


City of Millbrae
Guidelines for Screening
Automated Photo Enforcement Violations

ITEM P

Section 21455.5(c) (1) of the California Vehicle Code states, in part:

Only a governmental agency, in cooperation with a law enforcement agency, may operate an automated enforcement system. As used in this subdivision, "operate includes all of the following activities:

- (1) Develop uniform guidelines for screening and issuing violations and for the processing and storage of confidential information, and establishing procedures to ensure compliance with those guidelines.*

Suggested Guidelines When Screening Violations

1. Does the incident contain all 4 required photographs?
2. Are the traffic signals in the Scene A (pre-violation) and Scene B (post-violation) in the red phase?
3. Does Scene A photo clearly show the vehicle placement before the limit line or crosswalk?
4. Does the Scene B photo clearly show the vehicle entered into the intersection?
5. Is the driver's photograph clear enough to identify the driver, either in person or with a DMV Photo?
6. Is the license plate photo clear?
7. Is the data bar information complete?
8. Does the video corroborate the photographic evidence?
9. Is the DMV information for the driver/vehicle complete? If not, conduct and inquiry in an effort to complete it.

After evaluating the incident, the officer (or red light coordinator) may accept the incident and cause the issuance of a citation or reject it for any of the deficiencies listed in items 1-9 above or any other circumstance that would constitute a legal or factual mitigating defense. The decision to accept or reject an incident is at the discretion of the officer.

When an officer accepts a violation, the citation is issued and the violator is given the opportunity to contest the violation. If contested and a subpoena issued, a request is made for a court packet and a file folder is created. The original court package is given to the court as evidence. A copy is given to the violator and a copy retained for testimony. After the court appearance, the package is maintained for six months in the Redlight Photo Enforcement Office. After six months, the court packets are destroyed in a manner that protects the confidentiality of the person included in the record.



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.


- The City of Millbrae stores the evidence in a secured cabinet in a secured room with limited access to SMPD personnel. The evidence remains in this location until the court date, when a SMPD Photo Enforcement coordinator transports the evidence to court for trial. After trial, the file is placed back in the secured cabinet and purged shortly thereafter.
- The evidence remains in a secure cabinet for six months from the date the information was first obtained, or until final disposition of the citation, whichever date is later. The information is destroyed in a manner that will preserve the confidentiality of any person included in the record or information.
- On a quarterly basis, all files and evidence is reviewed for compliance.
- These measures are taken to ensure the credibility and reliability of the evidence and confidential information.


#	Questions	Conditions	Answers	Date of Change
1.0 Start up Documentation				
1.1	Will the City use the State Statute?	Statute #	Vehicle Code 21453 (a) for steady circular red signal and 21453 (c) for steady red arrow signal	
1.2	Will the City reference the Local Ordinance? Has it passed?	Passed Pending Ordinance #	No	
1.3	What ATS city code has been assigned?	###	019	
1.4	List all Counties and County Numbers?	County County Number	N/A	
1.5	What are the Municipality Name and Agency Number?	Municipality Name Agency Number	N/A	
2.0 Contact Information – Stakeholders & Sponsoring Agencies				
2.1	Primary Police Department contact	Name Title Email Phone #	Matt Pangalos Permit Officer MPangalos@cityofsanmateo.org 650-522-7746	
2.2	Technical IT contact for the Police Department	Name Title Email Phone #	Lynette Monette IT Support lmonette@ci.millbrae.ca.us 650-599-7422	
2.3	Primary Court contact	Name Title Email Phone#	San Mateo County Super Court- Southern Branch 500 County Center Redwood City, CA 94063	
2.4	Technical IT contact for the Court	Name Title Email Phone #	Rick Waverly IT Manager rwaverly@sanmateocourt.org 1-650-367-4063	
2.5	City Public Information Officer	Name	Angela Louis	

