

Special Notes for ARIZONA

1. There are no letter Os on standard Arizona license plates. However, personalized plates may contain the letter O.

2. The formats for STANDARD vehicle plates in Arizona are: 999-XXX (3 numbers, 3 letters) or XXX-999 (3 letters, 3 numbers). The format for COMMERCIAL vehicle plates in Arizona is: XX-99999 (2 letters, 5 numbers)

3. When you request a personalized plate, and it is the only type of plate with that personalization, you will get a record returned. If it is a personalized specialized plate (i.e. collegiate, veterans, historic vehicle) you will receive a reject response of "Multiple records Found - plate type req'd". You will also receive a rejected response if there are two types of plates with the same personalization (i.e. regular personalized plate and a collegiate personalized plate).

4. If the vehicle is registered to a rental company, double check that it has the correct address. (See "Rental Agency Addresses- Attached)

5. In Scottsdale, place any incidents that involve a vehicle traveling **100mph** or faster on hold for "**Police Request**" and email helpdesk with the incident number.

Legend		=	Questionable Approach. Waiting for correct lane set up.						
		=	Disabled Approach						
		=	Approach in warning.						
Approach Information									
				Monitored Lanes					
Jurisdiction	Approach	Intersection Name	Direction	Lane	Lane	Lane	Lane	Lane	Lane
Chandler	CH-ASQU-01	Alma School & Queen Creek	SB	Straight-thru Lane 2	Straight-thru Lane 1				
	CH-ASRA-01	Alma School & Ray	NB	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored			
	CH-ASWA-01	Alma School & Warner	SB	Not Monitored	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	
	CH-AZEL-01	Arizona & Elliott	SB	Not Monitored	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	
	CH-AZOC-01	Arizona & Ocotillo	SB	Not Monitored	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1		
	CH-AZRA-01	Arizona & Ray	NB	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	Not Monitored	
	CH-AZRA-03	Arizona & Ray	SB	Not Monitored	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	Not Monitored
	CH-AZWR-01	Arizona & Warner	SB	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	Not Monitored	
	CH-CH56-01	56th St & Chandler	EB	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1			
	CH-CHMQ-01	McQueen & Chandler	EB	Not Monitored	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1		
	CH-ELAZ-01	Arizona & Elliott	EB	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored		
	CH-QUAS-01	Alma School & Queen Creek	EB	Straight-thru Lane 2	Straight-thru Lane 1				
	CH-RARU-01	Ray & Rural	EB	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1			
	CH-RIGI-01	Gilbert & Riggs	EB	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored			

	CH-RURA-01	Ray & Rural	NB	Not Monitored	Straight-thru Lane 2	Straight-thru Lane 1			
	CH-WADO-01	Dobson & Warner	EB	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored			
	CH-WRAZ-01	Arizona & Warner	EB	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored			

Paradise Valley	PV-LIMO-01	Lincoln & Mockingbird	WB	Not Monitored	Straight-thru Lane 2	Straight-thru Lane 1			
	PV-LITA-01	Lincoln & Tatum		Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1			
	PV-LITA-03	Lincoln & Tatum		Straight-thru Lane 2	Straight-thru Lane 1	Straight-thru Lane 1			
	PV-MCTA-01	McDonald & Tatum (disabled)		Turn Lane	Turn Lane	Turn Lane			
	PV-MCTA-02	McDonald & Tatum (disabled)		Turn Lane	Turn Lane	Turn Lane			
	PV-TAMC-01	Tatum & McDonald	SB	Straight-thru Lane 2	Straight-thru Lane 1				
	PV-TAMC-03	Tatum & McDonald	NB	Straight-thru Lane 2	Straight-thru Lane 1				

Peoria	PEO-75TH-01	Thunderbird & 75th	NB	Turn Lane Lane 1	Straight-thru Lane 2	Straight-thru Lane 3			
	PEO-83TH-01	83rd & Thunderbird Rd	NB	Turn Lane Lane 1	Turn Lane Lane 2	Straight-thru Lane 3	Straight-thru Lane 4	Straight-thru Lane 5	
	PEO-83UH-01	83rd & Union Hills	SB	Turn Lane Lane 1	Turn Lane Lane 2	Straight-thru Lane 3	Straight-thru Lane 4	Not Monitored	
	PEO-BE91-01	91st & Bell	WB	Turn Lane Lane 1	Straight-thru Lane 2	Straight-thru Lane 3	Straight-thru Lane 4		
	PEO-BE91-03	91st & Bell	EB	Turn Lane Lane 1	Straight-thru Lane 2	Straight-thru Lane 3	Straight-thru Lane 4		
	PEO-TH75-01	Thunderbird & 75th	EB	Turn Lane Lane 1	Straight-thru Lane 2	Straight-thru Lane 3	Turn Lane Lane 4		
	PEO-TH83-01	83rd & Thunderbird	WB	Turn Lane Lane 1	Straight-thru Lane 2	Straight-thru Lane 3	Straight-thru Lane 4	Not Monitored	

Prescott Valley	PRV-69285-01	Highway 69 at Milepost 285.7	WB	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1			
	PRV-FA69-01	Fain & Highway 69 (disabled)	SB	Turn Lane	Straight-thru	Turn Lane	Turn Lane		
	PRV-GHLL-01	N Glassford Hill & E Long Look	SB	Turn Lane Lane 4	Straight-thru Lane 3	Straight-thru Lane 2	Turn Lane Lane 1		
	PRV-GHLL-03	N Glassford Hill & E Long Look	NB	Turn Lane Lane 4	Straight-thru Lane 3	Straight-thru Lane 2	Turn Lane Lane 1		
	PRV-GHSP-01	N Glassford Hill & E Spouse	NB	Turn Lane Lane 3	Straight-thru Lane 2	Straight-thru Lane 1			
	PRV-GHSP-03	N Glassford Hill & E Spouse	NB	Straight-thru Lane 3	Straight-thru Lane 2	Turn Lane Lane 1			
Show Low	SHL-SPVN-01D	SPEED VAN							
	SHL-SPVN-01P	SPEED VAN							
Star Valley	STV-EB260-01	E Hwy 260 & Mile Marker 255.26	EB	Straight-thru Lane 1	Straight-thru Lane 2				
	STV-WB260-01	WB Hwy 260 & Mile Marker 256.16	WB	Straight-thru Lane 1	Straight-thru Lane 2				

	TEM-200R-01	200 S Rural	NB	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1			
	TEM-48BR-01	48th & Broadway	SB	Turn Lane Lane 4	Turn Lane Lane 3	Straight-thru Lane 2	Straight-thru Lane 1		
	TEM-500R-01	500 S Rural	SB	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1			
	TEM-600P-01	600 S Priest	SB	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1			
	TEM-BR48-01	48th & Broadway	WB	Straight-thru Lane 4	Turn Lane Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	
	TEM-ELKY-01	Kyrene & Elliott (disabled)	WB	Turn Lane	Straight-Thru	Straight-Thru	Straight-thru	Turn Lane	
	TEM-ELKY-03	Kyrene & Elliott (disabled)	EB	Turn Lane	Straight-Thru	Straight-Thru	Straight-thru		

Tempe	TEM-GUMC-01	McClintock & Guadalupe	EB	Turn Lane Lane 4	Straight-thru Lane 3	Straight-thru Lane 2	Turn Lane Lane 1		
	TEM-MCGU-01	McClintock & Guadalupe	SB	Turn Lane Lane 4	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1		
	TEMMCRS-01	McClintock & Rio Salado	SB	Turn Lane Lane 4	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1		
	TEM-MISO-01	Mill & Southern	SB	Turn Lane Lane 4	Turn Lane Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	
	TEM-RSMC-01	McClintock & Rio Salado	WB	Turn Lane Lane 4	Turn Lane Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	
	TEM-RUSO-01	Rural Road & Southern Ave	SB	Turn Lane Lane 4	Turn Lane Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	
	TEM-RUSO-03	Rural Road & Southern Ave		Turn Lane Lane 4	Turn Lane Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	
	TEM-RUUN-01	Rural & University	NB	Turn Lane Lane 4	Turn Lane Lane 3	Straight-thru Lane 2	Straight-thru Lane 1	Not Monitored	
	TEM-RUWA-01	Rural & Warner	NB	Turn Lane Lane 4	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1		
	TEM-SOMI-01	Mill & Southern	WB	Turn Lane Lane 4	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1		
	TEM-UNRU-01	Rural & University	WB	Turn Lane Lane 4	Straight-thru Lane 3	Straight-thru Lane 2	Straight-thru Lane 1		
	TEM-WARU-01	Rural & Warner	WB	Turn Lane Lane 4	Straight-thru Lane 3	Straight-thru Lane 2	Turn Lane Lane 1		

Procedural Manual for Chandler, AZ

Response Times and Deadlines

Process:	Time frame:
Send to police authorization	Within 7 days of violation date
Police authorization	Will occur within 5 days of receipt
Mail out violation	On or before the 2nd day of receipt of authorization
Returned Nomination	Must be within ____ days
Process Nomination	Must be mailed within ____ days from date received
Readdressing	full readdress: transunion & enter in smartops, no fwd address: dismiss in smartops
Retain issued citation data	For ____ years
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 60 calendar days from date of violation

V1 - Special Notes for Chandler

1. Video is not needed for fixed speed. Please do not reject any incidents for video issues.

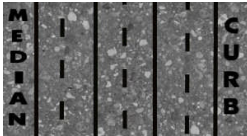

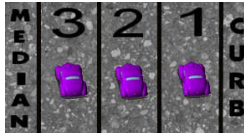
2. Chandler PD would like all incidents (only valid violations) involving motorcycles to be processed, including those wearing helmets.

3. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.


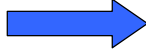








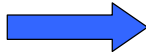

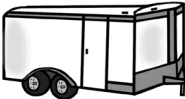
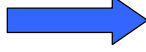

4. Always make sure you watch the video. Make certain there are no issues (e.g. running short, missing footage); if there are, report them to Team Lead immediately.







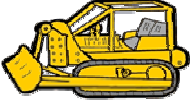
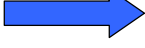


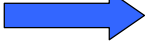










5. The following intersections are the only intersections that do *not* require video: ASRA-01, AZEL-01, AZRA-01, AZRA-03 AZWR-01, CH56-01 QUAS-01 AND WADO-01.

Lane Numbering

Situation	Example		City Requirements	Example
Lane layout			From curb to median (3,2,1)	














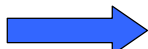

V1- Vehicle Types and Required Response

Situation	Example		Send to Police?	Information
Car				
Truck				
Emergency vehicle in code 3 (lights on)				If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Chandler, AZ 00000
Emergency vehicle not in code 3 (lights off)				If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Chandler, AZ 00000
Trailer plate				<u>Reject Reason: Plate Obstruction</u>




School bus				
Motorcycle without helmet				For motorcycle WITH helmet, see <u>V1- Situation Criteria and Required Response.</u>
Tractor (and other farm equipment)				If plate is clear, then process.
Semi-truck or extended vehicle				If you can get the FRONT plate, then process. If not: <u>Reject Reason: Extended Vehicle</u>
Bus (city registered)				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
Tractor trailer				If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: <u>Reject Reason: Paper Plates</u>
Garbage/ dump trucks				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>







V1- Situation Criteria and Required Response

Obstruction


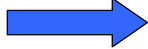










Situation	Example		Send to Police?	Information
Plate is partially or totally blocked				You can't process a citation without a complete plate number. <u>Reject Reason: Plate Obstruction</u>
Vehicle is blocked and the stop bar is not visible				If the intersection has video, then process. If the intersection does not have video: <u>Reject Reason: Vehicle Obstruction</u>
Traffic signals are blocked				<u>Reject Reason: Signal Obstruction</u>
Face is partially obstructed (visor, sunglasses, hats) or driver is ducking				If more than 75% of the face is visible, then process. If not: <u>Reject Reason: Driver Obstruction/Duckers</u>
Motorcycle with helmet				Police would like to see all valid violations involving motorcycles, with or without a helmet

Registration




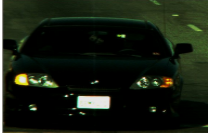


Situation	Example		Send to Police?	Information
No plate on car				<u>Reject Reason: Paper Plates</u>

Out of state plate		→		
Out of country plate		→		<u>Reject Reason: Out of Country Plate</u>
Can not identify state of plate		→		Add a comment, and place on hold in Ops Request. Inform supervisor.
Dealer plates on vehicle		→		If info comes back- process. If not, If not: <u>Reject Reason: Paper Plates</u>
Paper plates on vehicle		→		If the plate brings back the correct vehicle information, then process. If not: <u>Reject Reason: Paper Plates</u>
Vehicle has a handicapped/ disabled plate		→		Enter WC prior to the letters/numbers that appear on the plate. (Ex: WCAAA31) If no record is found, manually look up the plate read without adding the prefix WC. If still no record is found, notify a lead or supervisor. If the plate is personalized, enter it exactly how it appears with no prefix.

Policy/Weather

Situation	Example		Send to Police?	Information
Heavy fog, rain, snow, e.t.c.				If the violation and plate are clear, then process. If not: <u>Reject Reason: Weather/Nature</u>
Sun glare on windscreen- can't see driver's face				<u>Reject Reason: Sun Glare</u>
Accident				Log the accident in the "Accident Log" and process as normal.
Funerals, parades, and police directed intersections				<u>Reject Reason: Road Restrictions</u>

Face Issues

Situation	Example		Send to Police?	Information
Face is too blurry to see				<u>Reject Reason: Face Camera Focus Blurry</u>
Face flash is not strong enough or too strong				<u>Reject Reason: Face Camera Flash Inappropriate</u>

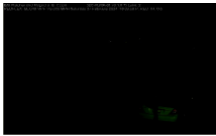












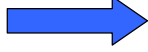





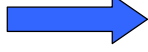


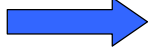

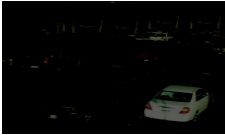


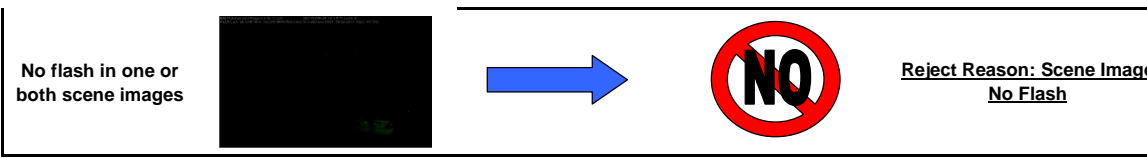
No flash in face shot				<u>Reject Reason: Face Camera</u> <u>No Flash</u>
Face is not in face shot				<u>Reject Reason: Face Not in</u> <u>Frame</u>
Passengers			Mask passenger faces	

Plate Issues


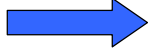


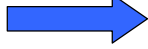





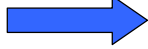


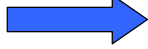


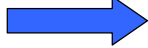

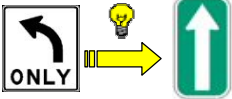


Situation	Example		Send to Police?	Information
Plate is too blurry to see				<u>Reject Reason: Rear Plate Camera Blurry</u>
Plate flash is not strong enough or too strong				<u>Reject Reason: Rear Plate Flash Inappropriate</u>
No flash in plate shot				<u>Reject Reason: Rear Plate No Flash</u>
Plate is not in plate shot				<u>Reject Reason: Plate Not in Frame</u>

Scene Image Issues
















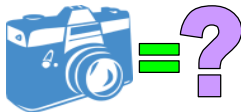
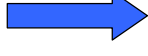

Situation	Example		Send to Police?	Information
Scene image is too blurry to see				<u>Reject Reason: Scene Image Blurry</u>
Scene image flash is not strong enough or too strong				<u>Reject Reason: Scene Image Flash Inappropriate</u>



No Offense Issues

Situation	Example		Send to Police?	Information
No offense is being committed (doesn't fit into other categories)				<u>Reject Reason: No offense - Other</u>
Camera triggers when no cars are moving or no cars are present				<u>Reject Reason: No offense- False Trigger</u>
Vehicle slams on brakes and stops				<u>Reject Reason: No offense- Screeching Stop</u>
Yellow with Red				<u>Reject Reason: Yellow with Red Light</u>
Car is turning right on red				Chandler does not prosecute right turn violations. <u>Reject Reason: No offense- Turn Trigger</u>
Vehicle is after stop bar when the light turns red				<u>Reject Reason: No Offense- After Stop Bar</u>
Vehicle decides to go straight when in a left turn lane				If the vehicle also runs the main light, then process. If not: <u>Reject Reason: No Offense- Straight on Left</u>

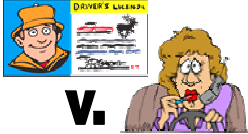
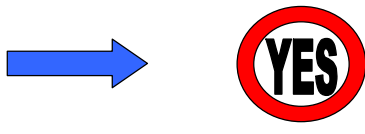
Other Issues







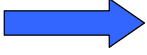





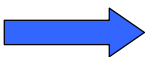



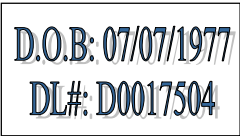
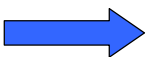




Situation	Example		Send to Police?	Information
Plate looks white with no numbers				Be sure to check for the front plate first! <u>Reject Reason: Plate Burn Out</u>
One or more images are missing				<u>Reject Reason: Image Missing</u>
One or more images are distorted				<u>Reject Reason: Digital Distortion</u>
Databar information is incorrect or unreadable				<u>Reject Reason: Databar Unreadable/Incorrect</u>
Incident is missing video				A number of Chandler intersections do not have video. See Special Notes.
Other camera issues				<u>Reject Reason: Misc Camera Issues</u>

V2 - Special Notes for Chandler





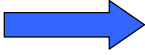


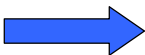


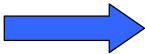


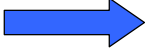

1. If DMV information comes back for a plate with a person/company's information but no vehicle information, you should reject the incident. <u>Reject Reason: Wrong or No DMV</u>
2. It is MANDATORY to use all drop-down lists/boxes in Chandler. The court will reject citations if they do not have the correct abbreviations. (Also- See 'Chandler Street Types' Tab)
3. Only mark corporate/incomplete if it is a true business, or if there is a gender mismatch.
4. If a vehicle comes back registered to Alamo (this includes Alamo Financing), regardless of state plate, please use the following address: Alamo, Po Box 22233, Tulsa, OK 74121.
5. AZ DMV may bring back different vehicle types than other cities (ex. all SUVs are listed as station wagons in AZ); please check the NLETS manual for a breakdown of AZ DMV vehicle types.
6. Please delete all special characters in the V2 Stage <u>except</u> '&'. Delete periods (ex. P.O. Box), Dashes, Slashes, Commas, Hyphens (between last names - ex. Doe-Smith), and % (ex. %SR).
7. All vehicles registered to Wal-Mart in Pauls Valley, OK should be sent to: Private Fleet Safety Department, 311 N Walton, Mail Stop 650, Bentonville, AR 72716-0650.
8. NLETS does not return DOB information, only DL number. Retain DL number, change state to AZ, and process. Do not mark corporate/incomplete.

