

Administrative Office of the Courts



Information Technology Division

Reference Guide For eCitation Projects

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AZTEC Photo Enforcement eCitation Projects

Reference Guide

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1. Introduction

This Reference Guide was written to help the Administrative Office of the Court (AOC), and any court that wants to participate in an electronic citation (eCitation) program, to understand the components and processes involved to implement the program in an AZTEC court.

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.

1.1 AZTEC Case Management System

The eCitation process automates the posting of citation data by transferring it from the citation originator, through IBM Websphere™ Message Queue (MQ) to the AOC, 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.

1.2 Non-AZTEC Case Management System

This process also allows for eCitation data transmission to non-AZTEC court systems using the MQ protocol. The AOC does not process this data, but either passes it through to another MQ Server or holds the data in a queue for an outside court to retrieve at their convenience.

As of June 2012, the non-AZTEC court process is in effect for these jurisdictions: Prescott consolidated, Pima consolidated, Maricopa County Justice Courts, and Phoenix Municipal Court.

There are other courts that support the eCitation functionality but they do not pass data through the AOC, but communicate directly with vendors or Law Enforcement to obtain the citation data. These eCitation initiatives are implemented and supported at the local level.

1.3 eCitation Data Format

The citation data must be transferred to AOC in a standard Extensible Markup Language (XML) format. Other formats of data can be transferred with the XML such as CSV and JPG, (for purposes other than updating the CMS). This data is saved for use by other applications like the statewide eCitation Repository, (used by an application called Smart Print to reproduce citations), or a non-AZTEC CMS.

There are currently 2 versions of the XML structure in use, version 1.1 is used by most vendors. Version 1.2 is used by DPS only. Version 1.2 PHX is a local variation of version 1.2 and is used only by the Phoenix Police Department for the Phoenix

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Municipal Court. Version 1.2 and 1.2 PHX vary only by the addition of new tags to the 1.1 structure.

These eCitation data file rules do not apply to the self-supporting eCitation courts. (Scottsdale, Mesa, Tempe, Paradise Valley, Gilbert, Tucson, and there may be more).

Figure 1 on the next page is a high level overview of the eCitation process.

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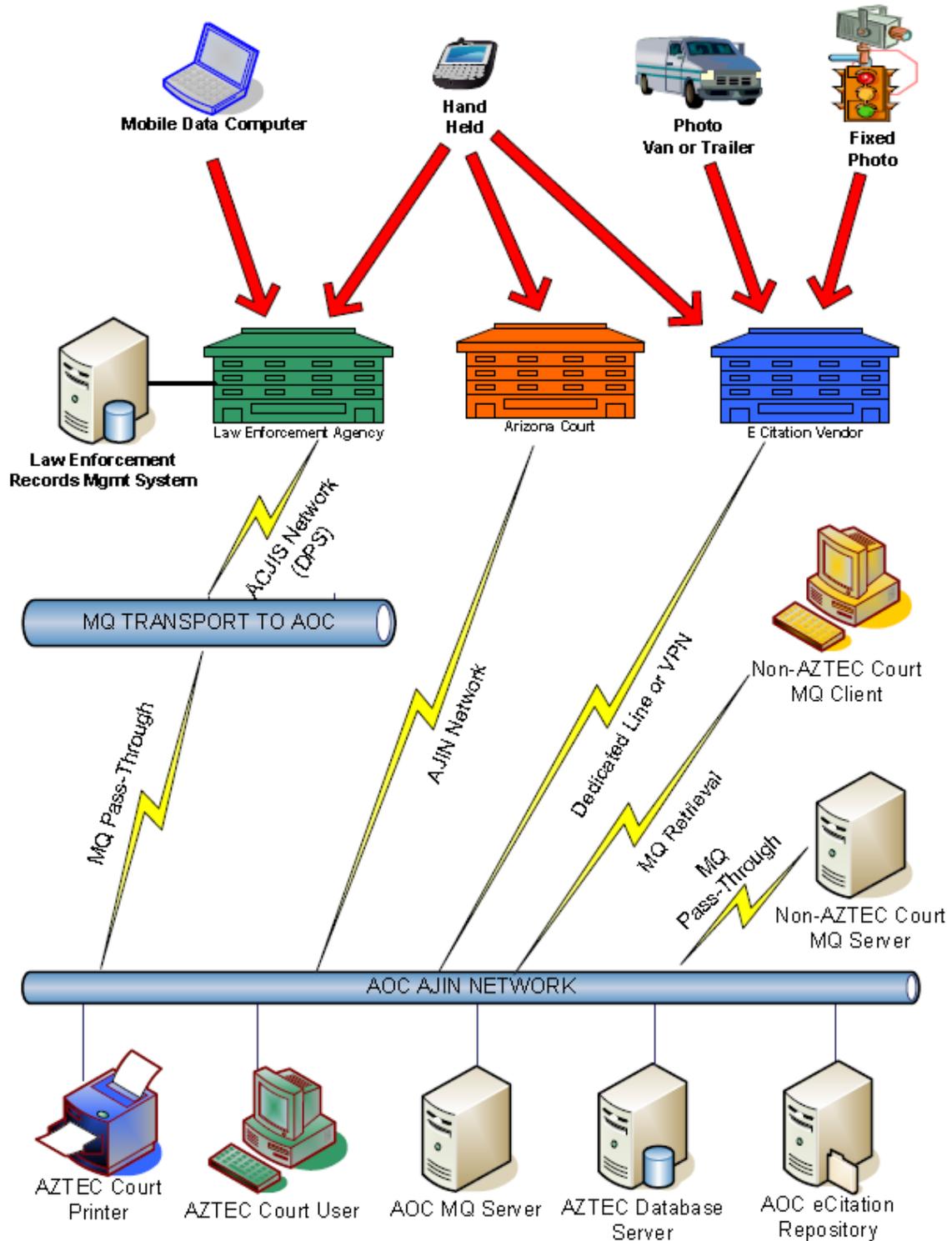


Figure 1 - eCitation Process

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1.4 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 (ATTTC, figure 2) and require that any substantial variation from the published form be approved by the Supreme Court. The Court has authorized, via Administrative Order No. 2004-51, the Executive Director of the AOC to approve substantial variations.

Figure 3 is a Vendor produced photo citation that is mailed to the defendant and sent to the court.

Figure 4 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 from a Hand Held device.

Figure 5 is a sample from the DPS eCitation print utility called Citation Explorer.

Courts may immediately begin implementing a pre-approved variation after notification to AOC Court Services Division and receiving its subsequent acknowledgement.