#	Questions	Conditions	Answers	Date of Change
	Contact	Title Email Phone #	alouis@ci.millbrae.ca.us 650-259-2333	
2.6	Has the DMV Services Subscriber Agreement been filled out (with the NLETS Agency ORI #) and signed?	Yes, Provide ORI# No	CA0411000	
3.0 Cameras, Detection and Signs				
3.1	What is the violation detection type?	PLP Loop to Loop Radar Iteris Video WVD	WVD	
3.2	What Violation types will we be processing?	Red light Intersection Speed Fixed Speed Mobile Speed Vans	Red Light	
3.3	What images are captured?	RED LIGHT VIOLATION: 2 back shots, 1 front shot SPEED VAN VIOLATION: 1 back shot, 1 front shot INTERSECTION SPEED CONTROL: 1 back shot, 1 front shot FIXED SPEED: 1 back shot, 1 front shot	2 back shots 1 front shot	
3.4	Are we capturing video clips with all violations?	Yes / No	Yes	
3.5	Optional Fields on the Data Bar	Posted Speed – Yes/No Actual Speed – Yes/No	Yes Yes	
3.6	Please list all incoming approaches that require a sign and the placement location for each sign.		N/A	
4.0 Workflow – Definition of a Red Light Violation				



#	Questions	Conditions	Answers	Date of Change
4.1	Line of Demarcation definition (position of front tires in the A-shot) 	<ol style="list-style-type: none"> 1. Behind the Stop line 2. Behind the prolongation of the curb 3. Behind the cross walk 4. Behind whichever line the tires will hit first 	Behind the Stop line	
4.2	If front tires are on or slightly over the line of demarcation. (A-Shot)	<ol style="list-style-type: none"> 1. Pass to Police Review 2. Pass to Police Review as long as there is a video clip which shows the tires were behind the line when the light turned red 3. Reject 	Pass to Police Review	
4.3	If violation line is not visible or is obstructed.	<ol style="list-style-type: none"> 1. Pass to Police Review 2. Pass to Police Review as long as there is a video clip which shows the tires were behind the line when the light turned red 3. Reject 	Pass to Police Review as long as there is a video clip which shows the tires were behind the line when the light turned red	
4.4	Violation definition – <u>straight and left</u> (position of vehicle in the B-Shot) 	<ol style="list-style-type: none"> 1. Vehicle stops after the violation line but does not complete through the intersection. 2. Back tires of vehicle crossed the line of demarcation 3. Entire vehicle crosses the line of demarcation. 4. Vehicle completed through intersection. 	Entire vehicle crosses the line of demarcation.	
4.5	Will right hand turn violations be enforced?	Yes / No	Yes	




#	Questions	Conditions	Answers	Date of Change
	Violation definition – <u>right hand turn</u>	<ol style="list-style-type: none"> 1. Vehicle stops after the violation line but does not complete through the intersection. 2. Vehicle did not come to a full complete stop on a right hand turn. 3. Vehicle slow-rolled but is going _____ MPH or greater. 	Vehicle slow rolled but is going 5MPH or greater	
	The light is red when the vehicle passes the violation line but then turns green.	<ol style="list-style-type: none"> 1. Pass to Police Review 2. Reject 	If the vehicle's rear tires are over the violation line when the light turns green, accept the violation	
	Are there intersections with no right on red signs posted?	Yes / No	N/A	
	Locations:		N/A	
4.6	<p>LED of traffic control signal is a strobe and the photo shows all lights unlit (but video supports that the light was red)</p> 	<ol style="list-style-type: none"> 1. Pass to Police Review 2. Reject 	Pass to Police Review	


#	Questions	Conditions	Answers	Date of Change
4.7	<p>Traffic control signal uses Incandescent bulbs and A-shot shows a fading yellow signal after the start of the red phase</p> 	<p>1. Pass to Police Review 2. Reject</p>	Pass to Police Review	
4.8	Traffic control signal head is not visible in video	<p>1. Pass to Police Review 2. Reject</p>	Pass to Police Review	
4.9	Is video required to accept a straight through and left hand turn violation if the A-Shot and B-Shot provide sufficient evidence?	Yes / No	No	
4.10	<p>Will the Directional Dropdown Menu and Location Directional Summary Report be activated for the review process? Note: If YES, the PD will be required to verify and select the direction of the vehicle before accepting each violation.</p>	Yes/No	N/A	
5.0 Workflow – Definition of a Speed Violation				
5.1	Speed Limits Per Location	List the posted speed limit at each location	N/A	
5.2	Speed that results in a violation	<p>6 miles over posted 11 miles over posted Other</p>	N/A	
5.3	Is a speed limit sign required within so many feet of the intersection?	Yes/No	N/A	


