



HAYWARD POLICE DEPARTMENT TRAFFIC BUREAU

TO: CAPTAIN BOB PALERMINI
FROM: SERGEANT COREY QUINN
DATE: 11/30/2008
SUBJECT: AUDIT OF REDFLEX FACILITIES

SYNOPSIS:

An audit of the Hayward Police Department Red Light Photo Enforcement Program was conducted from Monday, October 20, 2008 to Wednesday, October 22, 2008.

The audit took place at Redflex Traffic Systems headquarters in Phoenix, Arizona. The audit was conducted with the assistance of Chuck Ulher, the Hayward Police Department Customer Service Representative for Redflex Traffic Systems.

The following issues were addressed during the audit:

AUDIT ISSUES:

- Business rules
- Current operational practices
- Nomination procedure
- Updated training materials
- Inspect the new printing facility
- Inspect the expanded operations area
- Inspect records purge process for Vehicle Code compliance
- Review existing Officer access list to Smartops review site
- Address current problems or issues
- Review invoice and billing procedure

The results of the audit indicate the Hayward Police Department Red Light Photo Enforcement Program is operating within the California Vehicle Code requirements.

Redflex Traffic Systems is operating within the guidelines specified in the Business Rules.

AUDIT FINDINGS:

1. BUSINESS RULES:

Redflex Traffic Systems is required to capture, process, and submit violations within a seven-day period. This process is currently being achieved in three days, on average, well below the specified time frame.

The Hayward Police Department is required to review, authorize, or reject violations in three days. We are currently completing the review process and returning the violations to Redflex for printing within the specified time frame.

The Hayward Police Department is receiving approximately thirty violations per day to review. Currently, those reviews are being completed and the violation information returned to Redflex Traffic Systems for printing within the time period allotted per the business rules.

There were no required changes to the business rules.

2. CURRENT OPERATIONAL PRACTICES:

I met with the Operations Manager Mike Macurak regarding the processing of our citations.

I reviewed the Processing Procedural Manual on file. This manual is the instructional manual all processors follow when processing Hayward Police Department red light violations. The manual describes the necessary criteria to be met in order for a violation incident to be sent to the Hayward Police Department for review.

Based on the incidents I have reviewed, and the violations that were in the review queue at the time of this audit, Redflex Traffic Systems is adhering to the specified processing Procedural Manual. A copy of the Procedural Manual is still included in the Hayward Police Department Court Manual.

California Vehicle Code section 40518 requires that a violator receive a notice of violation within fifteen days of the violation. In an effort to comply with that requirement, Redflex sends us the processed violations for review within a six day period. Redflex is currently processing, on average, 30 incidents a day and submitting them to the Hayward Police Department within 3 days.

The Hayward Police Department uses an in-depth review process containing more steps before the violation is authorized. We are completing the review process, on average, in 2 days.

The Hayward Police Department is currently issuing Violation Notices (combined citations and corporate notices) on 52% (avg.) of all captured incidents. This number does not include incidents that are rejected during initial processing for issues deemed "uncontrollable." Uncontrollable issues, for example, are considered to be vision obscurments, weather related matters, and license plate obstructions.

Redflex allows up to three days for printing and mailing of the notice to the violator. The entire process can take approximately 13-15 days to complete. Redflex is currently taking two days to complete the printing process, thus allowing for two days mailing time. Violation notices are still being received by the violators in approximately nine days; this is well within the fifteen day requirement.

No changes to the operational practices will be made at this time.

3. NOMINATIONS:

Currently, both the Hayward Police Department and Redflex Traffic Systems receive the "Nomination" forms (updated driver information forms) from drivers and registered owners.

The Hayward Police Department is processing as many "Nominations" as possible, resulting from walk-in viewings. Due to the fact we request nominations as part of our court pack, the information is being sent to Redflex for processing into updated violations.

I spoke with Dana Glenn, court packs lead, who stated all court packs are mailed off overnight via Fed Ex. They generally ask for a two week time period to prepare court packs, however they are equipped to expedite late requests. This later method shall not become the norm in processing court packs

4. UPDATED TRAINING MATERIALS:

Redflex Traffic Systems released an updated version of the authorization review web site July 1, 2008. Training material for the update was distributed prior to this year's audit. There have been no legislative changes regarding red light photo enforcement programs; therefore, no additional training materials were necessary.

