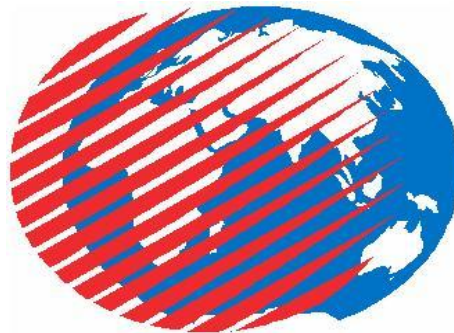


BUSINESS RULES FOR THE CITY OF GLENDALE, CA



REDFLEX
TRAFFIC SYSTEMS

RED LIGHT PHOTO ENFORCEMENT PROGRAM



CITY OF GLENDALE, CALIFORNIA REDFLEX TRAFFIC SYSTEMS BUSINESS RULES

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Change History Log

A Change History Log is especially useful when changes are made to the document after all stakeholders have approved it. Any changes should be noted in this log so that the readers clearly understand what information was changed between versions.

Date	Version #	Change Description	Author(s)
10.12.2007	1.0	Initial draft of business rules	Mike Negrette
03.27.08	1.1	Changes pic of logo	Audrey Thompson

Purpose of Business Rules

The intent of this document is to provide guidelines, structure and methods of operation for the various functions that comprise a red light camera program. The rules encompass an array of procedures that direct the work of Redflex Traffic Systems (RTS) employees. Though the contract is the controlling document outlining various obligations of RTS and the city, these rules define specific operational components of the program. These rules may be amended from time to time at the direction of the city, when legislative changes occur, or when RTS updates or changes a procedure. When it is necessary to modify a function defined herein, that change will be noted in the revision history. It is also encouraged to review these rules on no less than an annual basis. A copy of the rules will be retained by RTS and the city. Any change to the rules will require notice to the other party.

Citation Information/ Court Procedures

1. The following minimum information shall be included on all citations (CVC 40518 (b)):
 - a. Registered owner name and address
 - b. License plate of vehicle
 - c. Violation and description
 - d. Date, time and location of offense
 - e. Specify whether a driver's license is commercial
 - f. Date, time and location of court appearance
 - g. Issuing officer's name, rank and ID number
 - h. The description of the offense as appears on the citation will be "Failure to Stop at Red Light."
 - i. The statute for red light running in California is: **CVC 21453 (a)**. This statute applies to a driver facing a steady circular red signal regardless of the movement the driver makes in violation of the provisions of this section. The statute for violating a steady red arrow is **CVC 21453 (c)**.
 - j. Court requires DOB & CDL (if not Owner's Responsibility citation) on RLC (Either a DOB or CDL is required to issue a Notice to Appear)
 - k. DOB and AGE

2. The registered owner's name on the citation will read first, middle and last name with no commas.
3. Redflex will use the Notice to Appear template approved by the California Judicial Council.
4. The date of issue on the citation is the date Redflex printed and mailed the citation. This is different from the date of violation. Both dates are included on the citation.
5. Citation numbering format will be: For the City of Glendale Project, the Court recommends that the initial filing use the Citation Numbering format of GL00001, GL00002, GL00003, ..., etc. Citation Number Format will be 2 alpha characters followed by 5 numeric characters.
6. Affidavit of Non-Liability citation numbering format will be: GM00001, GN00001, GO00001, ...etc..
7. A courtesy notice will not be mailed by the court.
8. Bail amount will be printed on the back of the citation.
9. The bail amount for a red light violation is \$380.00.
10. The "respond-by" or appearance date will be 45 calendar days from the date of issue, excluding holidays.
11. Adult defendants will be cited into the listed court:
Glendale Courthouse
600 East Broadway
Glendale, CA 91206
Phone: (213) 742-1928
Hours of operation: 8:00 a.m. – 4:30 p.m.
Web address: <http://www.lasuperiorcourt.org>

12. Redflex will place an electronic file containing printed original and nominated citation information on the Redflex FTP site each day for court retrieval.