#	Questions	Conditions	Answers	Date of Change
	If YES , within how many feet?	Within _____ ft.		
5.4	For speed violations... Can they be enforced if the video clip is missing (occasionally, a video clip is not available)?	Yes/No	N/A	
5.5	Will there be different notice content based on the violation type?	-Same as red light but different charge code -Separate content for Speed	N/A	
5.6	What is the charge code?		N/A	
5.7	What is the charge code that is to be referenced on the Notice?		N/A	
5.8	Will the School Zone enforcement be based on times, or flashers activated?	-Time of Day -Flashers	N/A	
5.9	Is the flashing beacon or sign required in the video/photo violation capture?	Yes/No	N/A	
6.0 Workflow – Other Operational Decisions				
6.1	Responsible party for Citation Issuance	1. Police Department 2. Parking Enforcement 3. Other City Official	Police Department	
6.2	Emergency Vehicles Includes: Police, Fire & Ambulance	Lights <u>On</u> 1. Reject	Pass to Police Review	
6.3	Emergency Vehicles Includes: Police, Fire & Ambulance	Lights <u>Off</u> 1. Pass to Police Review 2. Reject	Pass to Police Review	
6.4	Flagman wave through	1. Reject	Reject	
6.5	Funeral Procession	1. Reject	Reject	
6.6	Vehicle Make/Model Mismatch	1. Reject	Pass to Police Review	
6.7	City Government Vehicle	1. Pass to Police Review 2. Reject	Pass to Police Review	

#	Questions	Conditions	Answers	Date of Change
6.8	License plate information on Trailer	1. Pass to Police Review 2. Reject	Pass to Police Review	
6.9	Handicap Plates	1. Pass to Police Review 2. Reject	Pass to Police Review	
6.10	Temporary Plates	1. Pass to Police Review 2. Reject	Pass to Police Review	
6.11	Dealer Plates	1. Pass to Police Review 2. Reject	Pass to Police Review	
6.12	Non-US Plates	1. Pass to Police Review 2. Reject	MX and Canada: Pass to Police Review All other: Reject	
6.13	Diplomat Plates	1. Pass to Police Review 2. Reject	Pass to Police Review	
7.0 Workflow – Police Review				
7.1	Does the ordinance require additional city prosecutor review after the Police have reviewed each violation?	Yes / No	No	
7.2	Does the ordinance require a Technician's Certificate authorization in PD review?	Yes/No	No	
7.3	Does a PD supervisor wish to re-review violations rejected by the officers reviewing and approving violations (Police Re-review)?	Yes / No	Yes	
8.0 Workflow – Issuing the Notice / Warning				
8.1	Is there a statute/ordinance which defines the # of days between the violation date and the issue date?	Statute/Ordinance # of days:	15 days	
		Contract # of days:	15 days	



#	Questions	Conditions	Answers	Date of Change
	Is there a contract requirement? Any exceptions for out of state registrations?	Out of State:	15 days	
8.2	'Issue Date' Definition – printed on front of notice	Notice Create Date + 1 day	Date of Police Accept + 1 business day	
9.0 www.ViolationInfo.com				
9.1	Will the City provide walk-in public internet access to those unable to view the video or images at home? If yes, who will provide access?	Yes/No PD Court	Yes	
9.2	Phone number Hours of operation	Phone: Hours	650-522-7746 Appointment Required	
9.3	Is appointment required?	Yes No, just walk in.	Yes	
9.4	Image in Upper Left Corner (Navigation page) 150px (W) by 70px (H)	PD badge City seal Other		
9.5	Banner at top of page 600px (W) by 70px (H)	City has banner City would like ATS to create a simple city-name banner		
9.6	Axis Splash Page Banner	PD badge City seal Other		
9.7	Display Balance?	Yes / No	No	
9.8	Enable Green E-Pay Button?	Enable/Disable	No	

#	Questions	Conditions	Answers	Date of Change
9.9	Link to Affidavit (pdf)?	Yes / No	Yes	
9.10	Link to Refund Request (pdf)?	Yes / No	No	
9.11	Any other Links? (i.e. City, Court, PD) (If yes, please include the link)	Yes / No	No	
10.0 Warning Period - Review the sample Warning layout and mark changes.				
10.1	Will there be a warning period?	Yes / No	No	
10.2	How long will the warning period be?	## days	N/A	
10.3	Logo - upper left hand corner	PD – badge City - Seal	N/A	
10.4	Return Address – upper left hand corner (place for undeliverable mail)	PD Court ATS Operations	N/A	
10.5	Will Phone Customer Service be provided during the warning period? If yes, who will provide?	Yes/No ATS Operations 1-866-790-4111 PD	N/A	
10.6	Who will provide Walk-in Customer Service during the warning period?	Court PD	N/A	
11.0 Notice of Violation - Review the sample Notice layout and mark changes				
11.1	Logo - upper left hand corner	PD – seal or badge City		
11.2	Return Address – upper left hand corner (place for undeliverable mail)	PD Court ATS Operations	City of Millbrae Automated Photo Enforcement Program 621 Magnolia Ave. Millbrae, CA 94030	