V2 and Manual Lookup Information

Situation	Example	Send to Police?	Information
Gender mismatch of driver (DMV record v. Redflex picture)			Do NOT add any DL information. Mark as corporate/incomplete.

Vehicle make/model mismatch (DMV record v. Redflex picture)	  v. 			Add DL information, then mark as corporate/incomplete.
No DMV Information	 DMV Info			<u>Reject Reason: Wrong or No DMV</u>
Vehicle owner comes back as a business				Delete DL information and mark as corporate/incomplete.
Registered owner's address is protected under law (street address doesn't come back from the DMV)	 Chandler PD			<u>Reject Reason: Wrong or No DMV</u>
Both a physical address AND a PO Box address was returned for the registered owner	John Doe 123 Any St. / PO Box 12345			Always enter the PO Box address in Chandler.
No drivers license number and date of birth				NLETS does not return DOB information, only DL number. Retain the DL number, change state to AZ, and process. Do not mark corporate/incomplete
No license details				NLETS does not return this information. Process normally, do not mark corporate/incomplete

Fixed Speed Information

Situation	Issue citation?		Information
Two vehicles in beam (FACE SHOT)			 This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Two vehicles in beam (PLATE SHOT)			 This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Vehicle is not in one (or both) of the frames			 <u>Reject Reason: Vehicle Not in Frame</u>
Face shot and plate shot cars do not match			 <u>Reject Reason: Plate Radar False Trigger</u>
Vehicle is going 11 mph or over			 Chandler prosecutes for 11 mph or more over the speed limit.

Procedural Manual for the Department of Public Safety, AZ
NEW CHANGES EFFECTIVE IMMEDIATELY 04-21-09

Response Times and Deadlines

Process:	Time frame:
Send to police authorization	Within 5 days of violation date
Police authorization	Will occur within 3 days of receipt
Mail out violation	On or before the 10th calendar day from date of violation
Returned Nomination	Must be within ____ days
Process Nomination	Must be mailed within ____ days from date received
Readdressing	full readdress: transunion & enter in smartops, no fwd address: dismiss in smartops
Retain issued citation data	For no less than 12 months
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe ::

V1 - Special Notes for DPS

1. If you cannot obtain face image, revert to B scene within the face image.

2. If you cannot obtain plate image, revert to A scene within the plate image.

3. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.

4. Send all vehicles registered to a government entity. These usually have a "G" plate if it is an AZ plate. **Do not reject for any reason (including missing video)** – we must send all government vehicles regardless of the image quality. If we cannot get the entire plate – send through with 6X's in the plate field to NOF, 123 Any St, DPS, AZ 00000 . Please ask your supervisor or Team Lead if you have any questions.

5. Please make sure video is working and clear. If not, report issue to supervisor/lead, and reject for Miscellaneous Camera Issue.

6. **Reporting a Camera Issue:** Before you report a camera issue to the lead, please make sure to have 3 incident numbers for the same location with the same issue.

7. **Accidents:** Log the accident in the "Accident Log" and process as normal. If you can't get a face and/or plate read, send it through as NOF, 123 Any St, DPS, AZ 00000 with 6 X's in plate field. Please don't forget to check corporate/incomplete.

Do Not Reject accidents!

8. **Do Not** reject any incidents for face issues if we can capture the plate image, send to batch. If you can capture plate image and not the face image, **do not reject** – send to batch.

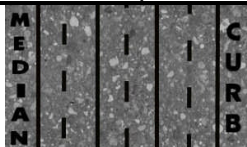
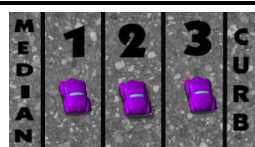
If you cannot capture plate, follow normal processing guidelines

9. **FACE IMAGES:** AZDPS requires 50% of face visible. Otherwise, if the face is obstructed by any other means, or if the driver would not be recognizable in person, reject the incident for the appropriate reject reason.









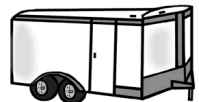





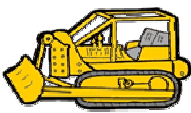

10. DPS would like to review incidents where the driver is blatantly obstructing his/her face (with a hand, magazine, clothing, etc).













*****See Special Notes below when processing Speed Van incidents (located after the V2 Lookup Information)*****

Lane Numbering (only pertains to **Fixed Speed**)

Situation	Example	City Requirements	Example
Lane layout		From median to curb (1,2,3) *Note: If there is an HOV lane it will be designated as Lane 0.	


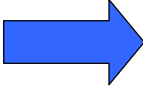


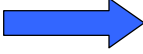





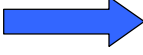


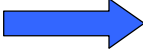

V1- Vehicle Types and Required Response

Situation	Example	Issue citation?	Information
Car			
Truck			
Emergency vehicle in code 3 (lights on)			If info comes back- process. If not, mark as corporate/incomplete and send to: NOF 123 ANY ST DPS, AZ 00000 *Do Not Reject*
Emergency vehicle not in code 3 (lights off)			If info comes back- process. If not, mark as corporate/incomplete and send to: NOF 123 ANY ST DPS, AZ 00000 *Do Not Reject*
Trailer plate			Check front for plate read. If no plate: <u>Reject Reason: Plate Obstruction</u>
School bus			
Motorcycle without helmet			For motorcycle WITH helmet, see <u>V1- Situation Criteria and Required Response.</u>
Tractor (and other farm equipment)			If plate is clear, then process. If not, <u>Reject Reason: Paper Plates</u>














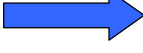





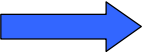

Semi-truck or extended vehicle				If you can get the FRONT plate only , then process. If not: <u>Reject Reason: Extended Vehicle</u>
Bus (city registered)				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
Tractor trailer				If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: <u>Reject Reason: Paper Plates</u>
Garbage/ dump trucks				If plate brings back information, then process. If not send as: NOF 123 Any St DPS, AZ 00000

V1- Situation Criteria and Required Response







Obstruction







Situation	Example		Issue citation?	Information
Plate is partially or totally blocked				If you cannot obtain plate image, revert to A scene within the plate image, if not use appropriate reject reason: <u>Reject Reason: Plate Obstruction</u>
Vehicle is blocked and the stop bar is not visible				If the intersection has video, then process. If the intersection does not have video: <u>Reject Reason: Vehicle Obstruction</u>
Traffic signals are blocked				<u>Reject Reason Signal Obstruction</u>
Face is partially obstructed (visor, sunglasses, hats) or driver is ducking				*SEE SPECIAL NOTES #7* If more than 50% of the face is visible, then process. If not: <u>Reject Reason: Driver Obstruction/Duckers</u>
Motorcycle with helmet				*SEE SPECIAL NOTES #6* DPS requires 50% of face visible. If not, reject for motorcycle helmet

Registration

Situation	Example		Issue citation?	Information
No plate on car				Check for front plate. If no front plate, then <u>Reject</u> <u>Reason: Paper Plates</u>
Out of state plate				
Out of country plate				<u>Reject Reason: Out of Country Plate</u>
Can not identify state of plate				Add a comment, and place on hold in Ops Request. Inform lead and supervisor.
Dealer plates on vehicle				If the plate is crystal clear, then process. If not: <u>Reject</u> <u>Reason: Wrong or No DMV</u>
Paper plates on vehicle				If the plate brings back the correct information, then process. If not: <u>Reject</u> <u>Reason: Paper Plates</u>
Vehicle has a handicapped/disabled plate				Enter WC prior to the letters/numbers that appear on the plate. (Ex: WCAA31) If no record is found, manually look up the plate read without adding the prefix WC. If still no record is found, notify a lead or supervisor. If the plate is personalized, enter it exactly how it appears with no prefix.

Policy/Weather

Situation	Example		Issue citation?	Information
Heavy fog, rain, snow, e.t.c.				If the violation and plate are clear, then process. If not: <u>Reject Reason: Weather/Nature</u>
Sun glare on windscreen- can't see driver's face				<u>Reject Reason: Sun Glare</u> **Hint: If windshield is blacked out in the daytime, that is usually considered sunglare.

Accident				SEE SPECIAL NOTES #5
Funerals, parades, and police directed intersections				<u>Reject Reason: Road Restrictions</u>

Face Issues




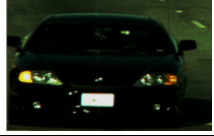



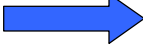


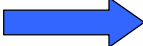







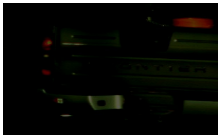
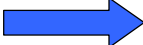

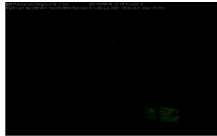
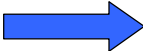







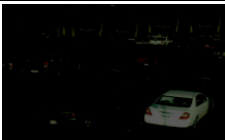
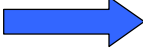


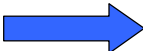

Situation	Example		Issue citation?	Information
Face is too blurry to see				If you cannot obtain face image, revert to B scene within the face image. If not: <u>Reject Reason: Face Camera Focus Blurry</u>
Face flash is not strong enough or too strong				If you cannot obtain face image, revert to B scene within the face image. If not: <u>Reject Reason: Face Camera Flash Inappropriate</u>
No flash in face shot				If you cannot obtain face image, revert to B scene within the face image. If not: <u>Reject Reason: Face Camera No Flash</u>
Face is not in face shot				If you cannot obtain face image, revert to B scene within the face image. If not: <u>Reject Reason: Face Not in Frame</u>
Passengers			Mask all identifiable features of passenger--not just the face.	

Plate Issues











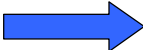

Situation	Example		Issue citation?	Information
Plate is too blurry to see				If you cannot obtain plate image, revert to A scene within the plate image. If not: <u>Reject Reason: Rear Plate Camera Blurry</u>
Plate flash is not strong enough or too strong				If you cannot obtain plate image, revert to A scene within the plate image. If not: <u>Reject Reason: Rear Plate Flash Inappropriate</u>





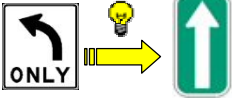

No flash in plate shot				If you cannot obtain plate image, revert to A scene within the plate image. If not: <u>Reject Reason: Rear Plate No Flash</u>
Plate is not in plate shot				If you cannot obtain plate image, revert to A scene within the plate image. If not: <u>Reject Reason: Plate Not in Frame</u>

Scene Image Issues











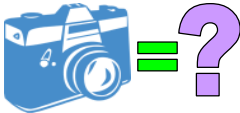

Situation	Example		Issue citation?	Information
Scene image is too blurry to see				<u>Do Not Reject or Enhance</u>
Scene image flash is not strong enough or too strong				<u>Do Not Reject or Enhance</u>
No flash in one or both scene images				<u>Do Not Reject or Enhance</u>

No Offense Issues

Situation	Example		Issue citation?	Information
No offense is being committed (doesn't fit into other categories)				<u>Reject Reason: No offense - Other</u>
Camera triggers when no cars are moving or no cars are present				<u>Reject Reason: No offense- False Trigger</u>
Vehicle slams on brakes and stops				<u>Reject Reason: No offense- Screeching Stop</u>
Yellow with Red				<u>Reject Reason: Yellow with Red Light</u>

Car is turning right on red		→		DPS does not prosecute right turn violations. Reject Reason: No offense- Turn Trigger
Vehicle is after stop bar when the light turns red		→		<u>Reject Reason: No Offense- After Stop Bar</u>
Vehicle decides to go straight when in a left turn lane		→		If the vehicle also runs the main light, then process. If not <u>Reject Reason: No Offense- Straight on Left</u>





Other Issues






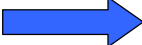













Situation	Example		Issue citation?	Information
Plate looks white with no numbers		→		* SEE SPECIAL V-1 SPECIAL NOTES BEFORE REJECTING* If not: <u>Reject Reason: Plate Burn Out/Sunflare</u> (depending on time of day)
One or more images are missing		→		* SEE SPECIAL V-1 SPECIAL NOTES BEFORE REJECTING* If not: <u>Reject Reason: Image Missing</u>
One or more images are distorted		→		* SEE SPECIAL V-1 SPECIAL NOTES BEFORE REJECTING* If not: <u>Reject Reason: Digital Distortion</u>
Databar information is incorrect or unreadable		→		<u>Reject Reason: Databar Unreadable/Incorrect</u>
Incident is missing video		→		DPS requires working video. <u>Reject Reason: Misc Camera Issue</u> Report issue to lead/trainer
Other camera issues		→		* SEE SPECIAL V-1 SPECIAL NOTES BEFORE REJECTING* If not: <u>Reject Reason: Misc Camera Issues</u>

V2 - Special Notes for DPS

1. Please add a comment for the following reasons: a) gender mismatch; b) age mismatch; c) vehicle mismatch; d) no vehicle information; e) criminal speed; f) accidents; g) DL details are missing; h) no DMV info.
2. If a vehicle comes back registered to Alamo (this includes Alamo Financing), regardless of state plate, please use the following address: Alamo, Po Box 22233, Tulsa, OK 74121.
3. All vehicles registered to <u>Wal-Mart in Pauls Valley, OK</u> should be sent to: <u>Private Fleet Safety Department, 311 N Walton, Mail Stop 650, Bentonville, AR 72716-0650.</u>
4. Mark an incident corporate/incomplete if it is a true business, age and/or gender mismatch, vehicle mismatch, or criminal speed.
5. AZ DMV may bring back different vehicle types than other cities (ex. all SUVs are listed as station wagons in AZ); please check the NLETS manual for a breakdown of AZ DMV vehicle types.
6. If you have a gender mismatch, check the white box in the More screen to see if there is another Registered Owner info that matches the gender. If there is RO info that matches the drivers gender, add that info. If not, mark corporate/incomplete and leave any and all DL and DOB details.
7. If a plate read comes back with person/company information but no vehicle details, please leave the RO details, mark the incident corporate and send through to the PD. Add a comment, "No vehicle information".
8. If DMV information comes back for a plate stating Credit Use Only, Do Not enter the vehicle information (the plate is in transition). Mark the incident corp/incomplete and leave all or any R/O details. As usual add a comment "credit use only".
9. Information that comes back as "Owner Notice of Sale": Look up manually through NLETS. If buyer is listed with complete name and address, input manually in the correct fields. If no buyer is listed, input the previous owner info manually in correct fields. If buyer is listed but not with a complete address, input the previous owner info manually in the correct fields. You will then process the incident normally: Input vehicle information. Check for criminal speed, gender mm, age mm etc. and process as normal per manual.
10. If a vehicle is registered to a rental agency, you must check that it has the correct address. If it does not, replace the address in SmartOps with the correct address. (See "Rental Agency Addresses" Tab). Only applies to AZ plates.
11. Please delete all special characters in the V2 Stage <u>except</u> '&'. Delete periods (ex. P.O. Box), Dashes, Slashes, Commas, Hyphens (between last names - ex. Doe-Smith), and % (ex. %SR).

V2 and Manual Lookup Information

Situation	Example	Issue citation?	Information
Gender mismatch of driver (DMV record v. Reflex picture)			Leave any and all DL and DOB details. Mark the incident corporate. Add a comment and process normally ***SEE V2 SPECIAL NOTES (numbers 1 and 6)***
Age mismatch of driver (DMV record v. Reflex picture)			***SEE V2 SPECIAL NOTES (numbers 1 and 4)*** Retain all DL details (i.e. DL number, DOB, etc).