- a. Does the court require hardcopies of the citations? No, not for Adult Filings
- b. If yes, are images to be included?
- c. If yes, hard copies should be mailed to:

13. Juvenile defendants will be cited into the listed court.

Pasadena Informal Juvenile Traffic Court

300 East Walnut Street – Room 100

Pasadena, CA 91101

Phone: (626) 356-5507

Hours of operation: 8:30 A.M.

14. Juvenile cites will not be placed on the FTP site the same as adults. If not, does the court require hardcopies of the Juvenile citations? Yes, hardcopies are required for Juvenile Filings.

- a. If yes, are images to be included?
- b. If yes, hard copies should be mailed to:

Central Informal Juvenile Traffic

1945 S. Hill Street – Room 808

Los Angeles, CA 90007

15. Redflex will receive a file transfer from the court listing court dispositions. If not, list what method is available for Redflex to receive disposition information.

16. Redflex programmers will contact the following court representative to obtain sample file layout, establish file transfer protocol, and set up a test environment.

Primary court IT contact:

Name: Glenn Pauley

Title: Applications Support Manager

Mailing Address: 320 W. Temple Street, Room G25

Los Angeles, CA 90012

Work Phone: (213) 974-4353

E-mail: gpauley@LASuperiorCourt.org

The primary Redflex contact for programming is:

Name: Mike Schmidt

Title: Manager Software Development

Work Phone: (480) 998-8115

Mailing Address: 15020 N. 74th Street
Scottsdale, AZ 85260

E-mail: mschmidt@redflex.com

17. Failure to appear on a photo enforced citation **will** result in a civil sanction, e.g., declaration of judgment, referral to a collections agency, suspension of driver's license or license plates, lien on motor vehicle title or whatever other sanctions are authorized by the presiding court. **Note that LASC will refer the Delinquent Red Light Camera citations to our Collections Agency and add the Civil Assessment. However, a suspension of the driver's license will not happen.**

Contract Details/ Summary

18. The contract details are for:

- a. Up to 5 approaches;
- b. The city shall assign a project manager: That person is:

Name: Dennis Smith

Title: Sergeant

Mailing Address: 131 N. Isabel St. – Glendale, CA 91206

Work Phone: (818) 548 - 3174

E-mail: DSmith@ci.glendale.ca.us

The individual responsible for invoices and other financial matters, if different:

Name: Dennis Smith

Title: Sergeant

Mailing Address: 131 N. Isabel St. – Glendale, CA 91206

Work Phone: (818) 548 - 3174

E-mail: DSmith@ci.glendale.ca.us

Note: Invoices are to be mailed to: The Glendale Police Department

- d. The City **will** be responsible for monthly service fees to the power provider at each photo enforced intersection.
- e. Redflex **will** be responsible for the installation and monthly service fees for the high speed Internet connection at each intersection.
- f. Redflex **will be** responsible for the fabrication, installation, and maintenance of all required Advisory Signs in compliance with the Department of Transportation's Traffic Manual.
- g. Redflex **will** be responsible for the installation of LEDs.
- h. Redflex **will** be responsible for the hardware and software necessary to authorize citations. See Item 42 for recommended specifications.
- i. The City, with Redflex cooperation, **will** be responsible for any/all Public Service Announcements to be made prior to the commencement of the warning period.

Warning Period/ Enforcement Procedures

- 19. Prior to issuing citations a 30-day warning period must commence (CVC 21455.5 (a)(2)(b)).
 - c. The City **does** require a separate and independent warning period for each new approach that goes live once the initial warning period has been completed.
 - d. The law enforcement agency **will** authorize incidents during the warning period.
- 20. The City **will** be responsible for all public announcements to be made in compliance with California Vehicle Code (CVC 21455.5 (a)(2)(b)). Attachment C, all sections relevant to automated photo enforcement.
- 21. The City **will be** responsible for assuring that the yellow signal light intervals conform to prevailing authority requirements set forth in California Vehicle Code **§21455.7:**
 - (a) At an intersection at which there is an automated enforcement system in operation, the minimum yellow light change interval shall be established in accordance with the Traffic Manual of the Department of Transportation.

(b) For purposes of subdivision (a), the minimum yellow light change intervals relating to designated approach speeds provided in the Traffic Manual of the Department of Transportation are mandatory minimum yellow light intervals.