Notification and questions regarding approval of a substantial variation should be directed to:

Court Services Specialist

Court Services Division

Arizona Supreme Court – Administrative Office of the Courts

Phone 602-452-3815

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ARRAIGNMENT						SPECIAL NOTES			
Charges	Not Guilty	Not Responsible	No Contest	Guilty	Responsible	Defendant Signature			
A									
B									
C									
D									
E									
<input type="checkbox"/> Possible Criminal Rule 11 <input type="checkbox"/> State Seeks Jail <input type="checkbox"/> Interpreter Required <input type="checkbox"/> Spanish <input type="checkbox"/> Other _____ <input type="checkbox"/> Attorney Notice of Appearance _____						CONDITIONS OF RELEASE <input type="checkbox"/> Own Recognizance <input type="checkbox"/> Plus Special Conditions, See Release Order <input type="checkbox"/> Bond / Deposit Amount _____ <input type="checkbox"/> Set Review Hearing _____ <input type="checkbox"/> Appoint Attorney _____			
*By my signature, I hereby waive my right to trial, enter a plea of guilty or responsible for the violation and consent to judgment imposing the prescribed fine or civil sanction.									
SETTINGS									
<input type="checkbox"/> Pretrial Set for _____ <input type="checkbox"/> Trial Set for _____ <input type="checkbox"/> Jury <input type="checkbox"/> Bench _____ <input type="checkbox"/> Civil Hearing Set for _____									
Date / Judge's Initials									
JUDGMENTS AND ORDERS OF THE COURT									
A		B		C		D		E	
<input type="checkbox"/> COP	<input type="checkbox"/> Civil Hearing	<input type="checkbox"/> COP	<input type="checkbox"/> Civil Hearing	<input type="checkbox"/> COP	<input type="checkbox"/> Civil Hearing	<input type="checkbox"/> COP	<input type="checkbox"/> Civil Hearing	<input type="checkbox"/> COP	<input type="checkbox"/> Civil Hearing
<input type="checkbox"/> No Contest	<input type="checkbox"/> Not Resp	<input type="checkbox"/> No Contest	<input type="checkbox"/> Not Resp	<input type="checkbox"/> No Contest	<input type="checkbox"/> Not Resp	<input type="checkbox"/> No Contest	<input type="checkbox"/> Not Resp	<input type="checkbox"/> No Contest	<input type="checkbox"/> Not Resp
<input type="checkbox"/> Guilty	<input type="checkbox"/> Responsible								
<input type="checkbox"/> Responsible		<input type="checkbox"/> Responsible		<input type="checkbox"/> Responsible		<input type="checkbox"/> Responsible		<input type="checkbox"/> Responsible	
TRIAL	<input type="checkbox"/> Not Guilty								
<input type="checkbox"/> Jury	<input type="checkbox"/> Guilty								
<input type="checkbox"/> Bench	<input type="checkbox"/> Grant Rule 20	<input type="checkbox"/> Bench	<input type="checkbox"/> Grant Rule 20	<input type="checkbox"/> Bench	<input type="checkbox"/> Grant Rule 20	<input type="checkbox"/> Bench	<input type="checkbox"/> Grant Rule 20	<input type="checkbox"/> Bench	<input type="checkbox"/> Grant Rule 20
<input type="checkbox"/> See Minute Entry for Sentence Details <input type="checkbox"/> Probation _____ Months <input type="checkbox"/> Defendant Ordered Not to Return to: <input type="checkbox"/> Incident Location _____ <input type="checkbox"/> Restitution _____ <input type="checkbox"/> Fine / Sanction _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Only if requirements are met <input type="checkbox"/> Pay _____ <input type="checkbox"/> By _____ At Rate Of _____ Beginning _____ <input type="checkbox"/> Or Proof of: <input type="checkbox"/> Community Services Total Hours _____ By _____ <input type="checkbox"/> Insurance By _____ <input type="checkbox"/> Registration By _____ <input type="checkbox"/> _____ By _____ <input type="checkbox"/> With Proof, Reduce Amount to be paid to: _____		<input type="checkbox"/> See Minute Entry for Sentence Details <input type="checkbox"/> Probation _____ Months <input type="checkbox"/> Defendant Ordered Not to Return to: <input type="checkbox"/> Incident Location _____ <input type="checkbox"/> Restitution _____ <input type="checkbox"/> Fine / Sanction _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Only if requirements are met <input type="checkbox"/> Pay _____ <input type="checkbox"/> By _____ At Rate Of _____ Beginning _____ <input type="checkbox"/> Or Proof of: <input type="checkbox"/> Community Services Total Hours _____ By _____ <input type="checkbox"/> Insurance By _____ <input type="checkbox"/> Registration By _____ <input type="checkbox"/> _____ By _____ <input type="checkbox"/> With Proof, Reduce Amount to be paid to: _____		<input type="checkbox"/> See Minute Entry for Sentence Details <input type="checkbox"/> Probation _____ Months <input type="checkbox"/> Defendant Ordered Not to Return to: <input type="checkbox"/> Incident Location _____ <input type="checkbox"/> Restitution _____ <input type="checkbox"/> Fine / Sanction _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Only if requirements are met <input type="checkbox"/> Pay _____ <input type="checkbox"/> By _____ At Rate Of _____ Beginning _____ <input type="checkbox"/> Or Proof of: <input type="checkbox"/> Community Services Total Hours _____ By _____ <input type="checkbox"/> Insurance By _____ <input type="checkbox"/> Registration By _____ <input type="checkbox"/> _____ By _____ <input type="checkbox"/> With Proof, Reduce Amount to be paid to: _____		<input type="checkbox"/> See Minute Entry for Sentence Details <input type="checkbox"/> Probation _____ Months <input type="checkbox"/> Defendant Ordered Not to Return to: <input type="checkbox"/> Incident Location _____ <input type="checkbox"/> Restitution _____ <input type="checkbox"/> Fine / Sanction _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Only if requirements are met <input type="checkbox"/> Pay _____ <input type="checkbox"/> By _____ At Rate Of _____ Beginning _____ <input type="checkbox"/> Or Proof of: <input type="checkbox"/> Community Services Total Hours _____ By _____ <input type="checkbox"/> Insurance By _____ <input type="checkbox"/> Registration By _____ <input type="checkbox"/> _____ By _____ <input type="checkbox"/> With Proof, Reduce Amount to be paid to: _____		<input type="checkbox"/> See Minute Entry for Sentence Details <input type="checkbox"/> Probation _____ Months <input type="checkbox"/> Defendant Ordered Not to Return to: <input type="checkbox"/> Incident Location _____ <input type="checkbox"/> Restitution _____ <input type="checkbox"/> Fine / Sanction _____ <input type="checkbox"/> Suspend <input type="checkbox"/> Only if requirements are met <input type="checkbox"/> Pay _____ <input type="checkbox"/> By _____ At Rate Of _____ Beginning _____ <input type="checkbox"/> Or Proof of: <input type="checkbox"/> Community Services Total Hours _____ By _____ <input type="checkbox"/> Insurance By _____ <input type="checkbox"/> Registration By _____ <input type="checkbox"/> _____ By _____ <input type="checkbox"/> With Proof, Reduce Amount to be paid to: _____	
Date of Disposition:		Date of Disposition:		Date of Disposition:		Date of Disposition:		Date of Disposition:	
Disposition Code:		Disposition Code:		Disposition Code:		Disposition Code:		Disposition Code:	
Fine:		Fine:		Fine:		Fine:		Fine:	
Jail:		Jail:		Jail:		Jail:		Jail:	
Date / Judge's Initials									
AMENDMENT / DISMISSAL									
A		B		C		D		E	
On Motion of:		On Motion of:		On Motion of:		On Motion of:		On Motion of:	
<input type="checkbox"/> State	<input type="checkbox"/> Defendant								
<input type="checkbox"/> Court		<input type="checkbox"/> Court		<input type="checkbox"/> Court		<input type="checkbox"/> Court		<input type="checkbox"/> Court	
Amend _____		Amend _____		Amend _____		Amend _____		Amend _____	
<input type="checkbox"/> Dismiss <input type="checkbox"/> With Prejudice		<input type="checkbox"/> Dismiss <input type="checkbox"/> With Prejudice		<input type="checkbox"/> Dismiss <input type="checkbox"/> With Prejudice		<input type="checkbox"/> Dismiss <input type="checkbox"/> With Prejudice		<input type="checkbox"/> Dismiss <input type="checkbox"/> With Prejudice	
<input type="checkbox"/> Without Prejudice		<input type="checkbox"/> Without Prejudice		<input type="checkbox"/> Without Prejudice		<input type="checkbox"/> Without Prejudice		<input type="checkbox"/> Without Prejudice	
Date / Judge's Initials									