#	Questions	Conditions	Answers	Date of Change
11.3	Is the party willing to enter a new address or a note if no new address is available?	Yes / No	No	
11.4	Are there one or two types of First Notices?	1. One 2. Two If more than one, define the difference between them	Two Notice to appear for individuals and Notice without appearance for Rentals	
11.5	What is the First Notice called?	Notice of Violation Citation Notice of Infraction	Notice to Appear	
11.6	What is the calculation of the Payment Due Date?	Issue Date + 15 days Issue Date + 30 days Court date based on issue date	Issue Date + 30 days (court date)	
11.7	What is the fine amount for Red Light? Does it include a court fee?		\$490.00 Yes	
11.8	Is there a separate ordinance or statute for solid red and red arrow? 		Vehicle Code 21453 (a) for steady circular red signal and 21453 (c) for steady red arrow signal	
11.9	Does the City require the use of complaint numbers? If yes, please explain	Yes/No Import from City/County or ATS Creates numbers – Need example of starting point, i.e. ABC001	No	
11.10	Will points be assessed? Should a sentence be included stating whether Points will be or will not be assessed? (Driver Liability Only)	Yes / No Yes / No	Yes Yes	
11.11	Is driving school an option in lieu of paying the fine amount? (Driver Liability Only)	Yes / No	Yes, judge will decide	

#	Questions	Conditions	Answers	Date of Change
11.12	What officer signature type will be used?	Electronic Signature Printed Name	Electronic Signature	
11.13	Is the officer's badge # required? What is the badge # called?	Yes / No	Yes ID Number	
11.14	Is any other signature required on the Notice? Please specify.	Yes / No	No	
11.15	Define Images to be included on the notice (A&B for Red Light / single backshot for Speed) to be included on the Notice?	Backshots Front shot Plateshots Faceshots	Back shots Front shot	
11.16	Separate data fields on Notice?	Speed: Yes/No Speed Limit: Yes/No	No No	
11.17	Is the registered owner's driver's license number required? Date of birth? (Driver Liability Only)	Yes / No Yes / No	Yes	
11.18	Are there special requirements for Juveniles? (Driver Liability Only)		Yes	
11.19	If a court date is printed on the first notice, how is the court date determined?		Issue Date + 30 days	
11.20	Will Phone Customer Service be provided during this time? If yes, who will provide service? If ATS, we provide service 8 AM – 5 PM local time.	Yes/No ATS 1-866-790-4111 Police Department Court	Yes, PD 650-522-7746	
11.21	Will Walk-in Customer Service be provided? If so, by whom?	Yes/No Court PD	Yes San Mateo Police Dept. 200 Franklin Pkway San Mateo CA 94401	



#	Questions	Conditions	Answers	Date of Change
11.22	Are there any special mailing requirements for the 1 st Notice? Second Notice	First Class Bulk Mail Certificate	First Class	
12.0 Affidavits of Non-Responsibility				
12.1	What is the due date for the affidavit?		Due date of notice	
12.2	Does the Affidavit need to be scanned into Axisis?	Yes / No	Yes	
12.3	Define the process if the affidavit is received by ATS on or before the due date, but is not processed until after.			
Corporations				
12.4	Which processing group will handle affidavits for Corporations? (i.e. Rental Car Companies, Leasing Companies, Fleet Vehicles, Car Dealerships, etc.)	PD Court ATS Will not offer affidavits	ATS	
12.5	What is the full address Affidavits will be mailed to?	Name Street Address City, State Zip	Violation Processing Center PO Box 22091 Tempe, AZ 85285-2091	
12.6	Via what channels can an Affidavit be submitted?	Mail Fax Walk-in to PD Hearing at Court	Mail Fax	
12.7	Describe the process to be followed if the affidavits are not mailed to the above processing group	Faxed to ATS Mailed to ATS City will handle	Mail to ATS	
12.8	Is a dismissal letter mailed to partnership corporations when an affidavit is submitted?	Rental Car Company - Yes / No Leasing Company - Yes / No Fleet Vehicles - Yes / No	No No No	



