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.

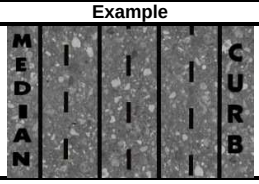
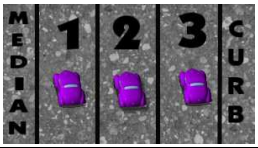
If you cannot capture plate, follow normal processing guidelines

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 recognizeable in person, reject the incident for the appropriate reject reason.

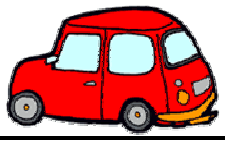
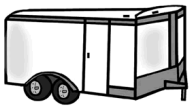
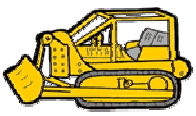
10. DPS would like to review incidents where the driver is blatantly obstructing his/her face (with a hand, magazine, clothing, etc).

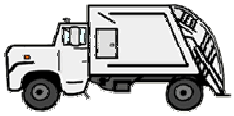
*******See Special Notes below when processing Speed Van incidents (located after the V2 Lookup Information)*******

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.	

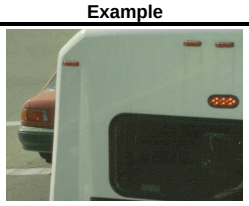
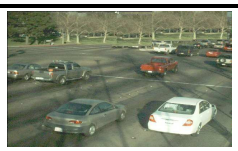
V1- Vehicle Types and Required Response

Situation	Example	Issue citation?	Information
Car		YES	
Truck		YES	
Emergency vehicle in code 3 (lights on)		YES	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)		YES	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		MAYBE	Check front for plate read. If no plate: Reject Reason: Plate Obstruction
School bus		YES	
Motorcyle without helmet		YES	For motorcycle WITH helmet, see V1- Situation Criteria and Required Response.
Tractor (and other farm equipment)		YES	If plate is clear, then process. If not, Reject Reason: Paper Plates

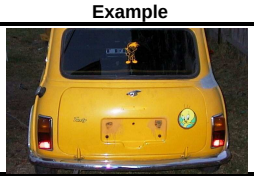
Semi-truck or extended vehicle		→	MAYBE	If you can get the FRONT plate **only**, then process. If not: Reject Reason: Extended Vehicle
Bus (city registered)		→	MAYBE	If plate brings back information, then process. If not: Reject Reason: Wrong or No DMV
Tractor trailer		→	MAYBE	If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: Reject Reason: Paper Plates
Garbage/ dump trucks		→	YES	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		→	MAYBE	If you cannot obtain plate image, revert to A scene within the plate image, if not use appropriate reject reason: Reject Reason: Plate Obstruction
Vehicle is blocked and the stop bar is not visible		→	MAYBE	If the intersection has video, then process. If the intersection does not have video: Reject Reason: Vehicle Obstruction
Traffic signals are blocked		→	NO	Reject Reason Signal Obstruction
Face is partially obstructed (visor, sunglasses, hats) or driver is ducking		→	MAYBE	*SEE SPECIAL NOTES #7* If more than 50% of the face is visible, then process. If not: Reject Reason: Driver Obstruction/Duckers
Motorcycle with helmet		→	MAYBE	*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		MAYBE	Check for front plate. If no front plate, then Reject Reason: Paper Plates
Out of state plate		YES	
Out of country plate		NO	Reject Reason: Out of Country Plate
Can not identify state of plate		YES	Add a comment, and place on hold in Ops Request. Inform lead and supervisor.
Dealer plates on vehicle		MAYBE	If the plate is crystal clear, then process. If not: Reject Reason: Wrong or No DMV
Paper plates on vehicle		MAYBE	If the plate brings back the correct information, then process. If not: Reject Reason: Paper Plates
Vehicle has a handicapped/ disabled plate		YES	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.		MAYBE	If the violation and plate are clear, then process. If not: Reject Reason: Weather/Nature
Sun glare on windscreen- can't see driver's face		NO	Reject Reason: Sun Glare **Hint: If windshield is blacked out in the daytime, that is usually considered sunglare.