Reverse Side Complaint Copy

Figure 3 - Standard ATTC (Page 2)

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

Prescott Valley Magistrate Court, Yavapai County

IHSSAN RIFAI
 3222 W MOHAWK LN
 PHOENIX AZ 85027

Arizona Traffic Ticket and Complaint



Complaint # 07008621		Case #	Military	<input type="checkbox"/> Accident <input type="checkbox"/> Fatality	<input type="checkbox"/> Serious Physical Injury	<input type="checkbox"/> Commercial <input type="checkbox"/> Her Material	DR #	GRID #
Driver's License Number D03869360		State AZ	Class	Endorsements M H N P T X D			Agency Use	
DEFENDANT		IHSSAN RIFAI						
Residential Address/Working 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
Registered Owner ZEYAD RIFAI		Address 3222 W MOHAWK LN, PHOENIX, AZ 85027					Expiration 10/15/2007	
Vehicle Identification Number								

ON	Month MARCH	Day 24	Year 2007	Time 1:08 pm	AM <input type="checkbox"/> PM <input checked="" type="checkbox"/>	SPEED	Approx. 52	Posted 35	R&P	Boat	Speed Measurement Device
AT	Location N. GLASSFORD HILL RD & E. LONG LOOK DR NB										

A	Section	ARS/ICC 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

WAYNE NELSON, Complainant 22
 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. Feilen, Clerk of the Court

If the sanction/fee 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 4 - Sample Photo Vendor Citation

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GLENDALE, AZ - CITATION

Citation #: **103200007**

County: **GL** Date/Time: **11/28/2007 8:43 AM**

VIOLATOR

First Name: **SHRAMAN** Middle:
 Last: **HARAN** DOB: **06/19/1984**
 Address: **1457 W FLAMBO**
 City: **CHANDLER** State: **AZ** Zip: **85248**
 Hgt: **5'11"** Eyes: **BLK** Origin:
 Wgt: **185** Sex: **M** Hair: **BK**
 DL #: **D000015252** 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: **4DS0**
 VIN: **1G1ND62FX4M613000**

Reg. Owner Name: **SOPHIA ANALISA TWENTY EIGHT**
 Reg. Owner Addr: **13415 W CARIBBEAN LN**
 Same as Def: **N**

LOCATION

Upon a Public Street or Highway or Other Location Name: **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** Harmat: **N** Accident: **N** Victim: **Y**
AGGRESSIVE DRIVING

28-095A Committed A: **CRIMINAL TRAFFIC** Type1: **ARS** DV1: **N**
 Disposition Code: Disposition Date: Bail/Offense:

YIELD SIGN VIOLATION

28-055C Committed B: **CIVIL TRAFFIC** Type2: **ARS** DV2: **N**
 Disposition Code: Disposition Date: Bail/Offense:

SPEED NOT TO IMPEDE TRAFFIC

28-704A Committed C: **CIVIL TRAFFIC** Type3: **ARS** DV3: **N**
 Disposition Code: Disposition Date: Bail/Offense:

Committed D: Type4: DV4: **N**
 Disposition Code: Disposition Date: Bail/Offense:

Committed E: Type5: DV5: **N**
 Disposition Code: Disposition Date: Bail/Offense:

COURT INFORMATION

GLENDALE MUNICIPAL COURT
909 WEST EAST AVE
GLENDALE, AZ 85302
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. §29-1557).

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. §29-1557).

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: *Shygy Haran*
 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: *Barbara Wilsa*
 Officer ID: **H255** DP8 Looator Code: **63040608**
 Vehicle #: LaserRadar #: **LASER DUDE**
 Case number:
 Supplement: No Case Report: **N**
 Agency Name: **PINAL CO SHERIFF'S DEPT**

Figure 5 - Sample SmartPrint Citation

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1.5 Initiating an eCitation Project

The AZTEC Court must contact the AOC Customer Support Center (602-452-3900 or 1-855-229-3900) to create a Customer Support Center Request for the implementation of an eCitation program at the court. This request is no different from a request for the installation of any other statewide court application.

1.5.1 eCitation Initial Contact

The AOC eCitation ITD Implementation Coordinator will contact the court and/or law enforcement to obtain details about the implementation. The information below should be provided by the local eCitation implementation team.

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? _____	

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1.5.2 eCitation Checklist

Upon notification that an AZTEC court will implement an eCitation program, a staff member from the Court Services Division (CSD) will contact the court and provide the court with an eCitation checklist to obtain AZTEC specific information about the court.

The eCitation checklist, substantial variation request form, and additional eCitation information is available at the following website:

<http://www.azcourts.gov/courtservices/CourtOperationsUnit/ArizonaTrafficTicketandComplaintATTC.aspx>

The following information will also be collected from the court's database:

- 1) An electronic list of all active charge codes. There are thousands of charges in each AZTEC database, so the court and Law Enforcement must choose a subset for the citation device.
- 2) All Law Enforcement Officer Codes and other code table values that will be used in creating the XML eCitation data file: Hair, Eyes, Driver License Endorsement, License Plate Type, Interpreter, etc.

This information is provided to the vendor, usually by the Law Enforcement Agency that has the contract with the vendor, so that they can build the correct data into the XML eCitation data file.

There is specific information must be provided by each court(on the Checklist from the Website above).

- AZTEC Deputy Code (code for the AZTEC user who will run the eCitation batch process).
- Court Location – 4 digits
- Court Type (M or J)
- Calendar Event Code – 4 digits for the Arraignment event – could be different values for Civil vs Criminal or different days of the week, or Adult vs Juvenile.
- Arraignment Date Schedule – What days of the week, times and how far in the future.
- Organization ID – ID required for the AZTEC Auto calendar function.

The court and Law Enforcement must work together to ensure that all of this information is provided to the vendor.

