**State of Vermont  
Department of Public Safety**45 State Drive  
Waterbury, Vermont 05671-1300

<http://dps.vermont.gov/>

**Onboarding to the TraCS Application:**

**Requesting a TraCS Record from the Department of Public Safety to Issue Vermont Civil Violation Complaints via Electronic Communications**

**Standard Operating Procedure**

**Version:**

1.0

**Date of Publication:**

25-September-2019

1. **Purpose**

This document is intended to standardize the request and establishment of a TraCS record for law enforcement agencies and officers. The Traffic and Criminal System (TraCS) is a required add-on component to using the Spillman RMS. TraCS is used to enter a driver’s license information when a Vermont Civil Violation Complaint is issued electronically.

This Standard Operating Procedure applies to law enforcement agencies who do not currently have an established TraCS record with the Department of Public Safety, and those agencies who require guidance to create officer records. For those agencies with an established TraCS record, refer *to JB Approval to Issue e-Tickets (TraCS/Spillman)* to ensure officers can issue Vermont Civil Violation Complaints electronically. Further guidance in using TraCS can be obtained from the TraCS user manual and by contacting the Department of Public Safety e-Ticket technical staff.

1. **Contact Information**

The Department of Public Safety e-ticket technical staff can be contacted

via email at: [dps.eTicket@vermont.gov](mailto:dps.eTicket@vermont.gov)

1. **General Overview**

TraCS has a user record as well as an agency record. The Agency record establishes the Department name, address and contains other identifying information (e.g. 4-digit Judiciary Code). The Officer record contains the officer’s name, 5-character VT LEO number, and other identifying information used to associate the VT LEO with a VT LEA. Only after the Agency record is established can the Officer records be created and associated to an Agency record.

This SOP will cover the following:

* Establishing an Agency record
* Requesting Officer records

1. **Persons involved**

|  |  |
| --- | --- |
| **Position** | **Role** |
| VT LEA Head of Department  (Police Chief, Sheriff or equiv.) | * Authorizes e-ticketing procurement, installation, connectivity, and user training |
| VT LEA e-ticket  Point-of-Contact (PoC) | * Coordinates e-ticketing procurement, installation, connectivity, and user training * Performs quality assurance with TraCS usage among officers * Provides list of officer records to be created in TraCS * Communicates with DPS e-Ticket technical staff regarding issues with, and changes to, TraCS |
| VT LEO (e-ticket user) | * Completes TraCS training offered by the VT LEA PoC * Submits e-tickets to the Judicial Bureau within 48 hours * Issues e-tickets to Defendant * Notifies PoC of issues with TraCS |
| DPS e-ticket technical staff | * Creates Agency and Officer records in TraCS * Communicates with the Point-of-Contact or the Head of Department regarding issues with and changes to TraCS |

1. **Pre-Conditions**

All Vermont Law Enforcement Agencies (VT LEAs) must ensure the following pre-conditions

have been met prior to installing the TraCS software.

***Hardware Required***

\*Individual law enforcement agencies are responsible for the cost of the following equipment and supplies.

* + Windows PC capable of running TraCS mobile.
  + Mobile Printer
  + Mobile Printer Paper
  + Mobile Scanner (optional, but recommended)

***Software Required***

\*DPS will make this available to law enforcement agencies, along with supporting installation documents.

* + TraCS Mobile application

1. **Establish an Agency record with DPS**

DPS e-ticket technical staff will configure TraCS for the law enforcement agency.

* 1. **Establish a TraCS Agency record with DPS**

The Head of the Department must send an email to [dps.eTicket@vermont.gov](mailto:dps.eTicket@vermont.gov) stating that their LEA would like to participate in e-ticketing. This email must include the following information:

* Designation of the LEA Point-of-Contact.

The LEA PoC is responsible for coordinating the testing, implementation, and any required troubleshooting of the e-ticket interface. The experience needed to perform successfully in this role may be suitable for the LEA’s technology coordinator, if available. The Point-of-Contact may be an officer, senior officer, a civilian, supervisor, or contractor.

* The judiciary code assigned to the LEA
* The proper name of the LEA to be displayed on the e-ticket
* The LEA’s address and phone number
* The LEA’s logo to be printed on header of warnings
  1. **Request a TraCS Officer record**

Once the Agency record has been established, DPS e-ticket technical staff will create Officer records. In the same email to request a TraCS Agency record, the Head of Department must note the following so that the Officer records can be created:

* List of users (law enforcement officers) who will be transmitting tickets with:
  + Job Title, as it should appear on the VCVC (e.g. Officer, Trooper, Corporal, etc)
  + Legal Name
  + Justice system ID
  + DPS domain username

Once this information is provided to DPS, the Agency and Officer records will be created within the TraCS database. DPS e-ticket technical staff will notify the LEA Point-of-Contact that the Officer records have been established and ready for use.

* 1. **Maintaining TraCS Officer records**

The initial setup will establish the Agency record for the LEA and the Officer records for LEOs affiliated at the time of setup. Once the law enforcement agency has an Agency record established with DPS, the Point-of-Contact will communicate with DPS e-Ticket technical staff to request new Officer records, as well as changes to Officer records (e.g. changes to a LEO title, changes to a LEO affiliation, etc.).

1. **Next Steps**

Refer to the Standard Operating Procedure *JB Approval to issue e-Tickets (TraCS / Spillman)* for further guidance. In short, the DPS e-Ticketing staff will notify the Judicial Bureau of new officers issuing Vermont Civil Violations electronically. DPS and the Judicial Bureau will also monitor e-ticket submissions from LEOs new to e-ticketing to evaluate the e-Ticket Program performance and quality.

Of note: There is no required email format for communication between the Head of Department and the DPS e-Ticket technical staff, however communications between the entities do require specific information to be passed along. For guidance, a sample has been provided.

Sample email:

“<Salutation>,

<VT LEA> would like to start issuing Vermont Civil Violation Complaints electronically. The <LEA> has purchased and installed the required hardware and software to participate in the e-ticketing program. I have designated <name> as the e-ticket Point-of-Contact for this law enforcement agency. I understand that this individual will be responsible for coordinating the testing, implementation, and any troubleshooting of e-ticket hardware and software.

Below, please find the necessary information to establish an Agency record in TraCS:

* The judiciary code assigned to the LEA
* The proper name of the LEA to be displayed on the e-ticket
* The LEA’s address and phone number
* The LEA’s logo to be printed on header of warnings

Finally, I request the following officers have records created and associated with this agency in TraCS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Officer Last Name** | **Officer First Name** | **Officer Rank/Title** | **Officer Number** | **DPS Username** |

Thank you,

<Head of Department>”

# Approvals

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name and Title** | **Signature** | **Date** |
| Executive Sponsor | Chris Herrick |  |  |
| Steering Committee | Nathan Harvey |  |  |
| Chair, eTicket CAB | Kim Prior |  |  |
| Steering Committee | Darwin Thompson |  |  |