Vehicle make/model mismatch (DMV record v. Redflex picture)	 V. 			If the plate is crystal clear, mark as corporate and send with license information. Add comment "Clear Plate Read/Vehicle Mismatch/Nlets checked". If plate is not crystal clear, reject for appropriate reason (i.e. plate obstruction, blurry plate, etc)
No DMV Information	 DMV Info			*Delete all Vehicle and license details.* Mark Corporate/Incomplete and send as: NOF 123 Any St DPS, AZ 00000 Leave comment--No DMV Info
Vehicle owner comes back as a business				Check white box for RO info. If not given, delete DL information and mark as corporate/incomplete.
Registered owner's address is protected under law (street address doesn't come back from the DMV)	 DPS PD			Mark Corporate/Incomplete and send as: NOF 123 Any St DPS, AZ 00000
Both a physical address AND a PO Box address was returned for the registered owner	John Doe 123 Any St. / PO Box 12345			Always enter the PO Box address in DPS.
No Drivers License Number No Date of Birth No DL Details (In State Plates)	D.O.B.: 07/07/1977 DL#: D0017504 Eyes: Blue Hair: Brown Height: 6'01" Weight: 175			<u>Both DL and DOB info are required.</u> If this information is not provided, mark as corporate/incomplete. Add a comment--No DL Info Given. If any other DL details <u>are not</u> given do not mark corp do not leave comment.
No Drivers License Number No Date of Birth No DL Details (Out of State Plates)	D.O.B.: 07/07/1977 DL#: D0017504 Eyes: Blue Hair: Brown Height: 6'01" Weight: 175			Any information provided from the DMV <u>must</u> be entered. If this information is not provided, <u>do not</u> mark as corporate/incomplete.

Speed Van Special Notes




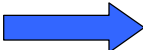


1. In Highway incidents, if a vehicle is in the 4th lane or further from the camera, and the face and/or plate is blurry (unreadable, unrecognizable, not in frame), please reject for **No Offense -- Other**, *not* for camera issues. The counting of the lanes must be actual lanes, and not the shoulder. **Also the counting of the lane starts with the lane closest to the speed van.** If unsure, ask a lead/trainer.
2. If, in the face shot, there are two vehicles in the beam, but the video clearly shows which is the offending vehicle, process as normal.

3. In the face shot and video, if two vehicles (or more) are in frame going the same speed, reject for two vehicles in beam. In this situation, the entire video must be viewed.

4. To ensure you are capturing the correct vehicle in the plate and face shots: a) check the lane you are zooming in on; b) check the car emblems to make sure they match.

5. Speed Van checklist must be filled out for every 10-15 incidents. Turn the check list in to the supervisor at the end of every day.

Speedvan Information




Situation			Issue citation?	Information
Two vehicles in beam (FACE SHOT)				If the video clearly shows which vehicle is the offender, we may process as normal.
Two vehicles in beam (PLATE SHOT)				As long as there is only one vehicle in the face shot, an incident can be processed with two vehicles in the plate shot.
One or more images are distorted and speed is at 62mph or 126mph				<u>Reject Reason: Next Vehicle/Test Shot</u>
Vehicle is not in one (or both) of the frames				<u>Reject Reason: Vehicle Not in Frame</u>
Face shot and plate shot cars do not match				<u>Reject Reason: Vehicle Not in Frame</u>
Vehicle is going 11 mph or over	11+			The trigger speed for all van sites will be set at 11mph.
Vehicle is going 86mph or more	86+			Vehicle is going 86mph or more in a <u>45 thru 65mph zone</u> will be considered criminal speed. Process and flag Corporate/Incomplete. Add comment--criminal speed

Vehicle is going 90mph or more	90+	→	YES	Violations with speeds 90mph or greater in a <u>75mph zone</u> will be considered criminal speed. Process and flag Corporate/Incomplete. Add comment--criminal speed
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Fixed Speed Special Notes

1. If plate is not in frame due to vehicle changing lanes, reject for No Offense-Other.

Fixed Speed Information

Situation			Issue citation?	Information
Two vehicles in beam (FACE SHOT)		→	YES	This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Two vehicles in beam (PLATE SHOT)		→	YES	This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Vehicle is not in one (or both) of the frames		→	NO	<u>Reject Reason: Vehicle Not in Frame</u>
Vehicle is going 11 mph or over	11+	→	YES	The trigger speed for all fixed sites will be set at 11mph.
Vehicle is going 86mph or more	86+	→	YES	Vehicle is going 86mph or more in a <u>45 thru 65mph zone</u> will be considered criminal speed. Process and flag Corporate/Incomplete. Add comment--criminal speed
Vehicle is going 90mph or more	90+	→	YES	Violations with speeds 90mph or greater in a <u>75mph zone</u> will be considered criminal speed. Process and flag Corporate/Incomplete. Add comment--criminal speed

Procedural Manual for Paradise Valley, AZ

Response Times and Deadlines

Process:	Time frame:
Send to police authorization	Within ____ days of violation date
Police authorization	Will occur within ____ days of receipt
Mail out violation	On or before the ____ day from the violation date
Returned Nomination	Must be within ____ days
Process Nomination	Must be mailed within ____ days from date received
Readdressing	full readdress: transunion & enter in smartops, no fwd address: dismiss in smartops
Retain issued citation data	For ____ years
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 60 calendar days from date of violation

V1 - Special Notes for Paradise Valley

1. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.

2. **FIXED SPEED:** Please make sure to check if the number in the "Axle" field matches the vehicle in question, and always check the video to make sure the speed being displayed in the Data Bar field seems correct. If there is a question about either one or both, place on hold in Ops Request, and inform a supervisor.

3. Always make sure you watch the video (if available). Make certain there are no issues (e.g. running short, missing footage); if there are, report them to Team Lead immediately.

Procedural Manual for Peoria, AZ

Response Times and Deadlines

Process:	Time frame:
Send to police authorization	Within 7 days of violation date
Police authorization	Will occur within 5 days of receipt
Mail out violation	On or before the 7th day of receipt of authorization
Returned Nomination	Must be within ____ days
Process Nomination	Must be mailed within ____ days from date received
Readdressing	full readdress: transunion & enter in smartops, no fwd address: dismiss in smartops
Retain issued citation data	For ____ years
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 60 calendar days from date of violation

V 1 - Special Notes for Peoria

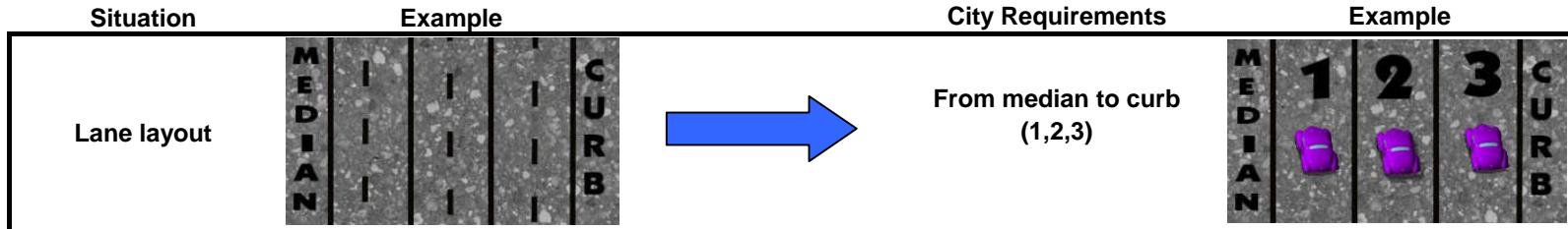
1. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.

2. The violation line is the prolongation of the curb (last line up).


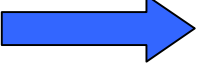


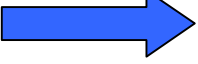

3. **FIXED SPEED:** Please make sure to check if the number in the "Axle" field matches the vehicle in question, and always check the video to make sure the speed displayed in the Data Bar field seems correct. If there is a question about either one or both, place the incident on hold in Ops Request, and inform a supervisor.





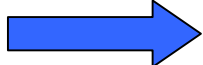

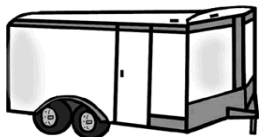
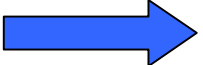


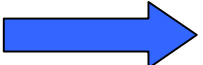

4. Always make sure you watch the video (if available). Make certain there are no issues (e.g. running short, missing footage); if there are, report them to Team Lead immediately.


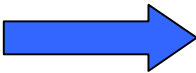

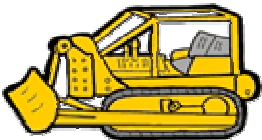



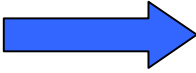


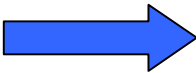


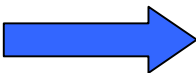

Lane Numbering

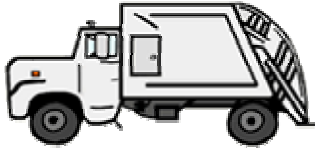
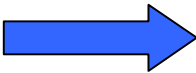



V1- Vehicle Types and Required Response

Situation	Example	Issue citation?	Information
Car			
Truck			


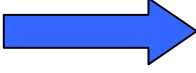





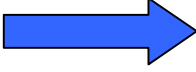

Emergency vehicle in code 3 (lights on)				<p>If info comes back- process. If not, mark as corporate/incomplete and send to: NOF 123 ANY ST Peoria, AZ 00000</p> <p>If plate or face is out of frame, then: <u>Reject Reason: No offense- other</u></p>
Emergency vehicle not in code 3 (lights off)				<p>If info comes back- process. If not, mark as corporate/incomplete and send to: NOF 123 ANY ST Peoria, AZ 00000</p> <p>If plate or face is out of frame, then: <u>Reject Reason: No offense- other</u></p>
Trailer plate				<u>Reject Reason: Plate Obstruction</u>
School bus				


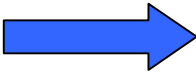


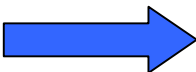

Motorcycle without helmet				For motorcycle WITH helmet, see <u>V1- Situation Criteria and Required Response.</u>
Tractor (and other farm equipment)				If plate is clear, then process.
Semi-truck or extended vehicle				If you can get the FRONT plate, then process. If not: <u>Reject Reason: Extended Vehicle</u>
Bus (city registered)				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
Tractor trailer				If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: <u>Reject Reason: Paper Plates</u>

Garbage/ dump trucks				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
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V1- Situation Criteria and Required Response


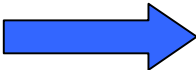




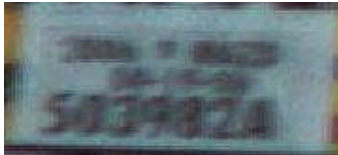
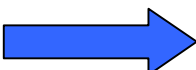




Obstruction

Situation	Example		Issue citation?	Information
Plate is partially or totally blocked				You can't process a citation without a complete plate number. <u>Reject Reason: Plate Obstruction</u>
Vehicle is blocked and the stop bar is not visible				If the intersection has video, then process. If the intersection does not have video: <u>Reject Reason: Vehicle Obstruction</u>
Traffic signals are blocked				<u>Reject Reason Signal Obstruction</u>

Face is partially obstructed (visor, sunglasses, hats) or driver is ducking				If more than 75% of the face is visible, then process. If not: <u>Reject Reason: Driver Obstruction/Duckers</u>
Motorcycle with helmet				<u>Reject Reason: Motor Cycle Helmet</u>


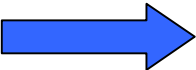


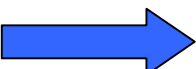


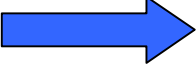




Registration

Situation	Example		Issue citation?	Information
No plate on car				<u>Reject Reason: Paper Plates</u>
Out of state plate				
Out of country plate				<u>Reject Reason: Out of Country Plate</u>

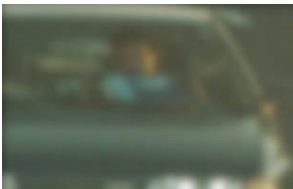


Can not identify state of plate				Add a comment, and place on hold in Ops Request. Inform supervisor.
Dealer plates on vehicle				If the plate is crystal clear, then process. If not: <u>Reject</u> <u>Reason: Wrong or No DMV</u>
Paper plates on vehicle				If the plate brings back the correct information, then process. If not: <u>Reject</u> <u>Reason: Paper Plates</u>
Vehicle has a handicapped/disabled plate				Enter WC prior to the letters/numbers that appear on the plate. (Ex: WCAAA31) If no record is found, manually look up the plate read without adding the prefix WC. If still no record is found, notify a lead or supervisor. If the plate is personalized, enter it exactly how it appears with no prefix.

Policy/Weather

Situation	Example	Issue citation?	Information
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Heavy fog, rain, snow, e.t.c.				If the violation and plate are clear, then process. If not: <u>Reject Reason: Weather/Nature</u>
Sun glare on windscreen- can't see driver's face				<u>Reject Reason: Sun Glare</u>
Accident				Log the accident in the "Accident Log" and process as normal.
Funerals, parades, and police directed intersections				<u>Reject Reason: Road Restrictions</u>

Face Issues

Situation	Example	Issue citation?	Information
Face is too blurry to see			 <u>Reject Reason: Face Camera Focus Blurry</u>



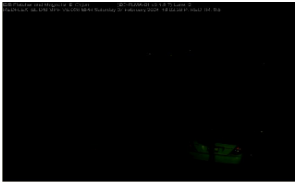





Face flash is not strong enough or too strong		→		<u>Reject Reason: Face Camera Flash Inappropriate</u>
No flash in face shot		→		<u>Reject Reason: Face Camera No Flash</u>
Face is not in face shot		→		<u>Reject Reason: Face Not in Frame</u>
Passengers		→	Mask passenger faces	

Plate Issues



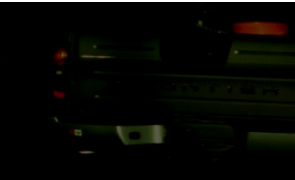
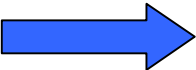







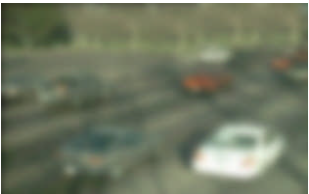
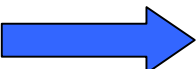

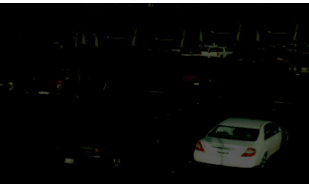
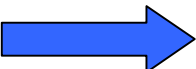

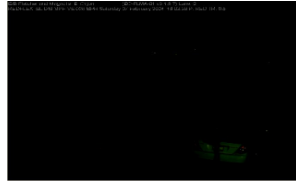
Situation	Example	Issue citation?	Information
Plate is too blurry to see		→	 <u>Reject Reason: Rear Plate Camera Blurry</u>

Plate flash is not strong enough or too strong				<u>Reject Reason: Rear Plate Flash Inappropriate</u>
No flash in plate shot				<u>Reject Reason: Rear Plate No Flash</u>
Plate is not in plate shot				<u>Reject Reason: Plate Not in Frame</u>

Scene Image Issues

Situation	Example	Issue citation?		Information
Scene image is too blurry to see				<u>Reject Reason: Scene Image Blurry</u>
Scene image flash is not strong enough or too strong				<u>Reject Reason: Scene Image Flash Inappropriate</u>


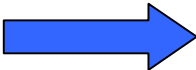




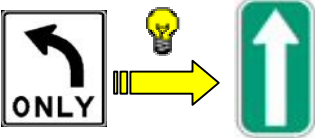
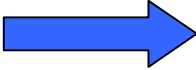

No flash in one or both scene images




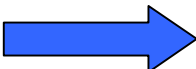


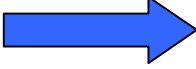

Reject Reason: Scene Image
No Flash







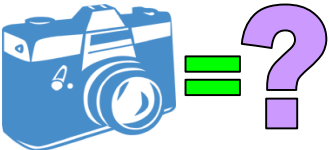

No Offense Issues

Situation	Example		Issue citation?	Information
No offense is being committed (doesn't fit into other categories)				<u>Reject Reason: No offense -</u> <u>Other</u>
Camera triggers when no cars are moving or no cars are present				<u>Reject Reason: No offense-</u> <u>False Trigger</u>
Vehicle slams on brakes and stops				<u>Reject Reason: No offense-</u> <u>Screeching Stop</u>
Yellow with Red				<u>Reject Reason: Yellow with</u> <u>Red Light</u>

Car is turning right on red				If vehicle does not make a complete stop, then process. If not: <u>Reject Reason: No offense- Turn Trigger</u>
Vehicle is after stop bar when the light turns red				<u>Reject Reason: No Offense- After Stop Bar</u>
Vehicle decides to go straight when in a left turn lane				If the vehicle also runs the main light, then process. If not <u>Reject Reason: No Offense- Straight on Left</u>

Other Issues

Situation	Example		Issue citation?	Information
Plate looks white with no numbers				Be sure to check for the front plate first! <u>Reject Reason: Plate Burn Out</u>
One or more images are missing				<u>Reject Reason: Image Missing</u>

One or more images are distorted		→		<u>Reject Reason: Digital Distortion</u>
Databar information is incorrect or unreadable		→		<u>Reject Reason: Databar Unreadable/Incorrect</u>
Incident is missing video		→		Peoria can still prosecute without video.
Other camera issues		→		<u>Reject Reason: Misc Camera Issues</u>

V 2 - Special Notes for Peoria

1. If a vehicle is registered to a rental agency, you must check that it has the correct address. If it does not, replace the address in SmartOps with the correct address. (See "Rental Agency Addresses" Tab)
2. If DMV information comes back for a plate with a person/company's information but no vehicle information, you may still send the incident through if the plate is CRYSTAL CLEAR.

