AZTEC database.

There are two critical software applications that are unique to Hand Held devices. One is the Hand Held software (PocketCitation™), used by the Officer to create a citation. Each Law Enforcement Agency has a unique version of this software. It is downloaded from the vendor Advanced Public Safety (APS) site via the Internet through the Docking Station into the Hand Held. The executable that is loaded has a naming convention of: PC*****.EXE, the asterisks represent the name of the jurisdiction, agency, or county. For example, the Pinal County Sheriff build is called: PCPINAL.EXE.

The other application is the Docking Station software the processes the data from the hand held when it is docked and sends it via MQ over the DPS network to AOC. This software is also unique to each jurisdiction and is named IS*****.EXE. (e.g. – ISPINAL.EXE). This too is downloaded from the vendor site and installed on the Docking Station. The vendor provides complete instructions on loading both of these applications.

2.1.1.1 Hand Held

The Hand Held device application consists of a series of tabbed screens that allow the Law Enforcement Officer to enter all relevant citation information and obtain the defendant's signature. The Driver's License and Registration can be scanned by the device to auto-populate the corresponding fields on the Driver and Vehicle Screens.

There is some one time setup required by the Officer for the device to be ready for use. The Officer must enter his/her Officer code exactly as it is stored in AZTEC. The Officer must store his/her signature in the device. Defaults can be set on most of the fields on each tabbed screen by the Officer which will remain in effect until changed.

The URL for Hand Held software download is:
http://www.apsmain.com/release/pcpinal.exe

This is an example of the Pinal County Sheriff download, use the corresponding name for the Court or Law Enforcement agency being downloaded, (e.g: pcpeoria or pcavondale).

2.1.1.1.1 Citation Number

The Citation number is a 14 digits number built as follows from left to right:

1st 4 digits are the Law Enforcement Agency identifier. A master NCIC list has been provided by the AZ DPS which provides a unique 4 number identifier for each AZ Law Enforcement Agency. This number is set for each Law Enforcement Agency automatically in the Hand Held device by the vendor.

2nd 4 digits are the unique identifier of the Hand Held device within the Law Enforcement Agency. AOC asks that Agencies use numbers greater than 1000 for this identifier. It can be set one time for each device.

The last 6 digits are the citation number range. This is also set as a beginning and ending number for each device.

Example:

A DPS Hand Held citation number could be: 07992000100000.
0799 is the DPS Agency identifier.
2000 is the Hand Held device identifier.
100000 is the citation number.
The next one will be 100001, 100002, 100003, etc until the ending number is reached. Then a new range of numbers must be entered.

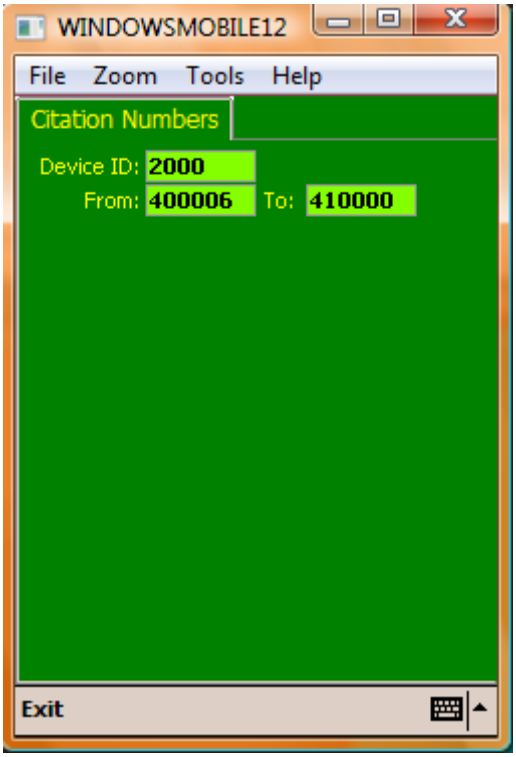


Figure 9 - Hand Held Citation Number Setup Screen

Law Enforcement NCIC Codes

Law Enforcement Agency Name	NCIC Code
Apache County S.O.	0100
Apache Junction	1113
Arizona State University	0797
Arizona Western College	1497
Avondale	0701
Benson	0201
Bisbee	0203
Buckeye	0703
Bullhead City	0805
Camp Verde	1313
Carefree	0760
Casa Grande	1101
Cave Creek	0704
Central Arizona College	1197
Chandler	0705
Chino Valley	1312
Clarkdale	1301
Clifton	0601
Cochise County S.O.	0200
Coconino County S.O.	0300
Colorado City	0806
Colorado River Reservation	1506
Coolidge	1103
Cottonwood	1303
Dept. of Public Safety	0799
Douglas	0205
Duncan	0603
Eagar	0101
El Mirage	0707
Eloy	1105
Flagstaff	0301
Florence	1107
Fountain Hills	0756
Fredonia	0303
Ft. McDowell Reservation	0716
Ft.Mohave Reservation	0862
Gila Bend	0709
Gila Bend Reservation	0762
Gila County S.O.	0400
Gila River reservation (Maricopa)	0764
Gila River Reservation (Pinal)	1189
Gilbert	0711
Glendale	0713
Globe	0401
Goodyear	0715

Law Enforcement NCIC Codes

Law Enforcement Agency Name	NCIC Code
Graham County S.O.	0500
Green Valley	1004
Greenlee County S.O.	0600
Guadalupe	0739
Hayden	0403
Holbrook	0901
Hopi Reservation (Coconino)	0365
Hopi Reservation (Navajo)	0902
Huachuca City	0207
Hualapai Reservation (Coconino)	0302
Hualapai Reservation (Mohave)	0802
Hualapai Reservation (Yavapai)	1363
Jerome	1305
Kaibab-Paiute Reservation	0860
Kearney	1109
Kingman	0801
La Paz County S.O.	1500
Lake Havasu City	0804
Mammoth	1111
Marana	1009
Maricopa County S.O.	0700
Maricopa Reservation	1165
Mesa	0717
Miami	0405
Mohave County S.O.	0800
Navajo County S.O.	0900
Navajo Reservation (Apache)	0189
Navajo Reservation (Coconino)	0389
Navajo Reservation (Navajo)	0962
Nogales	1201
Northern Arizona University	0397
Oro Valley	1007
Page	0308
Paradise Valley	0719
Parker	1501
Patagonia	1203
Payson	0406
Peoria	0721
Phoenix	0723
Pima	0501
Pima County S.O.	1000
Pinal County S.O.	1100
Pinetop/Lakeside	0913
Prescott	1307
Prescott Valley	1311

Law Enforcement NCIC Codes

Law Enforcement Agency Name	NCIC Code
Quartzite	1503
Safford	0503
Sahuarita	1004
Salt River Reservation	0789
San Carlos Reservation (Gila)	0489
San Carlos Reservation (Graham)	0562
San Luis	1408
San Xavier Reservation	1062
Santa Cruz County S.O.	1200
Scottsdale	0725
Sedona	0310
Show Low	0903
Sierra Vista	0209
Snowflake	0905
Somerton	1403
South Tucson	1001
Springerville	0105
St. Johns	0103
Superior	1112
Surprise	0727
Taylor	0907
Tempe	0729
Thatcher	0505
Tohono O'Odham Res. (Maricopa)	0763
Tohono O'Odham Res. (Pima)	1089
Tohono O'Odham Res. (Pinal)	1164
Tolleson	0731
Tombstone	0211
Tucson	1003
University of Arizona	1097
Wellton	1407
Whitemountain Apache Res. (Apache)	0162
Whitemountain Apache Res. (Gila)	0465
Whitemountain Apache Res. (Navajo)	0989
Wickenburg	0733
Willcox	0213
Williams	0307
Winkelman	0407
Winslow	0909
Yavapai County S.O.	1300
Youngtown	0735
Yuma	1405
Yuma County S.O.	1400

Figure 10 - Law Enforcement NCIC Codes

2.1.1.1.2 eCitation Repository

For courts that will receive eCitations from a Hand Held or MDC citation device, an AOC located central storage facility, (the AOC eCitation Repository) has also been created for storage and retrieval of unprocessed citation data. When citation data is received at the AOC from these devices, CSV and JPG files are automatically stored in the eCitation Repository. The Server location and folder structure is:

\\supreme_3\ecitation*court numberyear*.**

An AZTEC court can access (via MS Windows network drive and folder mapping) this repository across the AJIN network, retrieve, and print an exact copy of the citation locally, (using Advanced Public Safety (APS) Smart Print™ software). This utility is available for download and installation from the vendor website (APS) for any Hand Held citation AZTEC court using the AOC statewide license.

See the following two documents on this shared drive:

\\supreme_1\allusers\shared\DPS Photo Enforcement Project\eCitation Documentation

1.AOC Customer Support Center – Smart Print Utility Install Guide.pdf
2.SmartPrint2_User_manual.pdf

2.1.1.2 Docking Station

The Docking Station also requires the MQ Client software which is provided on a CD by the AOC.

The URL for the Docking Station software download is:
http://www.apsmain.com/release/ispinal.exe

This is an example of the Pinal County Sheriff download, use the corresponding name for the Court or Law Enforcement agency being downloaded, (e.g: ispeoria or isavondale).

These devices and software are purchased by Law Enforcement and Courts from APS using an existing Tucson City contract.

Some configuration is required on the Docking Station to establish the correct MQ settings, (sample XML format configuration file below, configured for APS testing),. This file, named **VP.INI,** can be edited after the DPS HQ MQ Manager provides the correct settings to the Law Enforcement Agency. It is located in the folder: C:\AdvPubSafety. The highlighted lines may require editing.

```
QDATA Export]
INPUTPATH=C:\AdvPubSafety\QuickData
RUNALWAYS="C:\AdvPubSafety\Install Files\MQSync\AztecWSMQSubmit.exe"
[QDATA Rules]
pinalXML=C:\APS
pinalXMLAztec="C:\AdvPubSafety\Aztec Queue\"
pinalCSV="C:\AdvPubSafety\Aztec Queue\"
pinalCourtTIFF=C:\APS\TIFF
[Aztec WSMQ Put]
InputPath="C:\AdvPubSafety\Aztec Queue\"
QueueManager=AOC_TEST01
QueueChannel=TEST.APS/TCP/192.168.96.117(1415)
Queue=TEST.CMS.ECITATION.APS.INPUT
UserName=
Password=
TargetCourtCodeColumn=court_location
AztecInterfaceCode=00004
AztecInterfaceName=CITATIONLEGACY
AztecInterfaceDescription=CitationLegacy Interface via MQTrans Module
AztecOriginatorCode=0116vnd01
```

When the Hand Held device is docked, the citations are automatically retrieved to the docking station by Microsoft ActiveSync, then automatically passed to the MQ API, (by the ISYNC application), for transmittal to the DPS MQ Queue. The example above has entries for the DPS Test MQ Queue. The Production Queue will have different values.

