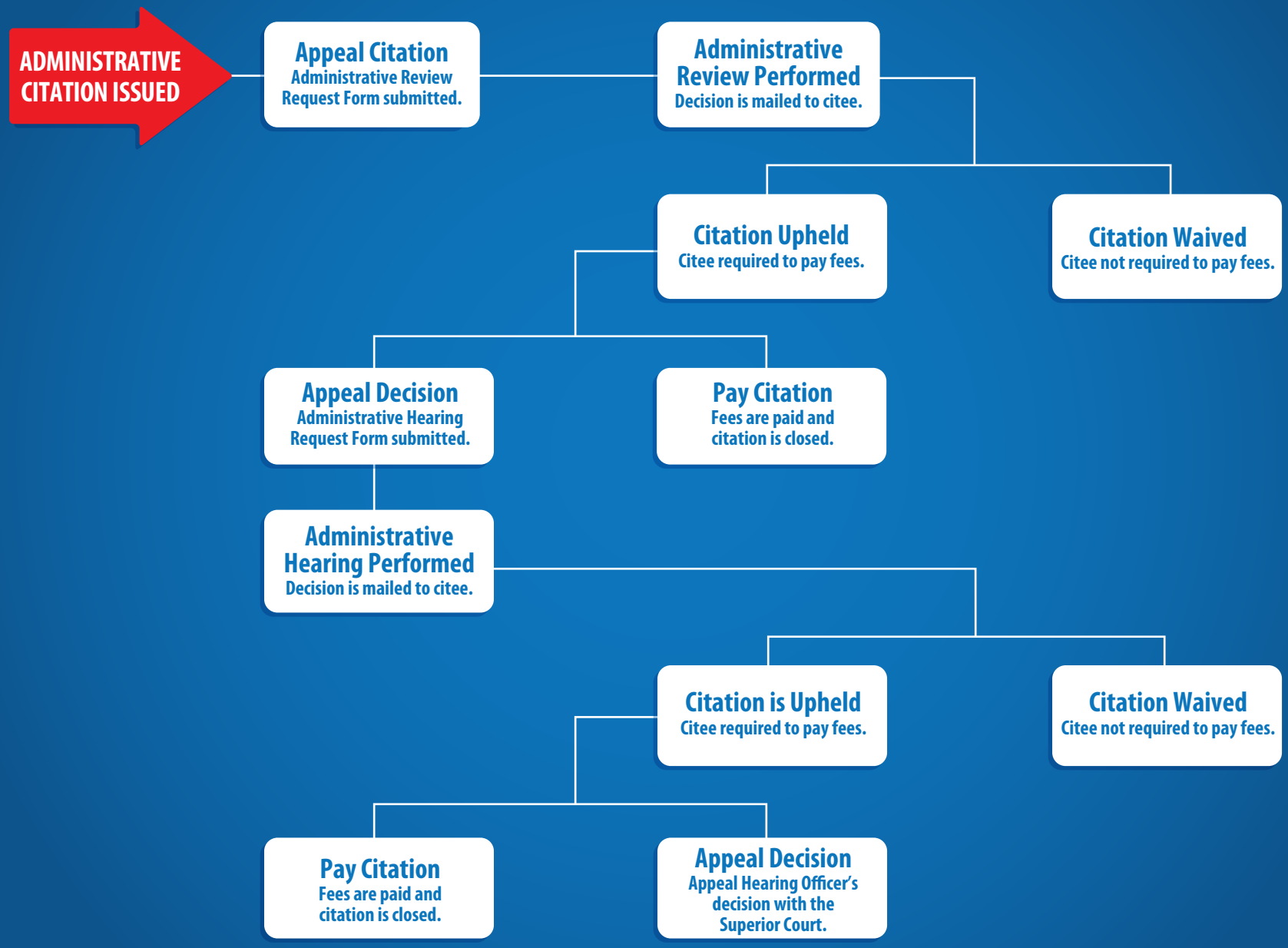Administrative Citation Appeal Process