#	Questions	Conditions	Answers	Date of Change
		Car Dealerships - Yes / No Other Corporations - Yes / No	No No	
Individuals				
12.9	Are Affidavits allowed from Individuals where another driver is identified	Yes / No	Yes	
12.10	Which processing group will handle individual Affidavit's of non-responsibility?	PD Court ATS Will not offer affidavits	ATS	
12.11	What is the full address Affidavits will be mailed to?	Name Street Address City, State Zip	Violation Processing Center PO Box 22091 Tempe, AZ 85285-2091	
12.12	Via what channels can an Affidavit be submitted?	Mail Fax Walk-in to PD Hearing at Court	Mail Fax	
12.13	Describe the process to be followed if affidavits are not mailed to the above processing group	Mailed to ATS Faxed to ATS City will handle	Mail to ATS	
12.14	Is identification of the driver Optional or Required?	Required Optional	Required	
12.15	What should be done if driver address is not US, Canada or Mexico?	Dismiss	Sent to PD	
Describe any special processes the city would like in place for the following circumstances:				
12.16	Plate Number / State entered Incorrectly	ATS Operations may handle	Request a hearing	
12.17	Part of Funeral Procession	Affidavit with letter from Funeral Home Request a review Request a hearing	Request a review	



#	Questions	Conditions	Answers	Date of Change
		Dismiss		
12.18	Ticket Issued by PD	Affidavit with copy of police-issued paid ticket Request a review Request a hearing Dismiss	Request a review	
12.19	Stolen Vehicle or Plate	Affidavit with Police Report Request a review Request a hearing Dismiss	Request a review	
12.20	DMV Error Is affidavit required?	Affidavit with copy of their vehicle registration Request a review Request a hearing Dismiss	Request a review	
12.21	Traffic Control Signal was not in proper position or not sufficiently legible	Request a review Request a hearing Dismiss	Request a review	
12.22	Operator of vehicle was acting in compliance with the lawful order or direction of a police officer	Request a review Request a hearing Dismiss	Request a review	
12.23	Operator of vehicle was yielding to an approaching emergency vehicle	Request a review Request a hearing Dismiss	Request a review	
12.24	Vehicle was operating as an emergency vehicle	Request a review Request a hearing Dismiss	Request a review	
12.25	Hazardous road conditions existed	Request a review Request a hearing Dismiss	Request a review	
12.26	Vehicle was sold	Affidavit with sold receipt	Request a review	

#	Questions	Conditions	Answers	Date of Change
		Request a review Request a hearing Transfer of Liability		
12.27	Death	Copy of Death Certificate Request a review Request a hearing Dismiss	Request a review	
12.28	Registered Owner is a Business Owner and is naming an employee	Affidavit Request a review Request a hearing Transfer of Liability	Affidavit – transfer liability	
12.29	Military Deployment	Affidavit with Power of Attorney Dismiss	Request a review	
12.30	Incarceration	Affidavit with Power of Attorney Dismiss	Request a review	
12.31	Does the Affidavit need to be Notarized?	Yes / No	No	
12.32	Is a dismissal letter mailed to whoever submitted the affidavit?	Yes / No	No	
12.33	If NO, can a general dismissal letter be sent upon request?	Yes / No	No	
12.34	Will Insufficient Info letter be issued?	Yes / No	Yes	
12.35	If so, list the Insufficient Information Reasons.	AFFIDAVIT NOT NOTARIZED AFFIDAVIT NOT PROVIDED BILL OF SALE NEEDS SALE DATE AND BUYER'S SIGNATURE BILL OF SALE NOT PROVIDED COPY OF REGISTRATION NEEDED DID NOT PROVIDE COPY OF DEATH CERTIFICATE DRIVER INFORMATION MISSING OR INCOMPLETE	See list at left	