During the audit, we were given a presentation by Tony Parrino, System Support Manager. In this presentation we learned the basics about the technical aspects of the photo red light system as well as a detailed overview of evidence handling procedures.

5. INSPECTION OF PRINTING FACILITY:

Redflex Traffic Systems has expanded their printing and mailing operation. In an effort to meet demand, two additional positions were added to the printing facility bringing the total to four full time positions.

6. INSPECTION OF THE EXPANDED OPERATIONS AREA:

Redflex Traffic Systems has moved the processing area into an adjacent building due to internal growth. The Operations Section is processing violations 24 hours a day 6 days a week. There does not appear to be any change to the level of security, information access, or processing procedure at this time.

7. RECORDS PURGING PROCESS:

Section 21455.5(e) (3) CVC, in summary, pertains to the disposal of automated red light violation information, as received from the Department of Motor Vehicles (DMV). This section requires that information regarding automated violations be maintained up to 6 months, or after a court disposition has been received.

Based on Redflex's legal interpretation, automated enforcement records are maintained for 6 months. If no court disposition is received, they are purged from their data banks. If a court disposition is received, Redflex will maintain the record for a period of 60 days. The message "Purged pursuant to 21455.5(e) (3) CVC" will be displayed in each of the image frames and video screen, if an officer attempts to retrieve an incident that has been purged.

Affidavit of Non-Liability forms (Nomination Information) are retained for 12 months. These forms contain information received from the registered owner of the violator vehicle and therefore, do not fall under the purge requirement of the vehicle code. If no records request is made by the issuing agency, Redflex has the information destroyed by a professional, bonded shredding company. The material is shredded on site in the presence of an authorized Redflex representative.

Redflex will maintain any incident beyond the six month time frame if given ample notice by a representative of the Hayward Police Department.

I met with Redflex Traffic Systems Customer Service Manager of Operations, Carolyn Wier, and inspected the DMV Information Access forms and stored nomination forms. All Redflex Traffic Systems employees that process violations, or have access to California Department of Motor Vehicles information, have a current authorization form on file.

All the nomination forms in storage were date stamped indicating they had been received by Redflex Traffic Systems within the 12 month time frame.

8. OFFICER ACCESS TO REDFLEX REVIEW SITE:

The current list was correct and the Officer's names were listed as follows:

Sergeant Corey Quinn
Sergeant Jeff Lutzinger
Officer Gerald Robinson
Majid Hafezieh, Associate Transportation Engineer (system access read only)

9. **CURRENT PROBLEMS/ISSUES:**

Industrial /Huntwood:

We are still experiencing poor face image quality. There is a work order on file requesting the technician try to refocus the face camera. There also is a current work order on file and the matter is being addressed by the technical staff. We are also having an issue with dark videos. Technician stated this was due to a street light being out at the intersection. There is a current work order with the city to remedy the situation.

B Street/2nd St:

We are still experiencing inconsistent face images. There is a work order on file requesting the technician try to refocus the face camera or replace it.

Hesperian/West Winton:

The red signal lights are not very visible in the video portion of violations that are captured in the left turn lanes. Redflex recommends upgrading the signal light. We are still experiencing inconsistent face images. There is a work order on file requesting the technician try to refocus the face camera or replace it.

10. **INVOICE/BILLING PROCEDURE:**

I met with Redflex Traffic Systems Accounts Payable staff and was informed there were no problems noted in this area and no changes were required.

CONCLUSION:

The Hayward Police Department Red Light Photo Enforcement System is operating satisfactorily within the California Vehicle Code guidelines.

According to the Redflex Traffic Systems Customer Service Representative Chuck Ulher, the Hayward Police Department will be operating approximately the third largest program in the state. This is based on the 15 approaches we currently have contracted. As a result, Redflex continues to refer prospective agencies to us as a program reference.

The city of Oakland recently signed a contract with Redflex Traffic Systems and has begun construction on approximately the first four of a minimum of twenty approaches. When construction is complete, Oakland will surpass Hayward as the largest Northern California client.

Respectfully submitted,

Sergeant Corey L. Quinn