3. If a vehicle comes back registered to Alamo (this includes Alamo Financing), regardless of state plate, please use the following address: Alamo, Po Box 22233, Tulsa, OK 74121.

4. All vehicles registered to Wal-Mart in Pauls Valley, OK should be sent to: Private Fleet Safety Department, 311 N Walton, Mail Stop 650, Bentonville, AR 72716-0650.

5. Please delete all special characters in the V2 Stage except '&'. Delete periods (ex. P.O. Box), Dashes, Slashes, Commas, Hyphens (between last names - ex. Doe-Smith), and % (ex. %SR).

6. AZ DMV may bring back different vehicle types than other cities (ex. all SUVs are listed as station wagons in AZ); please check the NLETS manual for a breakdown of AZ DMV vehicle types.

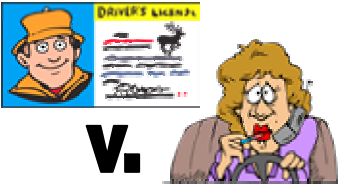

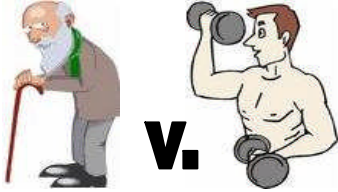



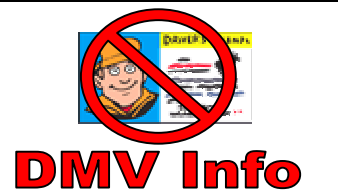



7. Only mark an incident corporate if it is a true business, or if there is a age/gender mismatch.






8. If vehicle info does not match vehicle in picture then mark incident as corporate, remove any license details, and process.

9. NLETS does not return DOB information, only DL number. Retain DL number, change state to AZ, and process. Do not mark corporate/incomplete.



V2 and Manual Lookup Information



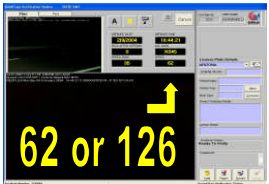







Situation	Example	Issue citation?	Information
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Gender mismatch of driver (DMV record v. Redflex picture)		→		Do NOT add any DL information. Mark as corporate/incomplete.
Age mismatch of driver (DMV record v. Redflex picture)		→		Add DL information, then mark as corporate/incomplete.
Vehicle make/model mismatch (DMV record v. Redflex picture)		→		If the plate is crystal clear, mark as corporate and send with no license information. If not reject accordingly.
No DMV Information		→		<u>Reject Reason: Wrong or No DMV</u>
Vehicle owner comes back as a business		→		Delete DL information and mark as corporate/incomplete.


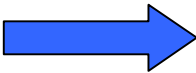





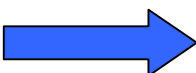

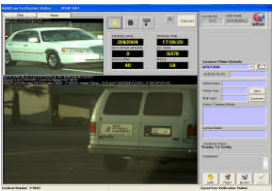
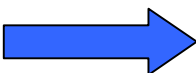




Registered owner's address is protected under law (street address doesn't come back from the DMV)	 Peoria PD	→		<u>Reject Reason: Wrong or No DMV</u>
Both a physical address AND a PO Box address was returned for the registered owner	John Doe 123 Any St. / PO Box 12345	→		Always enter the PO Box address in Peoria.
No drivers license number and date of birth	D.O.B: 07/07/1977 DL#: D0017504	→		NLETS does not return DOB information, only DL number. Retain the DL number, change state to AZ, and process. Do not mark corporate/incomplete
No license details	Eyes: Blue Hair: Brown Height: 6'01" Weight: 180 lbs	→		NLETS does not return this information. Process normally, do not mark corporate/incomplete

Speedvan Information

Situation		Issue citation?	Information
Two vehicles in beam (FACE SHOT)		→	 <u>Reject Reason: Two vehicles in beam</u>

Two vehicles in beam (PLATE SHOT)		→		As long as there is only one vehicle in the face shot, an incident can be processed with two vehicles in the plate shot.
One or more images are distorted and speed is at 62mph or 126mph		→		<u>Reject Reason: Next Vehicle/Test Shot</u>
Vehicle is not in one (or both) of the frames		→		<u>Reject Reason: Vehicle Not in Frame</u>
Face shot and plate shot cars do not match		→		<u>Reject Reason: Plate Radar False Trigger</u>
Vehicle is going 11 mph or over		→		Peoria prosecutes for 11 mph or more over the speed limit.

Fixed Speed Information

Situation			Issue citation?	Information
Two vehicles in beam (FACE SHOT)				This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Two vehicles in beam (PLATE SHOT)				This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Vehicle is not in one (or both) of the frames				<u>Reject Reason: Vehicle Not in Frame</u>
Face shot and plate shot cars do not match				<u>Reject Reason: Plate Radar False Trigger</u>
Vehicle is going 11 mph or over				Peoria prosecutes for 11 mph or more over the speed limit.

Vehicle is going 6
mph or over in a
school zone

6+



Peoria prosecutes for 6 mph
or more over the speed limit
in school zones.

Procedural Manual for Pinal County, AZ

Response Times and Deadlines

Process:**Time frame:**

Send to police authorization	Within 7 days of violation date
Police authorization	Will occur within 5 days of receipt
Mail out violation	On or before the 6th day of receipt of authorization
Returned Nomination	Must be within ____ days
Process Nomination	Must be mailed within ____ days from date received
Readdressing	full readdress: transunion & enter in smartops, no fwd address: dismiss in smartops
Retain issued citation data	For no less than 12 months
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 60 calendar days from date of violation

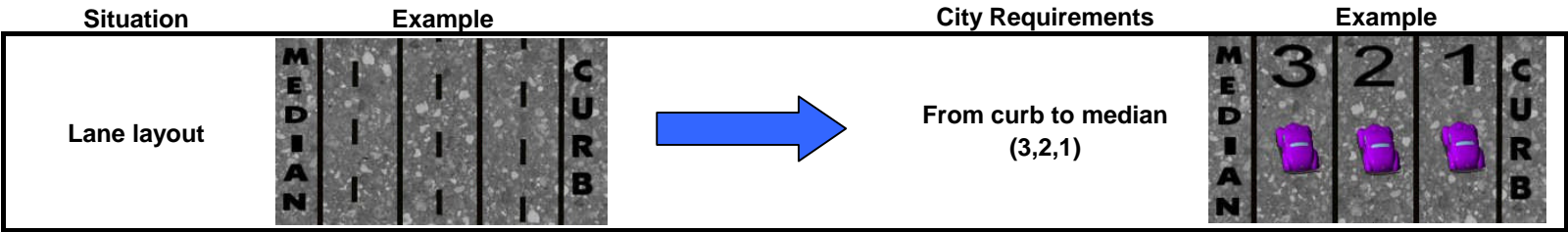
V1 - Special Notes for Pinal County

1. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.

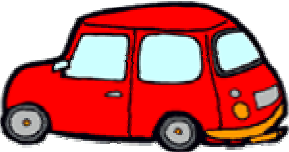
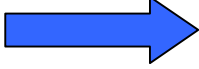




2. **Speed Van:** Please check the data bar on every incident to make sure the format is correct, all necessary information is included, etc. See below in Speed Van section for examples of 'good' and 'bad' data bars.







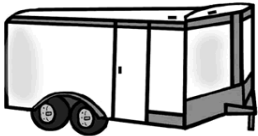



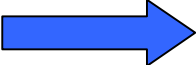




3. Vehicles travelling 30 or more mph will be considered criminal speed; please process and flag as Corporate/Incomplete.

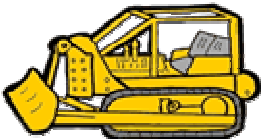
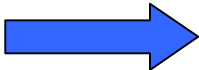





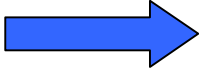


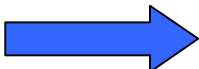

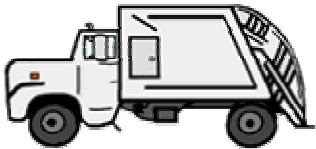
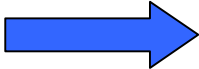

Lane Numbering



V1- Vehicle Types and Required Response











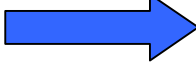




Situation	Example	Issue citation?	Information
Car			
Truck			

Emergency vehicle in code 3 (lights on)				If info comes back- process. If not, mark as corporate/incomplete and send to: NOF 123 ANY ST Pinal County, AZ 00000
Emergency vehicle not in code 3 (lights off)				If info comes back- process. If not, mark as corporate/incomplete and send to: NOF 123 ANY ST Pinal County, AZ 00000
Trailer plate				<u>Reject Reason: Plate Obstruction</u>
School bus				
Motorcycle without helmet				For motorcycle WITH helmet, see <u>V1- Situation Criteria and Required Response.</u>











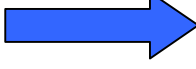


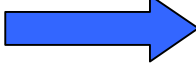

Tractor (and other farm equipment)				If plate is clear, then process.
Semi-truck or extended vehicle				If you can get the FRONT plate, then process. If not: <u>Reject Reason: Extended Vehicle</u>
Bus (city registered)				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
Tractor trailer				If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: <u>Reject Reason: Paper Plates</u>
Garbage/ dump trucks				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>

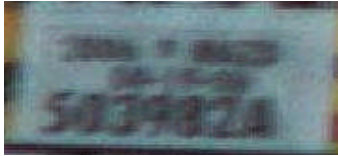





V1- Situation Criteria and Required Response

Obstruction





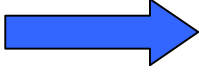

Situation	Example		Issue citation?	Information
Plate is partially or totally blocked				You can't process a citation without a complete plate number. <u>Reject Reason: Plate Obstruction</u>
Vehicle is blocked and the stop bar is not visible				If the intersection has video, then process. If the intersection does not have video: <u>Reject Reason: Vehicle Obstruction</u>
Traffic signals are blocked				<u>Reject Reason Signal Obstruction</u>
Face is partially obstructed (visor, sunglasses, hats) or driver is ducking				If more than 75% of the face is visible, then process. If not: <u>Reject Reason: Driver Obstruction/Duckers</u>
Motorcycle with helmet				<u>Reject Reason: Motor Cycle Helmet</u>

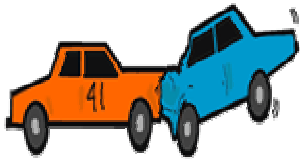
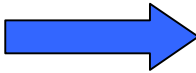


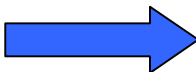

Registration

Situation	Example		Issue citation?	Information
No plate on car				<u>Reject Reason: Paper Plates</u>
Out of state plate				
Out of country plate				<u>Reject Reason: Out of Country Plate</u>
Can not identify state of plate				Add a comment, and place on hold in Ops Request. Inform supervisor.
Dealer plates on vehicle				If the plate is crystal clear, then process. If not: <u>Reject Reason: Wrong or No DMV</u>





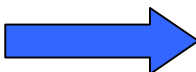




Paper plates on vehicle				If the plate brings back the correct information, then process. If not: <u>Reject Reason: Paper Plates</u>
Vehicle has a handicapped/disabled plate				Enter WC prior to the letters/numbers that appear on the plate. (Ex: WCAAA31) If no record is found, manually look up the plate read without adding the prefix WC. If still no record is found, notify a lead or supervisor. If the plate is personalized, enter it exactly how it appears with no prefix.

Policy/Weather

Situation	Example		Issue citation?	Information
Heavy fog, rain, snow, e.t.c.				If the violation and plate are clear, then process. If not: <u>Reject Reason: Weather/Nature</u>
Sun glare on windscreen- can't see driver's face				<u>Reject Reason: Sun Glare</u>

Accident				Log the accident in the "Accident Log" and process as normal.
Funerals, parades, and police directed intersections				<u>Reject Reason: Road Restrictions</u>

Face Issues

Situation	Example		Issue citation?	Information
Face is too blurry to see				<u>Reject Reason: Face Camera Focus Blurry</u>
Face flash is not strong enough or too strong				<u>Reject Reason: Face Camera Flash Inappropriate</u>
No flash in face shot				<u>Reject Reason: Face Camera No Flash</u>





Face is not in face shot		→		<u>Reject Reason: Face Not in Frame</u>
Passengers		→	Mask passenger faces	

Plate Issues







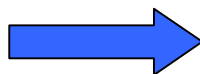
Situation	Example	Issue citation?		Information
Plate is too blurry to see		→		<u>Reject Reason: Rear Plate Camera Blurry</u>
Plate flash is not strong enough or too strong		→		<u>Reject Reason: Rear Plate Flash Inappropriate</u>
No flash in plate shot		→		<u>Reject Reason: Rear Plate No Flash</u>

Plate is not in plate shot




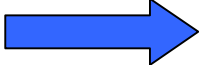


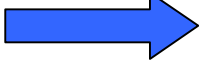




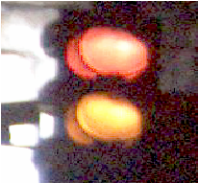



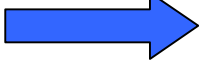

Reject Reason: Plate Not in Frame



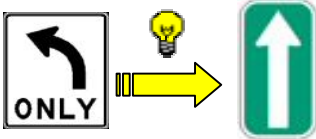

Scene Image Issues

Situation	Example		Issue citation?	Information
Scene image is too blurry to see				<u>Reject Reason: Scene Image Blurry</u>
Scene image flash is not strong enough or too strong				<u>Reject Reason: Scene Image Flash Inappropriate</u>
No flash in one or both scene images				<u>Reject Reason: Scene Image No Flash</u>







No Offense Issues





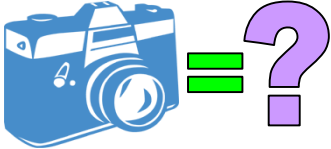

Situation	Example		Issue citation?	Information
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No offense is being committed (doesn't fit into other categories)				<u>Reject Reason: No offense - Other</u>
Camera triggers when no cars are moving or no cars are present				<u>Reject Reason: No offense- False Trigger</u>
Vehicle slams on brakes and stops				<u>Reject Reason: No offense- Screeching Stop</u>
Yellow with Red				<u>Reject Reason: Yellow with Red Light</u>
Car is turning right on red				Pinal County does not prosecute right turn violations. <u>Reject Reason: No offense- Turn Trigger</u>

Vehicle is after stop bar when the light turns red		→		<u>Reject Reason: No Offense- After Stop Bar</u>
Vehicle decides to go straight when in a left turn lane		→		If the vehicle also runs the main light, then process. If not <u>Reject Reason: No Offense- Straight on Left</u>

Other Issues

Situation	Example		Issue citation?	Information
Plate looks white with no numbers		→		Be sure to check for the front plate first! <u>Reject Reason: Plate Burn Out</u>
One or more images are missing		→		<u>Reject Reason: Image Missing</u>
One or more images are distorted		→		<u>Reject Reason: Digital Distortion</u>

Databar information is incorrect or unreadable		→		<u>Reject Reason: Databar Unreadable/Incorrect</u>
Incident is missing video		→		Straight through incidents do not require video if there is a clear violation, reject right/left hand turns for "Misc Camera Issue"
Other camera issues		→		<u>Reject Reason: Misc Camera Issues</u>

V2 - Special Notes for Pinal County



1. If a vehicle is registered to a rental agency, you must check that it has the correct address. If it does not, replace the address in SmartOps with the correct address. (See "Rental Agency Addresses" Tab)

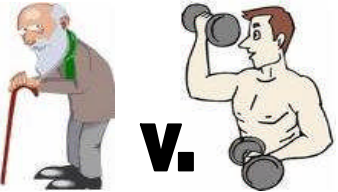



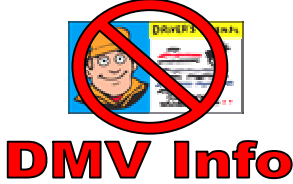





2. If a vehicle comes back registered to Alamo (this includes Alamo Financing), regardless of state plate, please use the following address: Alamo, Po Box 22233, Tulsa, OK 74121.


3. All vehicles registered to Wal-Mart in Pauls Valley, OK should be sent to: Private Fleet Safety Department, 311 N Walton, Mail Stop 650, Bentonville, AR 72716-0650.

4. Please delete all special characters in the V2 Stage except '&'. Delete periods (ex. P.O. Box), Dashes, Slashes, Commas, Hyphens (between last names - ex. Doe-Smith), and % (ex. %SR).
5. If DMV information comes back for a plate with a person/company's information but no vehicle information, you may still send the incident through if the plate is CRYSTAL CLEAR.
6. Only mark an incident corporate/incomplete if it is a true business or if there is an age and/or gender mismatch.
7. AZ DMV may bring back different vehicle types than other cities (ex. all SUVs are listed as station wagons in AZ); please check the NLETS manual for a breakdown of AZ DMV vehicle types.
8. NLETS does not return DOB information, only DL number. Retain DL number, change state to AZ, and process. Do not mark corporate/incomplete.
9. Vehicles travelling 30 or more mph will be considered criminal speed; please process and flag as Corporate/Incomplete.