There are log files in the C:\AdvPubSafety\Temp folder that document every step of the docking process.

The MDC devices will have similar internal software for eCitations but not Docking Station software. These devices communicate wirelessly to the Law Enforcement Agency Records Management System (RMS).

APS and AOC will soon be working on a mechanism to forward the MDC data from the RMS to the AOC for processing into AZTEC.

2.1.2 Non-DPS Photo Enforcement Overview

Photo Enforcement projects entail the deployment of Photo Radar Vans, Fixed Speed Devices, and Red Light Cameras at various locations throughout the state of Arizona either by a state, city, or county Law Enforcement Agency.

These devices capture the citation data and store it at the vendor location in a database. A designated Law Enforcement official must review and approve the citations before they can be mailed to the registered owner and forwarded to the AOC. The eCitation data for these citations is sent directly from the vendor to the AOC over dedicated communication lines. Each vendor has its own MQ Queue, both Test and Production. (See figure 19 in Section 4.1 Appendix A).

There are currently two vendors who provide eCitation data from these devices:

- Redflex Traffic Systems (REDFLEX)
- American Traffic Systems (ATS)

Both have offices in Scottsdale, AZ and have production implementations around the State of Arizona. Both vendors function in exactly the manner as far as AZTEC Batch citation process is concerned.

For Photo Enforcement citations, a court may request a copy of a citation from the vendor. The user can do this online themselves. If an individual at a court has been given access to the violation application at the vendor website, they can obtain a copy of any citation that has been issued. If a court employee doesn't currently have access to the system, they can enter a request with the vendor helpdesk to obtain a logon.

Redflex helpdesk information is as follows:
Phone: 800-568-8405
Email: **helpdesk@redflex.com**

ATS helpdesk information is as follows:
Phone: 866-382-8689
Email: **noc@atsol.com**

2.1.3 DPS Photo Enforcement Overview

This project entails the deployment of 2 Photo Radar Vans at various locations throughout the state of Arizona. The court involved is determined by the location of the vans within a county. The vendor is Redflex Traffic Systems.

Additional equipment to include more radar vans, fixed Photo Red Light and Radar is planned for implementation by the end of the calendar year 2008.

These citations must be differentiated from other citations using a combination of unique charge codes and a unique case category in AZTEC. As a general rule, "DP" will be used as the Case Category and "DPE" will be added as a suffix on the DPS charge codes.

2.2 Implementation Process Phases

2.2.1 Phase I - Planning and Preparation

This is preparation and planning for a particular court implementation. This should take about 2 -3 days per court. When this phase is complete, the project should be 100% ready for UNIT Testing.

Remedy tickets will be required to create the test AZTEC databases and copy production data.

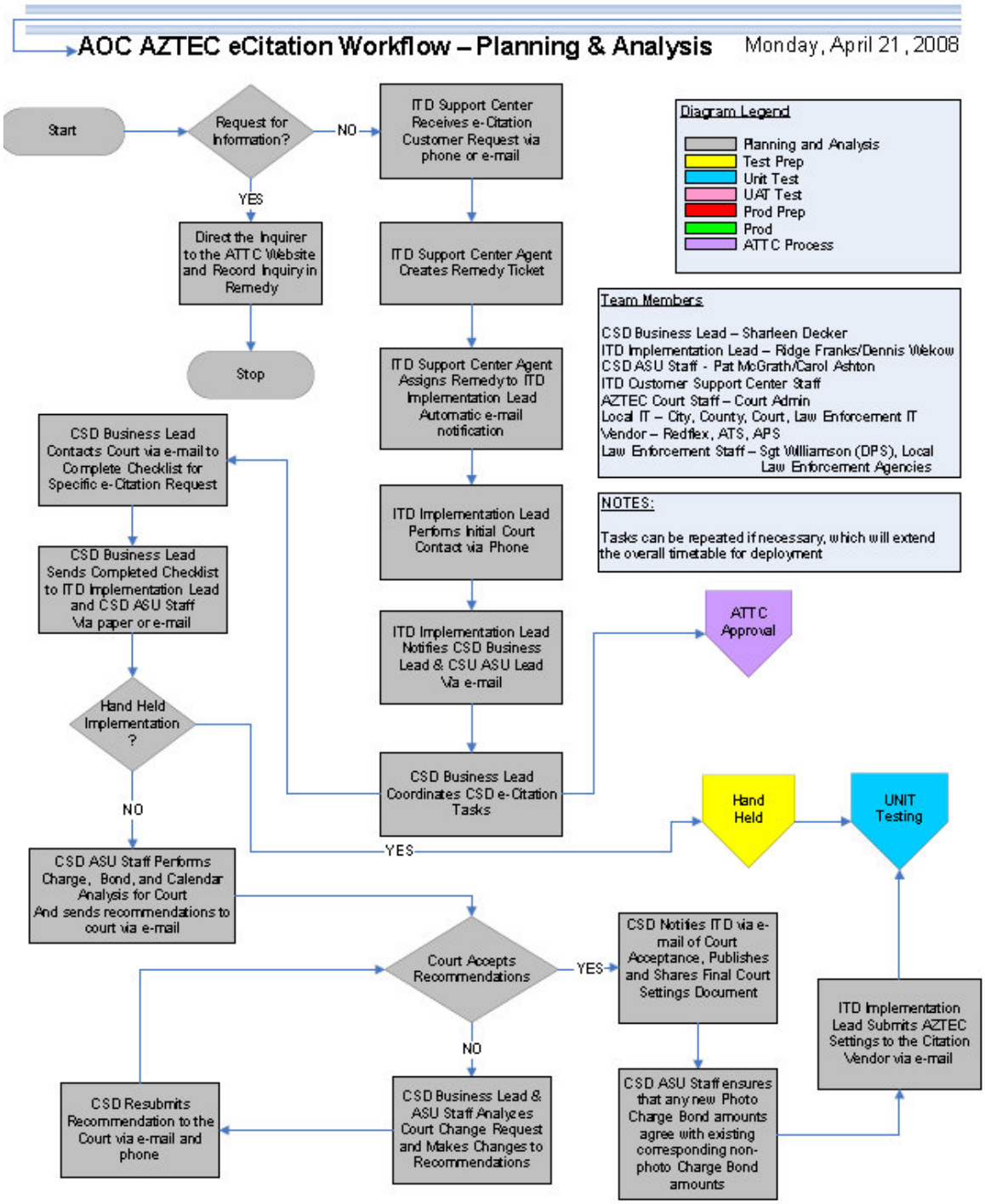


Figure 11 - Planning and Analysis Workflow

2.2.2 ATTC Function

This function is performed to ensure that eCitation courts are using an AOC approved variation of the standard ATTC.

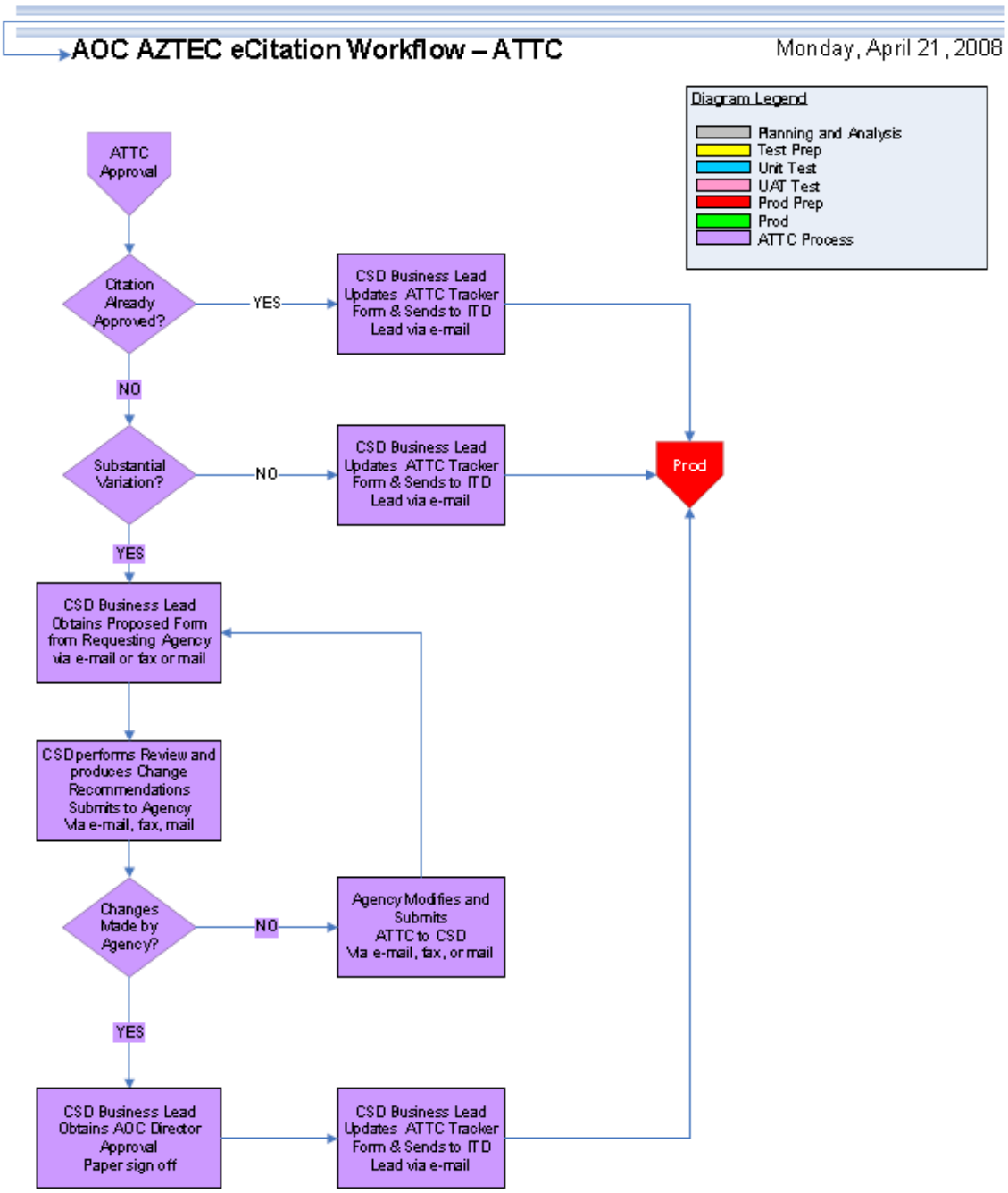


Figure 12 - ATTC Approval Function

2.2.3 Hand Held Function

This function documents the unique tasks that are performed related to Hand Held devices only.

