



Open Forum – Questions for DOL & AOC

Wednesday, April 19, 2023

Zoom Link: <https://wacourts.zoom.us/j/95550229687>

Q & A NOTES

1. DOL Records

Q: "If an FTA was adjudicated January 24, 2023 in DIAS, but the driver was not allowed to reissue his license in Oregon. He was advised to contact WA DOL's out-of-state division, who told him to contact the court. Why would they refer him to the court when the court had done their portion?"

A: Any time an FTA, or UTC, is received by the WA DOL, a report is sent by mail to the jurisdiction where the driver is licensed. The other state will process the FTA/UTC. Once WA DOL receives an adjudication then we again send a paper adjudication (also known as a Negate) to the state of record. WA DOL cannot control the timeframe that it will take for the out of state jurisdiction to resolve the FT/UTC in that state. The courts don't have to do anything else once they send it to DOL.

Q: "My staff had been told that the FTA Adjudications don't get worked at DOL so all FTAs needed to be adjudicated via DIAS, is that true?"

A: No. If you want to clear it faster, you can clear it on DIAS however make sure you do not send the adjudication to DOL by marking the Do Not Send to DOL button in JIS. However, if you clear it in JIS with "Yes" notice, there is a job in JIS that runs nightly and sends a report to DOL, along with the FTAs from JIS, as well as the FTAs and Adjudications submitted by non-JIS courts through the EDR. The reports are processed nightly at DOL to add and adjudicate FTAs. FTA/UTC adjudications work in the DOL system.

Q: "Can we remove a DUI from a driving record once the Deferred Prosecution is complete?"

A: No. A DUI with a Deferred Prosecution can only be granted once in a lifetime per the current statute and must remain on the person's driving record permanently.

Q: "If a DUI was a Deferred Sentence where the charge is dismissed at the end, do we do a Record Correction or Remove Conviction to submit the updated disposition?"

A: The court must notify the Department of a guilty finding, entry of a guilty plea, or an order to pay a fine on a traffic offense, even if the defendant has not been sentenced per the definition of a conviction, so if the Deferred Sentence had a guilty plea or fines and costs paid, it would stay on the person's record as a conviction. It does, however, depend on what happens in the case, and the process each court follows. For reference, please consult: Deferred Prosecution staying on record RCW [46.01.260](#) and Definition on Conviction RCW [46.20.270](#).

The answer to the original question is if the deferred sentence still meets the criteria of a conviction it should not be removed from the record. If it no longer meets the requirements of a conviction you would use the “remove conviction” tab in DIAS.

2. Additional Questions

Q: “We received an error when trying to process an eTicket where the person only has one name. DOL’s record did show only one name, but it failed when trying to add the person in ETP. How do we process this ticket?”

A: If you encounter the issue in the future, you can create the record in JIS and then select the ticket in the ETP, using the JIS Name to proceed with as you process the case in ETP. However, this should no longer be a problem as we implemented a fix this week to how the ETP is working with the name parts. If your court receives a ticket showing "none" as a middle name, you can remove it and leave the field blank. Let us know if you come across the issue again.

Q: “Is there a tool to help the courts train a new staff person available from AOC?”

A: Recently the JIS Education Team at AOC added a new section to the [Help.Courts.wa.gov](https://www.helpcourts.wa.gov) site titled “New Employees”. This page has multiple suggested resources to help courts onboard a new employee including self-paced learning modules and some helpful handouts to share with them.

Q: “I know I saw an email about something important from AOC but can’t find it, is there someplace I should look?”

A: Both of these last two questions complement each other. There are resources at [Help.Courts.Wa.Gov](https://www.helpcourts.wa.gov), where AOC will add release notes and other important emails to the courts for ease of finding. They can be found in the new Communications tab. The releases will be available for about six months, depending on the topic.



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3. Other Topics

DOL/DMCJA/DMCMA Liaison Committee is preparing to create a Licensing Resinstatement Program Template to share with all courts. They are asking for your feedback and input.

- If you were designing a licensing reinstatement program template, what things do you think should be included in the program?
- As someone using the template, what would be helpful for you to have to assist you in the process?
- Do any of you currently have a process to help with license reinstatement? If yes, can you send in some documentation on your process?

- Do you have any forms or handouts that you utilize to help people understand the process to reinstate their licenses? If yes, can you send us in a copy of the forms or handouts utilized?
- Do you know any organizations that assist people with licensing?

Please, share any valuable information and/or materials with Angie Autry through Angie.Autry@courts.wa.gov

SECTOR Court Dates request form issues on Inside Courts – With the updates to our eService Center program, some of the forms that automated help tickets have had some issues. Most recently identified was an issue with the Court Dates form where the court can submit what they want their SECTOR Ticket Court Dates options to be. If you submitted a form but haven't heard a response, please submit an eService Incident to have Customer Services review your request.

If you have questions or issues for DOL to review, please use the Law Justice Contact: lawandjusticesupport@dol.wa.gov rather than contacting any staff directly as it will get you assistance faster. The team will soon have a phone number as well that will be shared as soon as it is available..

4. Chat Questions

Q: What about a dismissed DUI, based on completion of ITC Program?

A: Similar to the prior answer. The court must notify the Department of a guilty finding, entry of a guilty plea, or an order to pay a fine on a traffic offense, even if the defendant has not been sentenced. It also depends on what happens in the case, and the process each court flows.

Q: We have seen the wrong FTA code on JIS on the automatic selection in the pre-collection process.

A: We have had this problem occur just after the implementation of 5226 in January 2023. AOC made some adjustments to the logic in the automated selection after the issues were reported by a court. If you still have the issue, we need specific examples to review and submit a new change request so please submit an eService Incident to Customer Services.

Q: What is the best way to receive a copy of a photo I.D from DOL if the judge is requesting it for an I.D. hearing?

A: Someone would need to submit the CCDR Form - Certified Copy of Driving Record to DOL. Only the law enforcement or prosecutors can submit the request, though; courts are not allowed to do it.

Q: Is there a phone number for people who speak another language to get assistance?

A: The customer services line gives the option to select an interpreter. The phone number is (360) 902-3900.

Q: When and where is the DMCMA Conference?

A: Vancouver, WA, from May 7 to May 10, 2023. It is focused on new Administrators.

Q: When is the next DOL-AOC Open Forum?

A: June 21, 2023, at 12:00 pm.