V2 and Manual Lookup Information

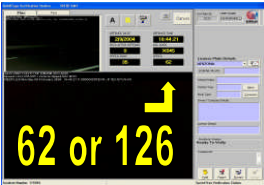




Situation	Example	Issue citation?	Information
Gender mismatch of driver (DMV record v. Redflex picture)			Do NOT add any DL information. Mark as corporate/incomplete.

Age mismatch of driver (DMV record v. Redflex picture)		→		Add DL information, then mark as corporate/incomplete.
Vehicle make/model mismatch (DMV record v. Redflex picture)		→		If the plate is crystal clear, mark as corporate and send with no license information. If not reject accordingly.
No DMV Information		→		<u>Reject Reason: Wrong or No DMV</u>
Vehicle owner comes back as a business		→		Delete DL information and mark as corporate/incomplete.
Registered owner's address is protected under law (street address doesn't come back from the DMV)		→		<u>Reject Reason: Wrong or No DMV</u>

Both a physical address AND a PO Box address was returned for the registered owner	John Doe 123 Any St. / PO Box 12345	→		Always enter the PO Box address in Pinal County.
No drivers license number and date of birth	D.O.B: 07/07/1977 DL#: D0017504	→		NLETS does not return DOB information, only DL number. Retain the DL number, change state to AZ, and process. Do not mark corporate/incomplete
No license details	Eyes: Blue Hair: Brown Height: 6'01" Weight: 180 lbs	→		NLETS does not return this information. Process normally, do not mark corporate/incomplete

Speedvan Information

Situation			Issue citation?	Information
Two vehicles in beam (FACE SHOT)		→		<u>Reject Reason: Two vehicles in beam</u>
Two vehicles in beam (PLATE SHOT)		→		As long as there is only one vehicle in the face shot, an incident can be processed with two vehicles in the plate shot.

One or more images are distorted and speed is at 62mph or 126mph		→		<u>Reject Reason: Next Vehicle/Test Shot</u>
Vehicle is not in one (or both) of the frames		→		<u>Reject Reason: Vehicle Not in Frame</u>
Face shot and plate shot cars do not match		→		<u>Reject Reason: Plate Radar False Trigger</u>
Vehicle is going 11 mph or over	11+	→		Pinal County prosecutes for 11 mph or more over the speed limit.
Vehicle is going 30mph or more over posted speed limit	30+	→		Violations with a speed 30mph or more over the posted speed limit will be considered as criminal speed. Process and flag Corporate/Incomplete.
Good Data Bar				

Location: PNL-I001 / 41800 BLK N IRONWOOD DR/NORTH Operator ID: MCK01
 Speed Limit: 45 MPH Vehicle Speed: 56 MPH Direction: Towards
 Thursday 13 March 2008 11:31:47 Delay: 1121 ms ID: 11 Host: PNL-SPVN-02

Three (3) lines
 All necessary information
 included

1.
 2.


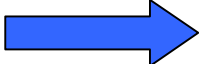





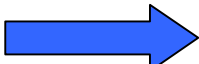

Bad Data Bar

Frame Number: 4 Location: 400 BLK E PIMA RD/EAST
 Location Code: PNL-P001 Direction: Towards Lane: 1 Offence
 Speed Zone: 25 MPH Vehicle Speed: 39 MPH
 Phase: Phase Duration:
 Date: Time: Elapsed Time:

More than three (3) lines
 2. Information Missing (date,
 time, vehicle speed, etc)
 3. No lane numbering in
 Speed van incidents

1.

Fixed Speed Information

Situation		Issue citation?	Information
Two vehicles in beam (FACE SHOT)			 This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Two vehicles in beam (PLATE SHOT)			 This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Vehicle is not in one (or both) of the frames			 <u>Reject Reason: Vehicle Not in Frame</u>

Face shot and plate
shot cars do not
match



Reject Reason: Plate Radar
False Trigger

Vehicle is going 11
mph or over

11+



Pinal County prosecutes for
11 mph or more over the
speed limit.

Vehicle is going 6
mph or over in a
school zone

3+



Pinal County prosecutes for 3
mph or more over the speed
limit in school zones.

Vehicle is going
30mph or more over
posted speed limit

30+



Violations with a speed
30mph or more over the
posted speed limit will be
considered as criminal speed.
Process and flag
Corporate/Incomplete.

Procedural Manual for Prescott Valley, AZ

Response Times and Deadlines

Process:	Time frame:
Send to police authorization	Within 7 days of violation date
Police authorization	Will occur within 5 days of receipt
Mail out violation	On or before the 6th day of receipt
Returned Nomination	Must be within ____ days
Process Nomination	Must be mailed within ____ days from date received
Readdressing	full readdress: transunion & enter in smartops, no fwd address: dismiss in smartops
Retain issued citation data	For no less than 12 months
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 60 calendar days from date of violation

V1 - Special Notes for Prescott Valley

1. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.

2. Face shots in Prescott Valley must be good quality photos. If the face is considerably obstructed, or the driver would not be easily recognizable in person, reject the incident for the appropriate reject reason.

3. Always make sure you watch the video (f available). Make certain there are no issues (e.g. running short, missing footage); if there are, report them to Team Lead immediately.

Procedural Manual for Scottsdale, AZ

Response Times and Deadlines

Process:	Time frame:
Send to police authorization	Within ____ days of violation date
Police authorization	Will occur within ____ days of receipt
Mail out violation	On or before the 7th day from the violation date
Returned Nomination	Must be within ____ days
Process Nomination	Must be mailed within ____ days from date received
Readdressing	full readdress: transunion & enter in smartops, no fwd address: dismiss in smartops
Retain issued citation data	For ____ years
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 60 calendar days from date of violation

V1 - Special Notes for Scottsdale

1. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.

2. Face shots in Scottsdale must be good quality photos. If the face is considerably obstructed, or the driver would not be easily recognizable in person, reject the incident for the appropriate reject reason.

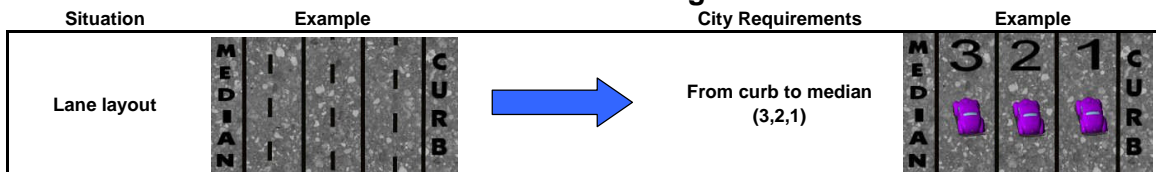
3. Place any incidents that involve a vehicle traveling **100mph** or faster on hold for "**Police Request**" and email helpdesk with the incident number.

4. If you come across an incident where the driver is making an obscene gesture(s) or if both hands are clearly off the steering wheel, please process as normal, but send an email to the Helpdesk with the incident number. They will notify the police on their end.

5. **FIXED SPEED** (*pertains to all Scottsdale speed, except the 101 and SC-FLFL-01*): Please make sure to check if the number in the "Axle" field matches the vehicle in question, and *always* check the video to make sure the speed displayed in the Data Bar field seems correct. If there is a question about either one or both, place the incident on hold in Ops Request, and inform a supervisor.








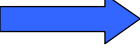








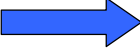

6. Always make sure you watch the video (if available). Make certain there are no issues (e.g. running short, missing footage); if there are, report them to Team Lead immediately.




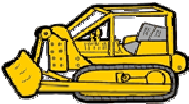






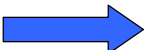







Lane Numbering



V1- Vehicle Types and Required Response


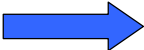







Situation	Example	Issue citation?	Information
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Car				
Truck				
Emergency vehicle in code 3 (lights on)				<p>If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Scottsdale, AZ 00000 If plate or face is out of frame, then: <u>Reject Reason:</u> <u>No offense- other</u></p>
Emergency vehicle not in code 3 (lights off)				<p>If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Scottsdale, AZ 00000 If plate or face is out of frame, then: <u>Reject Reason:</u> <u>No offense- other</u></p>
Trailer plate				<p><u>Reject Reason: Plate Obstruction</u></p>
School bus				

Motorcycle without helmet				For motorcycle WITH helmet, see V1- Situation Criteria and Required Response.
Tractor (and other farm equipment)				If plate is clear, then process.
Semi-truck or extended vehicle				If you can get the FRONT plate, then process. If not: <u>Reject Reason: Extended Vehicle</u>
Bus (city registered)				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
Tractor trailer				If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: <u>Reject Reason: Paper Plates</u>
Garbage/ dump trucks				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>









V1- Situation Criteria and Required Response

Obstruction








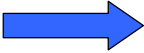




Situation	Example		Issue citation?	Information
Plate is partially or totally blocked				You can't process a citation without a complete plate number. <u>Reject Reason: Plate Obstruction</u>
Vehicle is blocked and the stop bar is not visible				If the intersection has video, then process. If the intersection does not have video: <u>Reject Reason: Vehicle Obstruction</u>
Traffic signals are blocked				<u>Reject Reason Signal Obstruction</u>

Face is partially obstructed (visor, sunglasses, hats) or driver is ducking		→		*SEE SPECIAL NOTES* If more than 75% of the face is visible, then process. If not: <u>Reject Reason: Driver Obstruction/Duckers</u>
Motorcycle with helmet		→		<u>Reject Reason: Motor Cycle Helmet</u>

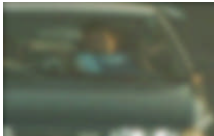
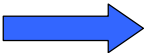


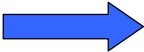


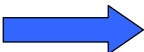

Registration

Situation	Example		Issue citation?	Information
No plate on car		→		<u>Reject Reason: Paper Plates</u>
Out of state plate		→		
Out of country plate		→		<u>Reject Reason: Out of Country Plate</u>
Can not identify state of plate		→		Add a comment, and place on hold in Ops Request. Inform supervisor.
Dealer plates on vehicle		→		If the plate is crystal clear, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
Paper plates on vehicle		→		If the plate brings back the correct information, then process. If not: <u>Reject Reason: Paper Plates</u>
Vehicle has a handicapped/disabled plate		→		Enter WC prior to the letters/numbers that appear on the plate. (Ex: WCAAA31) If no record is found, manually look up the plate read without adding the prefix WC. If still no record is found, notify a lead or supervisor. If the plate is personalized, enter it exactly how it appears with no prefix.

Policy/Weather

Situation	Example		Issue citation?	Information
Heavy fog, rain, snow, e.t.c.				If the violation and plate are clear, then process. If not: <u>Reject Reason: Weather/Nature</u>
Sun glare on windscreen- can't see driver's face				<u>Reject Reason: Sun Glare</u>
Accident				Log the accident in the "Accident Log" and process as normal.
Funerals, parades, and police directed intersections				<u>Reject Reason: Road Restrictions</u>

Face Issues

Situation	Example		Issue citation?	Information
Face is too blurry to see				*SEE SPECIAL NOTES* <u>Reject Reason: Face Camera Focus Blurry</u>
Face flash is not strong enough or too strong				<u>Reject Reason: Face Camera Flash Inappropriate</u>
No flash in face shot				<u>Reject Reason: Face Camera No Flash</u>








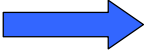




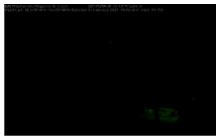



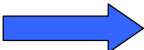

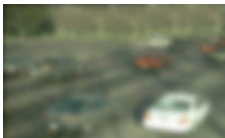
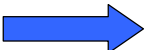

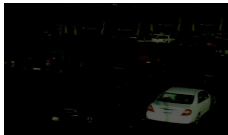


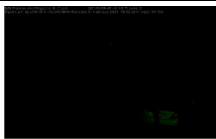
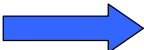

Face is not in face shot				<u>Reject Reason: Face Not in Frame</u>
Passengers			Mask passenger faces	













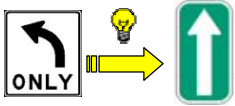

Plate Issues

Situation	Example		Issue citation?	Information
Plate is too blurry to see				<u>Reject Reason: Rear Plate Camera Blurry</u>
Plate flash is not strong enough or too strong				<u>Reject Reason: Rear Plate Flash Inappropriate</u>
No flash in plate shot				<u>Reject Reason: Rear Plate No Flash</u>
Plate is not in plate shot				<u>Reject Reason: Plate Not in Frame</u>





Scene Image Issues







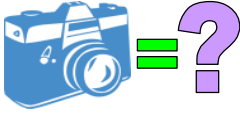

Situation	Example		Issue citation?	Information
Scene image is too blurry to see				<u>Reject Reason: Scene Image Blurry</u>
Scene image flash is not strong enough or too strong				<u>Reject Reason: Scene Image Flash Inappropriate</u>
No flash in one or both scene images				<u>Reject Reason: Scene Image No Flash</u>

No Offense Issues

Situation	Example		Issue citation?	Information
No offense is being committed (doesn't fit into other categories)		→		<u>Reject Reason: No offense - Other</u>
Camera triggers when no cars are moving or no cars are present		→		<u>Reject Reason: No offense- False Trigger</u>
Vehicle slams on brakes and stops		→		<u>Reject Reason: No offense- Screeching Stop</u>
Yellow with Red		→		<u>Reject Reason: Yellow with Red Light</u>
Car is turning right on red		→		Scottsdale does not prosecute right turn violations. <u>Reject Reason: No offense- Turn Trigger</u>
Vehicle is after stop bar when the light turns red		→		<u>Reject Reason: No Offense- After Stop Bar</u>
Vehicle decides to go straight when in a left turn lane		→		If the vehicle also runs the main light, then process. If not <u>Reject Reason: No Offense- Straight on Left</u>

Other Issues

Situation	Example		Issue citation?	Information
Plate looks white with no numbers		→		Be sure to check for the front plate first! <u>Reject Reason: Plate Burn Out</u>
One or more images are missing		→		<u>Reject Reason: Image Missing</u>

One or more images are distorted		→		<u>Reject Reason: Digital Distortion</u>
Databar information is incorrect or unreadable		→		<u>Reject Reason: Databar Unreadable/Incorrect</u>
Incident is missing video		→		Scottsdale can still prosecute without video.
Other camera issues		→		<u>Reject Reason: Misc Camera Issues</u>

V2 - Special Notes for Scottsdale

1. If a vehicle is registered to a rental agency, you must check that it has the correct address. If it does not, replace the address in SmartOps with the correct address. (See "Rental Agency Addresses" Tab)
2. If DMV information comes back for a plate with a person/company's information but no vehicle information, you may still send the incident through if the plate is CRYSTAL CLEAR.
3. If a vehicle comes back registered to Alamo (this includes Alamo Financing), regardless of state plate, please use the following address: Alamo, Po Box 22233, Tulsa, OK 74121.
4. Only mark an incident corporate if it is a true business, or if there is a gender mismatch.
5. Please delete all special characters in the V2 Stage <u>except</u> '&'. Delete periods (ex. P.O. Box), Dashes, Slashes, Commas, Hyphens (between last names - ex. Doe-Smith), and % (ex. %SR).
6. If vehicle info does not match vehicle in picture then mark incident as corporate, remove any license details, and process.

Procedural Manual for Show Low, AZ

Response Times and Deadlines

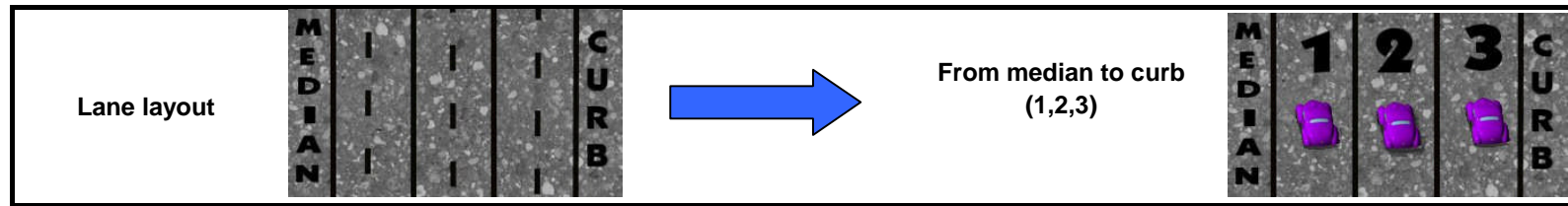
Process:**Time frame:**

Send to police authorization	Within 7 days of violation date
Police authorization	Will occur within 5 days of receipt
Mail out violation	On or before the 6th day of receipt of authorization
Returned Nomination	Must be within ____ days
Process Nomination	Must be mailed within ____ days from date received
Readdressing	full readdress: transunion & enter in smartops, no fwd address: dismiss in smartops
Retain issued citation data	For no less than 24 months
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 60 calendar days from date of violation

V1 - Special Notes for Show Low




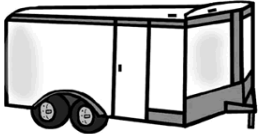
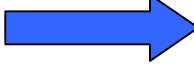







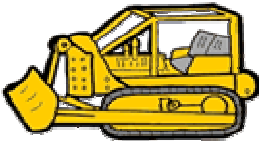
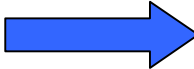

1. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.

