



Frequently Asked Questions

Answers to Questions Regarding the Traffic Light Safety Program

Why has Orange County decided to implement the Traffic Light Safety Program? According to the Insurance Institute for Highway Safety, annually nearly 2 million crashes occur in intersections. In 2007, red-light running resulted in 900 fatalities and over 153,000 injuries. It is believed that an automated red-light camera program will reduce the number of red-light crashes and injuries associated with such crashes. The purpose of this program is to increase traffic safety in Orange County. The goal of the program is to reduce red-light running violations, red-light crashes, and red-light injury crashes without impacting county funds. The Orange Board of County Commissioners approved a traffic light safety program which uses automated red light cameras to monitor red-light violations. Beginning February 2011, drivers who run a red light will receive a Notice of Violation which shows the date, time and location of the violation. Any unpaid notice of Violations will then be issued a Uniform Traffic Citation.

What is a red-light running violation?

It is a violation of the red light if a vehicle proceeds into an intersection equipped with a photographic traffic control monitoring system when the traffic control signal for that vehicle's direction of travel is emitting a steady red signal. When a motorist receives a Notice of Violation, it has been determined that their vehicle has proceeded into an intersection by entering the crosswalk on the near side of an intersection when the traffic control signal, for the direction in which the vehicle was traveling, was emitting a steady red signal. Motorists already in the intersection when the signal changes to red, when waiting to turn for example, are not considered red-light violators.

Where are the red-light cameras located?

Each intersection is clearly marked with signs. Click [HERE](#) (2.41 MB) for a map showing locations. For a map showing all of the red light cameras located within Orange County, but in the jurisdictions of the Cities of Ocoee, Apopka, Maitland, Winter Park, and Orlando, click [HERE](#) (6.66 MB).

NB John Young Pkwy at Central Florida Pkwy

EB Oak Ridge Rd at Texas Av

NB Dean Rd at University Blvd

NB Hiawassee Rd at Old Winter Garden Rd

SB Chickasaw Trail at Lake Underhill Rd

WB Lake Underhill Rd at Dean Rd

EB Oak Ridge Rd at John Young Pkwy

NB Hiawassee Road at Clarcona Ocoee Road

NB Alafaya Trail at Lake Underhill Road

NB Rouse Road at University Blvd

How does the red-light running camera work?

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The system activates when motion is detected just prior to the stop bar AFTER the traffic signal has turned red. The camera captures two images of an alleged violation, taken from the rear of the vehicle.

The first image shows the vehicle at the white stop bar and the illuminated red light. The second image shows the vehicle in the middle of the intersection with the red light still illuminated.

The third image is a close-up photo of one of the images previously captured. Data, including the time, date and duration of the yellow and red lights, are also recorded. The camera also records a 12-second digital video of the violation, including six seconds prior to and six seconds after running the red light.

Why does the camera flash when no one actually runs the red light?

The red-light camera system is designed to take two rear photographs of a vehicle that may be committing a violation. The first rear image captures the vehicle prior to entering the intersection with the traffic signal red, and the second image shows the vehicle continuing through the intersection during the red signal phase.

On occasion, a vehicle approaching an intersection with a red light may come to a stop before entering the intersection yet trigger the red-light camera system, causing the flash to discharge. In addition, a vehicle approaching the intersection and making a right turn may not come to a complete stop but only slow before continuing to turn, triggering the red-light camera system and causing the flash to discharge. A certified Traffic Enforcement Infraction Officer reviews each violation event captured by the red-light camera system and makes the final decision to issue a citation. All flash incidents do not equate to a citation; however, the imaging results in 80%+ accuracy in identifying excessive speed approaches.

Why did I receive this Notice of Violation and now what do I do ?

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

Visit www.ViolationInfo.com to view information about your Notice of Violation. You will be asked to enter your Notice number and PIN number, found on the front of your Notice of Violation in the upper right corner, inside the red box. By clicking on the graphic at left you will leave the Orange County website.

How much is the fine? The fine is \$158.00 for each offense.



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

You must pay the civil penalty on or before the due date on your Notice of Violation. The due date for payment is located on the top and bottom right of your Notice of Violation. Failure to pay by due date will result in the issuance of a Uniform Traffic Citation at the current red light running citation fine.

What are my options?

1. Pay the fine.

Pay in person: You may drop off your payment in person at the Orange County Comptroller's Office. Office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. The office is located at: 201 S. Rosalind Avenue, 4th floor Orlando, FL 32802;

Pay by mail: If paying by mail, please submit your payment and Notice of Violation to: P. O. Box 864681, Orlando, Florida 32886-4681

Pay online: If paying online, go to the website www.ViolationInfo.com. You will be asked to enter your Notice number and PIN number, found on the front of your Notice of Violation in the upper right corner, inside the red box.

2. Request a hearing. If you want to protest the notice of violation or your payment has not been received 31 days after the notice of violation hearing will be offered upon issuance of the Uniform Traffic Citation.

3. Submit an Affidavit of Non-Responsibility. If your vehicle was sold or stolen, if the vehicle was in the care, custody or control of another person, if the vehicle entered the intersection as part of a funeral procession or the vehicle entered the intersection yielding to an emergency vehicle, you may submit an Affidavit of Non-Responsibility (17 KB) by mail. The Affidavit must be notarized. This Affidavit must be filled out accurately and in its entirety and mailed to P.O. Box 22091 Tempe, AZ 85285-2091.

