

**BUSINESS RULES
FOR
THE CITY OF MENLO PARK, CA**



**RED LIGHT PHOTO
ENFORCEMENT PROGRAM**



CITY OF MENLO PARK, 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)
06.29.07	1.0	Initial draft of business rules (using information provided by San Mateo Superior Court)	Chuck Uhler, Joe Bernard
07.17.07	1.1	Updates with Diel Hutchins	Joe Bernard
09.03.07	1.2		Joe Bernard
01.31.08	1.3	Remove bail amount, update table of contents	Chuck Uhler
02.06.08.	1.4	Add attachment B MOU San Mateo Court	Chuck Uhler
10.15.08	1.5	Item 17 Change of project manager and billing contact	Chuck Uhler

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. DOB or CDL (if known, not required by statute) - Court requires DOB & CDL (if not Owner's Responsibility citation) on RLC filings.
 - k. Physical description (if known, not required by statute)
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: MP12345.
6. Affidavit of Non-Liability citation numbering format will be: MQ12345, MR12345, etc.
7. A courtesy notice WILL be mailed by the court.
8. Bail amount Will Not be printed on the back of the citation.
9. The “respond-by” or appearance date will be twenty-one (21) calendar days from the date of issue, excluding holidays.

10. Adult defendants will be cited into the listed court:

Superior Court of San Mateo County

500 County Center, Redwood City, CA 94063

Phone: 650-363-4300.

Hours of operation: Monday - Thursday: 7:30 am to 4:00 pm

Friday: 8:00 am - 4:00 pm

Web address: www.sanmateocourt.org

Juvenile defendants will be cited into the listed court:

Juvenile Traffic Court County of San Mateo

222 Paul Scannell Drive, San Mateo CA 94402

Phone: 650-312-8887

Hours of operation: Monday – Friday 8:00am-5:00pm

Web address: www.sanmateocourt.org

11. 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.
12. Redflex WILL place an electronic file containing printed original and nominated citation information on the Redflex FTP site each day for court retrieval. The electronic citation format required by the San Mateo County Superior Court is attached and incorporated to this document labeled as attachment B for reference.
 - a. Does the court require hardcopies of the citations? NO
 - b. If yes, images ARE included.
 - c. If yes, hard copies should be mailed to:

13. Juvenile cites will not be placed on the FTP site the same as adults. Hardcopies of the Juvenile citations will be mailed to the Juvenile Traffic Court County of San Mateo 222 Paul Scannell Drive, San Mateo CA 94402.

14. 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.

15. 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: Tim Benton
Title: IT San Mateo Superior Court
Work Phone: (650) 363-7825
Mailing Address: 500 County Center, Redwood City CA 94063
E-mail: tbenton@sanmateocourt.org

16. 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

Contract Details/ Summary

17. The contract details are for:

- a. Up to 20 approaches
- b. The term of the contract is for five (5) years from the initial installation date.
- c. The city shall assign a project manager: That person is:

Name: Sharon Kaufman
Title: Sergeant
Work Phone: (650) 330-6343
Mailing Address: 701 Laurel Street, Menlo Park CA 94025

E-mail: SAKaufman@menlopark.org

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

Name: Susan Tsai

Title: Management Analyst

Work Phone: (650) 330-6309

Mailing Address: 701 Laurel Street, Menlo Park CA 94025

E-mail: SLTsai@menlopark.org

Note: Invoices are to be mailed to: 701 Laurel Street, Menlo Park, CA 94025

- e. The City WILL be responsible for monthly service fees to the power provider at each photo enforced intersection.
- f. Redflex WILL be responsible for the installation and monthly service fees for the high speed Internet connection at each intersection.
- g. 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.
- h. Redflex WILL NOT be responsible for the installation of LEDs.
- i. Redflex WILL NOT be responsible for the hardware and software necessary to authorize citations.
- j. 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

18. Prior to issuing citations a 30-day warning period must commence (CVC 21455.5 (a)(2)(b)).

- 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.
- The law enforcement agency WILL authorize incidents during the warning period.

19. The City WILL be responsible for all public announcements to be made in compliance with California Vehicle Code (CVC 21455.5 (a)(2)(b)).

20. 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.

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

22. Where only partial driver information is available, or DMV information is not 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".

- If the Menlo Park Police Department is able to obtain full details, they will uncheck the "Incomplete Details" box and Redflex will mail of Notice to Appear.
- If the Menlo Park 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).

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

24. 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 Menlo Park 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.

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

26. 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.
27. Redflex will receive the Affidavit of Non-Liability, update the information, process the new citation and send it to The Menlo Park Police Department for approval. Once approved, the original citation will be placed on the Dismissal Report. The Menlo Park 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 Menlo Park Police Department for disposition.
 - b. It will be the responsibility of the Menlo Park Police Department to retrieve the dismissal list from the online reports link and deliver this to the court for final disposition.
28. Citations returned to Redflex with a forwarding address will be re-addressed and mailed to the new address. The citation will not be amended.
29. Citations returned to Redflex with no forwarding address will be forwarded to the Menlo Park 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.

Timelines

30. Redflex shall place offenses in the police authorization queue within **6** days of the violation.
31. The Menlo Park Police Department will authorize violations within **4** days of receipt from Redflex.
32. 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

33. The Menlo Park 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.

34. Redflex will mail court packages to:

Name: Red Light Program c/o Diel Hutchins
Title: Management Analyst
Work Phone: (650) 330-6309
Mailing Address: 701 Laurel Street, Menlo Park CA 94025
E-mail: dihutchins@menlopark.org

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

- a. Evidence package checklist
- b. Color copy of citation
- c. Four enlarged color photos of violation images
- d. Image log
- e. Maintenance log
- f. Certificate of Correct Functioning
- g. Nominations (if applicable)

Photo Viewing

36. 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.