(c) A yellow light change interval may exceed the minimum interval established pursuant to subdivision (a).

See Appendix A, Cal Trans phasing interval chart and timing verification document.

23. Passengers' faces shall be masked on the citation.

24. Where only partial driver information is available or no DMV information is available, Redflex will process the incident with "dummy" information, check the "Incomplete Details" Box and place it in the police authorization queue. The name field will read "NOF", the address line will read "123 Any Street" and Redflex will mark the incident as "Incomplete Details".

a. If the Glendale Police Department is able to obtain full details, they will uncheck the "Incomplete Details" box and Redflex will mail of **Notice to Appear**.

b. If the Glendale Police Department is unable to obtain full details, they will leave the "Incomplete Details Box" checked in police authorization and Redflex will mail a **Notice of Violation** (Corporate Notice).

25. Redflex will reject violations for obvious mitigating events (i.e., funeral procession, officer-controlled intersection, parade, etc.) and for camera malfunctions.

26. Incidents where the driver's gender appears to be different than the registered owner's name will be placed in police authorization for disposition by the Glendale Police Department. The production department at Redflex will check the "Incomplete Details" Box. If the police determine that a gender mismatch has not occurred they will uncheck the "Incomplete Details" Box and Redflex will mail a **Notice to Appear**. If the police believe a gender mismatch exists, the Incomplete Details box will remain checked and Redflex will issue a **Notice of Violation**.

27. Incidents involving traffic accidents will be placed in police authorization for disposition by the police department.

28. A Notice to Appear issued pursuant to CVC §40518 for an alleged violation recorded by an automated enforcement system shall contain, or be accompanied by, an Affidavit of Non-Liability and information as to what constitutes non-liability, information as to the effect of executing the affidavit, and instructions for returning the affidavit to the issuing agency.
29. Redflex will receive the Affidavit of Non-Liability, update the information, process the new citation and send it to the Glendale Police Department for approval. Once approved, the original citation will be placed on the Dismissal Report. The Glendale Police Department also has the option of updating citation information from an Affidavit of Non-Liability by accessing the appropriate web-site.
- a. Incomplete Affidavit of Non-Liability and/or other correspondence concerning a violation received by Redflex will be forwarded to the Glendale Police Department for disposition.
 - b. It will be the responsibility of the Glendale Police Department to retrieve the dismissal list from the online reports link and deliver this to the court for final disposition.
30. Citations returned to Redflex with a forwarding address will be re-addressed and mailed to the new address. The citation will not be amended.
31. Citations returned to Redflex with no forwarding address will be forwarded to the Glendale Police Department to research a new address. If successful, the police will place the citation in a new envelope and mail the citation to the new address. The citation will not be amended. If the police are unsuccessful in their search for a new address, the police will update the status of the record to “**Bad Address**” in Redflex SmartOps Online application. Updating the record to this status will place the record on the Dismissal Report. The police will generate the Dismissal Report and deliver it to the court, who will dismiss the citation or they may elect to receive the dismissal list via e-mail (see Attachment B)

Timelines

32. Redflex shall place offenses in the police authorization queue within 6 days of the violation.

33. The Glendale Police Department will authorize violations within 4 days of receipt from Redflex.
34. Redflex will mail the citation on or before the 15th day from the date of violation in order to meet proof of service requirements (CVC §40518 (a)).
- A Certificate of Mailing will accompany each citation (CCP 1013 a).

Trial and Evidence Information

35. The Glendale Police Department will notify Redflex of upcoming trials by e-mail at least two weeks in advance to allow sufficient time to prepare court evidence packages. E-mails will be sent to: courtpacks@redflex.com.

36. Redflex will mail court packages to:

Name: Dennis Smith – Traffic Division
Title: Sergeant
Mailing Address: 131 N. Isabel St. – Glendale, CA 91206
Work Phone: (818) 548-3174
E-mail: DSmith@ci.glendale.ca.us

37. The court evidence package will consist of the following and will comply with the Civil Code of Procedure §2015.5:

- Evidence package checklist
- Color copy of citation
- Four enlarged color photos of violation images
- Image log
- Maintenance log
- Certificate of Correct Functioning
- Nominations (if applicable)

Photo Viewing

38. Pursuant to CVC §21455.5 (f) the registered owner or any individual identified by the registered owner as the driver of the vehicle at the time of the alleged violation shall be permitted to review the photographic evidence of the alleged violation.

