

**From:** Smalley, Kathie  
**Sent:** Friday, September 17, 2010 2:20 PM  
**To:** 'dmadmin@listserv.courts.wa.gov'; 'cljsc@listserv.courts.wa.gov'  
**Cc:** AOC DL - JSD Line 3  
**Subject:** Information on DOL FTA Problem

*The following message is sent on behalf of Bill Cogswell, JIS Applications Maintenance Manager, Administrative Office of the Courts:*

**Greetings: District and Municipal Court Administrators and Site Coordinators:**

The Administrative Office of the Courts (AOC) learned on September 8, 2010 that the Department of Licensing (DOL) installed a system change on July 18, 2010 which caused Failure to Appear (FTA) notices to not post correctly onto their driver's records. After researching this error, AOC learned that approximately 65,000 cases were affected. The adjudication process was not impacted.

DOL installed a fix on September 12, 2010 and is now in the process of reapplying FTAs that were processed incorrectly. DOL estimates the recovery will be completed by September 21, 2010. There may be some records that will need to be manually processed from exception reports at DOL from those recovery runs.

After DOL's recovery effort completes, AOC staff will be spot checking records in the date range between July 17, 2010 and September 10, 2010. This work will be done on behalf of the courts in order to help verify the accuracy of the DOL recovery.

Courts may also want to validate some of their records. If so, it will be necessary to run the FTA Outstanding Report from the FTA Reports/Mgmt (FTS) screen for the date range impacted (07/17/2010 through 09/10/2010).

AOC will post updates on the AOC web site (<http://inside.courts.wa.gov>) as we receive additional information.

If you have questions, please contact AOC Customer Services through the [eService](#) "Ask an Expert" section, Topic 3 - Case Management, or call 1-800-442-2169, option 3.

Thank you,

William Cogswell  
JIS Applications Maintenance Manager  
Administrative Office of the Court