What if I was not the driver/owner of the vehicle at the time of the violation? Per the Florida Statutes 316.0083, 316.074(1) and 316.075(1)(c)1, you may submit an Affidavit of Non-Responsibility by mail. The Affidavit must be filled out accurately and in its entirety. You may obtain this form either by downloading and printing the form from www.ViolationInfo.com or visiting the Orange County Comptroller's Office, 201 S. Rosalind Av 4th floor Orlando, FL 32802.

What if I was driving an authorized emergency vehicle per the Florida Statutes 316.0083, 316.074(1) and 316.075(1)(c)1 at the time of the violation? If you received a Notice of Violation while driving an emergency vehicle as authorized by Florida Statute s.



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316.072(5)(b)(2), you may complete an Affidavit Pertaining to Authorized Emergency Vehicle Use affirming you were driving in accordance to one of the following provisions:

The vehicle was an authorized emergency vehicle responding to an emergency call.

The vehicle was driven by a medical staff physician or technician of a medical facility licensed by the state and was responding to an emergency in the line of duty in a privately-owned vehicle.

The vehicle was an authorized law enforcement vehicle conducting a non-emergency escort to warn public of an approaching motorcade.

Click to download the Affidavit Pertaining to Authorized Emergency Vehicle Use (34.8 KB).

What happens if I ignore the Notice of Violation? Failure to pay the Notice of Violation will automatically result in the issuance of a Uniform Traffic Citation on day 31; the fine of the violation will be set in accordance to current state statues plus administration & court fees, up to \$500.

Will I receive any points on my driving record for this Infraction? No.

Will my insurance rates be affected? No. This infraction will not be reported to any insurance agencies.

Will the red-light cameras take a picture of the driver of the vehicle? No. The red light running violation is not a criminal violation. Similar to a parking ticket, there is no need to identify the driver and therefore, no need to capture an image of the driver.

What if I was issued a citation from an officer for the same offense? The citation issued by a police officer takes precedence over the Notice of Violation. If you have received a citation for the same violation, a notarized affidavit and copy of original citation can be mailed to P.O. Box 22091 Tempe, AZ 85285-2091.

I have received multiple Notices of Violation; do I have to send in a separate payment for each? No. You may send one check in one envelope – but you must include payment coupons for each Notice of Violation you received. If you received three violation notices, you may send in one check and three coupons with each Notice number written on your check.

What if my check bounces? You will be responsible for a returned check fee of \$30.00 – in addition to the issuance of a Uniform Traffic Citation. You will receive a letter from Orange County and ATS detailing the new amount due.



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What is the refund policy? A refund check may be issued under the following circumstances:

Duplicate and/or overpayment of a Notice of Violation; or

Overpayment of the Notice of Violation as a result of a hearing.

If you are entitled to a refund, please submit your request on the Red-Light Refund Form at www.ViolationInfo.com and send to the address specified at the top of the form.

Can I make payments in installments or set up a payment plan? No. Payment plans are not available.

My payment has already been sent; will I still be issued a Uniform Traffic Citation? A Uniform Traffic Citation will only be issued if the Notice of Violation payment has not been received the day after the due date on the Notice of Violation.

I paid the violation; why did I receive a Uniform Traffic Citation? If you have sent in your payment of \$158 and still receive a Uniform Traffic Citation, your payment has most likely been received after the due date. If this occurs, you should receive the original check and a letter of explanation. If you have received an additional Notice of Violation, it could be for a new offense. Call 1-866-225-8875 to confirm that your payment was received prior to the due date.

My payment has already been sent; will I still be issued a Uniform Traffic Citation? Any payments received after the due date will be returned and a Uniform Traffic Citation will be issued. To avoid higher fines, send payment before the due date, pay online or pay in person at Orange County Comptroller's Office, 201 S. Rosalind Av 4th floor Orlando, FL 32802.

What happens if I do not pay the Notice of Violation and/or Citation? If a Notice of Violation has been issued and no payment has been received before the due date, a Uniform Traffic Citation will be issued. After a Uniform Traffic Citation has been issued, the violation is turned over to the Orange County Clerk of The Court for processing. This citation is subject to a court hearing, failure to adhere to Court's Judgment can result in higher fines or penalties.

I do not believe I ran a red light. Where can I go to view my images and video? To view video and photographic images log on to www.ViolationInfo.com. The Violation Notice Number and PIN, located at the top right of your Notice of Violation, will be required for web access. If you do not have Internet access, you may visit any public library for Internet access to view your images.



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I do not believe I ran a red light and want to discuss my case with someone? If after reviewing the photographic images and video, you believe that you did not run the red light; simply wait until a Uniform Traffic Citation has been issued. Upon issuance of the Uniform Traffic Citation, the violation will be turned over to the Orange County Clerk of the Court and a court hearing will be set.

I am Handicapped and unable to appear in court for my hearing. What do I do? Contact the Orange County Clerk of Court at (407) 836-2060.

Can someone other than me attend the hearing on my behalf? Only you may appear at an adjudication hearing.

Is there more than one place that I can attend my hearing? No, there is only one location. Hearings are held at 425 N. Orange Av Orlando, FL 32801.

Can I bring a lawyer to the hearing with me? Yes.

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 online. The images and video were reviewed by several qualified technicians and finally by a certified Traffic Infraction Enforcement Officer before the alleged civil infraction was affirmed and mailed to you as the registered owner of the vehicle. You have the option of contesting the Notice of Violation.