Accident		YES	SEE SPECIAL NOTES #5
Funerals, parades, and police directed intersections		NO	Reject Reason: Road Restrictions

Face Issues

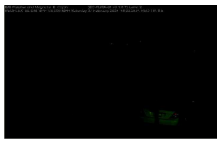
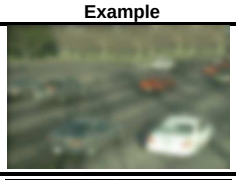
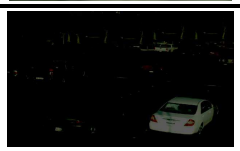
Situation	Example	Issue citation?	Information
Face is too blurry to see		MAYBE	If you cannot obtain face image, revert to B scene within the face image. If not: Reject Reason: Face Camera Focus Blurry
Face flash is not strong enough or too strong		MAYBE	If you cannot obtain face image, revert to B scene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

Plate Issues

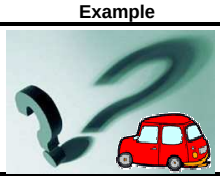
Situation	Example	Issue citation?	Information
Plate is too blurry to see		MAYBE	If you cannot obtain plate image, revert to A scene within the plate image. If not: Reject Reason: Rear Plate Camera Blurry
Plate flash is not strong enough or too strong		MAYBE	If you cannot obtain plate image, revert to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

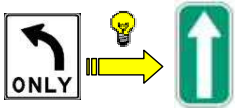
No flash in plate shot		→	MAYBE	If you cannot obtain plate image, revert to A scene within the plate image. If not: Reject Reason: Rear Plate No Flash
Plate is not in plate shot		→	MAYBE	If you cannot obtain plate image, revert to A scene within the plate image. If not: Reject Reason: Plate Not in Frame

Scene Image Issues

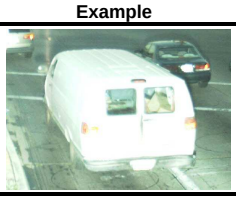
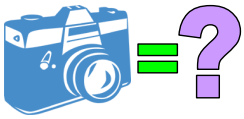
Situation	Example		Issue citation?	Information
Scene image is too blurry to see		→	YES	Do Not Reject or Enhance
Scene image flash is not strong enough or too strong		→	YES	Do Not Reject or Enhance
No flash in one or both scene images		→	YES	Do Not Reject or Enhance

No Offense Issues

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

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

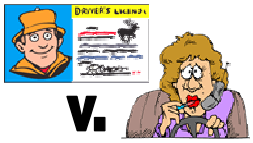
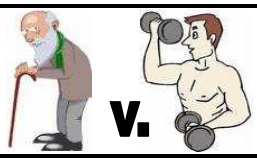
Other Issues

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

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 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. 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 coprorate/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 *except* '&'. 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. Redflex picture)		YES	**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. Redflex picture)		YES	***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)		→	MAYBE	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	→	YES	*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		→	YES	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	→	YES	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	→	YES	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	→	YES	Both DL and DOB info are required. If this information is not provided, mark as corporate/incomplete. Add a comment--No DL Info Given. If any other DL details are not 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	→	YES	Any information provided from the DMV must be entered. If this information is not provided, do not 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			**The trigger speed for all van sites will be set at 11mph.**
Vehicle is going 86mph or more			**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 75mph zone will be considered criminal speed. Process and flag Corporate/Incomplete. Add comment--criminal speed

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 speedvan. Match up the lane numbers on the databar and the pictures.
Two vehicles in beam (PLATE SHOT)		→	YES	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		→	NO	Reject Reason: Vehicle Not in Frame
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 45 thru 65mph zone 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 75mph zone will be considered criminal speed. Process and flag Corporate/Incomplete. Add comment--criminal speed