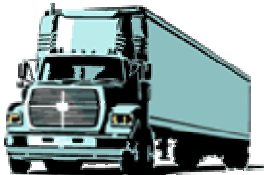
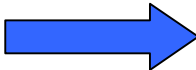





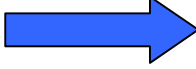

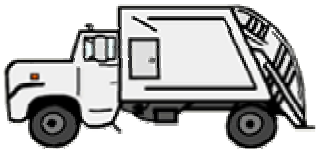


Lane Numbering



V1- Vehicle Types and Required Response

Situation	Example	Issue citation?	Information
Car			
Truck			
Emergency vehicle in code 3 (lights on)			<u>Reject Reason: Emergency Vehicle</u>


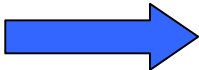


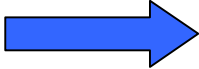








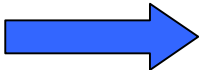

Emergency vehicle not in code 3 (lights off)				If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Show Low, AZ 00000
Trailer plate				<u>Reject Reason: Plate Obstruction</u>
School bus				
Motorcycle without helmet				For motorcycle WITH helmet, see <u>V1- Situation Criteria and Required Response.</u>
Tractor (and other farm equipment)				If plate is clear, then process.

Semi-truck or extended vehicle				If you can get the FRONT plate, then process. If not: <u>Reject Reason: Extended Vehicle</u>
Bus (city registered)				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
Tractor trailer				If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: <u>Reject Reason: Paper Plates</u>
Garbage/ dump trucks				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>

V1- Situation Criteria and Required Response


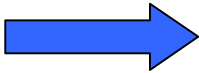











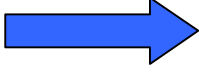

Obstruction

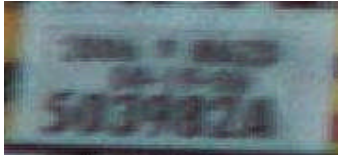





Situation	Example	Issue citation?	Information
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Plate is partially or totally blocked				You can't process a citation without a complete plate number. <u>Reject Reason: Plate Obstruction</u>
Vehicle is blocked and the stop bar is not visible				If the intersection has video, then process. If the intersection does not have video: <u>Reject Reason: Vehicle Obstruction</u>
Traffic signals are blocked				<u>Reject Reason Signal Obstruction</u>
Face is partially obstructed (visor, sunglasses, hats) or driver is ducking				If more than 75% of the face is visible, then process. If not: <u>Reject Reason: Driver Obstruction/Duckers</u>
Motorcycle with helmet				<u>Reject Reason: Motor Cycle Helmet</u>







Registration

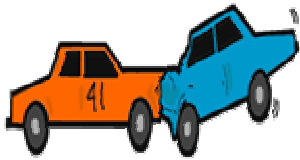
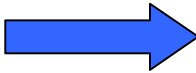


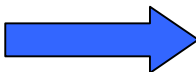

Situation	Example	Issue citation?	Information
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No plate on car				<u>Reject Reason: Paper Plates</u>
Out of state plate				
Out of country plate				<u>Reject Reason: Out of Country Plate</u>
Can not identify state of plate				Add a comment, and place on hold in Ops Request. Inform supervisor.
Dealer plates on vehicle				If the plate is crystal clear, then process. If not: <u>Reject Reason: Wrong or No DMV</u>

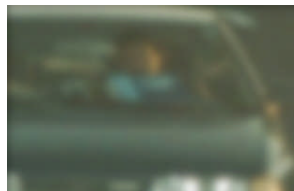





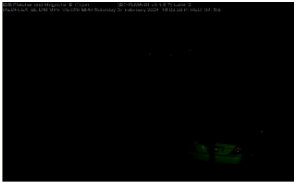


Paper plates on vehicle				If the plate brings back the correct information, then process. If not: <u>Reject Reason: Paper Plates</u>
Vehicle has a handicapped/disabled plate				Enter WC prior to the letters/numbers that appear on the plate. (Ex: WCAAA31) If no record is found, manually look up the plate read without adding the prefix WC. If still no record is found, notify a lead or supervisor. If the plate is personalized, enter it exactly how it appears with no prefix.

Policy/Weather

Situation	Example		Issue citation?	Information
Heavy fog, rain, snow, e.t.c.				If the violation and plate are clear, then process. If not: <u>Reject Reason: Weather/Nature</u>
Sun glare on windscreen- can't see driver's face				<u>Reject Reason: Sun Glare</u>

Accident				Log the accident in the "Accident Log". Process normally.
Funerals, parades, and police directed intersections				<u>Reject Reason: Road Restrictions</u>

Face Issues

Situation	Example		Issue citation?	Information
Face is too blurry to see				<u>Reject Reason: Face Camera Focus Blurry</u>
Face flash is not strong enough or too strong				<u>Reject Reason: Face Camera Flash Inappropriate</u>
No flash in face shot				<u>Reject Reason: Face Camera No Flash</u>





Face is not in face shot		→		<u>Reject Reason: Face Not in Frame</u>
Passengers		→	Mask passenger faces	

Plate Issues







Situation	Example	Issue citation?		Information
Plate is too blurry to see		→		<u>Reject Reason: Rear Plate Camera Blurry</u>
Plate flash is not strong enough or too strong		→		<u>Reject Reason: Rear Plate Flash Inappropriate</u>
No flash in plate shot		→		<u>Reject Reason: Rear Plate No Flash</u>

Plate is not in plate shot




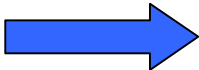


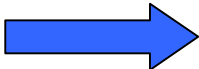


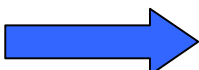





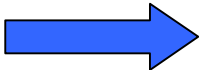

Reject Reason: Plate Not in Frame



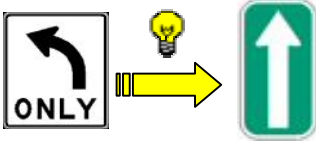

Scene Image Issues

Situation	Example		Issue citation?	Information
Scene image is too blurry to see				<u>Reject Reason: Scene Image Blurry</u>
Scene image flash is not strong enough or too strong				<u>Reject Reason: Scene Image Flash Inappropriate</u>
No flash in one or both scene images				<u>Reject Reason: Scene Image No Flash</u>







No Offense Issues





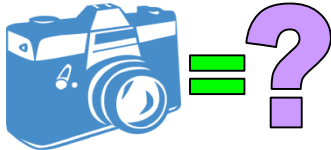

Situation	Example		Issue citation?	Information
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No offense is being committed (doesn't fit into other categories)				<u>Reject Reason: No offense - Other</u>
Camera triggers when no cars are moving or no cars are present				<u>Reject Reason: No offense- False Trigger</u>
Vehicle slams on brakes and stops				<u>Reject Reason: No offense- Screeching Stop</u>
Yellow with Red				<u>Reject Reason: Yellow with Red Light</u>
Car is turning right on red				Show Low does not prosecute right turn violations. <u>Reject Reason: No offense- Turn Trigger</u>

Vehicle is after stop bar when the light turns red		→		<u>Reject Reason: No Offense- After Stop Bar</u>
Vehicle decides to go straight when in a left turn lane		→		If the vehicle also runs the main light, then process. If not <u>Reject Reason: No Offense- Straight on Left</u>

Other Issues

Situation	Example		Issue citation?	Information
Plate looks white with no numbers		→		Be sure to check for the front plate first! <u>Reject Reason: Plate Burn Out</u>
One or more images are missing		→		<u>Reject Reason: Image Missing</u>
One or more images are distorted		→		<u>Reject Reason: Digital Distortion</u>

Databar information is incorrect or unreadable		→		<u>Reject Reason: Databar Unreadable/Incorrect</u>
Incident is missing video		→		Straight through incidents do not require video if there is a clear violation, reject right/left hand turns for "Misc Camera Issue"
Other camera issues		→		<u>Reject Reason: Misc Camera Issues</u>

V2 - Special Notes for Show Low

1. If a vehicle is registered to a rental agency, you must check that it has the correct address. If it does not, replace the address in SmartOps with the correct address. (See "Rental Agency Addresses" Tab)
2. If DMV information comes back for a plate with a person/company's information but no vehicle information, you may still send the incident through if the plate is CRYSTAL CLEAR.
3. Please delete all special characters in the V2 Stage except '&'. Delete periods (ex. P.O. Box), Dashes, Slashes, Commas, Hyphens (between last names - ex. Doe-Smith), and % (ex. %SR).

4. If a vehicle comes back registered to Alamo (regardless of state plate), please use the following address: Alamo, Po Box 22233, Tulsa, OK 74121.

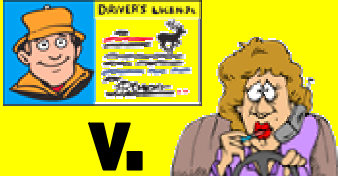


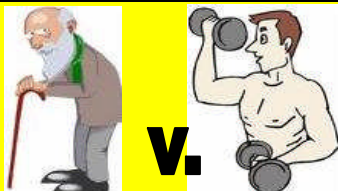


5. All vehicles registered to Wal-Mart in Pauls Valley, OK should be sent to: Private Fleet Safety Department, 311 N Walton, Mail Stop 650, Bentonville, AR 72716-0650.













6. AZ DMV may bring back different vehicle types than other cities (ex. all SUVs are listed as station wagons in AZ); please check the NLETS manual for a breakdown of AZ DMV vehicle types.

7. Only mark an incident corporate/incomplete if it is a true business or if there is an age and/or gender mismatch.

8. NLETS does not return DOB information, only DL number. Retain DL number, change state to AZ, and process. Do not mark corporate/incomplete.




V2 and Manual Lookup Information

Situation	Example	Issue citation?	Information
Gender mismatch of driver (DMV record v. Redflex picture)	 V.	 	Do NOT add any DL information. Mark as corporate/incomplete.
Age mismatch of driver (DMV record v. Redflex picture)	 V.	 	Add DL information, then mark as corporate/incomplete.

Vehicle make/model mismatch (DMV record v. Redflex picture)	   v. 	→		If the plate is crystal clear, mark as corporate and send with no license information. If not reject accordingly.
No DMV Information	 DMV Info	→		<u>Reject Reason: Wrong or No DMV</u>
Vehicle owner comes back as a business		→		Delete DL information and mark as corporate/incomplete.
Registered owner's address is protected under law (street address doesn't come back from the DMV)	 Show Low PD	→		<u>Reject Reason: Wrong or No DMV</u>
Both a physical address AND a PO Box address was returned for the registered owner	John Doe 123 Any St. / PO Box 12345	→		Always enter the PO Box address in Show Low.

No drivers license number and date of birth	D.O.B: 07/07/1977 DL#: D0017504	→	YES	NLETS does not return DOB information, only DL number. Retain the DL number, change state to AZ, and process. Do not mark corporate/incomplete
No license details	Eyes: Blue Hair: Brown Height: 6'01" Weight: 180 lbs	→	YES	NLETS does not return this information. Process normally, do not mark corporate/incomplete

Fixed Speed Information

Situation			Issue citation?	Information
Two vehicles in beam (FACE SHOT)		→	YES	This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Two vehicles in beam (PLATE SHOT)		→	YES	This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Vehicle is not in one (or both) of the frames		→	NO	<u>Reject Reason: Vehicle Not in Frame</u>

Face shot and plate
shot cars do not
match



Reject Reason: Plate Radar
False Trigger

Vehicle is going 11
mph or over

11+



Show Low prosecutes for 11
mph or more over the speed
limit.

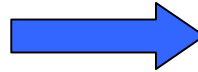
Speedvan Information

Situation

Issue citation?

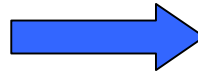
Information

Two vehicles in beam
(FACE SHOT)



Reject Reason: Two vehicles
in beam

Two vehicles in beam
(PLATE SHOT)





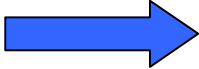

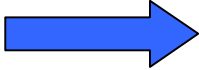





As long as there is only one
vehicle in the face shot, an
incident can be processed
with two vehicles in the plate
shot.

One or more images
are distorted and
speed is at 62mph or
126mph



Reject Reason: Next
Vehicle/Test Shot

Vehicle is not in one (or both) of the frames				<u>Reject Reason: Vehicle Not in Frame</u>
Face shot and plate shot cars do not match				<u>Reject Reason: Plate Radar False Trigger</u>
Vehicle is going 11 mph or over	11+			Tempe prosecutes for 11 mph or more over the speed limit.
Vehicle is going 8 mph or over in a school zone	8+			Scottsdale prosecutes for 8 mph or more over the speed limit in school zones.

Procedural Manual for Star Valley, AZ

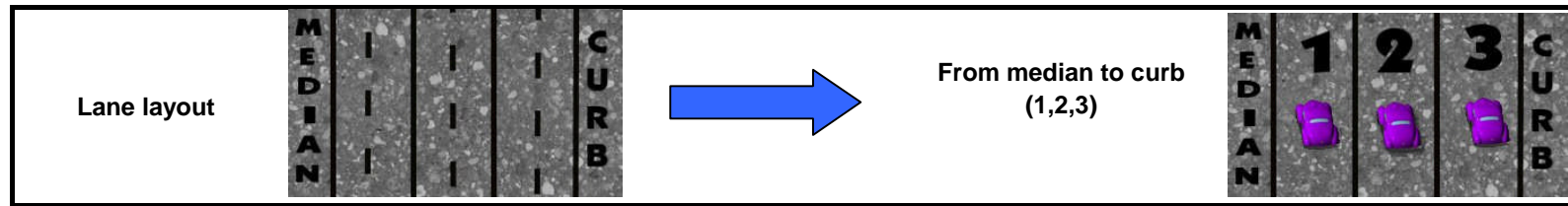
Response Times and Deadlines

Process:	Time frame:
Send to police authorization	Within 7 days of violation date
Police authorization	Will occur within 5 days of receipt
Mail out violation	On or before the 6th day of receipt of authorization
Returned Nomination	Must be within ____ days
Process Nomination	Must be mailed within ____ days from date received
Readdressing	full readdress: transunion & enter in smartops, no fwd address: dismiss in smartops
Retain issued citation data	For no less than 12 months
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 60 calendar days from date of violation

V1 - Special Notes for Star Valley

1. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.


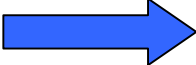

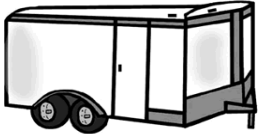



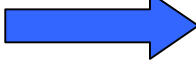




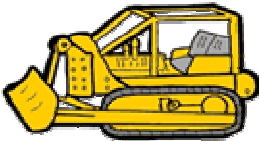


Lane Numbering

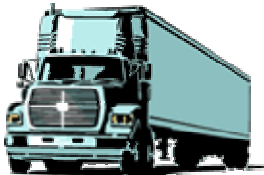
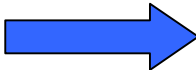


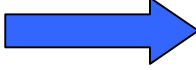


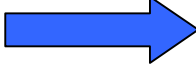

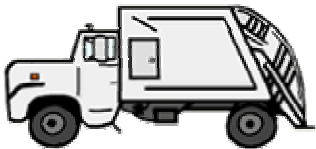




V1- Vehicle Types and Required Response

Situation	Example	Issue citation?	Information
Car		→	
Truck		→	
Emergency vehicle in code 3 (lights on)		→	

If info comes back- process. If not, mark as corporate/ incomplete and send to:
NOF
123 ANY ST
Star Valley, AZ 00000


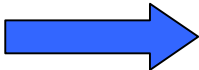


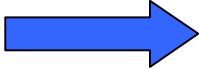





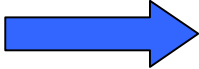


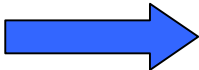

Emergency vehicle not in code 3 (lights off)				If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Star Valley, AZ 00000
Trailer plate				<u>Reject Reason: Plate Obstruction</u>
School bus				
Motorcycle without helmet				For motorcycle WITH helmet, see <u>V1- Situation Criteria and Required Response.</u>
Tractor (and other farm equipment)				If plate is clear, then process.

Semi-truck or extended vehicle				If you can get the FRONT plate, then process. If not: <u>Reject Reason: Extended Vehicle</u>
Bus (city registered)				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
Tractor trailer				If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: <u>Reject Reason: Paper Plates</u>
Garbage/ dump trucks				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>

V1- Situation Criteria and Required Response


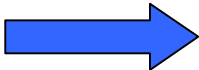


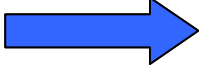







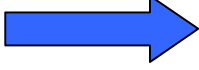

Obstruction

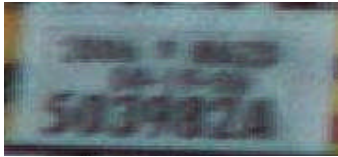
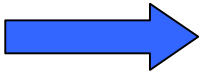




Situation	Example	Issue citation?	Information
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Plate is partially or totally blocked				You can't process a citation without a complete plate number. <u>Reject Reason: Plate Obstruction</u>
Vehicle is blocked and the stop bar is not visible				If the intersection has video, then process. If the intersection does not have video: <u>Reject Reason: Vehicle Obstruction</u>
Traffic signals are blocked				<u>Reject Reason Signal Obstruction</u>
Face is partially obstructed (visor, sunglasses, hats) or driver is ducking				If more than 75% of the face is visible, then process. If not: <u>Reject Reason: Driver Obstruction/Duckers</u>
Motorcycle with helmet				<u>Reject Reason: Motor Cycle Helmet</u>







Registration

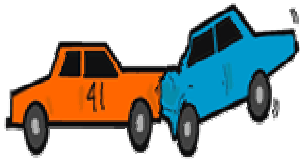
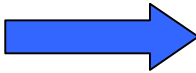


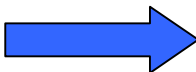

Situation	Example	Issue citation?	Information
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No plate on car				<u>Reject Reason: Paper Plates</u>
Out of state plate				
Out of country plate				<u>Reject Reason: Out of Country Plate</u>
Can not identify state of plate				Add a comment, and place on hold in Ops Request. Inform supervisor.
Dealer plates on vehicle				If the plate is crystal clear, then process. If not: <u>Reject Reason: Wrong or No DMV</u>







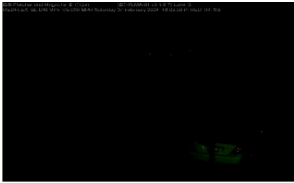


Paper plates on vehicle				If the plate brings back the correct information, then process. If not: <u>Reject Reason: Paper Plates</u>
Vehicle has a handicapped/disabled plate				Enter WC prior to the letters/numbers that appear on the plate. (Ex: WCAAA31) If no record is found, manually look up the plate read without adding the prefix WC. If still no record is found, notify a lead or supervisor. If the plate is personalized, enter it exactly how it appears with no prefix.