#	Questions	Conditions	Answers	Date of Change
		FULL NAME AND ADDRESS MISSING MISSING DATE OF BIRTH MISSING DRIVER FULL ADDRESS MISSING DRIVER FULL NAME NO SIGNATURE ON BILL OF SALE NO SUPPORTING DOCUMENTATION PAPERWORK NOT LEGIBLE RECEIVED TOO LATE STOLEN VEHICLE POLICE REPORT MISSING		
12.36	Number of days to retain any paper documents (Affidavits, correspondence, etc), mailed into ATS Operations from violators, that are electronically scanned into Axis and linked to the appropriate Notice.	Shred after scanning is complete 30 days after scanning and linking 60 days after scanning and linking 90 days after scanning and linking	90 days	
13.0 Court Interface of Notice Information				
13.1	Will an electronic interface between Axis and the Court System? If yes, will they be utilizing an existing interface? If no, include PMO #.	Yes / No Yes / No	Yes Yes	
	Does a note regarding the file transfer to the court need to be included in AXIS?	Yes, what is the verbiage to be used? No	No	
13.2	Does the court want the electronic PDF File of the Notice?	Yes / No	Yes	
13.3	Can the court access the ATS FTP site and copy the notices from the FTP site? FTP URL Address:	Yes / No	Yes	
13.4	If no court interface, will hard copies be sent to the court? If yes,	Yes/No	N/A	



#	Questions	Conditions	Answers	Date of Change
	provide the address.			
13.5	Will the court manually enter the Notice payment information?	Yes / No	No	
13.6	Is ATS Operations required to print and mail copies of the Notices to the Court?	Yes / No	No	
13.7	Define when the notice to the court is a different notice or a subset of a notice mailed to the violator.		N/A	
13.8	Does ATS need to retain DMV information?	Yes/No	No	
14.0 Delinquent Notices				
14.1	Who issues the Second or Delinquent Notice?	ATS Court	Court	
14.2	Return Address – upper left hand corner (place for undeliverable mail)	PD Court ATS Operations	N/A	
14.3	What is the Second Notice called?	Delinquent Notice Delinquent Notice of Violation Notice to Appear	N/A	
14.4	Are there any other signature requirements on the Second Notice?	Yes / No	N/A	
14.5	Are backshot images (A&B for Red Light / single backshot for Speed) to be included on the Second Notice?		N/A	
14.6	If a court date is printed on the Second Notice, how is the court date determined?		N/A	
14.7	Are there any special mailing requirements for the 2 nd Notice?	Yes / No	N/A	



#	Questions	Conditions	Answers	Date of Change
14.8	Are there any additional notices? If YES , please list the name of each additional notice to be used.	Yes / No	N/A	
14.9	Who issues the additional notices?	ATS Court	N/A	
14.10	Are there any other signature requirements on the additional notice(s)? (If Yes, list each notice that requires additional signature requirements)	Yes / No	N/A	
14.11	Define Images to be included on the Third Notice (A&B for Red Light / single backshot for Speed)	Backshots Front shot Plateshots Faceshots	N/A	
14.12	If a court date is printed on the additional notice(s), how is the court date determined?		N/A	
14.13	Are there any special mailing requirements on the additional notice(s)? (If Yes, list each notice that requires special mailing requirements)	Yes / No	N/A	
15.0 Fine Schedule				
15.1	Is there progressive enforcement? If yes, please explain	Yes/No	No	




#	Questions	Conditions			Answers		Date of Change
15.2	Explain the fine schedule: (Issue Date Ex: FN due date + 30), (Due Date Ex: SN Issue date + 15)						
		Fine Amount	Issue Date	Due Date	Late Fee	Court Fee	Issuer (ATS/Court/PD)
	First Notice	Court determines	PD Accept + 1 business day (mail date)	Issue Date + 30 days	No	No	ATS
	Second Notice	N/A	N/A	N/A	N/A	N/A	N/A
	Third Notice	N/A	N/A	N/A	N/A	N/A	N/A
16.0 Collections							
16.1	Will the City utilize ATS Pre Collections and/or Collection Services?	Pre Collections Collections Both			N/A		
	Collections to go-live on what date?				N/A		
	Start collections from what violation date?	Specific Date Beginning of program			N/A		
16.2	Primary collections contact at City	Name Title Phone Number Email Address			N/A		
16.3	Are ATS Collection Services negotiated in the original contract?	Yes No, an Amendment will be needed			N/A		
16.4	Has an Amendment to the original contract been negotiated and signed?	Yes, copy attached No			N/A		
16.5	What Collection Company will be used?	Linebarger PennCredit PFS			N/A		
16.6	Will you enforce the Collection of Late Fees or can they be waived if payment is received without them?	Enforce Waive if received without			N/A		
16.7	Is there a collection fee allowed by	Yes, in the amount of \$			N/A		

