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Department of Public Safety
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Judicial Bureau Approval to Issue Vermont Civil Violation Complaints via Electronic Communications for the Valcour Configuration

Standard Operating Procedure

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1. Purpose

Vermont Law Enforcement Agencies (VT LEA) and Officers (VT LEO) who intend to issue Vermont Civil Violation Complaints (VCVC) via electronic communications, must gain approval from the Judicial Bureau (JB) prior to adopting this as part of their routing operations. Issuing this type of VCVC (known as “e-ticketing” or “e-citation”) requires technical and logistical cooperation between all parties involved. This document will outline the process between the VT LEA, their associated Officers, and the JB in the monitoring of officers new to e-ticketing, and the resolution of e-ticketing issues.

This document is written specifically for VT LEAs who use the Valcour Records Management System. This also serves as the testing protocol for the VT LEA/LEO and the JB to ensure successful transmission and receipt of electronic VCVC data. The VT LEA Point-of-Contact is tasked with working with their officers and the JB to ensure the quality and timeliness of e-ticket submission, as well as to resolve common e-ticket issues. The JB is tasked with confirming the receipt of electronically submitted VCVC data, acting on the data as if it received a handwritten VCVC, and transmitting the data to the Department of Motor Vehicles (DMV) for further processing. Overall, the JB will determine when a VT LEO can submit VCVCs electronically without constant oversight. Upon receiving JB approval, a Vermont Law Enforcement Officer is authorized to issue VCVCs electronically for the VT LEA they are approved, and that ability is subject to the authorization requirements and monitoring from their VT LEA.

Of note, VT LEAs using TraCS / Spillman Records Management System users must refer to *JB Approval to Issue e-Tickets (TraCS/Spillman)* for specific guidance.

2. Contact Information

Technical guidance can be sought from your Valcour representative, as well as the Judicial Bureau. The Department of Public Safety may be of limited assistance, as they do not use the Valcour RMS in their enforcement operations.

The Judicial Bureau e-ticket staff can be emailed at: JUD.eTicket@vermont.gov

3. General Overview

The general overview of the e-ticket process can be quickly referenced from Diagram 2, while specific responsibilities of the VT LEO are depicted in Diagram 1. Both diagrams are located at the end of the SOP. Pre-conditions noted in Section 5 must be met prior to engaging in the e-ticket process. Once met, the VT LEA is ready to test their ability to transmit e-tickets via Valcour. VT LEOs with Valcour user accounts will issue live e-tickets to Defendants and transmit them per the training received from the VT LEA PoC. Those e-tickets will be scrutinized by e-ticket technical staff from the JB to determine quality and reconcile any issues. Once a VT LEO consistently submits 3 to 5 e-tickets without incident, the JB will consider that VT LEOs ability to transmit e-tickets successful, and approval to issue e-tickets without requiring confirmation of receipt will be granted.

4. Persons involved

The e-ticket process is managed by the Department of Public Safety with the Judicial Bureau as a key stakeholder. There are several roles involved in generating, processing, and resolving an electronic ticket. Below is a common list of the roles & responsibilities.

Entity	Position	Role
VT LEA	Head of Department (Police Chief, Sheriff or equiv.)	<ul style="list-style-type: none"> • Authorizes e-ticketing procurement, installation, connectivity, and user training
VT LEA	e-ticket Point-of-Contact (PoC)	<ul style="list-style-type: none"> • Coordinates e-ticketing procurement, installation, connectivity, and user training • Troubleshoots the hardware to confirm it is in working condition • Establishes VT LEO account in Valcour (if necessary) • Contacts JB to notify of a new e-ticket VT LEO
VT LEA	e-ticket user (Vermont Law Enforcement Officer)	<ul style="list-style-type: none"> • Completes Valcour e-ticket training offered by PoC • Enters e-ticketing information in Valcour • Issues e-ticket to Defendant • Submits e-ticketing information within accepted parameters
VT JB	e-ticket technical staff e-ticket court operations staff	<ul style="list-style-type: none"> • Acknowledges PoC intent to initiate e-ticketing • Monitors receipt of initial 3-10 e-tickets issued by VT LEA • Communicates initial e-ticket issues to the JB and PoC • Issues approval to VT LEA and VT LEO to issue e-tickets • Notifies the PoC of a VT LEO's approval to issue e-tickets • Ensures e-tickets are received, processed, and dispositioned in Odyssey as if they were handwritten VCVCs • Notifies the PoC of technical issues with on-going e-tickets

5. Pre-Conditions

Use of this SOP requires several technological and administrative pre-conditions before approval to electronically issue Vermont Civil Violation Complaints is gained.