37. Please provide the following information regarding photo viewing:

- a. Phone number to call to request viewing: (650) 330-6693
- b. Address where the viewing will be held: Menlo Park Police Department
701 Laurel St. Menlo Park, CA 94025
- c. Days and times viewing available: Tuesday 9:00 AM - 2:00 PM
- d. Viewing WILL be by appointment only

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

Records Retention/ Confidentiality

39. 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 Menlo Park 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.**
 - a. 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)).

Knockdown Procedures

40. 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
 - i. 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

41. 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.
42. A password will be issued to each person who is authorized to access SmartOps.
43. 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.
44. 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**.
45. 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.

46. 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

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

- Warning Letter
- Notice to Appear (Front)
- Notice to Appear (Back)
- Affidavit of Non-Liability (Adult)
- Mail Page
- Juvenile Notice to Appear (Front)
- Juvenile Notice to Appear (Back)
- Affidavit of Non-Liability (Juvenile)
- Notice of Violation (Front)
- Notice of Violation (Back)

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 Menlo Park 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

Memorandum of Understanding San Mateo Superior Court/City of Menlo Park/Redflex Traffic Systems Inc.

Red Light Photo Citation System Processing Memorandum of Understanding

Purpose

This is a memorandum of understanding between the Superior Court of California, County of San Mateo (Court), the Police Department of the City of Menlo Park (Menlo Park PD), the law enforcement agency who will use a Red Light Photo Citation System, and Redflex, the vendor providing the red light photo citation system. This document describes the procedures that all parties will follow when sending the traffic citation records to the court for processing for processing the citation information.

Parties

The parties involved in this Memorandum of Understanding are the Superior Court of California, County of San Mateo, City of Menlo Park Police Department, and Redflex.

History

The Superior Court maintains an automated traffic case management, cashiering and accounting system. In most cases, information contained in traffic citations is manually entered into this automated system by the court data entry division. The City of Menlo Park Police Department has entered into an agreement with Redflex to procure, install and maintain a red light traffic citation system that will monitor traffic intersections and issue electronic traffic violation citations when motorists violate California Vehicle code sections regarding red light traffic control. Citations that are generated by Redflex will be in an electronic format. Redflex will place two files on Redflex's FTP site each day for court retrieval.

Procedures

Manual citations are normally sent to the court's traffic division data entry department for entry into the court traffic case management system. Under this "Red light citation system" Redflex will generate a data file containing information on the traffic violations, including all of the photos taken associated with the violation. Menlo Park PD will review the file from Redflex and screen out those violations where the supporting evidence is not discernable. Redflex will place two files on Redflex FTP site for court retrieval. The first file is known as a Data file, which will be text file, containing printed original and nominated citation information. The second file is known as an Image file (.pdf format), which will contain an image of the printed citation, thereby eliminating the need for Redflex to provide hardcopies of the citation. The court will validate the submitted data file against the existing citation database, searching for any potential duplicates or other related citation problems. This validation process will create a report that indicates the citations that pass validation and those that are rejected. This report will then be sent back to the Menlo Park PD for review and correction. For the rejected citations, Menlo Park PD

will need to correct and forward the corrections to the court's traffic data entry division. Please reference the attached flowchart that describes this process.

Step-by-Step process:

1. Redflex will place two files for each batch of citation on Redflex FTP site each day prior to 2 PM for court retrieval.

One file will be a text file and the second file will be a corresponding image file. Each corresponding file name should have the date embedded in the name to allow the court to "match" up the corresponding text and image files. The text file must be a direct reflection of the images contained in the corresponding image folder. Only one set of files per day will be accepted. The text file is to be sorted by Citation number from lowest number to highest number.

The naming convention for the *individual image files* is to be only the numeric citation number of the actual citation. (it should not contain any alpha characters – i.e. SM)

2. The court will:

- After 2 PM, retrieve the two items from the Redflex FTP site.
- Save copies of the files in an archive directory.
- Place a copy of the text file on the court traffic vendors' server for processing.
- Print the citations on the image file.

The court traffic vendor will:

- Retrieve the text file from their server for processing
- Process the citations and place the resulting report back on its server within 2 business days for the court to retrieve.
- A listing of rejected citations will be placed on the court traffic vendor's server for processing.

3. Menlo Park PD will review the 'rejected' citations report and direct any corrected citations to the court's data entry division located in Central Branch Court facility.

Communication:

All communication regarding the traffic case management system, this red light photo-citation process or any potential problems associated with this process shall be reported to the court for resolution. The contact for this shall be the Information Technology Analyst assigned to the traffic application.

We the undersigned have read and do hereby approve and agree to the terms of this Memorandum of Understanding, entered into and effective on _____.

We attest that we are authorized agents of the entities identified herein and are authorized to execute this agreement on their behalf.

_____ Date: _____
Tim Benton, Information Technology Director

_____ Date: _____
City of Menlo Park Police Department

_____ Date: _____
Redflex, Red Light Vendor



City of Menlo Park
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: PM@redflex.com. (project management)

OR

FOLLOW-UP MEETING is requested to review these documents.

COMMENTS:

Project Manager Signature **Date**

Menlo Park Representative Signature **Date**

Please fax this completed form to (480) 607-0752 Attn: Lee-ann Dunton.