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1.6 eCitation Tracks

There are two independent, high level functional tracks for eCitation implementation:

- Hand Held/MDC/Desktop eCitation
- Photo Enforcement

1.6.1 Hand Held/MDC/Desktop

- **Advanced Public Safety (APS) Hand Held (Pocket Citation)**
– This eCitation product runs on Hand Held devices that run Windows[®] Mobile operating system. The product is purchased by individual Law Enforcement Agencies. The data is captured at the local Law Enforcement Agency and transmitted to the AOC. The SmartPrint utility, used by courts to reproduce a citation, is another product from this company.
- **APS MDC and Desktop (QuickTicket)** – This eCitation product runs on MDC and desktop devices that run Windows[®] operating system. The product is purchased by individual Law Enforcement Agencies. The data is captured at the local Law Enforcement Agency and transmitted to the AOC. There will be a SmartPrint-like utility, used by courts to reproduce a citation, from this company.
- **azTraCS** – This eCitation product runs on any device that runs a full version of the Windows[®] operating system, including Hand Helds, MDC's and desktops. The product was purchased by ADOT/DPS and is available to any AZ Law Enforcement Agency. DPS is currently implementing the product in their patrol cars and motorcycles, citing into selected county Justice Courts. DPS plans to produce a desktop application that will allow courts to print the citation from the XML data.
- **Brazos Technologies** – This eCitation product runs on Hand Held devices that run Windows[®] operating system. The product is purchased by individual Law Enforcement Agencies. The vendor captures the data from the devices and transfers it to their company servers. From there the data is transmitted to the AOC. Court users log into the vendor's Web site to reproduce citations.
- **Saltus Technologies** – This eCitation product runs on Hand Held devices that run Windows[®] operating system. The product is purchased by individual Law Enforcement Agencies. The vendor captures the data from the devices and transfers it to their company servers. From there the data is transmitted to the AOC. Court users log into the vendor's Web site to reproduce citations.
- **Justice EZTRAC** – This eCitation product runs on desktop computers that run Windows[®] operating system. The product is purchased by individual

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Law Enforcement Agencies. The vendor captures the data from the devices and transfers it to their company servers. From there the data is transmitted to the AOC. Court users log into the vendor's Web site to reproduce citations. (Company name is Streetime Technologies.)

- **Variations** – The Oro Valley Magistrate court transfers data directly to the AOC because there is no dedicated connection from the Police Department to the DPS network to enable MQ transmission.

The Quartzsite Justice court also transmits directly to the AOC because the Motor Vehicle Department (MVD) Officers who use the devices do not have a connection to the DPS network. (Both use APS Hand Held devices).

Flagstaff Municipal employs a unique implementation that uses custom AZTEC Staging Tables, a custom XML build and MQ transmission process, and a custom eCitation batch process.

1.6.2 Photo Enforcement

There are currently two photo vendors, (known to the AOC and using the AOC eCitation processes), that supply eCitation functionality to Arizona Law Enforcement Agencies. The self-supporting jurisdictions may use vendors other than the two described here.

- **Redflex** – The photo devices capture the infraction data and transfer it to the vendor server. The vendor then transmits the XML citation data to the AOC. The product is purchased by the individual AZ Law Enforcement Agency. Court users log into the vendor's Web site to view and reproduce citations.
- **American Traffic Solutions (ATS)** – The photo devices capture the infraction data and transfer it to the vendor server. The vendor then transmits the XML citation data to the AOC. The product is purchased by the individual AZ Law Enforcement Agency. Court users log into the vendor's Web site to view and reproduce citations.

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1.7 eCitation Process

1.7.1 MQ Process

eCitation data transfers to the AOC via MQ. MQ is a file transfer protocol that guarantees delivery to the recipient computer system. There are MQ Routing tables that determine where the incoming data should be sent. If the destination court is an AZTEC court supported by the AOC then the data is routed to the AOC eCitation MQ Queue where it is processed into the AZTEC database. If the court location is a non-AZTEC court, the data is routed to the appropriate MQ Queue for that particular court.

1.7.2 MQTRANS

MQTRANS is a dedicated legacy server application that processes incoming eCitation data files into AZTEC eCitation Staging Tables. MQTRANS has been replaced by a trigger process but is still running for the Coconino eCitation implementation. Messages can also be submitted manually to the MQTRANS process if the trigger process cannot process a message or group of messages. 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 which database to write to, get connection strings, and to obtain the e-mail distribution list. This process is 100% automated.

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. (Figure 8).

1.7.3 eCitation Trigger Process

MQTRANS has been replaced by an eCitation trigger process. Whenever a message arrives in the eCitation Queue, the trigger is activated to process the message. Instead of the JUSTISUTILS database, the trigger process uses the ESBUTILS database. ESBUTILS is a newer version of JUSTISUTILS. E-mails are sent to a predetermined distribution list if the process fails or if any citations cannot be processed. The ESBUTILS database is read to determine which database to write to, get connection strings, and to obtain the e-mail distribution list. This process is 100% automated.

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 trigger process. If the sending vendor is DPS, then the XML file is also written to the TRACS eCitation Repository by the trigger process.

The trigger process runs in the same environment depicted in Figure 8 but uses the ESBUTILS database.

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The trigger also writes to a SQL Server Audit Log database to record all citations written to AZTEC Staging Tables.

Sample e-mail messages from the trigger process:

Successful Transactions

```
09/05/2012 10:58:57,111 AM Citation 14080008090272 processed successfully----- For Court: C1447; VendorID: 0116vnd01
09/05/2012 10:58:57,220 AM Citation 14080008090273 processed successfully----- For Court: C1447; VendorID: 0116vnd01
09/05/2012 10:58:57,330 AM Citation 14080008090265 processed successfully----- For Court: C1447; VendorID: 0116vnd01
09/05/2012 10:58:57,423 AM Citation 14080008090268 processed successfully----- For Court: C1447; VendorID: 0116vnd01
```

Error/Warning Transactions

```
09/05/2012 11:31:19,195 AM WARNING! Citation 07010007161525 XML element j:Residence/./j:LocationPostalCodeIDj:ID has been truncated to 9 characters----- For Court: C0760; VendorID: 0116vnd01
09/05/2012 11:31:19,226 AM WARNING! Citation 07010007161525 XML element j:VehicleModelCode has been truncated to 6 characters----- For Court: C0760; VendorID: 0116vnd01
09/05/2012 11:31:19,929 AM WARNING! Citation 07010007161527 XML element j:VehicleModelCode has been truncated to 6 characters----- For Court: C0760; VendorID: 0116vnd01
09/05/2012 11:31:20,039 AM WARNING! Citation 07010007161528 XML element j:Residence/./j:LocationPostalCodeIDj:ID has been truncated to 9 characters----- For Court: C0760; VendorID: 0116vnd01
09/05/2012 11:31:20,179 AM WARNING! Citation 07010007161529 XML element j:Residence/./j:LocationPostalCodeIDj:ID has been truncated to 9 characters----- For Court: C0760; VendorID: 0116vnd01
```

1.7.4 AZTEC Batch Citation Overview

The AZTEC Batch Citation process has two functions:

- 1) To automatically create AZTEC cases from electronic citation data transmitted by the Officer
- 2) To automatically calendar arraignment dates in AZTEC calendar and update the AZTEC Register of Actions with the docket events.