All Vermont Law Enforcement Agencies (VT LEAs) must ensure the following pre-conditions as described below have been met prior to notifying the Judicial Bureau (JB) of their intent to initiate e-ticketing:

- 1) The VT LEA Point-of-Contact must have installed Valcour on to the computer(s) used to issue e-tickets.
- 2) The VT LEA Point-of-Contact must attest that their VT LEOs have been trained to use Valcour e-ticketing, to reduce data transmission error.

Note: See *VT LEA E-Ticketing Procurement* for procurement guidance, *Vehicle Installation Guidance* for hardware installation guidance.

The Judicial Bureau (JB) must provide the following:

- 1) Staff available to review and validate receipt of electronically submitted VCVCs. Specifically, this involves confirming the receipt of e-tickets, communicating e-ticket errors to DPS and the VT LEA PoC, and working with all parties (if needed) to fix any errors found.

6. Gain approval to issue electronic VCVCs

There is no required email format for communication between the VT LEA and the JB, however communications between the entities do require specific information to be passed along. For guidance, some actions are accompanied with sample emails and templates.

6.1. Point-of-Contact ensures pre-conditions met

The start of the approval process begins with the VT LEA Point-of-Contact (PoC) notifying the Judicial Bureau e-ticketing technical staff that their department wishes to adopt e-ticketing as a part of their operations. This notification, The Information Package, is sent via electronic mail to JUD-eTicket@vermont.gov and must obtain the following information:

1. Associated VT LEA Information
 - a. VT LEA Point-of-Contact name and email address
 - b. VT LEA Name (e.g. Williston Police Department)
 - c. VT LEA Address and Phone Number that will appear on warning letterhead
 - d. 4-digit Judiciary Code assigned to the VT LEA (e.g. 9000)
2. Associated VT LEO Information
 - a. First Name, Last Name
 - b. 5-character VT LEO Number (e.g. A####)
 - c. DPS Network Username
 - d. Expected date the VT LEO will begin e-ticketing

6.2. Point-of-Contact sends The Information Package to the Judicial Bureau

The Information Package contains all the information required to monitor the quality of new e-tickets. The Point-of-Contact will forward The Information Package to the Judicial Bureau e-ticket staff at JUD-eTicket@vermont.gov.

Sample email:

"<Salutation>,"

<VT LEA> would like to start issuing Vermont Civil Violation Complaints electronically. Below (or attached), please find the following information:

VT LEA Information

- a. VT LEA Point-of-Contact name and email address
- b. VT LEA Name (e.g. Williston Police Department)
- c. 4-digit Judiciary Code assigned to the VT LEA (e.g. 9000)

Associated VT LEO Information

- a. First Name, Last Name
- b. 5-character VT LEO Number (e.g. A####)
- c. Expected date the VT LEO will begin e-ticketing"

Thank you,

<VT LEA Point-of-Contact>"

The goal is to inform the Judicial Bureau of new VT LEOs who are issuing e-tickets, so that the JB e-ticket staff may monitor ticket quality and correct any errors that may arise.

6.3. JB receives The Information Package

The Judicial Bureau e-ticket technical staff may choose to acknowledge to the VT LEA PoC that a VT LEA or VT LEO intends to begin issuing e-tickets.

Sample email

"<Salutation>,"

The Judicial Bureau has received your notification regarding the Vermont Law Enforcement Officers' intent to issue Vermont Civil Violation Complaints electronically. These officers may begin issuing VCVCs electronically, so that we can monitor the first 3 to 5 tickets for quality. The Judicial Bureau will notify you which officers can issue e-tickets without monitoring.

Thank you,

<JB e-ticket staff>"

6.4. VT LEO uploads VCVC data

After the VT LEA PoC notifies the Judicial Bureau about new e-ticket issuers, the VT LEO will issue VCVCs electronically using their e-ticket application. It is the VT LEO's obligation to ensure the e-tickets are uploaded within 48 hours, to ensure timely quality controls and processing e-tickets are met. If connected to a network wirelessly, e-tickets can be uploaded as soon as they are completed. However, in cases where e-tickets are cached, these must be uploaded as soon as the VT LEO can connect to a network (either wirelessly or at their barrack / department / station. Initial troubleshooting is resolved with the VT LEA Point-of-Contact and the JB e-ticket staff may be sought.