Policy/Weather

Situation	Example	Issue citation?	Information
Heavy fog, rain, snow, e.t.c.			 If the violation and plate are clear, then process. If not: <u>Reject Reason: Weather/Nature</u>
Sun glare on windscreen- can't see driver's face			 <u>Reject Reason: Sun Glare</u>

Accident				Log the accident in the "Accident Log". Process normally.
Funerals, parades, and police directed intersections				<u>Reject Reason: Road Restrictions</u>

Face Issues

Situation	Example		Issue citation?	Information
Face is too blurry to see				<u>Reject Reason: Face Camera Focus Blurry</u>
Face flash is not strong enough or too strong				<u>Reject Reason: Face Camera Flash Inappropriate</u>
No flash in face shot				<u>Reject Reason: Face Camera No Flash</u>





Face is not in face shot		→		<u>Reject Reason: Face Not in Frame</u>
Passengers		→	Mask passenger faces	

Plate Issues





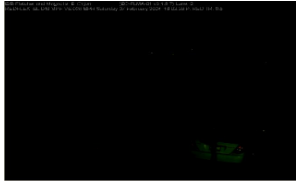

Situation	Example		Issue citation?	Information
Plate is too blurry to see		→		<u>Reject Reason: Rear Plate Camera Blurry</u>
Plate flash is not strong enough or too strong		→		<u>Reject Reason: Rear Plate Flash Inappropriate</u>
No flash in plate shot		→		<u>Reject Reason: Rear Plate No Flash</u>

Plate is not in plate shot







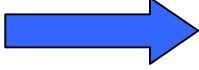


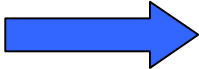





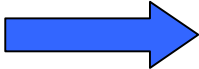

Reject Reason: Plate Not in Frame



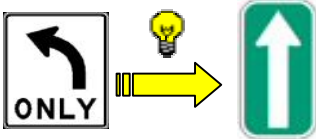

Scene Image Issues

Situation	Example		Issue citation?	Information
Scene image is too blurry to see				<u>Reject Reason: Scene Image Blurry</u>
Scene image flash is not strong enough or too strong				<u>Reject Reason: Scene Image Flash Inappropriate</u>
No flash in one or both scene images				<u>Reject Reason: Scene Image No Flash</u>







No Offense Issues





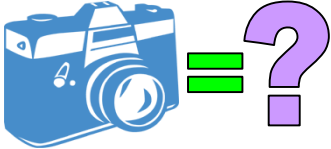

Situation	Example	Issue citation?	Information
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No offense is being committed (doesn't fit into other categories)				<u>Reject Reason: No offense - Other</u>
Camera triggers when no cars are moving or no cars are present				<u>Reject Reason: No offense- False Trigger</u>
Vehicle slams on brakes and stops				<u>Reject Reason: No offense- Screeching Stop</u>
Yellow with Red				<u>Reject Reason: Yellow with Red Light</u>
Car is turning right on red				Star Valley does not prosecute right turn violations. <u>Reject Reason: No offense- Turn Trigger</u>

Vehicle is after stop bar when the light turns red		→		<u>Reject Reason: No Offense- After Stop Bar</u>
Vehicle decides to go straight when in a left turn lane		→		If the vehicle also runs the main light, then process. If not <u>Reject Reason: No Offense- Straight on Left</u>

Other Issues

Situation	Example		Issue citation?	Information
Plate looks white with no numbers		→		Be sure to check for the front plate first! <u>Reject Reason: Plate Burn Out</u>
One or more images are missing		→		<u>Reject Reason: Image Missing</u>
One or more images are distorted		→		<u>Reject Reason: Digital Distortion</u>

Databar information is incorrect or unreadable		→		<u>Reject Reason: Databar Unreadable/Incorrect</u>
Incident is missing video		→		Straight through incidents do not require video if there is a clear violation, reject right/left hand turns for "Misc Camera Issue"
Other camera issues		→		<u>Reject Reason: Misc Camera Issues</u>

V2 - Special Notes for Star Valley

1. If a vehicle is registered to a rental agency, you must check that it has the correct address. If it does not, replace the address in SmartOps with the correct address. (See "Rental Agency Addresses" Tab)
2. If DMV information comes back for a plate with a person/company's information but no vehicle information, you may still send the incident through if the plate is CRYSTAL CLEAR.
3. Please delete all special characters in the V2 Stage except '&'. Delete periods (ex. P.O. Box), Dashes, Slashes, Commas, Hyphens (between last names - ex. Doe-Smith), and % (ex. %SR).

4. If a vehicle comes back registered to Alamo (regardless of state plate), please use the following address: Alamo, Po Box 22233, Tulsa, OK 74121.

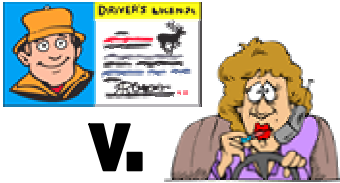



5. All vehicles registered to Wal-Mart in Pauls Valley, OK should be sent to: Private Fleet Safety Department, 311 N Walton, Mail Stop 650, Bentonville, AR 72716-0650.












6. AZ DMV may bring back different vehicle types than other cities (ex. all SUVs are listed as station wagons in AZ); please check the NLETS manual for a breakdown of AZ DMV vehicle types.

7. Only mark an incident corporate/incomplete if it is a true business or if there is an age and/or gender mismatch.

8. NLETS does not return DOB information, only DL number. Retain DL number, change state to AZ, and process. Do not mark corporate/incomplete.




V2 and Manual Lookup Information

Situation	Example	Issue citation?	Information
Gender mismatch of driver (DMV record v. Redflex picture)			Do NOT add any DL information. Mark as corporate/incomplete.
Age mismatch of driver (DMV record v. Redflex picture)			Add DL information, then mark as corporate/incomplete.

Vehicle make/model mismatch (DMV record v. Redflex picture)	  v. 	→		If the plate is crystal clear, mark as corporate and send with no license information. If not reject accordingly.
No DMV Information	 DMV Info	→		<u>Reject Reason: Wrong or No DMV</u>
Vehicle owner comes back as a business		→		Delete DL information and mark as corporate/incomplete.
Registered owner's address is protected under law (street address doesn't come back from the DMV)	 Star Valley PD	→		<u>Reject Reason: Wrong or No DMV</u>
Both a physical address AND a PO Box address was returned for the registered owner	John Doe 123 Any St. / PO Box 12345	→		Always enter the PO Box address in Star Valley.

No drivers license number and date of birth	D.O.B: 07/07/1977 DL#: D0017504	→	YES	NLETS does not return DOB information, only DL number. Retain the DL number, change state to AZ, and process. Do not mark corporate/incomplete
No license details	Eyes: Blue Hair: Brown Height: 6'01" Weight: 180 lbs	→	YES	NLETS does not return this information. Process normally, do not mark corporate/incomplete

Fixed Speed Information

Situation			Issue citation?	Information
Two vehicles in beam (FACE SHOT)		→	YES	This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Two vehicles in beam (PLATE SHOT)		→	YES	This only affects <u>speedvan</u> . Match up the lane numbers on the databar and the pictures.
Vehicle is not in one (or both) of the frames		→	NO	<u>Reject Reason: Vehicle Not in Frame</u>

Face shot and plate
shot cars do not
match



Reject Reason: Plate Radar
False Trigger

Vehicle is going 11
mph or over

11+



Star Valley prosecutes for 11
mph or more over the speed
limit.

Procedural Manual for Tempe, AZ

Response Times and Deadlines

Process:**Time frame:**

Send to police authorization	Within 7 days of violation date
Police authorization	Will occur within 5 days of receipt
Mail out violation	On or before the 6th day of receipt of authorization
Returned Nomination	Must be within 6 days
Process Nomination	Must be mailed within 60 days from date received
Readdressing	No readdressing; no fwd address: dismiss in smartops, email to TPD
Retain issued citation data	For ____ years
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 60 calendar days from date of violation

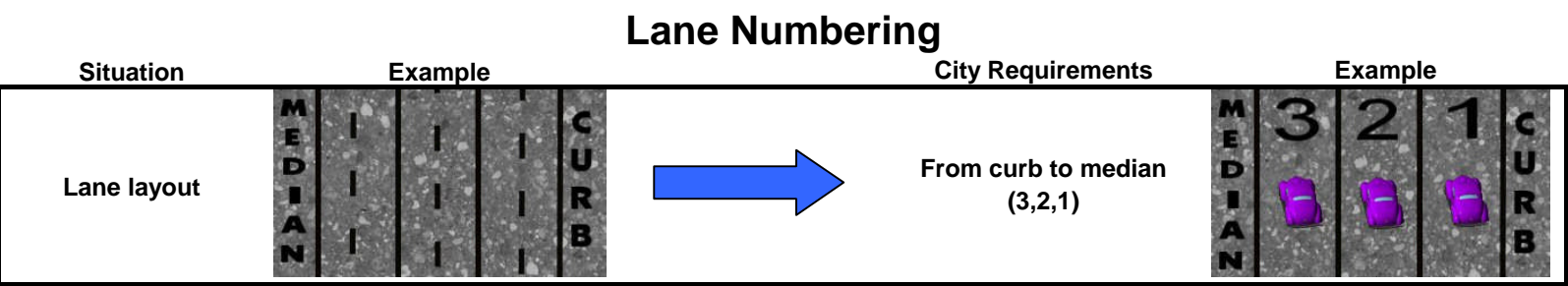
V1 - Special Notes for Tempe

1. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.

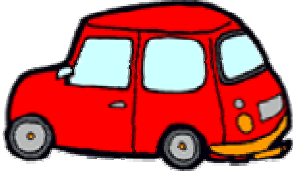






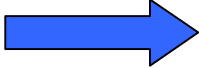


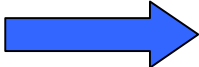

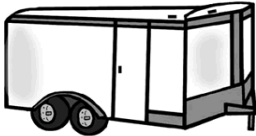
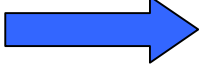

2. Video is not required to issue citations for anything other than Red Light right/left turn violations.


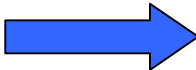




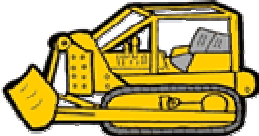
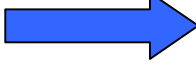





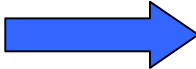

3. If a vehicle is turning left with the main light (the light the left turn lane is using) and the turn arrow being red at the same time, reject these for No Offence Other.


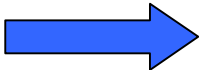

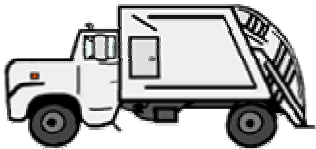


4. At the intersection of N/B Rural and Warner Roads (TEM-RUWA-01), there is no red left hand turn signal. Please reject left turn violations at this intersection when the light turns green. Reject for No Offense Other.
5. At the intersection of N/B University and Rural (TEM-RUUN-01), the lane closest to the curb is not monitored.
6. At the intersection of 48th St and Broadway Rd (TEM-BR48-01), the far right lane is *not* monitored.
7. At the intersection of TEM-MISO-01 (S/B Mill Ave and Southern Ave), the right turn lane is not monitored.
8. **FIXED SPEED:** Please make sure to check if the number in the "Axle" field matches the vehicle in question, and always check the video to make sure the speed being displayed in the Data Bar field seems correct. If there is a question about either one or both, place on hold in Ops Request, and inform a supervisor.
9. Always make sure you watch the video (if available). Make certain there are no issues (e.g. running short, missing footage); if there are, report them to Team Lead immediately.
10. The violation line in Tempe is the prolongation of the curb -- last line up.



V1- Vehicle Types and Required Response







Situation	Example	Issue citation?	Information
Car			
Truck			
Emergency vehicle in code 3 (lights on)			 If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Tempe, AZ 00000
Emergency vehicle not in code 3 (lights off)			 If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Tempe, AZ 00000
Trailer plate			 <u>Reject Reason: Plate Obstruction</u>


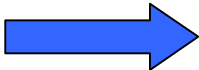





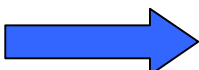

School bus				
Motorcycle without helmet				For motorcycle WITH helmet, see <u>V1- Situation Criteria and Required Response.</u>
Tractor (and other farm equipment)				If plate is clear, then process.
Semi-truck or extended vehicle				If you can get the FRONT plate, then process. If not: <u>Reject Reason: Extended Vehicle</u>
Bus (city registered)				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>

Tractor trailer				If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: <u>Reject Reason: Paper Plates</u>
Garbage/ dump trucks				If plate brings back information, then process. If not: <u>Reject Reason: Wrong or No DMV</u>


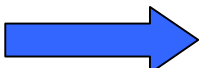


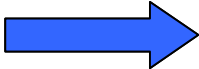

V1- Situation Criteria and Required Response





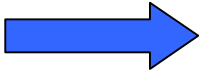


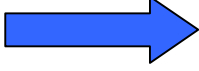


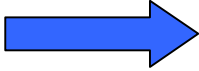

Obstruction

Situation	Example		Issue citation?	Information
Plate is partially or totally blocked				You can't process a citation without a complete plate number. <u>Reject Reason: Plate Obstruction</u>
Vehicle is blocked and the stop bar is not visible				If the intersection has video, then process. If the intersection does not have video: <u>Reject Reason: Vehicle Obstruction</u>

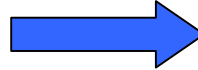
Traffic signals are blocked				<u>Reject Reason: Signal Obstruction</u>
Face is partially obstructed (visor, sunglasses, hats) or driver is ducking				If more than 75% of the face is visible, then process. If not: <u>Reject Reason: Driver Obstruction/Duckers</u>
Motorcycle with helmet				<u>Reject Reason: Motor Cycle Helmet</u>

Registration

Situation	Example		Issue citation?	Information
No plate on car				<u>Reject Reason: Paper Plates</u>
Out of state plate				










Out of country plate				<u>Reject Reason: Out of Country Plate</u>
Can not identify state of plate				Add a comment, and place on hold in Ops Request. Inform supervisor.
Dealer plates on vehicle				If the plate is crystal clear, then process. If not: <u>Reject Reason: Wrong or No DMV</u>
Paper plates on vehicle				If the plate brings back the correct information, then process. If not: <u>Reject Reason: Paper Plates</u>

Vehicle has a
handicapped/
disabled plate

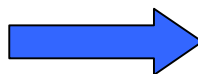


Enter WC prior to the letters/numbers that appear on the plate. (Ex: WCAAA31)
If no record is found, manually look up the plate read without adding the prefix WC. If still no record is found, notify a lead or supervisor. If the plate is personalized, enter it exactly how it appears with no prefix.

Policy/Weather

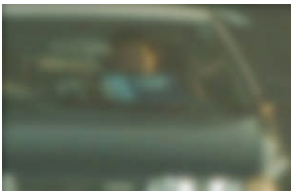
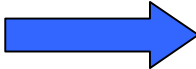

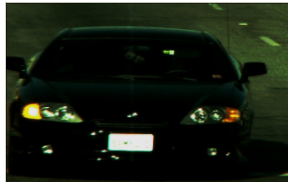



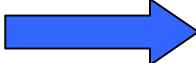




Situation	Example		Issue citation?	Information
Heavy fog, rain, snow, e.t.c.				If the violation and plate are clear, then process. If not: <u>Reject Reason:</u> <u>Weather/Nature</u>
Sun glare on windscreen- can't see driver's face				<u>Reject Reason: Sun Glare</u>
Accident				Log the accident in the "Accident Log" and process as normal.