Running the Batch/Import Posting process is an interactive function performed by a designated 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 is completed. (Figure 7).

If there are any citations that have data issues that prevent the case creation, those citations will remain in the Staging Tables. These citations can be fixed or deleted interactively by the AZTEC user within the Citation Fix Screen.

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Figure 7 - 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.

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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

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 8 - Sample AZTEC Batch Report

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eCitation XML Processing Channels

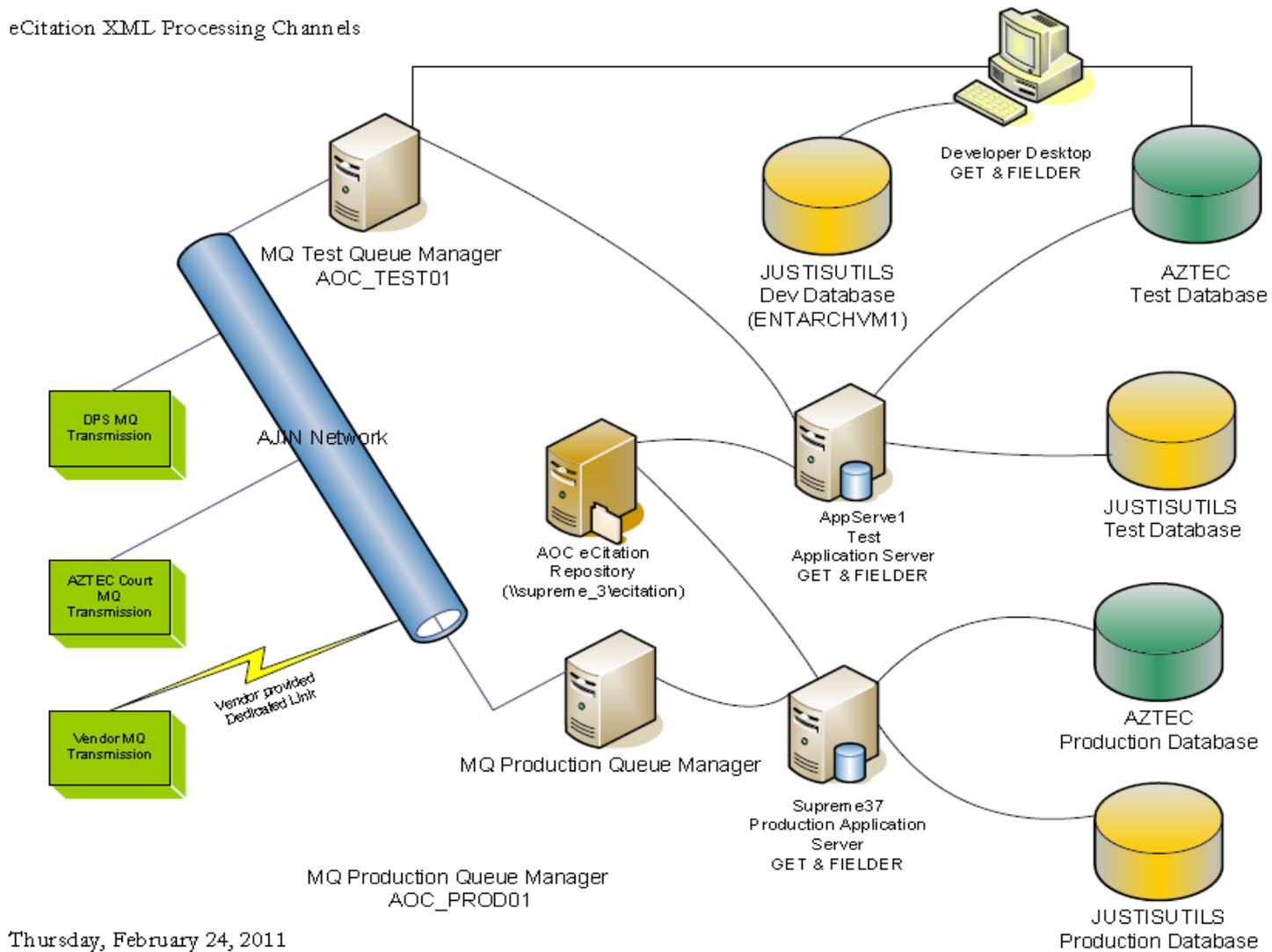


Figure 9 - MQ Fielder Process

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2. Testing and Implementation

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.

Because the Photo Enforcement eCitation process is a tried and true controlled environment, full testing is not required. In the case of Photo Enforcement, 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. These cases are then deleted. AZTEC Court User sign-off must be obtained before production implementation.

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

Participant Categories
<u>ITD Implementation Lead</u> - The AOC IT Staff person who is driving the implementation.
<u>CSD Business Lead</u> - CSD Staff person who is driving the implementation effort for the Court Services Division.
<u>CSD Automated Services Unit (ASU) Staff</u> – Court Services representatives who will assist with the implementation by serving as a liaison with the court and providing hands-on expertise configuring the AZTEC system.
<u>AOC Customer Support Center</u> – Support for the implementation and post-implementation.
<u>Vendor</u> – 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.
<u>AZTEC Court Staff</u> - Provide AZTEC user expertise and assistance to the team for court specific requirements and AZTEC modifications.
<u>Local IT Staff</u> – May be City, County, Law Enforcement, or Court IT.
<u>DPS MQ Staff</u> - 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.
<u>Law Enforcement</u> - Provide expertise in Law Enforcement Hand Held data requirements. Provide Hand Held Test Data. Provide Docking Station computers. Provide support for the Docking Stations.

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2.1 Implementation Overview

2.1.1 Law Enforcement eCitation

Law Enforcement eCitation devices are comprised of Hand Helds, Mobile Data Computers (MDCs), and Desktops. eCitation data is uploaded from these devices to the Law Enforcement Agency. Typically, the electronic data is then transmitted through the DPS network to the AOC for processing into the AZTEC database.

An alternative process, (depending upon the vendor), is to transmit the data from Law Enforcement to the vendor server, then the vendor transmits the data to the AOC. Another variation is to transmit data directly from the court to the AOC as Oro Valley Magistrate and Quartzsite Justice does.

2.1.1.1 APS Hand Held

There are two critical software applications that are unique to APS 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 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 that processes the data from the hand held device 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.

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.

Minimal one time setup is 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 also store his/her signature in the device. Default data 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).

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2.1.1.1.1 Citation Number

The Citation number can be 8, 14, or 15 digits number built as follows from left to right:

If a 14 digit number is used then, the first 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.

The second 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: 15 digit DPS citation.

A DPS Hand Held citation number could be: 079920000100000.

0799 is the DPS Agency identifier.

20000 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.