#	Questions	Conditions	Answers	Date of Change
	State Statute? If yes, how much?	No		
16.8	What is the minimum balance required to submit to collections? <i>(Client authorizes any amount greater than \$0 and below cut-off amount to be waived)</i>		N/A	
16.9	Do we allow hearings after violation is sent to collections?	Yes/No	N/A	
16.10	Do we turn Skip Trace on?	Yes/No	N/A	
16.11	Do we allow transfer of liability after violation is sent to collections?	Yes/No	N/A	
16.12	After the violation goes to collections, do we allow administrative dismissals?	Yes/No	N/A	
16.13	Will a Process Service be utilized?	Yes / No	N/A	
16.14	If Yes, describe the process.		N/A	
16.15	Do we allow Epay after a document goes to collections?	Yes / No	N/A	
17.0 Collection Notices				
17.1	Describe Collection Notices file transfer (outside collections)	Send File to Collections = Final Notice Due Date + X Days Specify what Final Notice is (SN or CN)	N/A	
17.2	Describe Pre Collection letter issue dates. (in house collections)	1 st Pre Collection letter = Final Notice Due Date + X days 2 nd Pre Collection letter = Final Notice Due Date + X days Specify what Final Notice is (SN or CN)	N/A	



#	Questions	Conditions	Answers	Date of Change
18.0 Collection Enforcement Procedures				
18.1	Will a Boot & Tow be utilized?	No Yes, After First Collection Notice Due Date Yes, After Second Collection Notice Due Date	N/A	
18.2	Who will initialize the Boot & Tow process?	ATS PD	N/A	
18.3	Is there paperwork that needs to be filled out and submitted to the PD to initiate the Boot & Tow process?	Yes / No	N/A	
18.4	Describe the Boot & Tow Process.		N/A	
18.5	Will a DMV Hold / Release be utilized?	No Yes, After First Collection Notice Due Date Yes, After Second Collection Notice Due Date Yes, after Specific Notice Due Date	N/A	
	Registration Hold File to go-live on what date?		N/A	
	Start Registration Holds from what violation date?	Specific Date Beginning of program	N/A	
18.6	Who will Initialize the DMV Hold/Release?	ATS PD Court	N/A	
18.7	Is there paperwork that needs to be filled out and submitted to the DMV to initiate the process?	Yes / No	N/A	
18.8	Describe the DMV Hold/Release Process.		N/A	
19.0 Payment Processing				

#	Questions	Conditions	Answers		Date of Change
19.1	Will the city be using ATS to manage payments?	Yes / No Please explain	No		
19.2	Who is the Finance Contact (please include all required information from the list)?	Name Title Phone Number Email Address	N/A		
19.3	What forms of payment are accepted?	Cash E-check Money Orders Certified Checks Personal Checks Visa MasterCard Discover	<u>Mailed</u> N/A	<u>Web</u> N/A	<u>Walk-in</u> N/A
	Accept MoneyGram?	Yes/No	N/A		
	 MoneyGram.	If Yes, what is the receive code (Accounting)	N/A		
19.3a	A convenience / service fee will be added to online and phone payments.	Dollar Amount Percentage	N/A		
19.4	Returned Check Fee Amount	\$25 \$30 Other	N/A		
19.5	Is a 3 rd party used for returned check collection for walk-in payments? (FL ONLY)	Yes/No	N/A		
Mailed Payments					
19.6	What address will mailed payments go to? Enter full address.	ATS Court	San Mateo Court		
19.7	If not ATS, will payments be	Yes / No	No		

#	Questions	Conditions	Answers	Date of Change
	manually entered into Axis?			
19.8	Will the standard payment coupon be utilized?	Yes / No	No	
Web Payments				
19.9	Who will handle web payments?	ATS Court Other	www.sanmateocourt.org	
19.10	If not ATS, will payments be manually entered into Axis?	Yes / No	No	
Walk-in Payments				
19.11	What is the full address for walk-in payments?		San Mateo Court	
19.12	Will payments be manually entered into Axis?	Yes / No	No	
Refunds				
19.13	Review the Refund Request Form; is this sufficient?	Yes / No	N/A	
19.14	What is the full address for refund requests?		NA	
20.0 Administrative Reviews & Hearings				
20.1	Describe the process the city would like in place for Administrative Reviews & Hearings		Court will handle all hearings	
20.2	Do you want ATS Operations to schedule hearings over the phone?	Yes / No	N/A	
20.3	Do you want ATS Operations to re-schedule hearings over the phone if the violator is not happy with their hearing date?	Yes / No	N/A	
20.4	Dates Court is Closed	New Year's Day Martin L. King Jr. Day	N/A	