6.5. JB monitors e-tickets from the VT LEO

The Judicial Bureau's role is to ensure that e-tickets submitted by VT LEOs are accurately parsed by their Odyssey case management system. This system creates the Defendant's case for the JB, records the Defendant's plea and the case disposition. The information from this system is then transmitted to the DMV to update the Defendant's driving records. As the VT LEO issues e-tickets, the JB will monitor e-tickets rejected from Odyssey and for mismatches between the Defendant's actions versus the VT LEO (e.g. receiving a fine payment for an e-ticket before it has been received by the JB). During the monitoring period and beyond, the JB will fix faulty e-tickets and may request the PoC's assistance to resolve an officer's e-ticket errors.

6.6. JB approves e-ticketing for VT LEO

The Judicial Bureau will approve a VT LEO to issue Vermont Civil Violation Citations electronically upon successful transmission of no less than 3 e-tickets into their Odyssey case management system, over the period of one week. Depending on the history and quality of e-ticket transmissions, the JB may extend the monitoring period. The JB will notify the VT LEA PoC their approval of an officer to issue e-tickets. The JB and the VT LEA may elect to record the VT LEO approval date as an additional column in The Information Package.

Sample email:

"<Salutation>,"

The Judicial Bureau has successfully received all the most recently submitted e-tickets. It is no longer necessary for us to confirm receipt of e-tickets from <VT LEO>. <VT LEO> is fully authorized to submit Vermont Civil Violation Complaints electronically. From this date onward, the Judicial Bureau will notify the Point-of-Contact of any VCVCs submitted electronically that is rejected or aberrant, for further resolution.

Congratulations,

<JB e-ticket staff>"

6.7. VT LEO issues VCVCs electronically

Once the VT LEO and VT LEA PoC receive approval notification from the Judicial Bureau, the VT LEO may adopt e-ticketing as a part of their normal operations.

Chart 1: The E-Ticket Information Package

This Chart is completed by the VT LEA Point-of-Contact and is used to notify JB of a new Law Enforcement Agency to e-ticketing, with associated Officer information.

Each Point-of-Contact should have a digital copy.

E-TICKET INFORMATION PACKAGE				
Vermont Law Enforcement Agency Information				
Agency Name				Point-of-Contact Name
Agency Judiciary Code (4-digit)				Point-of-Contact Email Address
Officer Last Name	Officer First Name	Officer Number	Username	E-ticket begin date MM/DD/YY

Diagram 1: VT LEO issue e-tickets

This diagram is adapted from *Process Electronic VCVC* and highlights the relevant activities the law enforcement officer must complete to successfully issue an e-ticket.

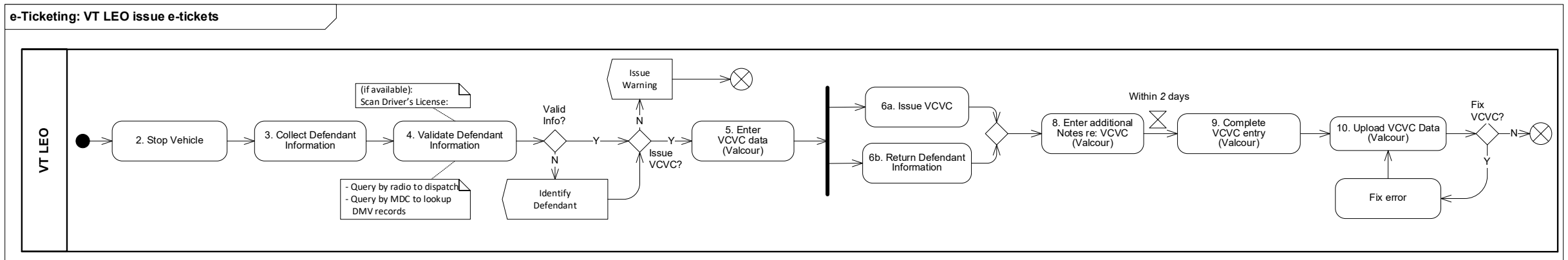


Diagram 2: JB Approval to Issue E-tickets

This diagram describes the overall approval process, as described in this SOP.