APS uses a 14 digit scheme, but if a 14 digit citation number cannot be accommodated, then an 8 digit scheme is used, a two digit device number and a six digit citation number. The following courts use 8 digits instead of 14: Oro Valley Police Department and Pima County Sheriff.

2.1.1.1.2 eCitation Repository

For courts that will receive eCitations from an APS 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 by the FIELDER application. The Server location and folder structure is:

`\\supreme_3\ecitation\court number\year.`

There is a folder for test citations with the word “_test” after ecitation in the folder name.

`\\supreme_3\ecitation_test\court number\year.`

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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 APS Smart Print™ software). This utility is available for download and installation from the vendor website (APS) for any Hand Held citation using the AOC statewide license. This utility is installed by the AOC Support Center on the court desktop systems.

2.1.1.1.3 Docking Station

The Docking Station also requires the MQ Client software which is provided on a CD by the AOC or can be downloaded for free from IBM. MQ Client is a default installation process.

The URL for the Docking Station software download is:

<http://www.apsmain.com/release/ispinal.exe>

The link above is the software for the installation of Pinal County Sheriff Docking station. Each Law Enforcement agency will have its own version of the software to download: (e.g. Peoria = ispeoria or Avondale = isavondale).

The devices and software are purchased by Law Enforcement/City/County directly from APS.

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 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.

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```
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 PUT Application Program Interface (API), (by the ISYNC application), for transmittal to the DPS or AOC MQ Queues. The example above has entries for the AOC 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. These devices communicate wirelessly to the Law Enforcement Agency Records Management System (RMS) or to another server located at the Law Enforcement Agency.

Data is transferred to the AOC via MQ using similar software to the Docking Station but on a server instead.

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2.1.1.2 APS QuickTicket

There are two critical software applications that are unique to APS Hand Held devices. One is the MDC/Desktop software (QuickTicket™), used by the Officer to create a citation. Each Law Enforcement Agency has a unique version of this software. There is a transmit application that calls the MQ API's and transmits the XML file to the AOC. These two applications cannot run on the same desktop. The QuickTicket application writes data files to a shared folder where the transmit application reads them and performs the transmission.

There is also an equivalent court user application to the Hand Held SmartPrint for QuickTicket.

2.1.1.3 Brazos Technologies

Data is transmitted from Law Enforcement to the vendor site where it is stored. The vendor then transmits the data to the AOC via Virtual Private Network (VPN) or a dedicated communication link. Court users must logon to the vendor web site to view and print citations. Uses 8 digit citation number. (Used in Prescott Valley, Cottonwood Municipal, and Chino Valley Municipal courts).

2.1.1.4 Saltus Technologies

Data is transmitted from Law Enforcement to the vendor site where it is stored. The vendor then transmits the data to the AOC via VPN or a dedicated communication link. Court users must logon to the vendor web site to view and print citations. (Used in the Jerome Municipal Court).

2.1.1.5 DPS AzTraCS

All DPS Police Cruisers and motorcycles will use the DPS AzTraCS application. The Pilot implementations will be into the Maricopa and Pinal County Justice courts. For Maricopa, data will be transmitted to the AOC which will then pass through to the Maricopa MQ Server. Data will not be stored on AOC servers.

For Pinal County, Apache Junction Justice will be the Pilot court. Data will be transmitted to the AOC MQ Server from the DPS MQ Server automatically, where it will be stored in the Apache Junction AZTEC Staging Tables until processed by a court user. Citation numbers must be 15 digits for DPS AzTraCS.

The Arizona Department of Transportation (ADOT) developer has written a court user desktop utility that will recreate a copy of a DPS AzTraCS citation from the XML data file. To accommodate this, the XML files are stored on a shared folder at the AOC for each court as follows:

`\\supreme_3\TRACS_ecitation\court number\year.`

There is a folder for test citations with the word “_test” after ecitation in the folder name.

`\\supreme_3\TRACS_ecitation_test\court number\year.`

Each individual court should contact the AOC Customer Support Center to request the installation of the Citation Explorer on court desktops. A list of desktop names and users should be provided when the call is initiated.

It will function much like the existing APS utility: Smart Print.

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2.1.1.6 Non-DPS AzTraCS

None has been implemented, but they will be deployed in a similar fashion to the method above. Some local development work will be required to ensure that the printed citation is modified for the local Law Enforcement requirements and to modify the TRACS application for the particular Law Enforcement Agency. Local IT developers will be required and help may be available from the ADOT development team.

2.1.1.7 Justice EZ Trac

The company Streetime Technologies has delivered a software module that allows Law Enforcement Officers to enter citation data and generate a citation. The company plans to create and transmit an eCitation XML file to the AOC for the following AZTEC courts: (Bowie Justice Court).

2.1.2 Photo Enforcement

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.

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 the same 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

2.2 Testing

Because eCitation Photo Enforcement implementations are basically the same every time, very little testing is required. The vendor will generate 2 or 3 test citations and transmit these over the production MQ environment to the production AZTEC system. CSD testing personnel will process the citations and verify their accuracy. The cases will then be deleted and the court is ready for production processing. If issues are found, the cases are deleted, corrections made, and several more “test” citations are sent. This process is repeated until the citation data is acceptable by CSD.

Hand Held/MDC, and Desktop generated citations must run through the complete test cycle because no two implementations are the same.

2.2.1 Test Preparation

There is no preparation required for Photo Enforcement other than to notify the courts that the AOC will be testing. CSD and ITD will perform User Acceptance Testing (UAT) testing for Photo Enforcement citations.

For Officer generated citations, an AZTEC test database must be created and setup. The vendor is instructed to create and transmit eCitation XML files to the AOC Test MQ Queue.

Both UNIT and UAT testing will be iterative processes until the XML files are correct and the case creation process is correct.

2.2.2 UNIT Testing

ITD will perform the UNIT testing for these citations.

2.2.3 UAT Testing

Court users will perform this testing including: running the batch process, reviewing the batch report, fixing invalid eCitation data, verifying that the cases are being created correctly, are calendared correctly, and the proper Events are recorded.

3. Product Support

3.1 General Rules

There may be times when unusual situations or conditions may require outside facilitation of the AZTEC batch process. These General Rules apply to such unusual situations when the AZTEC batch process is failing at some point during the process. This is usually in relation to the requirement for timely filing of the electronic document in the court. The guidelines for Filing are as follows:

For Civil Traffic offenses only:

If the citation is commenced by filing (i.e., the defendant does not sign the ticket, like photo enforcement tickets) – they have 60 days from the date of violation to file into court.

If the citation is commenced by issuance (i.e., the defendant signs the ticket promising to appear, paper or Hand Held citation) – they have 10 days from the date of violation to file into court.

For Criminal offenses:

They have until the time of the arraignment to file the citation.

There will be occasions where the court is aware of a citation that has been issued but has not arrived in their AZTEC queue for processing, without regard for the filing rules above, the court will want the electronic filing expedited. This situation will most likely generate a call to the AOC Customer Support Center, in which case these rules can be applied along with management guidance.

1. All updating of Production (PROD) databases will be limited to user access through their applications or by AOC Database Administrators (DBA).
2. Utilities used to facilitate optional ways to update PROD systems will be formally turned over to the Support Center and Operations.
3. Vendor submissions via a hand-delivered CD may be an acceptable alternative should automated methods fail.
4. All Vendor calls or e-mails for eCitation support will be referred to the AOC Customer Support Center line.
5. eCitation Vendors will incorporate defensive programming techniques that provide for submission retries in the event that system or network resources are not available. The Vendor should execute X-number of submission retries over Y-period of time. If, and only if, after reaching the end of this cycle the Vendor is not able to successfully submit their e-citations to the Court, will they call the AOC Customer Support Center for assistance.
6. The AOC Customer Support Center must know which steps to take to begin troubleshooting before escalating the matter to Operations.
7. Operations must know what steps to resolve issues that cannot be handled by the AOC Customer Support Center. Service availability and integration must be determined.

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3.2 Post Implementation Checklist

Ensure that all of these items have been successfully checked.

Item to Check (In this order)	Possible Cause if Item Failed
eCitation Data arrives in the Staging Tables.	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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-AZTEC user can fix citation data and create a case.	<ol style="list-style-type: none"> 1. No data in the Staging Tables to fix. 2. Data is so bad that it cannot be fixed.
ROA Updated – Arraignment and Calendar entries.	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. Calendar not set up correctly. 2. No Arraignment date provided in the eCitation data.

3.3 Known and Common Problems

3.3.1 Known Problems

AZTEC Batch Citation Report – A citation does not post; however, there is no reason for the failure given 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. If the 1st charge is blank, this error can also occur.

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3.3.2 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.	<p>There are two solutions to this issue:</p> <ol style="list-style-type: none"> 1. Select the correct Charge Code (with the correct date range) in the “Charges” grid in the Citation Fix Screen. Hit Save again. A new created citation number should appear. (Verify the effective date range for the charge). 2. The Case Category is not associated with the charge. <u>Solution:</u> If the correct Charge Code is not in the database, contact the AOC Support Center to create a remedy to enter the missing Charge Code into the database tables.
Duplicate Citation Error Message in the e-mail confirmation.	<p>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.</p>
Duplicate Citation Error Message in the Batch Citation Report.	<p>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. Remind court staff not to enter citations manually from agencies that are using eCitation methods unless verified from law enforcement that it’s a paper ticket only.</p>
Unknown Target in the e-mail confirmation.	<p>The citing agency as 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 a citation to a non-AZTEC or inactive court.</p>

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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: Contact the AOC Support Center. The vendor or sender must resubmit this citation.

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3.4 Reporting

Crystal Enterprise version 10 is used for all reporting from AZTEC databases. All reports are deployed to individual Court Folders within the County Folders within the AOC AZTEC Crystal Enterprise Folder called ACAP.

3.4.1 Photo Vendor Reports: (Disposition and Events reports)

- a. DPS Reports – Daily FTP to the vendor (Shutdown)
- b. County Justice Court Reports – e-mail to court
- c. City Court Reports – e-mail to court

3.4.2 Photo Court Reports: (The Kunkel Reports)

Functional specs developed by ITD and CSD. Reports developed by ITD.

- a. DPS Reports – All AZTEC Justice courts (Shutdown)
- b. County Justice Court Reports – Pinal, Pima (by Court)
- c. City Court Reports – Star Valley, etc

3.4.3 Hand Held Reports

- a. Peoria Municipal – Daily e-mail to Peoria IT staff.

3.4.4 Special Reports

- a. AZTEC Staging Table Reports – Weekly e-mail feed to CSD and ITD for all AZTEC eCitation courts
- b. Avondale - On-Line Payment Report (Daily e-mail to court)
- c. Avondale – Vendor billing report to Pilar (monthly for previous month)
- d. Prescott Valley – Data Extract Reports created by Eric Burr e-mail to court
- e. Glendale – Reporting done by Glendale Court IT

3.4.5 Non-AZTEC eCitation Courts

No Crystal Reporting exists for these courts.

- a. Maricopa – 26 Justice Courts
- b. Pima Consolidated
- c. Prescott Consolidated – Municipal and Justice