#	Questions	Conditions	Answers	Date of Change
		President's Day Memorial Day Independence Day Labor Day Columbus Day Veteran's Day Thanksgiving Day Christmas Day		
20.5	Define the Review Setup	Notification Letter?	N/A	
		If yes, Denial Letter for late requests?		
		Location	N/A	
		Days of Week	N/A	
		Hours of Day	N/A	
		Time slot length	N/A	
		Max # per time slot	N/A	
		How far out should reviews be scheduled?	N/A	
		Reviewers names (please list)	N/A	
		Dispositions	N/A	
		Disposition Reasons	N/A	
		Fine Reduction?	N/A	
		Court Costs Added?	N/A	
		Is it variable or fixed?		
		Can Court Costs Waived?	N/A	
		Auto mailed option?	N/A	
		Printed locally option?	N/A	
		How long do they have to pay?	N/A	
		Is it a variable due date? Y/ N		
		Define the NOD's	N/A	

Red Light & Speed Camera - Business Rules Questionnaire (BRQ) City: Millbrae, CA AM: Bose Adewusi CSA: Lindsey Rushing

#	Questions	Conditions	Answers	Date of Change
20.6	Define the Hearing Setup	Define any automated process	N/A	
		Notification Letter? If yes, Denial Letter for late requests?	N/A	
		Location	N/A	
		Days of Week	N/A	
		Hours of Day	N/A	
		Time slot length	N/A	
		Max # per time slot	N/A	
		How far out should hearings be scheduled?	N/A	
		Reviewers names	N/A	
		Dispositions	N/A	
		Disposition Reasons	N/A	
		Automatic FTA? Y/N How many days?	N/A	
		Define FTA NOD	N/A	
		Fine Reduction?	N/A	
		What is court cost? Is it variable or fixed?	N/A	
		Can Court Costs Waived?	N/A	
		Auto mailed option?	N/A	
		Printed locally option?	N/A	
		How long do they have to pay? Is it a variable due date? Y/ N	N/A	
		Define the NOD's	N/A	
Define any automated process	N/A			
20.7	Define the Appeal Setup	How does a violator request an appeal?	N/A	
		Notification Letter?	N/A	

#	Questions	Conditions	Answers	Date of Change
		If yes, Denial Letter?		
		Location	N/A	
		Days of Week	N/A	
		Hours of Day	N/A	
		Time slot length	N/A	
		Max # per time slot	N/A	
		Reviewers names	N/A	
		Dispositions	N/A	
		Disposition Reasons	N/A	
		Fine Reduction?	N/A	
		Court Costs Added? Is it variable or fixed?	N/A	
		Court Costs Waived?	N/A	
		Auto mailed option?	N/A	
		Printed locally option?	N/A	
		How long do they have to pay? Is it a variable due date? Y/ N	N/A	
		Define the NOD's	N/A	
		Define any automated process	N/A	
21.0 Dismissal Function within Axis – outside of the Hearings & Reviews				
21.1	What reasons is a dismissal entered?	DMV Error Other (List)	N/A	
21.2	Does the Dismissal letter get sent to the violator?	Yes / No	No	
22.0 Evidence Package & Reports				
22.1	What full address is printed at the top of each Report?		City of Millbrae 621 Magnolia Ave. Millbrae, CA 94030	

#	Questions	Conditions	Answers	Date of Change
22.2	Please list all reports needed.		Standard Reports	
22.3	Violation Data Retention and Destruction :	<ul style="list-style-type: none"> Raw Data (prior to ATS Image Crop Process) – Retain for 14 days then destroy. Violation Data (Includes Images, Video, Notices, General Letters, any correspondence received) Rejected Violations – Refer to Spreadsheet Open Violations (Violations with an Amount Due >0) Hold in Active Memory until closed for those with a paid citation contract. For those with a fixed contract and we do not receive updated payments – archive 1 year from issue date. -destroy 3 years from issue date Closed Violations (Paid, Dismissed, Sent to Collections) -10 days after closure – archive - Destroy - Refer to Spreadsheet 	Rejected Violations – 30 days Closed Violations: Destroy – 6 months Archive – 10 days	
23.0 General Invoicing				
23.1	To whom at the City should the invoice be sent (please supply all required information listed to the right)?	Name Title Full Address Phone Number Email Address	City of Millbrae Finance Director 621 Magnolia Ave. Millbrae, CA 94030	

IT Notes: