



Cedar Hill Police Department  
285 Uptown Blvd., Building 200  
Cedar Hill, Texas 75104

## Frequently Asked Questions about the System (FAQs)

### What is a red light running violation?

A red light running violation occurs when a motorist enters an intersection after the traffic signal has turned red. Motorists already in the intersection when the signal changes to red, when waiting to turn for example, are not considered red light violators.

### How does the Automated Intersection Safety System work?

The system is activated when motion is detected just prior to the stop bar AFTER the traffic signal has turned red. The camera system takes a series of two images.

The first image shows the vehicle before crossing the white stop line after the red light was illuminated.

The second image shows the violator in the middle of the intersection with the red light illuminated.

The license plate image is a close-up from one of the images captured.

Data including the time, date, and duration of the yellow and red lights are also recorded.

### Where are the red light cameras located?

Cameras are installed at intersections based on crash statistics compiled by the CHPD. Each intersection is clearly marked with mandated signage. The City of Cedar Hill currently has 5 red light cameras located at the following intersections:

**West Belt Line Rd. @ Clark Rd.**

**East FM 1382 @ 67 north bound service road**

**67 south bound service road @ East FM 1382**

**East Belt Line Rd. @ Joe Wilson Rd.**

**East Belt Line Rd. @ Waterford Oaks Dr.**

### Why did I receive this Notice of Violation?

Based upon images captured by the automated system, your vehicle was determined to have committed a red light violation. As the owner of the vehicle the Notice of Violation is mailed to you.

### What if the light was yellow?

The Automated Intersection Safety System only becomes active once the red light is showing. It will not capture a vehicle if the vehicle enters the intersection prior to the light changing to red. If you entered the intersection on yellow, it is legal to clear the intersection if the light turned red while you were still in the intersection.

### **What if I am not the owner the vehicle at the time of the violation?**

Per the City of Cedar Hill's ordinance you may nominate the new owner one time only. If you were not the owner of the vehicle or your vehicle was stolen you may appear in court and fill out a DECLARATION OF NON-LIABILITY; this affidavit must be filled out, accurately and in its entirety, and must be done prior to the Notice due date before any additional actions can be taken. To obtain a form click here [Declaration of Non-Liability](#).

### **What happens if I ignore the Notice of Violation?**

Failure to pay the civil penalty or to contest liability prior to the 30th day after receipt of the notice is an admission of liability, and failure to appear at an administrative adjudication hearing after having requested a hearing is an admission of liability and constitutes a waiver of the right to appeal. Failure to pay the civil penalty within 30 days of receipt of the Notice of Violation shall result in the imposition of a late-payment fee of \$25.00. If the second notice continue unpaid, collections proceedings and entry of judgment against you may proceed.

### **Will I receive any points on my driving record for this violation?**

No, this is a civil infraction that is not reported to the Texas Department of Motor Vehicles.

### **Will my insurance rates be affected?**

This is a civil infraction and is not reported to any insurance agencies.

### **What if I was issued a citation from an officer for the same offense?**

A citation issued by a police officer takes precedence over the Automated Intersection Safety System Notice of Violation. You must appear in court with both notices and the Adjudicative Hearing Officer will take the appropriate actions.

## **Frequently Asked Questions about Payments**

### **How much is the fine?**

For all violations committed before Sept 1, 2007 the fine is \$100.00. For all violations committed on or after Sept 1, 2007 the fine amount is \$75.00.

### **How much time do I have to pay my Notice of Violation?**

You must pay the civil penalty on or before the 15th day after receipt of your Notice of Violation. The due date for payment is located on the top and bottom right of your Notice of Violation.

### **Can I Pay Online?**

Yes. This is the fastest and easiest way to pay your notice. You may log on to [www.violationinfo.com](http://www.violationinfo.com) by entering your Notice # and Pin # shown in the red box on the front top right of your notice. Select the Pay button and follow the instructions. There will be a convenience charge for making payments online.

### **Pay by Mail**

Mail your check or money order (payable to the **City of Cedar Hill**) in the enclosed envelope with the coupon printed at the bottom of the reverse side of the notice. **DO NOT MAIL CASH.** Be sure to put the Notice # (Front top right of notice) on the face of your check or money order.

**City of Cedar Hill**  
**Automated Intersection Safety Program**  
**Post Office Box 742503**  
**Cincinnati, Ohio 45274-2503**

### **Can I pay by credit card?**

Yes. Call 1-866-790-4111 9:00 AM to 6:00 PM Central time. There is a convenience fee that will be assessed at the time of payment. You may also log onto [www.violationinfo.com](http://www.violationinfo.com) and pay with your credit card. Note, a convenience fee will be charged.

### **Where can I pay in person?**

You must appear on or before the due date on your notice to avoid any late fees.

You may pay in person at the Cedar Hill Police Department, located at:

**285 Uptown Blvd. Bldg. 200**  
**Cedar Hill, TX 75104**

### **I have received multiple Notices of Violation – Do I have to send in payment for each?**

No, you may send one check in one envelope – but you must include coupons for each violation you received. If you received 3 violation notices - you send in 1 check and 3 coupons but write each notice number on your check.

### **What if my check bounces?**

You will be responsible for a returned check fee of \$25.00 for handling the bounced check – in addition to any late fees and the original fine amount. You will receive a letter from the City of Cedar Hill detailing the new amount due.

### **Can I make payments/installments or set up a payment plan?**

Payment plans are not available. If you cannot pay your ticket you must appear in court and speak with an Adjudicative Hearing Officer.

### **My payment has already been sent; will I still be charged late fees?**

Late fees will NOT be assessed if your payment is received on or before the due date located on the front of your Notice of Violation.

### **I paid the violation, why did I receive another notice?**

The notice you just received could be for additional violations or it could be a second notice which is now a past due notice. If it is a past due notice – chances are that your payment and the notice crossed in the mail. It can take as many as 10 business days to show in the system once it has reached our office. Call 1866-790-4111 to confirm that your payment was received.

### **Do I have to pay my fine the day of the hearing?**

You must pay the full fine amount within 10 days of a liable judgment.

### **What happens if I do not pay the Notice of Violation?**

The City will begin collections of the civil penalty through a collections agency.

### **What is the Refund Policy?**

A refund check may be issued under the following circumstances:

- Duplicate and/or overpayment of a Notice of Violation
- Overpayment of the Notice of Violation as a result of a Hearing

If you feel as though you are entitled to a refund, please submit your request on the [Red Light Refund Form](#). Send the completed form to the address specified at the top of the form.

## FAQ's - Hearing (Adjudicative Review) and Court Appearances

**Cedar Hill Municipal Court**  
**285 Uptown Blvd. Bldg. 100**  
**Cedar Hill, TX. 75104**  
**(972) 291-5100**

### ADJUDICATION OFFICE

**Cedar Hill Municipal Court**  
**285 Uptown Blvd. Bldg. 100**  
**Cedar Hill, TX. 75104**

### Contact Information

Leland Herron

(972) 291-5100 ext.1048

Wed 4pm to 7pm

## **I do not believe I ran a red light. Where can I go to view my images and video?**

[www.violationinfo.com](http://www.violationinfo.com)

To log on to the site you must enter the Notice Number and the PIN Number located at the top right of your Notice of Violation.

You may also obtain information or schedule an appointment to view your images at the Cedar Hill Police Department by calling Administrative Secretary Sylvia Washington (972) 291-5181 ext. 2174.

## **I don't believe I ran a red light and want to discuss my case with someone:**

You must request an adjudicative hearing on or before the due date listed on the top and bottom right of your notice in order to request a review of your Notice of Violation before an administrative hearing officer as detailed in the code of ordinance.

Hearings are held every Wednesday from 4pm to 7pm at Cedar Hill City Hall Municipal Courts building located at 285 Uptown Blvd. Bldg. 100, Cedar Hill, TX. 75104.

## **What is an administrative adjudication hearing?**

An administrative adjudication hearing is a manner in which you may appear in front of a city appointed officer and discuss the circumstances surrounding your Notice of Violation. As detailed in the ordinance section below you may schedule a hearing to contest the imposition of the civil penalty.

### **Sec. 11-242 Administrative adjudication hearing.**

(a) A person who receives a notice of violation may contest the imposition of the civil penalty by requesting in writing an administrative adjudication of the civil penalty within 30 days after receipt of the notice of violation. Upon receipt of a timely request, the department shall notify the person of the date and time of the hearing on the administrative adjudication. The administrative adjudication hearing shall be held before a hearing officer appointed by the city manager.

## **How much do I have to pay for an administrative adjudication hearing?**

(e) A person who is found liable after an administrative adjudication hearing or who requests an administrative adjudication hearing and thereafter fails to appear at the time and place of the hearing is liable for administrative hearing costs in the amount of \$25.00 in addition to the amount of the civil penalty assessed for the violation. A person who is found liable for a civil penalty after an administrative adjudication hearing shall pay the civil penalty and costs within ten (10) days of the hearing.

## **Can I schedule a hearing?**

You must schedule a hearing in writing. Sign the coupon located on the bottom back of your Notice of Violation and mail it to the address shown. The signed coupon must be mailed on or before the due date of your Notice of Violation. You will be notified by mail of the scheduled date and time for your hearing.