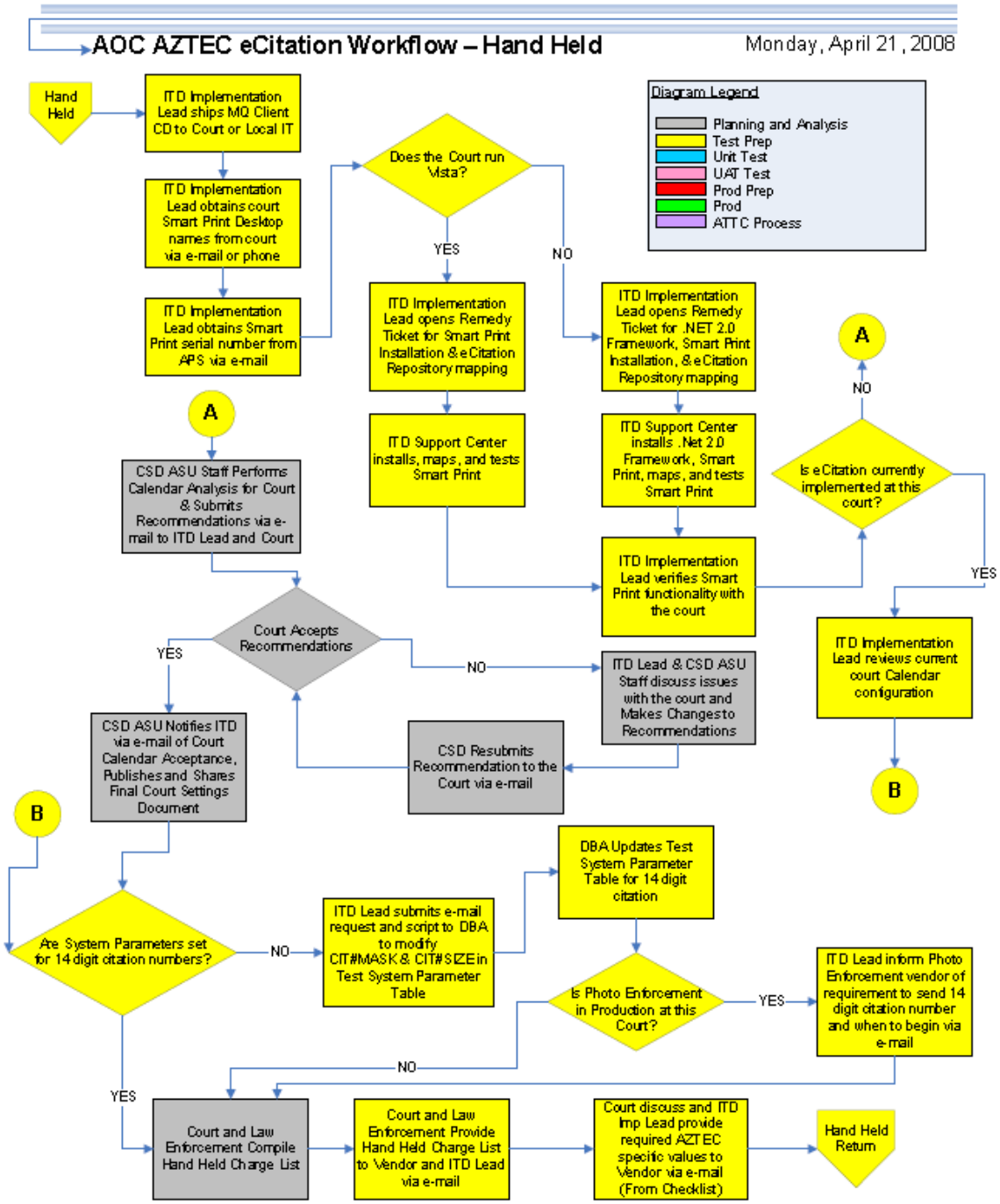


Figure 13 - Hand Held Function Tasks

2.2.4 Phase II – Test Preparation/UNIT Testing

UNIT testing is a repetitive process that could take from 1 to 5 days, depending upon processing issues encountered, the quality of the data, and results in AZTEC. The data created during this phase should be as "real" as possible using the correct lookup data for the court.

When the AOC Staff is satisfied with the process, the data quality, and the validity of the AZTEC cases, the project can move to User Acceptance Testing or on to the Implementation Preparation Phase.

Lead time will be required to create the test AZTEC databases and copy production data.

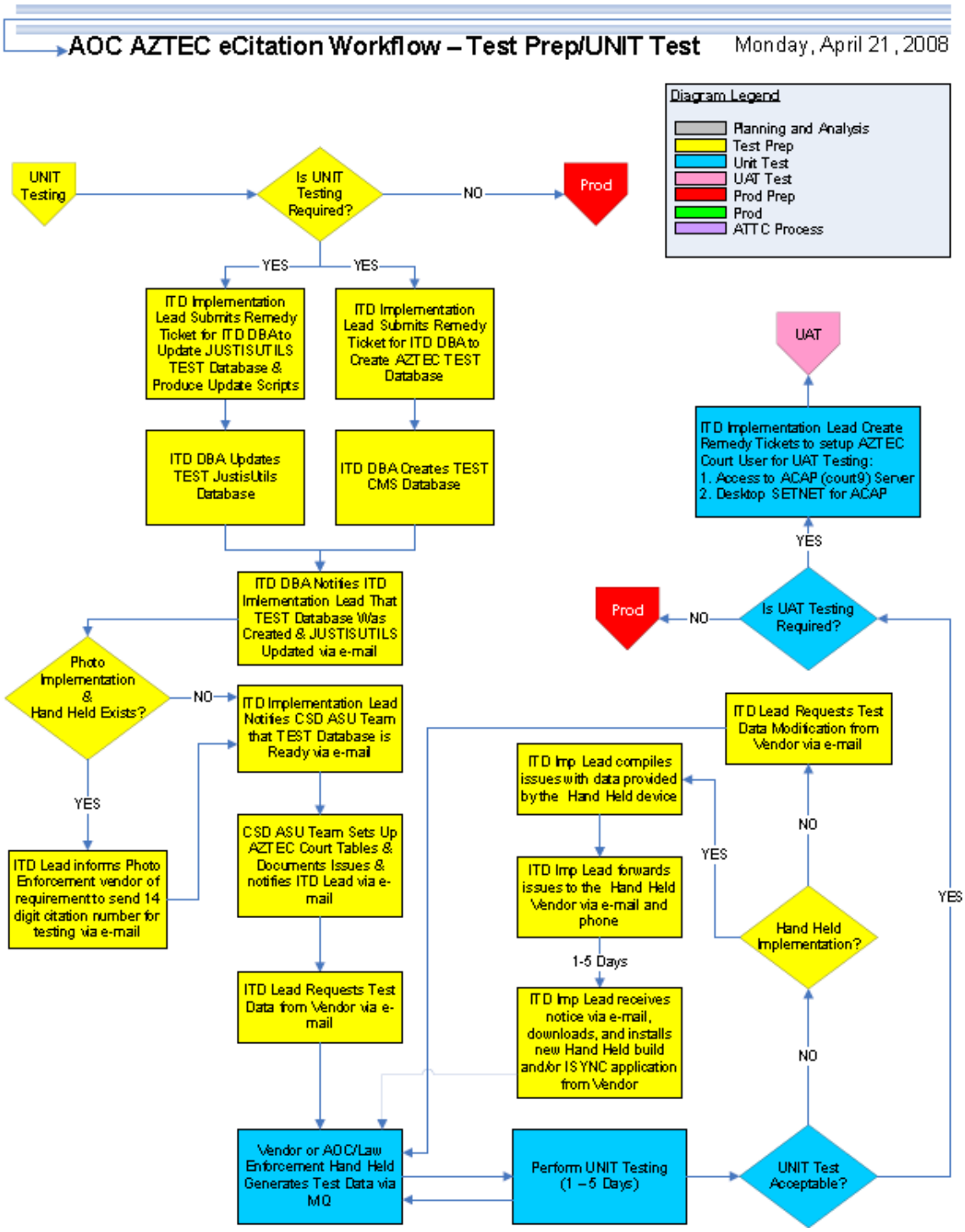


Figure 14 - UNIT Testing Workflow

2.2.5 Phase III - UAT Testing

UAT testing is a repetitive process that could take from 3 to 10 days, depending upon processing issues encountered, the quality of the data, and the volume processed. The citations issued during this period could be valid citations and entered into the production AZTEC system, but it would be a manual process. A court AZTEC user will be performing the Batch process and Citation Fix screen processing.

The electronic citations will be processed into the test environment until UAT is complete and the process is switched over to production.

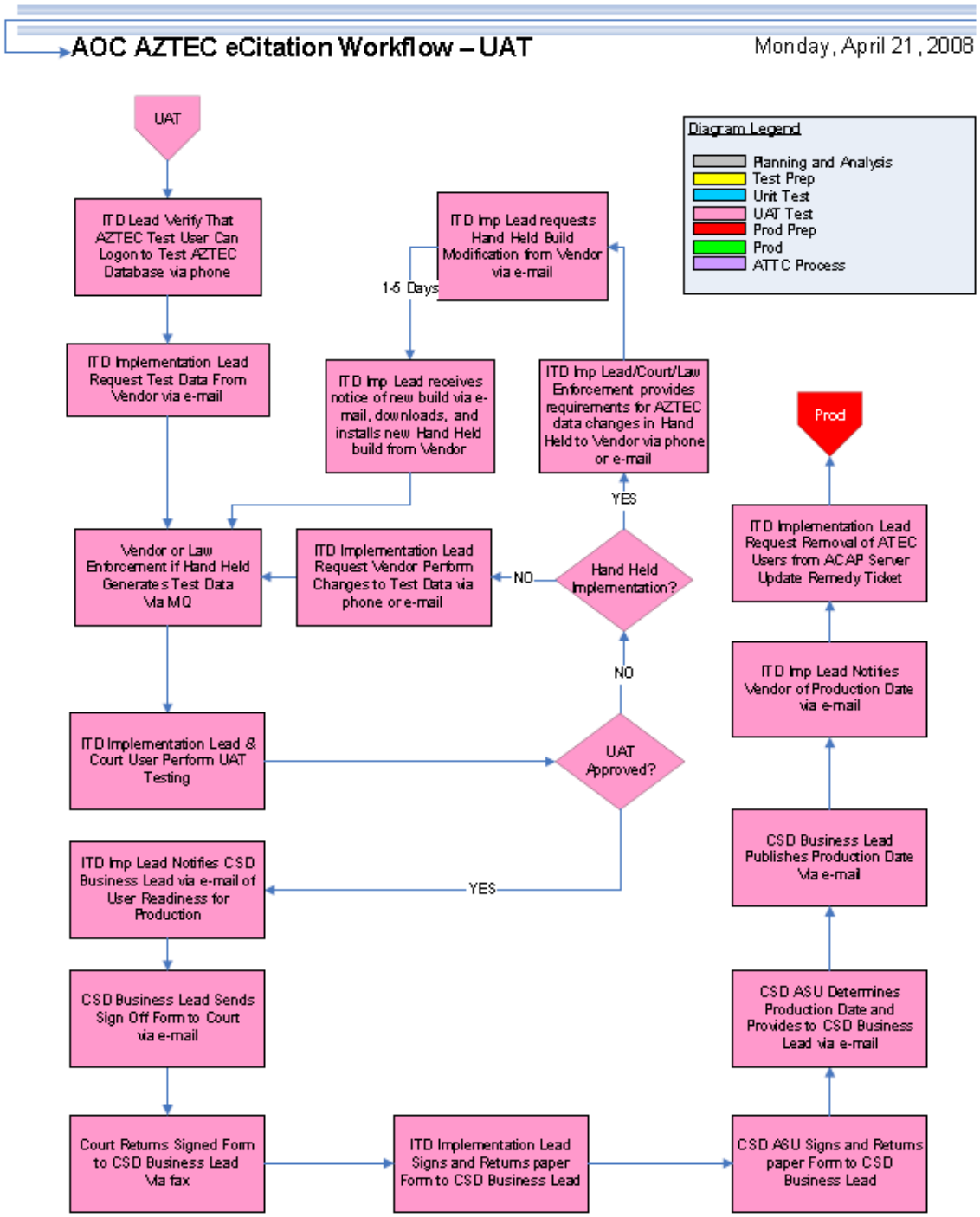


Figure 15 - UAT Workflow

2.2.6 Phase IV – Implementation Preparation and Execution

If an AZTEC upgrade is required for implementation then this should be an overnight procedure, starting in the evening after users have gone, ready the next morning to go. This will require a Customer Support Center Change Ticket for Production Database and Production Desktop upgrade. ***(5 Days Notice).***

Next day the tasks below will be executed, setup of production AZTEC tables, calendar, and final test.

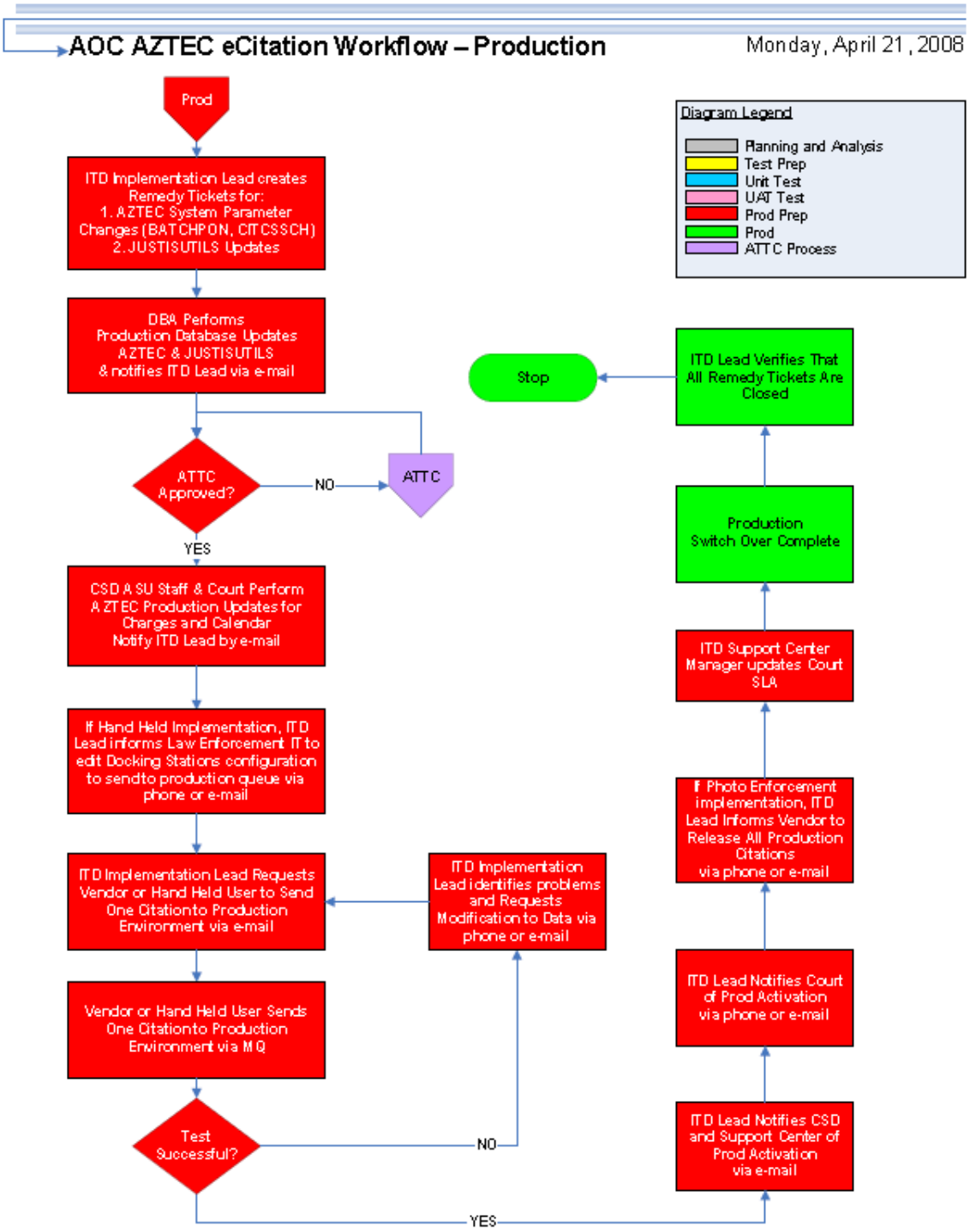


Figure 16 - Implementation Workflow

3. Product Support

3.1 Post Implementation Checklist

Ensure that all of these items have been successfully checked.

Item to Check (In this order)	Possible Cause if Item Failed	Item OK (Y/N)
eCitation Data arrives in the Staging Tables.	1. Sender Problem (Vendor, DPS, Law Enforcement) 2. MQ Problem (Vendor, DPS, Law Enforcement, AOC) 3. PUT, GET, or FIELDER Application Server problem. 4. JUSTISUTILS Database – missing or incorrect data.	
Batch Process Runs and produces Citation Report	1. BATCHPON System Parameter flag not set to "Y" (if true, the Batch option will not be available on the menu). 2. Invalid AZTEC User Deputy Code entered. 3. No data in the Staging Tables to process.	
Citation Fix Screen Functions	1. No data in the Staging Tables to fix.	
ROA Updated – Arraignment and Calendar entries.	1. Calendar Event Code is not provided in the eCitation data. 2. CITEVENT System Parameter not set to a value. 3. Calendar not set up correctly.	
Case is Scheduled	1. Calendar not set up correctly. 2. No Arraignment date provided in the eCitation data.	

3.2 Known and Common Problems

3.2.1 Known Problems

AZTEC Batch Citation Report – A citation does not post but no reason is given for the failure on the Batch Report. The violation date must fall within the start and end dates associated with the charge. If the violation date falls outside the date range of the charge, then the rejection entry in the Batch Citation Report will not list a reason. A different charge may be entered on the Citation Fix Screen. The violation date should not be changed by the AZTEC user. The citation can be deleted from the staging Tables and resent from the source.

3.2.2 Common Problems

Problem	Solution
All of the data looks good, but when the user hits Save on the Citation Fix screen, there is a message that the Case Category must be entered.	There are two possible causes: 1. The Violation Date of the Citation is not within the range of the Effective To and From dates for the Charge. Solution: Change the Effective To or From date for the charge so the violation date is within range or enter new charge code. 2. The Case Category is missing from the charge for this citation. Solution: Under Table maintenance, enter a Case category for the particular charge.
Duplicate Citation Error Message in the e-mail confirmation.	This is informational only, because the application will not let duplicate citations be written. The citation was rejected before being written to AZTEC. Inform Vendor or Law Enforcement that they are sending duplicates. Indicates that there is a duplicate citation in the Staging Tables.
Duplicate Citation Error Message in the Batch Citation Report.	The citation has been written to the staging table, but already exists in AZTEC. The AZTEC user must delete these from the Staging Tables using the Citation Fix Screen. **Action:** Inform Vendor or Law Enforcement that they are sending duplicates.
Unknown Target in the e-mail confirmation.	The court has sent a citation for an unknown court location or one that is not AZTEC. The citation is rejected, but if from a hand held device, the CSV and JPG files will be stored in the eCitation Repository. **Action:** Inform Vendor or Law Enforcement that they have issued to a non-AZTEC or inactive court.
During the Batch process, the following message appears on the screen: **"Some error occurred while generating the case number for citation *<citation number>*"**	The starting case number for the case category associated with this citation has not been assigned, therefore AZTEC cannot assign a case number and create a case. A person record may have been created but no other action was completed. The citation was removed from the staging tables. **Action:** The vendor or sender must resubmit this citation.

3.3 FAQ's

1. **Why haven't I received any batch citations for a while?**

The AOC Support Center will get a count of how many rows are in the Staging Table (caa56740). Use WINSQL tool or such. If empty, contact the vendor to query about citation transmission. If not, have the AZTEC user run batch and review report.

2. **None of my Citations will process and create cases?**

We need a copy of the Batch Citation Report. When this is saved from AZTEC creates an "RWM" file which can only be opened in the AZTEC Report Viewer. Another option is to print to PDF or hard copy and fax.
Review the error messages in the report.

3.4 Troubleshooting Tools

Because the eCitation process is somewhat complicated and there are many players and components to its functionality, there are many places where the process can fail. Troubleshooting could involve the AOC MQ Manager, the DPS MQ Manager, the OPS Application Server Manager, the Database Administrator for AZTEC and JUSTISUTILS, Law Enforcement, the Vendor, and the AZTEC Court.

3.4.1 MQTRANS_PUT Utility

This desktop utility allows the AOC person to load XML files directly into any AZTEC database from the desktop using MQ. This utility is a great help for troubleshooting MQ connectivity problems or XML/AZTEC batch citation data problems.

3.4.2 AOC Hand Held Device

Each Law Enforcement Agency that uses the Hand Held device has a unique installation of the software on the devices. The AOC Hand Held device can be configured to use any Arizona Law Enforcement Hand Held Software package for testing and troubleshooting. The device can be used to generate XML, CSV, and JPG files just as a Law Enforcement Officer would do. The associated Docking Station Laptop can also be used to synchronize via MQ through the DPS network or directly to AOC MQ Queues.

3.5 Supporting Documentation

3.5.1 eCitation Cook Book

This document was designed for customers and vendors to get an idea of the process and requirements for an eCitation project.

LOCATION:

\\supreme_1\allusers\shared\DPS Photo Enforcement Project\eCitation Documentation

3.5.2 CSD Training Materials

Located on the AJIN Web Site. There are many valuable training guides for AZTEC Citation and Calendaring users and administration, and all other aspects of AZTEC functionality.

LOCATION:

http://supreme22/acap/Training/Training.htm

http://supreme22/acap/Training/Documents/0200Citations/Citations.htm

http://supreme22/acap/Training/Documents/0600CourtCal/CourtCal.htm

3.5.3 eCitation Technical Documentation

These documents were designed for developers and IT personnel to understand the detailed processes involved with eCitation.

3.5.3.1 DEVELOPER DOCUMENTAION

\\supreme_1\allusers\shared\DPS Photo Enforcement Project\eCitation Documentation

3.5.3.2 MQ DOCUMENTATION

\\supreme_1\allusers\shared\DPS Photo Enforcement Project\eCitation Documentation

3.5.3.3 JUSTISUTILS DOCUMENTATION

\\supreme_1\allusers\shared\DPS Photo Enforcement Project\eCitation Documentation

3.6 Contacts

3.6.1 Vendor Contacts

3.6.1.1 APS

Diane Burgess – Project Manager (954) 354-3000
Lynn Bursett – Project Manager (954) 354-3000
David Kennedy – Sales Representative (954) 354-3000
Chad Whittington – Technical Support Manager (954) 354-3000

3.6.1.2 REDFLEX

Michael Schmidt – Program Manager 480-998-8115
Jennifer Dwiggins – Operations Manager
Ed Tiedje – Customer Service Representative
Joe Bernard – Project Manager 480-998-0198
Rohan Gray – Lead Developer (480) 282-5337

3.6.1.3 ATS

Mike Savage – Lead Developer – (480) 443-7007
James Collins – Developer – (480) 443-7000 x311

3.6.2 AOC Contacts

Customer Support Center – (602) 452-3519
CSD Automated Services Unit – Pat McGrath - (602) 452-3335
CSD Court Operations Unit – Sharleen Decker – (602) 452-3183
ITD Implementation Lead – Ridge Franks - (602) 452-3567

3.6.3 DPS Contacts

3.6.3.1 Law Enforcement

Lt Jeff King – Pinal County DPS Hand Held Device Project Manager, jking@azdps.gov
Sgt Jeff Williamson – Statewide DPS Photo Enforcement Project Manager,
JDWilliamson@azdps.gov, (480)-609-2122
Commander Woodward – Statewide DPS Photo Enforcement Project Director

3.6.3.2 DPS IT - (HQ)

Glen Tomooka – Business Analyst – gtomooka@azdps.gov
Don Yevin – MQ Manager (602) 223-2312, dyevin@azdps.gov

3.6.4 County/City IT Contacts

Pinal County – Brian Kreklau – County IT 520-866-6654
Oro Valley City – Gary – City PD IT -
Glendale City – David Garretson (623) 930-2432
Peoria City – Karrie Lawlor – City IT -
Avondale City – Kevin Hinderleider, Zach Brazis [zachb@avondale.org]
Tolleson City – Judge Quezada
Surprise City – Kim Oxley - City IT (623) 222-4242, Kim.Oxley@surpriseaz.com
Quartzsite City -
Prescott Valley City – Judge Carson
Eloy City – Robert Crawford – City IT (520) 990-8994

3.6.5 Court Contacts

Pinal County
Apache Junction Justice – Summer Dalton – (480) 982-2921
Superior Justice – Angela Busto – (520) 363-7752
Oro Valley Magistrate – Judy Thompson-N
Glendale Municipal – Lonnie Leese
Peoria Municipal – Toni Hale, Cathy Reyes-Castillo
Avondale Municipal – Abril Ruiz-Ortega (623) 333-5822
Karina Herrera
Tolleson – Judge Quezada
Surprise – Ann Grossnickle
Quartzsite – Judge Frausto
Prescott Valley – Judge Carson

4. Appendices

4.1 Appendix A – Process Diagrams

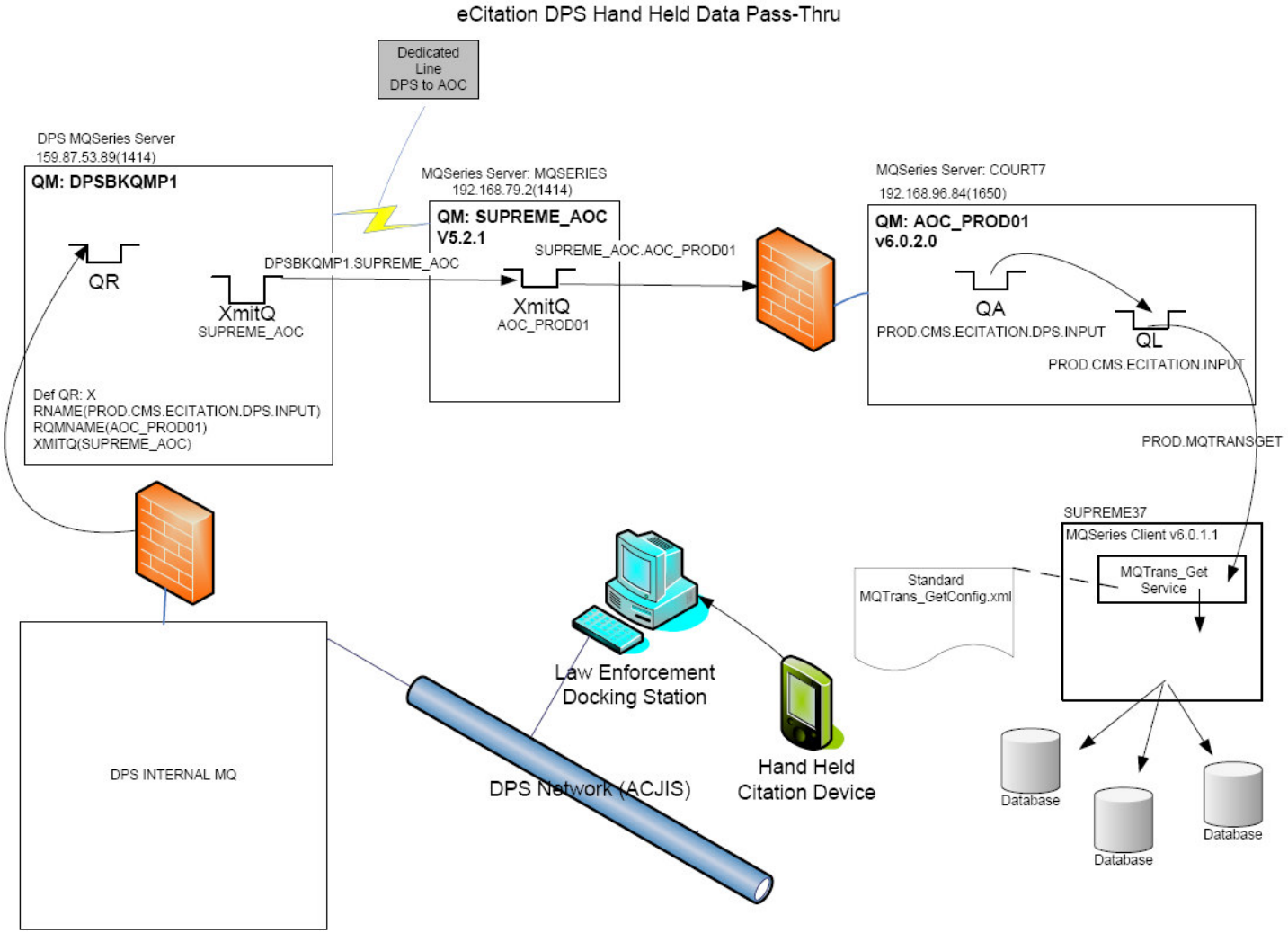


Figure 17 - DPS Production eCitation Pass-Through

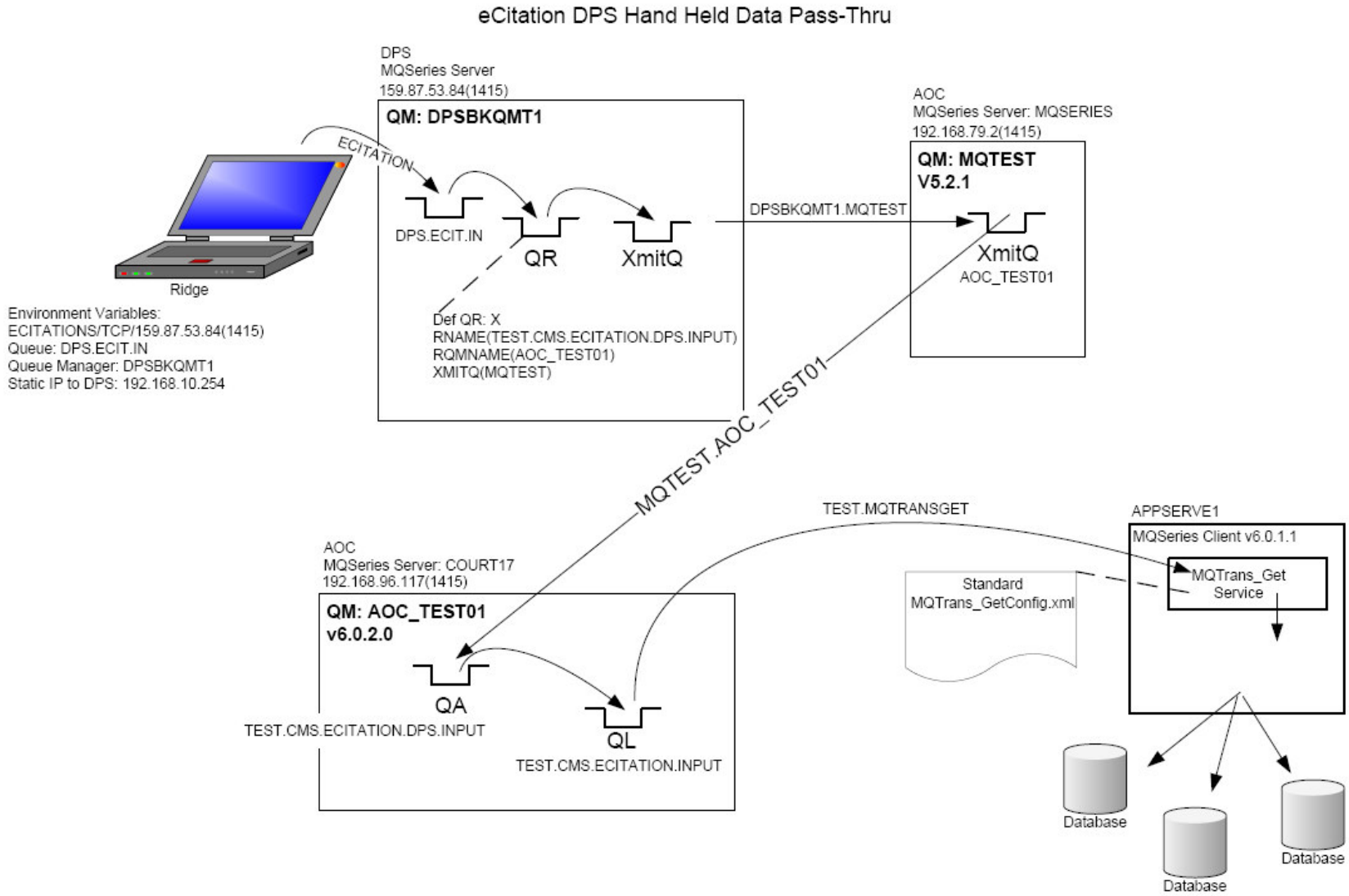


Figure 18 - DPS Test Environment eCitation Pass-Through

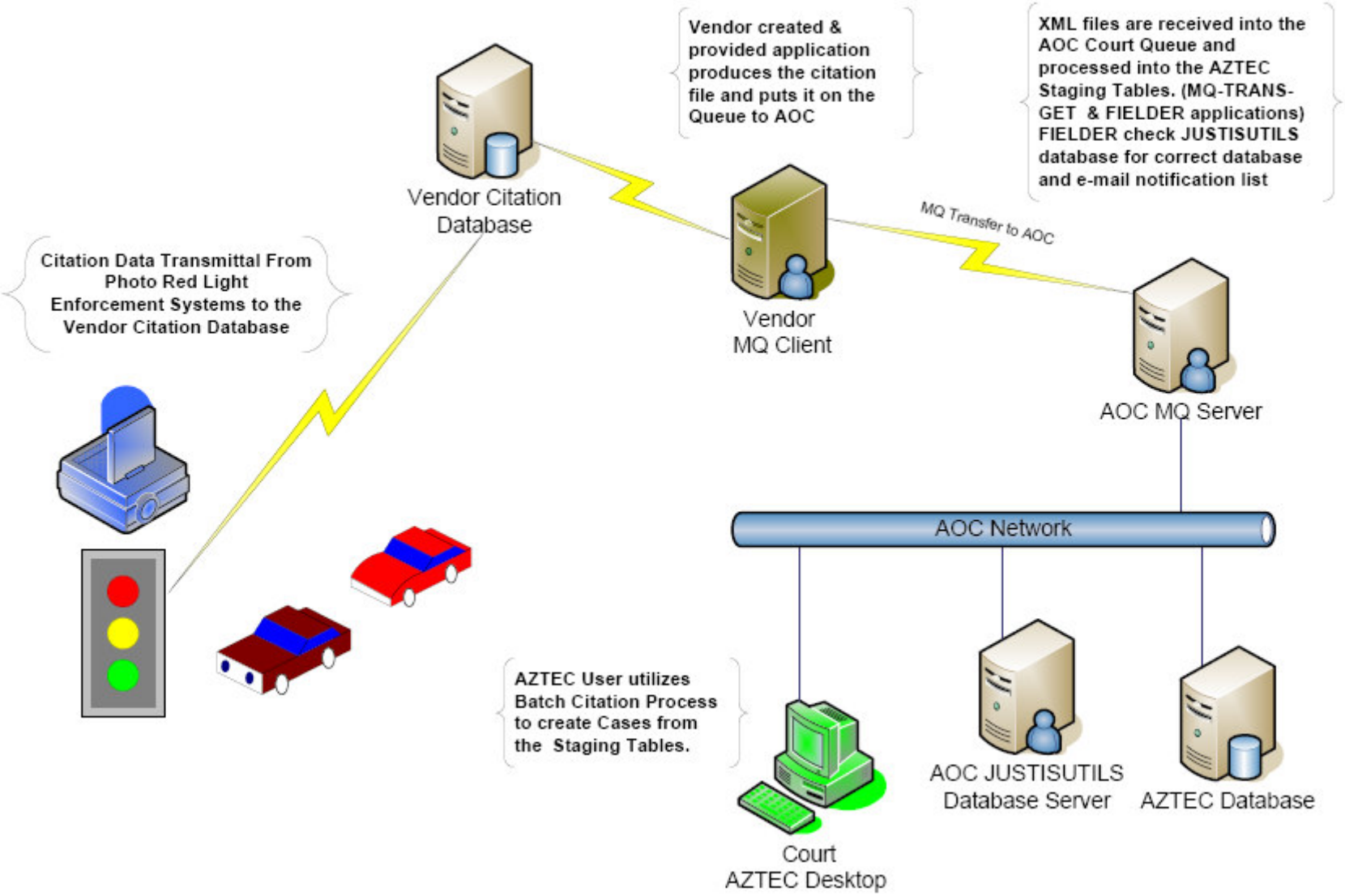


Figure 19 - Vendor eCitation Process

4.2 Appendix B – DPS Photo AZTEC Court Pre-Implementation Checklist

Administrative Office of the Courts
eCitation Projects
AZTEC Court Pre-Implementation Checklist – Version 4

Court Name: Contact Name Phone Number:
Email address:

1. **General information**

a. What type of ecitation project are you implementing?
☐ Photo Enforcement
☐ Ecitation handheld
☐ Other (describe):

b. Is court currently using AZTEC new calendar? ☐ Yes ☐ No (make sure to fill out section 5b)

If no, do you have any knowledge of the new calendar in AZTEC?

2. **How to Calendar**

a. What days of the week can AZTEC auto-schedule traffic CIVIL TRAFFIC citation arraignments?
☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

b. What days of the week can AZTEC auto-schedule CRIMINAL TRAFFIC citation arraignments?
☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Not applicable

c. What is the maximum number to schedule per day?

d. What times can AZTEC auto-schedule the arraignments (is using multiple days – please list time for each day if it varies)?

e. How many days from violation date to arraignment date (for calendaring)?
(AOC recommends 60 days for photo enforcement)

3. **Event Codes**

a. What is the court's "Complaint Filed" Event Code? (We suggest using 5011 for standardization purposes)

b. What is the court's "CAL: Arraignment" Event Code? (We suggest using 5713 for standardization purposes)

4. **Deputy Codes**
A specific deputy code must be in the Deputy Code Table to process batch citations. Please indicate what deputy code you would like to use:

Please note: the system parameters only allow one deputy code to be used, no backup deputy codes can be used. Therefore, the court may want to consider using a "generic" deputy code strictly for batch processing purposes, such as: 99 – Court employee.

5. **AZTEC Calendar Setup**
The AZTEC calendar must be setup to accommodate the arraignment days that the court has selected. The calendar must be created, be OPEN, and be set for the type of hearing (arraignment) associated with a traffic case.

a. Organization ID: This code is associated with the calendar and determines what courtroom is used to schedule. It is provided in the incoming eCitation data. What Org ID will the court use (most courts are using "COURT")?

If your court is not already on the new AZTEC Calendar, please fill out section b.

b. Fill this section out so AOC can set you up on the new AZTEC calendar for scheduling purposes.
Matter Type
Activity Type
Court Room
Case Creation Event Code
The above will be associated with the calendar and the Organization ID.

***Note:* The court must also identify specific, individual days to exclude and make them unavailable on the calendar. For example: holidays, judge vacation days. If there are any such days, please list those here:**

Days when not to schedule:
☐ Normal state holidays
☐ Other days(please specify):

6. **Law Enforcement Codes**
All Law Enforcement Officers who approve eCitations must be entered into the Officer Code Table in AZTEC.

☐ By checking this box, the court is indicating that it has obtained all names from Law Enforcement and the Officer Codes are correct in the AZTEC Officer Code Table.

Note if using handhelds: The officers that will be citing into your court using the ecitation will need to know their AZTEC officer code, since AZTEC & the handhelds will pull their information from the Officer Code table (depending upon your court, this may be the officer's bade number, last name, etc. – you will need to verify what this is).

7. **Charge Codes**
All charge codes that law enforcement can include on the ecitation (handheld) ticket must be in the AZTEC charge code table and must agree with the code sent in the ecitation.

Case category:
a. Within the charge code setup, the case category must be completed with the correct category for this type of case. What case category do you want to use?
Note: normally only a new case category is setup for photo enforcement cases.

OR

☐ I want to continue using the existing standard case categories in my court which are (check all that apply):
☐ TR ☐CR ☐ Other(list all others)

b. The charge codes I want to use are listed below:
Note: This will normally only apply to photo enforcement.

OR

☐ I want to use the existing standard charge codes that are in my court (no new charges need to be set up).

☐ C & D answered - Photo enforcement only ☐ N/A (proceed to number 8)

c. The starting case number for the chosen case category will need to be set. Start with this case number:

d. The starting citation number the court would like to begin with?

OR

☐Vendor will determine citation starting number

Note: Ensure this number does not conflict with existing citation numbers.

8. **Other setup requirements**
a. Citation Prefix Code – a 1 code character that must be a valid AZTEC citation prefix code. *Note: Select the codes that will apply to the agency/ agencies that will be filing the ecitations into your court.*

Check all that apply:
☐ C = City
☐ S = Sheriff
☐ D = DPS

b. Court Type – a 1 code character that must be a valid type of court in AZTEC. Check which one applies:
☐ M = Municipal court
☐ J = Justice court
☐ S = Superior Court

c. Court Location – a 4 digit AZTEC code for your specific court. What is your location code?

Questions about this checklist can be referred to:

(AZTEC questions) Pat McGrath, pmcgrath@courts.az.gov (602)452-3335
(ITD questions) Ridge Franks, rfranks@courts.az.gov (602)452-3567
(Business process questions) Sharleen Decker, sdecker@courts.az.gov (602)452-3183

When completed, please email this form to sdecker@courts.az.gov or fax to (602)452-3480, Attn: Sharleen Decker.

4.3 Appendix C – User Sign Off Forms

AZTEC DPS Photo Enforcement Project Implementation Signoff

Name of Court:
Date:

This box must be completed by the court:

This sign off form must be completed by the court. Please complete the information below and return a signed copy to Sharleen Decker at (602)452-3480. Please note that AOC cannot move forward with full production until we receive this form signed by the court.

The court will have new bond cards, reflecting the standardized charges and bond amounts by this date:

**Note: if the court is delayed in receiving the bond cards, please contact Sharleen Decker at (602)452-3183 or sdecker@courts.az.gov to discuss alternatives.*

I have performed testing of AZTEC batch citation processing and reporting. I approve the implementation of ecitation in the production AZTEC environment.

Signed: _____ Date: _____

Printed Name: _____

Comments:

Administrative Office of the Courts 1-30-08

Figure 20 - CSD eCitation Sign Off Form

PROJECT IMPLEMENTATION USER ACCEPTANCE SIGN OFF

PROJECT NAME:	Apache Junction Justice Court DPS Photo Enforcement e-Citation
DATE:	February 4, 2008

This sign off document will certify that the court user has performed acceptance testing and is ready for production implementation of AZTEC DPS eCitation Photo Enforcement.

APPROVALS

SIGNATURE	DATE	Reviewed/ Approved	Rejected
Apache Junction Justice Court Staff Acceptance User		[]	[]
Apache Junction Justice Court Management		[]	[]
ITD Project Manager (sign above)		[]	[]
Infrastructure Operations Manager (sign above)		[]	[]
ITD Customer Support Center Manager (sign above)		[]	[]
		[]	[]
		[]	[]
		[]	[]
		[]	[]

Reason for Rejection:	
Reservations or Comments:	

Figure 21 - AOC/ITD UAT Sign Off Form

4.4 Appendix D – AOC Support Center Notification List

AZTEC eCitation Outage Notification List

Name	E-Mail
Avondale Municipal	
Abril Ruiz-Ortega	aortega@courts.az.gov
Karina Herrera	kaherrer@courts.az.goc
Zach Brazis - City IT	zachb@avondale.org
Apache Junction Justice	
Summer Dalton	sdalton@courts.az.gov
Kelli Bunker	kbunker@courts.az.gov
Brain Kreklau - County IT	Brian.Kreklau@co.pinal.az.us
Casa Grande Justice	
Karla Buckner	kbuckner@courts.az.gov
Glendale Municipal	
David Garretson - IT	DGarretson@GLENDALEAZ.com
Photo Enforcement MailBox	PhotoRedLight@GlendaleAZ.com
Oro Valley Magistrate	
Rita Gier	rgier@courts.az.gov
Prescott Valley Magistrate	
Judge Carson	kcarson@courts.az.gov
Peoria Municipal	
Toni Hale	thale@courts.az.gov
Cathy Reyes-Castillo	creyesde@courts.az.gov
Brenda Jordan	bjordan@courts.az.gov
Superior Justice	
Angela Buso	abuso@courts.az.gov
Brain Kreklau - County IT	Brian.Kreklau@co.pinal.az.us
Eloy Municipal	
Judge Wilson	cwilson@courts.az.gov
Rachel Ortega	rortega@courts.az.gov
Havasu City Municipal	
Kyle Rimel - Court IT	krimel@courts.az.gov
Norma Mason	nmason@courts.az.gov
Star Valley Municipal	
Amy Myers (Wacker)	awacker@courts.az.gov
Judge Little	dlittle@courts.az.gov
Payson Justice	
Tina Deschaaf	tdeschaa@courts.az.gov
Judge Little	dlittle@courts.az.gov
Globe Justice	
Angela Ramirez	arimare5@courts.az.gov
Mary Navarro	mnavarro@courts.az.gov
Bullhead City Justice	
Kyle Rimel - Court IT	krimel@courts.az.gov
Sheila Engels	sengels@courts.az.gov

Figure 22 - eCitation Outage Notification List

AZTEC eCitation Outage Notification List

Name	E-Mail
Kingman/Cerbat Justice	
Kyle Rimel - Court IT	krimel@courts.az.gov
Laurie Allen	lallen@courts.az.gov
Surprise Municipal	
Kim Oxley - PD IT	Kim.Oxley@surpriseaz.com
Ann Grossnickle	agrossni@courts.az.gov
Sierra Vista Justice	
Cludia Aguilera	caguiler@courts.az.gov
Benson Justice	
Anita Nelson	anelson@courts.az.gov
Bullhead City Municipal	
Kyle Rimel - Court IT	krimel@courts.az.gov
Hopie Ruiz	cruiz@courts.az.gov
Redflex Traffic Systems	
Rohan Gray	rgray@redflex.com
American Traffic Systems	
Mike Savage	mike.savage@atsol.com
James Collins	james.collins@atsol.com

NOTIFY IF ANY OF THE FOLLOWING ARE TRUE	
Production MQ is Down	
Production App Server is Down	
Production SQL Server or JUSTISUTILS DB is Down	
AJIN Network is Down	Good Luck!
AZTEC Servers Down (court1 or court4)	
DPS MQ is Down	

4.5 Appendix E – AZTEC System Parameter Settings

caa00240001	caa00240002	What is it?
ALLOCTYP	A	
AUTOCASE	SEMIAUTO	
BACKDATE	YES	
BARDOCS	N	
BATCHPON	Y	Batch process enabled on Menu
BONDPOST	Y085250799923992611405793	
BONDRFND	Y085250799923992611405793	
CALVIEW	Y	Calendar View Enabled
CASESTAT	P	
CASEVEHC	V	
CIT#MASK	99999999	Character type mask for citation number
CIT#SIZE	8	Citation number length (15 max)
CITCHGDT	Y	
CITCLASS	D	
CITCSSCH	B	Citation schedule option
CITEVENT	5011	Court Specific - Citation Event Code
CITMEAS	R	
CITOPTS	ZERO	
CITPLATE	AZ	
CITSKIP	N	
CONTRECV	N	
COURTESY	N	
DEPUTYSL	SEMIAUTO	
DKTPRLIC	Y	
DKTPRSSN	N	
EDISPO	N	
FILETYPE	1	
FIXIT	N	

Figure 23 - AZTEC System Parameter Table eCitation Modifications

Citation Mask and Size must be "99999999999999" and "14" for Hand Held Citation.

Citation Mask and Size must be "999999999999999" and "15" for Hand Held Citation for Mohave County AZTEC Database only (SC0800 database).

Entries above are default for these two fields. ("99999999" and "8")

4.6 Appendix F - Technical Requirements

This section describes the technical requirements and processes that are involved in retrieving and processing the electronic citation data. If the reader is not interested in the technical details of the XML data files and how they are processed, this section can be skipped.

For help or additional information or to obtain any of the documents mentioned here, please contact:

Information Technology Division, Integration Unit
Arizona Supreme Court – Administrative Office of the Courts
Phone 602-452-3154

4.6.1 Overview

All electronically transmitted citation data, (for AZTEC update) must be in XML format. The foundation for the eCitation XML format is guidelines set forth by The Arizona Criminal Justice Commission (ACJC) Technical Team. This team developed a citation schema utilizing the Global Justice XML Data Model (GJXDM) as a source of reference with the intent that it would serve as the standard for the entire state. The Arizona Citation transaction is composed of eight components:

- **Citation**
- **CitationIssuedLocation**
- **CitationIssuingOfficial**
- **CitationSubject**
- **Vehicle**
- **DrivingIncident**
- **CitationViolation**
- **CourtAppearance**

Citation, CitationSubject and DrivingIncident are extensions created for Arizona, as per the ACJC. The other components are subsets of the Global Justice XML Data Model. In the table below, all eight components are represented in the Group Type column as Citation, Officer, Subject, Vehicle, Incident, Violation and Court Appearance (Citation and CitationIssuedLocation are combined into one).

Elements that are specific to the AZTEC database structure, but were not present in either the GJXDM or ACJC specification are prefixed with "AZTEC". For example, the data field "Calendar Event Code" is represented as "AZTECCalEventCd".

4.6.2 XML Document Structure

Each XML document must be structured in a consistent format so that it can be processed by the ECitation application. Below are the approved formats of the document's Message Body Header and Content. The model sample file – **EcitationSample_v1.3.xml** should be utilized as a template when developing the XML document transferring the citation data.

The mapping of the XML data structure to the record structure in AZTEC is documented in this file: **Ecitation Extended Mapping - AZTEC ATTC-XML-v6.xls.**

The minimum required fields to create a case in AZTEC are documented in: **AZTEC Staging Tables – Minimum Required Data.doc.**

4.6.3 Message Body Header

The Message Body header of the XML document should be structured as outlined below. All Message Body <> tags are required, though the *String* data passed into the tags is not. In addition, all tags are case-sensitive.

```
<?xml version="1.0" encoding="UTF-8"?>
<MQMsgEnv>
        <MsgHeader>
                <MsgStatus>
                        <ErrorString>String</ErrorString>
                        <ErrorInfo>String</ErrorInfo>
                        <ErrorSeverity>String</ErrorSeverity>
                </MsgStatus>
                <MQTransPutConfig>
                        <ReplyToQueue>myReplyQueue</ReplyToQueue>

        <ReplyToQueueManager>myReplyQueueManager</ReplyToQueueManager>
                        <MQUserID>1234567</MQUserID>
                        <InterfaceCD>00004</InterfaceCD>
                </MQTransPutConfig>
        </MsgHeader>
        <MsgContent>
                Message body content, as seen in Section 4.4
        </MsgContent>
</MQMsgEnv>
```

Note: The AOC MQ Manager will provide each entity with the **MQUserID**. For return message receipt, you must supply the AOC with **ReplyToQueue** and **ReplyToQueueManager** information. The **InterfaceCD** should be set to 00001 for non-AZTEC agencies utilizing an existing CMS; 00004 for agencies utilizing AZTEC.

4.6.4 Message Body Content

The Message Body Content – the portion of the XML that encapsulates the citation-related data – resides between the MsgContent opening (<MsgContent>) and closing (</MsgContent>) tags and can contain the parent elements listed on the next page.

All tags must be formatted as displayed and include the appropriate 'prefixes': The **azCite:** prefix designates elements that are specific to the Arizona Citation schema, while those prefixed with a **j:** represent components of the GJXDM schema.

Of the azCite: prefixes, azCite:ArizonaCitationEvent, azCite:ArizonaCitationFormatVersion and azCite:ArizonaCitation are required – and like the tags listed under the Message Body Header, are specific to the structure of the document. Again, all tags are case-sensitive.

```
<azCite:ArizonaCitationEvent schema locations,
                             namespace declarations, etc.>

    <azCite:ArizonaCitationFormatVersion>1.1</azCite:ArizonaCitationFormatVersion>
    <azCite:ArizonaCitation>
        <azCite:Citation>
            Citation information (date, time, etc. citation occurred)
        </azCite:Citation>
        <j:CitationIssuedLocation>
            Citation location information
        </j:CitationIssuedLocation>
        <j:CitationIssuingOfficial>
            Officer information
        </j:CitationIssuingOfficial>
        <j:CitationSubject>
            Subject Information
        </j:CitationSubject>
        <azCite:CitationViolation>
            Charge Information
        </azCite:CitationViolation>
        <j:CourtAppearance>
            Court Information (date, time, location, etc.)
        </j:CourtAppearance>
        <azCite:DrivingIncident>
            Driving Incident information (if applicable)
        </azCite:DrivingIncident>
        <j:Vehicle>
            Vehicle information (if applicable)
        </j:Vehicle>
    </azCite:ArizonaCitation>
</azCite:ArizonaCitationEvent>
```

4.6.5 Other Important Notes

- Schema location and namespace declarations are required and are typically formatted in the following manner:
  <azCite:ArizonaCitationEvent
  xsi:schemaLocation="http://localhost/azcitation/1.0
  S:/CJI/GJXDM/Citations/AZ_Cite/CitationSchema1.0/schema/CitationDocument.xsd"
  xmlns:j-usps=http://www.it.ojp.gov/jxdm/3.0.2/proxy/usps_states/1.0
  xmlns:unece="http://www.it.ojp.gov/jxdm/unece_rec20-misc/1.0"
  xmlns:j="http://www.it.ojp.gov/jxdm/3.0.2"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:usps="http://www.it.ojp.gov/jxdm/usps_states/1.0"
  xmlns:j-ncic=http://www.it.ojp.gov/jxdm/3.0.2/proxy/ncic_2000/1.0.1
  xmlns:nibrs="http://www.it.ojp.gov/jxdm/nibrs_misc/1.0"
  xmlns:j-xsd=http://www.it.ojp.gov/jxdm/3.0.2/proxy/xsd/1.0
  xmlns:azCite="http://localhost/azcitation/1.0"
  xmlns:ansi_d20="http://www.it.ojp.gov/jxdm/ansi_d20/1.0"
  xmlns:j-nibrs=http://www.it.ojp.gov/jxdm/3.0.2/proxy/nibrs_misc/1.0
  xmlns:ncic="http://www.it.ojp.gov/jxdm/ncic_2000/1.0.1"
  xmlns:j-ansi_d20="http://www.it.ojp.gov/jxdm/3.0.2/proxy/ansi_d20/1.0">

- ArizonaCitationFormatVersion must be set to 1.1 – the current state schema version number, as designated by the ACJC – unless directed otherwise by the AOC.

4.7 Appendix F - Glossary

ACJC The Arizona Criminal Justice Commission (ACJC) was created in 1982 to carry out various coordinating, monitoring and reporting functions regarding the administration and management of criminal justice programs in Arizona.

It serves as a resource and service organization for Arizona's criminal justice community on a variety of issues ranging from drugs, gangs and victim assistance to record improvement programs. The Commission also works to facilitate information and data exchange among statewide criminal justice agencies.

AJIN The Arizona Judicial Information Network is a state-of-the-art Frame Relay/MPLS network extending to 145 courts and 26 standalone juvenile probation and detention sites statewide. The Judiciary has responsibility for the expansion, enhancement, and maintenance of the network to meet bandwidth requirements, and for working with communications providers to assure uninterrupted system availability.

API An application program interface is a set of routines, protocols, and tools for building software applications. APIs ensure all programs have similar interfaces making it easier for users to learn new programs.

ATTC Arizona Traffic Ticket and Complaint – The standard paper traffic citation used throughout the State of Arizona.

GJXDM The Global Justice XML Data Model (GJXDM or Global JXDM) is a data reference model for the exchange of information within the justice and public safety communities. Sponsored by the United States Department of Justice, Office of Justice Programs, it is a comprehensive product that includes a data model, a data dictionary and an XML schema that together is known as the Global JXDM.

This XML standard was designed specifically for criminal justice information exchanges, providing law enforcement, public safety agencies, prosecutors, public defenders and the judicial branch with a tool to effectively share data and information in a timely manner.

The Global JXDM removes the burden from agencies to independently create exchange standards and because of its extensibility, there is more flexibility to deal with unique agency requirements and changes. Through the use of a common vocabulary that is understood system-to-system, the Global JXDM enables access from multiple sources and reuse in multiple applications.

MDC Mobile Data Computer – Laptop computer programmed for Law Enforcement use in a police vehicle.

MQ IBM WebSphere Message Queue (MQ) is utilized as a standard for messaging across multiple platforms, including Windows, Linux, IBM and Unix.

There are two parts to message queuing:

1) *Messages* are collections of binary or ASCII data that have some meaning to a participating program. As in other communications protocols, storage, routing and delivery information is added to the message before transmission and stripped from the message prior to delivery to the receiving application.

2) *Message queues* are objects that store messages in an application. A Queue Manager is a Websphere MQ prerequisite and system service that provides a logical container for the message queue and is responsible for transferring data to other queue managers via message channels.

There are several advantages to this technology:

- Messages do not depend on pure packet-based transmissions, such as TCP/IP. This allows the sending and receiving ends to be decoupled and potentially operate asynchronously.
- Messages will be delivered once and once only, irrespective of errors and network problems.

SmartExport A Hand Held Vendor utility that produces citation data from portable handheld devices in version specific formats.

SmartPrint SmartPrint is Hand Held Vendor utility that allows users to print original citations with signatures on 8-1/2" x 11" sheets of paper from .csv and .jpg files.

XML Extensible Markup Language (XML) is a flexible way to create common information formats and share both the format and the data on the World Wide Web, intranets, and elsewhere.

XML is a formal recommendation from the World Wide Web Consortium (W3C) and is similar to the language of today's Web pages, the Hypertext Markup Language (HTML).
Both XML and HTML contain markup (<>) symbols to describe the contents of a page or file. HTML, however, describes the content of a Web page (mainly text and graphic images) only in terms of how it is to be displayed and interacted with. For example, the letter "p" placed within markup tags starts a new paragraph.

XML describes the content in terms of what data is being described. For example, the word "PhoneNum" placed within markup tags could indicate that the data that followed was a phone number. This means that an XML file

can be processed purely as data by a program or it can be stored with similar data on another computer or, like an HTML file, that it can be displayed.

End of Document