4. Appendices

4.1 Process Diagrams

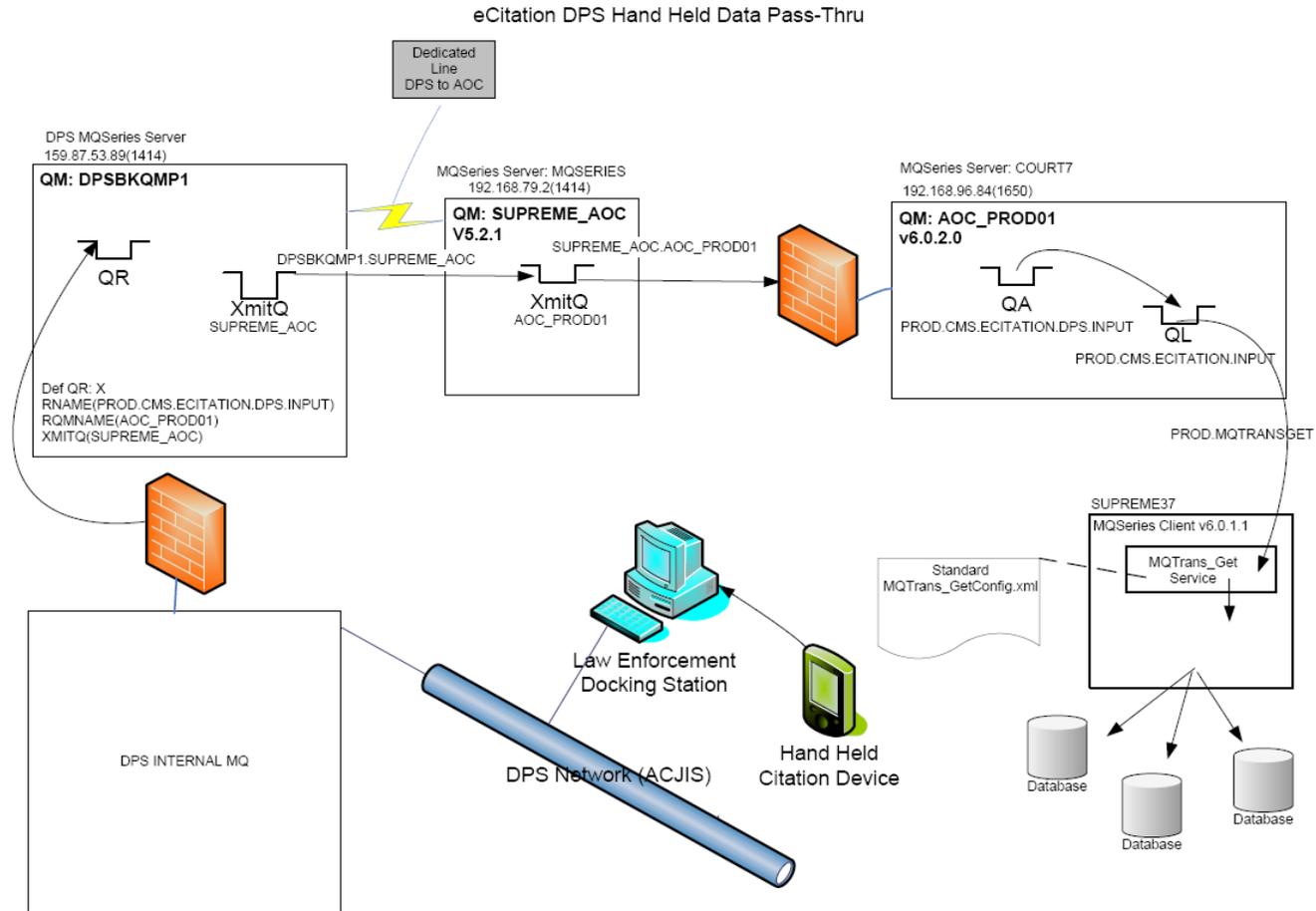


Figure 10 - eCitation Flow From DPS

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4.2 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 11 - AZTEC System Parameter eCitation Modifications

Citation Mask and Size must be “9999999999999999” and “14” or “99999999” and “8” for Hand Held Citation.

Citation Mask and Size must be “9999999999999999” and “15” for Hand Held Citation for Mohave County AZTEC Database only (Mohave SC0800 database). The Citation Number length is also 15 for DPS AzTraCS.

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

4.3 JUSTISUTILS and ESBUTILS Database Structure

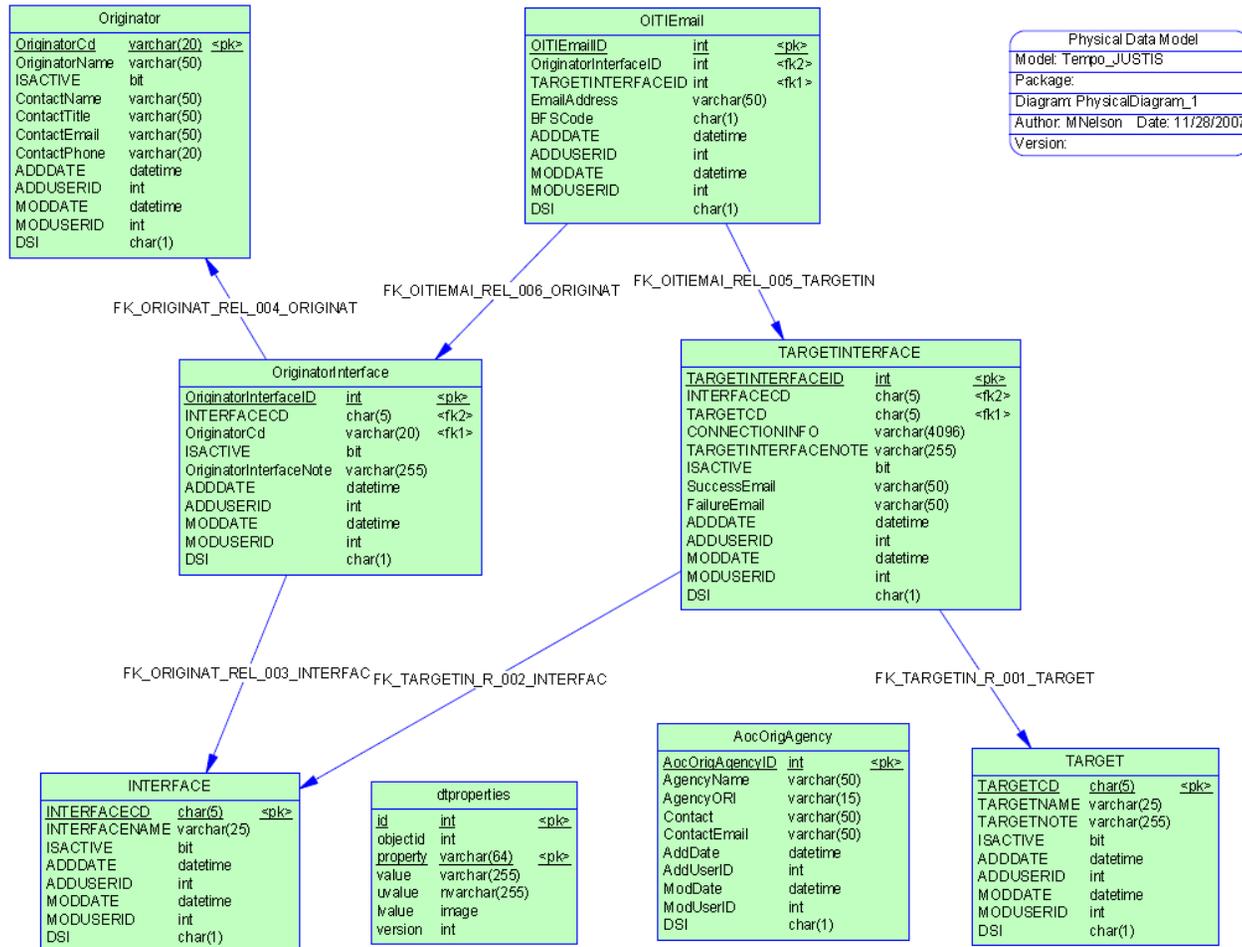


Figure 12 - JUSTIS and ESBUTILS Schema

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The JUSTISUTILS database is read by the FIELDER application to obtain individual AZTEC Informix database connection string information and to obtain the e-mail notification list for eCitation process notification.

It is a SQL Server database, which is maintained by the ITD Operations Group. Change requests for the Test JUSTISUTILS database can be made by submitting a ticket to the AOC Support Center.

Change requests for the Production JUSTISUTILS require a AOC Customer Support Center Change Ticket and can take up to 5 days to get approval and execution. These requests must also be accompanied by the appropriate SQL script.

The databases can be queried in a read-only mode using a SQL tool to obtain data to help determine contents and required changes.

The trigger process uses ESBUTILS Database instead of JUSTISUTILS.

4.4 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.

4.4.1 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**

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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”.

4.4.2 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_v1.1_3.xml** should be utilized as a template when developing the XML document transferring the citation data.

 EcitationSample_v1.1_3.xml

The mapping of the XML data structure to the record structure in AZTEC is documented in this file: **Ecitation Extended Mapping - AZTEC XML version1.1 –v8.xls**.

 E-citation Extended Mapping - AZTEC-XML version 1.1 - v8 10-03-2011.pdf

There is a mapping spreadsheet for version 1.2 also. And there is a sample XML for version 1.2. Version 1.2 is used by DPS for AZTRACS eCitation.

 eCitation Extended Mapping - AZTEC-XML version 1_2 11-28-12.pdf

 Master eCitation New XML Structure v1.2 11-28-12.xml

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

 AZTEC Staging Tables - Minimum Required Data 10-30-12.pdf

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4.5 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.

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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

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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.