39. Please provide the following information regarding photo viewing:

- Phone number to call to request viewing: **(818) 548-2845**
- Address where the viewing will be held: **131 N. Isabel St. – Glendale, CA 91206**
- Days and times viewing available: **Monday through Friday from 9:00 AM to 2:00 PM**
- Viewing **will** be by appointment only.

40. Redflex will host a website whereby the notice recipient may view the violation video online at <http://www.photonotice.com> (city code **GLNDCA**). Citizens may use computers in the public libraries to access the website.

Records Retention/ Confidentiality

41. Any and all photographic records made by Redflex Traffic Systems automated enforcement system and any confidential information obtained from the Department of Motor Vehicles will be retained for a minimum of six months from the date the information was first obtained, except as follows:

- Any individual incident captured by a red light camera system may be retained beyond the original six-month period provided Redflex Traffic Systems is notified by a law enforcement officer or qualified person who is authorized to access the SmartOps system and has a legal reason to request the evidence be retained.
- Except for court records described in Section 68152 of the Government Code, the confidential records and information described in paragraphs (1) and (2) may be retained for up to six months from the date the information was first obtained or until final disposition of the citation, whichever date is later, after which time the information shall be destroyed in a manner that will preserve the confidentiality of any person included in the record or information (CVC §21455.5 (e) (3)).
- If your jurisdiction is part of a court system that provides this data electronically to RTS, the purge process is set to purge data 45 days from the date notification is given that the case has been disposed of. This will allow ample time for the 30-day period to file an appeal of a guilty verdict. If a defendant requests an appearance following a guilty verdict, the Glendale Police Department must use the "HOLD" flag in police authorization to notify RTS to hold the evidence for this citation until the appeal has been heard and a final disposition rendered. All other citation data

without a final disposition will be retained by statute. San Mateo Superior Court does not currently provide final disposition information. **However, if the court stops providing required data we will purge all confidential information obtained through DMV six months from its receipt.**

- Notwithstanding Section 6253 of the Government Code, any other provision of law, photographic records made by an automated enforcement system shall be confidential, and shall be made available only to governmental agencies and law enforcement agencies and only for the purposes of this article. Confidential information obtained from the Department of Motor Vehicles for the administration or enforcement of this article shall be held confidential, and may not be used for any other purpose (CVC §21455.5 (e) (1) and (2)).

Recommended System Requirements

42. The following hardware and software specifications are minimum requirements:

Computer

Intel Pentium 4 2.0 GHz / AMD Athlon XP 2400+ or better

32 MB Graphics card or better

256MB RAM or better

40 GB Hard drive space or better

Monitor

17" screen size or better

1024 x 768 resolution or better

Operating System

Microsoft Windows XP SP1 or better

Microsoft Internet Explorer 6.0 or better

Microsoft Windows Media Player 9.0 or better

ISP

512kb/s download speed or better

Knockdown Procedures

43. In the event any RTS equipment is damaged and/or becomes non-functional due to a traffic collision or other similar cause it will be the responsibility of the law enforcement agency to take the following steps:

- (a) Notify the Customer Representative by phone

If unable to make personal notification, notify the Help Desk by phone or e-mail

- (b) Document the incident on an official police report
CHP 555 or other appropriate form
- (c) Secure the damaged poles, enclosures, or other RTS equipment
- (d) Forward all appropriate reports of the incident to RTS