Funerals, parades,
and police directed
intersections



Reject Reason: Road
Restrictions

Face Issues

Situation	Example		Issue citation?	Information
Face is too blurry to see				<u>Reject Reason: Face Camera Focus Blurry</u>
Face flash is not strong enough or too strong				<u>Reject Reason: Face Camera Flash Inappropriate</u>
No flash in face shot				<u>Reject Reason: Face Camera No Flash</u>
Face is not in face shot				<u>Reject Reason: Face Not in Frame</u>







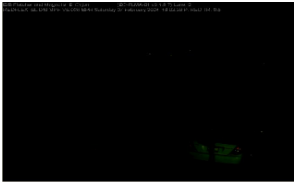


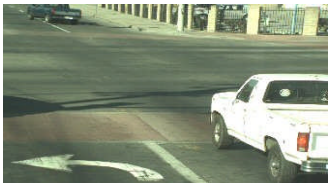


Passengers






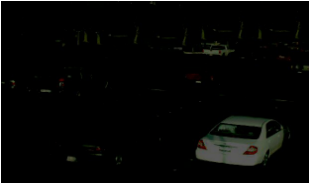
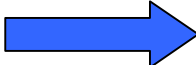




Mask passenger faces




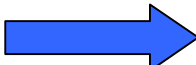

Plate Issues


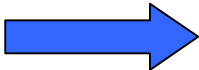





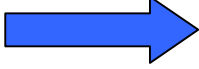


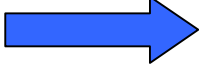


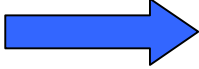

Situation	Example		Issue citation?	Information
Plate is too blurry to see				<u>Reject Reason: Rear Plate Camera Blurry</u>
Plate flash is not strong enough or too strong				<u>Reject Reason: Rear Plate Flash Inappropriate</u>
No flash in plate shot				<u>Reject Reason: Rear Plate No Flash</u>
Plate is not in plate shot				<u>Reject Reason: Plate Not in Frame</u>

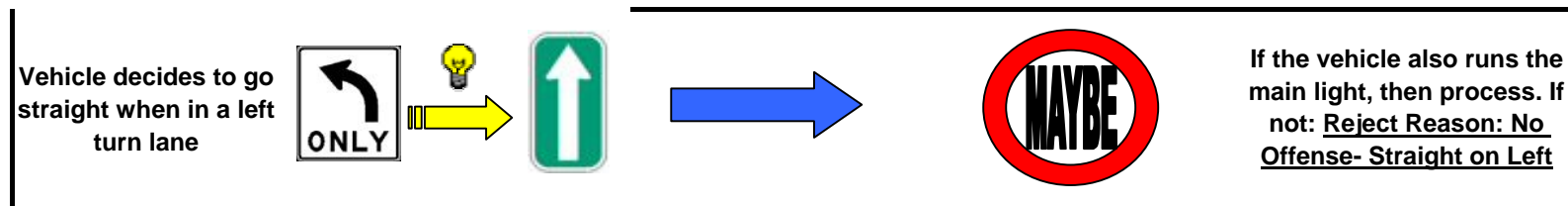
Scene Image Issues

Situation	Example	Issue citation?		Information
Scene image is too blurry to see				<u>Reject Reason: Scene Image</u> <u>Blurry</u>
Scene image flash is not strong enough or too strong				<u>Reject Reason: Scene Image</u> <u>Flash Inappropriate</u>
No flash in one or both scene images				<u>Reject Reason: Scene Image</u> <u>No Flash</u>


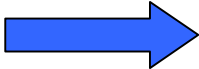


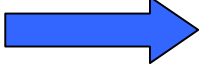


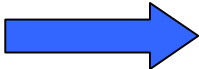




No Offense Issues

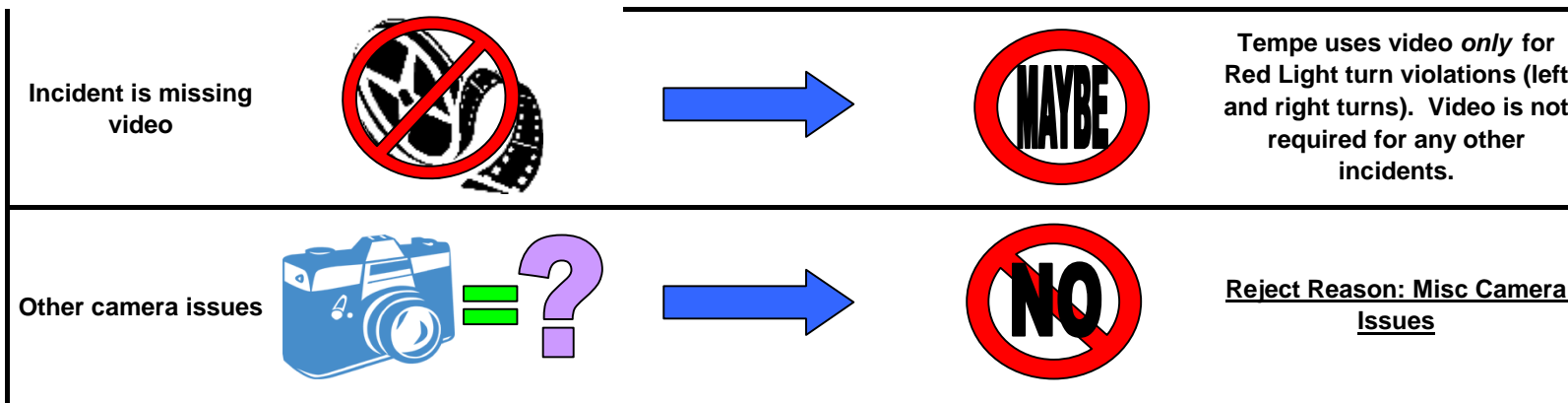
Situation	Example	Issue citation?		Information
No offense is being committed (doesn't fit into other categories)				<u>Reject Reason: No offense -</u> <u>Other</u>

Camera triggers when no cars are moving or no cars are present				<u>Reject Reason: No offense-False Trigger</u>
Vehicle slams on brakes and stops				<u>Reject Reason: No offense-Screeching Stop</u>
Yellow with Red				<u>Reject Reason: Yellow with Red Light</u>
Car is turning right on red				Tempe does not prosecute right turn violations. Reject Reason: No offense- Turn Trigger
Vehicle is after stop bar when the light turns red				<u>Reject Reason: No Offense-After Stop Bar</u>



Other Issues

Situation	Example	Issue citation?	Information
Plate looks white with no numbers		 	Be sure to check for the front plate first! <u>Reject Reason: Plate Burn Out</u>
One or more images are missing		 	<u>Reject Reason: Image Missing</u>
One or more images are distorted		 	<u>Reject Reason: Digital Distortion</u>
Databar information is incorrect or unreadable		 	<u>Reject Reason: Databar Unreadable/Incorrect</u>



V2 - Special Notes for Tempe

1. If DMV information comes back for a plate with a person/company's information but no vehicle information, you may still send the incident through if the plate is CRYSTAL CLEAR.

2. Only mark an incident corporate if it is a true business, or if there is an age and/or gender mismatch.

3. Please delete all special characters in the V2 Stage except '&'. Delete periods (ex. P.O. Box), Dashes, Slashes, Commas, Hyphens (between last names - ex. Doe-Smith), and % (ex. %SR).

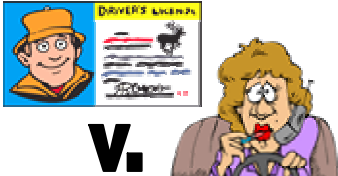

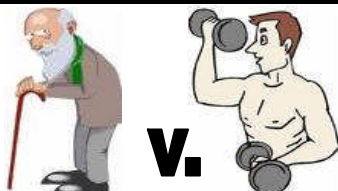



4. If a vehicle comes back registered to Alamo (regardless of state plate), please use the following address: Alamo, Po Box 22233, Tulsa, OK 74121.









5. NLETS does not return DOB information, only DL number. Retain DL number, change state to AZ, and process. Do not mark corporate/incomplete.

6. AZ DMV may bring back different vehicle types than other cities (ex. all SUVs are listed as station wagons in AZ); please check the NLETS manual for a breakdown of AZ DMV vehicle types.

7. All vehicles registered to Wal-Mart in Pauls Valley, OK should be sent to: Private Fleet Safety Department, 311 N Walton, Mail Stop 650, Bentonville, AR 72716-0650.



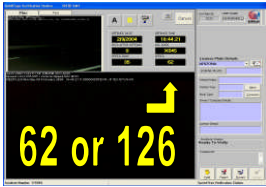

V2 and Manual Lookup Information

Situation	Example	Issue citation?	Information
Gender mismatch of driver (DMV record v. Redflex picture)	 V.		Do NOT add any DL information. Mark as corporate/incomplete.
Age mismatch of driver (DMV record v. Redflex picture)	 V.		Add DL information, then mark as corporate/incomplete.
Vehicle make/model mismatch (DMV record v. Redflex picture)	 V.		If the plate is crystal clear, mark as corporate and send with no license information. If not, reject accordingly.

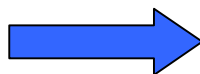
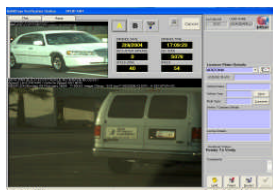
No DMV Information	 DMV Info	→		Reject Reason: Wrong or No <u>DMV</u>
Vehicle owner comes back as a business		→		Delete DL information and mark as corporate/incomplete.
Registered owner's address is protected under law (street address doesn't come back from the DMV)	 Tempe PD	→		Reject Reason: Wrong or No <u>DMV</u>
Both a physical address AND a PO Box address was returned for the registered owner	John Doe 123 Any St. / PO Box 12345	→		Always enter the PO Box address in Tempe.
No drivers license number and date of birth	<div> D.O.B: 07/07/1977 DL#: D0017504 </div>	→		NLETS does not return DOB information, only DL number. Retain the DL number, change state to AZ, and process. Do not mark corporate/incomplete

No license details	Eyes: Blue Hair: Brown Height: 6'01" Weight: 180 lbs	→	YES	NLETS does not return this information. Process normally, do not mark corporate/incomplete
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Speedvan Information

Situation			Issue citation?	Information
Two vehicles in beam (FACE SHOT)		→	NO	<u>Reject Reason: Two vehicles in beam</u>
Two vehicles in beam (PLATE SHOT)		→	YES	As long as there is only one vehicle in the face shot, an incident can be processed with two vehicles in the plate shot.
One or more images are distorted and speed is at 62mph or 126mph		→	NO	<u>Reject Reason: Next Vehicle/Test Shot</u>
Vehicle is not in one (or both) of the frames		→	NO	<u>Reject Reason: Vehicle Not in Frame</u>

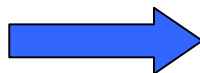
Face shot and plate
shot cars do not
match



Reject Reason: Plate Radar
False Trigger

Vehicle is going 11
mph or over

11+



Tempe prosecutes for 11 mph
or more over the speed limit.

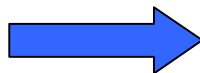
Fixed Speed Information

Situation

Issue citation?

Information

Two vehicles in beam
(FACE SHOT)



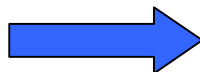
This only affects speedvan.
Match up the lane numbers
on the databar and the
pictures.

Two vehicles in beam
(PLATE SHOT)



This only affects speedvan.
Match up the lane numbers
on the databar and the
pictures.

Vehicle is not in one
(or both) of the
frames



Reject Reason: Vehicle Not in
Frame

Face shot and plate
shot cars do not
match



Reject Reason: Plate Radar
False Trigger

Vehicle is going 11
mph or over

11+



Tempe prosecutes for 11 mph
or more over the speed limit.

Scottsdale, and Prescott Valley Processing Rules - V2 Stage

In State




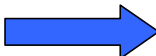








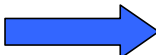


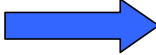





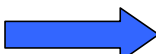

Mark Corporate		Do Not Mark Corporate
No DOB (enter all details)		Gender match, DOB available, age match (leave in driver details)
Gender mismatch (leave out driver details)		
Age mismatch (leave in driver details)		
Company		
Out of State		
		No DOB
Gender mismatch		Gender match, age match
		Gender match, age mismatch


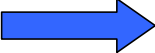

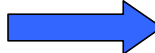










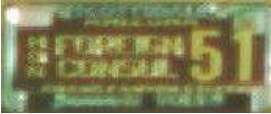
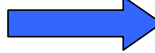


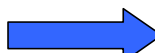


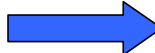




Video Availability



















In Arizona cities, there are a number of intersections that do not have video available. Below is a current list of intersections that *do* have video available.

Chandler	N/B Alma School Road & Ray Road -- CH-ASRA-01
Paradise Valley	W/B E Lincoln Drive & N Mockingbird Lane -- PV-LIMO-01
	S/B Tatum Blvd & McDonald Drive -- PV-TAMC-01
	N/B Tatum Blvd & McDonald Drive -- PV-TAMC-03
	Lincoln and Tatum -- PV-LITA-01 and PV-LITA-03
Prescott Valley	All Prescott Valley intersections have video except Speed Van
Scottsdale	All Scottsdale intersections have video except Speed Van

Arizona Plate Types and Prefixes

Type of Plate	Example		Special Requirements?	Information
Standard Arizona Plate				Enter the letters/numbers as they appear on the plate. Example: 001AAA
Classic Car	No Picture Available			Enter CL prior to the letters/numbers that appear on the plate. Example: CL123
Collegiate (Regular)				Enter the letters/numbers as they appear on the plate. Example: M0000
Collegiate (Personalized)				Enter the letter designator of the college prior to the letters/numbers that appear on the plate. A=ASU; U=UofA; N=NAU Example: UYLPCE
Congressional Medal of Honor				Enter MHO prior to the letters/numbers that appear on the plate. Example: MHO000
Environmental				Enter the letters/numbers as they appear on the plate. Example: 9221E
Firefighter				Enter the letters/numbers as they appear on the plate. Example: FF0000
Government				Enter exactly as it appears. Last 2 characters on plate are always letters. Example: G-789DD

Handicapped				<p>Enter WC prior to the letters/numbers that appear on the plate. (Ex: WCAAA31)</p> <p>If no record is found, manually look up the plate read without adding the prefix WC. If still no record is found, notify a lead or supervisor. If the plate is personalized, enter it exactly how it appears with no prefix.</p>
Handicapped (Personalized)	No Picture Available			<p>Enter the letters/numbers as they appear on the plate.</p> <p>Example: JOE</p>
Hearing Impaired				<p>Enter the letters/numbers as they appear on the plate.</p> <p>Example: H00889</p>
Historic Motorcycle				<p>Enter HM prior to the letters/numbers that appear on the plate.</p> <p>Example: HM226</p>
Historic Vehicle				<p>Enter HV prior to the letters/numbers that appear on the plate.</p> <p>Example: HV444K</p>
Honorary Foreign Consul				<p>Enter CNSL prior to the letters/numbers that appear on the plate.</p> <p>Example: CNSL51</p>
Horseless Carriage				<p>Enter HC prior to the letters/numbers that appear on the plate.</p> <p>Example: HCJ08</p>
Motorcycle				<p>Enter the letters/numbers as they appear on the plate.</p> <p>Example: MCMJB2</p>
National Guard	 National Guard			<p>Enter the letters/numbers as they appear on the plate.</p> <p>Example: N0679</p>

Pearl Harbor Survivors				Enter HS prior to the letters/numbers that appear on the plate. If plate contains only three numbers, add a zero prior to the numbers. Example: HS0000
Personalized				Enter the letters/numbers as they appear on the plate. Example: MABETT
Prisoner of War				Enter POW prior to the letters/numbers that appear on the plate. Example: POWH11
Purple Heart Medal				Enter PH prior to the letters/numbers that appear on the plate. Example: PH4474
Radio Amateur				Enter the letters/numbers as they appear on the plate. Example: K7KF1
Veteran				Enter VT prior to the letters/numbers that appear on the plate. Example: VT2084

Corporate Addresses for Rental Agencies
Alamo
PO Box 22233
Tulsa, OK 74121
Avis
Avis
300 Centre Point Dr.
Virginia Beach, VA 23462
Budget
Budget
PO Box 20368
Phoenix, AZ 85036
Dollar Rent A Car (New Address <u>only</u> for 1831 Bayshore Hwy.)
Dollar Rent A Car
916 S. Claremont St.
San Mateo, CA 94402
Dollar Rent A Car (New Address <u>only</u> for Rent a Car Rd.)
Dollar Rent A Car
98 E Warm Springs Rd
Las Vegas, NV 89119
(Nevada plates only)
DTG Operations (New address <u>only</u> for Rent a Car Rd.)
DTG Operations
98 E Warm Springs Rd
Las Vegas, NV 89119
(Nevada plates only)
Enterprise (New Address <u>only</u> for 501 S. 48th St.)
Enterprise
1444 W. Auto Dr.
Tempe, AZ 85284
Hertz
Hertz
PO Box 24130
Oklahoma City, OK 73124

Rental Car Finance (New Address <u>only</u> for 4505 Plaza Dr.)
Rental Car Finance
PO Box 153370
Irving, TX 75063
Snappy
CarTemps USA
29100 Aurora Rd. #400
Solon, OH 44139
Thrifty Car Rental (New address for Rent a Car Rd.)
Thrifty Car Rental
98 E Warm Springs Rd
Las Vegas, NV 89119
Wheels Inc.
Wheels Inc.
666 Garland Pl.
Des Plaines, IL 60016

Chandler Street Types		
<i>Abbreviation</i>		<i>Street Type</i>
AL		Alley
AP		Approach
AV		Avenue
BL		Boulevard
CI		Circle
CT		Court
DR		Drive
HW		Highway
LN		Lane
LP		Loop
P		P.O. Box
PA		Parkway
PL		Place
R		Rural
RD		Road
SQ		Square
ST		Street
TC		Trace
TL		Trail
TR		Terrace
VW		View
WA		Way
(Blank)		Unknown