## **I am Handicapped and unable to appear in court for my hearing.**

You must respond to your Notice of Violation on or before your due date. If you wish to contest the Notice of Violation you do not need to appear before an Adjudicative Hearing Officer. However you must submit in writing, on or before your due date, a copy of your disabled placard and a written explanation of your actions or concerns. This written explanation will be reviewed and a decision will be issued by mail. Please call Violations Processing Center / Cedar Hill Customer Service Center 1-866-790-4111 for additional information.

## **Can I make a hearing request over the phone?**

No, all requests must be in writing.

## **What days and time are the hearings scheduled, and how long does it take?**

Hearings are held every Wednesday from 4pm to 7pm. Hearings last from 10 to 50 minutes and will be scheduled accordingly.

## **Can someone other than me attend the hearing?**

Only you or your legal council may appear at an adjudicative hearing.

### **Is there more than one place that I can attend my hearing?**

No

### **Can I bring a lawyer to the hearing with me?**

Yes

### **Under what circumstances can this notice of violation be dismissed?**

The City of Cedar Hill Code of ordinance No. 2006-306 Sec. 11-243, Affirmative Defenses, defines 8 reasons that a Notice of Violation issued under Sec. 11-243 of the code may be dismissed if:

- (1) The traffic-control signal was not in proper position and sufficiently legible to an ordinarily observant person;
- (2) The operator of the motor vehicle was acting in compliance with the lawful order or direction of a police officer;
- (3) The operator of the motor vehicle violated the instructions of the traffic-control signal so as to yield the right-of-way to an immediately approaching authorized emergency vehicle;
- (4) The motor vehicle was being operated as an authorized emergency vehicle under Chapter 546 of the Texas Transportation Code and that the operator was acting in compliance with that Chapter.
- (5) The motor vehicle was a stolen vehicle and being operated by a person other than the owner of the vehicle without the effective consent of the owner;
- (6) The license plate depicted in the recorded image of the violation was a stolen plate and being displayed on a motor vehicle other than the motor vehicle for which the plate had been issued;
- (7) The presence of ice, snow, unusual amounts of rain or other unusually hazardous road conditions existed that would make compliance with this article and with the traffic-control signal more dangerous under the circumstances than noncompliance; or
- (8) The person who received the notice of violation was not the owner of the motor vehicle at the time of the violation.

(b) To demonstrate that at the time of the violation the motor vehicle was a stolen vehicle or the license plate displayed on the motor vehicle was a stolen plate, the owner must submit proof acceptable to the hearing officer that the theft of the vehicle or license plate had been timely reported to the appropriate law enforcement agency.

## **FAQ's (Disputes)**

### **I disagree with the Adjudicative Hearing Officer's findings and want to appeal the decision:**

You may appeal a liable decision by filing a notice of appeal and paying a non-refundable filing fee of \$50.00, in person, with the Chief Clerk of the Municipal Courts within 31 days of the Hearing Officer's findings. Your fine amount must be paid in full before an appeal can be granted.

## **What is an appeal?**

### **Sec. 11-244. Appeal**

A person who is found liable after an administrative adjudication hearing may appeal that finding of civil liability to the Municipal Court of the City of Cedar Hill by filing a Notice of Appeal with the Clerk of the Municipal Court. The notice of appeal must be filed not later than the 31st day after the date on which the Administrative Adjudication Hearing Officer entered the finding of civil liability. If the Notice of Appeal is not timely filed, the right of appeal is waived. Unless the person, on or before the filing of the Notice of Appeal, posts a bond in the total amount of the penalty, fees and costs, an appeal does not stay the enforcement of the civil penalty. An appeal shall be determined by the Municipal Court by trial de novo. Any affidavits submitted at the Administrative adjudication hearing to establish the reliability of the photographic traffic signal enforcement system shall be admitted by the Municipal Judge in the trial de novo, and the facts must be proven by a preponderance of the evidence. A person found liable by the Municipal Court shall pay an appellate filing fee of \$50.00 in addition to the civil penalty and any other costs and fees due the City of Cedar Hill.

## **FAQ's (Miscellaneous)**

### **How do I know that these violations are valid?**

Images of your vehicle were captured and recorded by an Automated Intersection Safety System. You can review your images and video of the actual occurrence on line. The images and video were reviewed by several qualified technicians and finally by the Cedar Hill Police Department before the alleged civil infraction was affirmed and mailed to you as the registered owner or identified driver. You have the option of contesting the Notice of Violation by requesting in writing an administrative hearing, at which time you may discuss the validity of the images and video captured on the date and time detailed on the Notice of Violation.

### **Where can I get additional information on the Automated Intersection Safety Systems?**

Violations Processing Center / Cedar Hill Customer Service Center 1-866-790-4111