Miscellaneous

- 44. Lane numbering will be in accordance with state DOT standards, if applicable.
Otherwise, lane numbering will be as follows: all lanes to be numbered sequentially from left to right, from median to curb, i.e., 1, 2, 3, 4, 5, etc. A lane that provides for either a straight through or a turn will be numbered as a straight through lane.
- 45. A password will be issued to each person who is authorized to access SmartOps.
- 46. Redflex will provide a toll free Help Desk number for **customer** inquiries from 6:00am to 6:00pm (MST). The Help Desk can be reached at **(800) 568-8405** or helpdesk@redflex.com.
- 47. Redflex will provide a toll free Call Center number for **citizen** inquiries from 9:00am to 4:00pm (MST). The Call Center number is **(877) 847-2338**.
- 48. A training program of up to twenty-four hours will be provided to as many attendees as deemed necessary by the City. The session will be held either at Redflex Corporate Offices in Scottsdale, Arizona or within the local area, whichever is most feasible. Travel, lodging and per diem, if required, is the responsibility of the City. Mutually agreeable dates and times will be arranged at a later date. Generally, training occurs once per month at the Arizona location.
- 49. The State Auditor's Report of July 2002 encourages law enforcement personnel involved with automated enforcement programs to visit the physical plant where back office operations are performed at least once a year.

Forms for Approval/ Completion

50. The forms listed below need to be reviewed and/or completed:

- Warning Letter
- Notice to Appear (front)
- Notice to Appear (back)
- Juvenile Notice to Appear (front)
- Juvenile Notice to Appear (back)
- Affidavit of Non-Liability
- Instructions Page(s)
- **Note:** If a Spanish instructions page is required, this should be verified by the court.
- DMV Requestor Code Forms (2)

Both parties agree that the business rules are a guide and that from time to time changes will need to be made. Both parties agree that when changes are required Redflex Traffic Systems and the City of Glendale will discuss the changes and initiate them within a reasonable amount of time and at the most economical cost possible.

Attachment A

Cal Trans Yellow Change Interval Chart

Yellow Change Intervals

The purpose of the yellow signal indication is to warn traffic approaching the signal that the related green movement is ending or that a red indication will be exhibited immediately thereafter and traffic will be required to stop when the red signal is exhibited. The length of the yellow change interval is dependent upon the speed of approaching traffic. Suggested yellow intervals are shown below are calculated by using the formula as shown in Table 9-1:

Approach Speed	Yellow Interval mph (km/h)	(seconds)
25 or less	(40 or less)	3.0
30	(48)	3.2
35	(56)	3.6
40	(64)	3.9
45	(72)	4.3
50	(80)	4.7
55	(89)	5.0
60	(97)	5.4
65	(105)	5.8

Taken from the California Department of Transportation, Traffic Manual, Chapter 9-04.5
Yellow Change Intervals
<http://www.dot.ca.gov/hq/traffops/signtech/signdel/trafficmanual.htm>

Attachment B

Electronic (soft copy) Dismissal List

If the court so chooses they may elect to receive the dismissal report in an e-mail. The format is as follows:

Dismissal Request Report
Citation# Corp License#

State Viol Date Last Name, First Name Address

Nominations

005357540	N		23-Sep-2005	SPIVIE, PHILLIP	1246 15TH, DES MOINES, IA 50314
005366591	Y	B230115497782 MN	29-Sep-2005	BEST, CHRISTOPHER	499 NE GLENCOE ST , FRIDLEY, MN 55432
005439510	Y		15-Dec-2005	BRADY, AISHIA	1671 GOSHEN RD B4, AUGUSTA, GA 30906
006219530	N	E005058135805 MN	19-Jan-2006	AL-SAWALHAH, AVELINA	3109 3RD AVE S, MPLS, MN 55408
006220810	N	R240282730851 MN	21-Jan-2006	RUSSELL, GLENN	1030 MAGNOLIA LN, PLYMOUTH, MN 55441



City of Glendale
Business Rules & Related Documentation
DOCUMENT SIGNOFF

After formally reviewing all documents, please check the appropriate box:

COMPLETE – all documents meet the requirements as defined by the customer.

OR

FOLLOW-UP ACTION is required, but no further formal meeting will be necessary.
Please note changes below and/or attach revisions:

Document	Page No. & Item	Requested Change

You may also e-mail revisions to: jbernard@redflex.com.

OR

FOLLOW-UP MEETING is requested to review these documents.

COMMENTS:

Project Manager Signature

Date

Please fax this completed form to (480) 607-0752 Attn: Joe Bernard