



NOVOAGLOBAL AUTOMATED TRAFFIC ENFORCEMENT SAFETY DEVICE SYSTEM

2025-RFP-138



Contact Information

Name: NovoaGlobal, Inc.

Address: 8018 Sunport Dr, Suite 203, Orlando, Florida 32809

Telephone: 305-812-2257 | Fax: 888-666-4024 | Toll-Free: 888-666-4218

Contact Person: Carlos Lofstedt

E-mail: clofstedt@novoaglobal.com

Web: <https://novoaglobal.com>

LETTER OF TRANSMITTAL

Attn: Shawn Garris
Deputy Purchasing Agent
200 Orange Street
New Haven, CT 06510

NovoaGlobal, Inc.
8018 Sunport Drive
Suite 203
Orlando, FL 32809

Office: (888) 666-4218
www.novoaglobal.com

February 11, 2025

RE: 2025-RFP-138 Automated Traffic Enforcement Safety Device System

Dear Members of the Evaluation Committee:

NovoaGlobal is pleased to submit our response to the City of New Haven's RFP #25-138 and offer our world-class **RedLight-Safe®** and **Speed-Safe™** Automated Traffic Enforcement Programs. Our programs are 100% cost-neutral, no-risk, and high-performance.

Our proposal meets and exceeds the City's RFP requirements and includes the following:

- 🌐 Implementation
- 🌐 Operation of certain aspects of the ATESD
- 🌐 Training
- 🌐 Continuing performance of the hardware, software and supporting services needed for this system to function properly.

Our offering is for a complete turnkey program for the City of New Haven. Our team will work closely with City officials and design a program that meets all the needs of the City and the citizens.

NovoaGlobal was founded in 2010 as an MBE company and is a leading national developer and manufacturer of advanced "traffic infraction detection/enforcement" solutions with long-standing customer and partner relationships across the US, Canada, and Colombia.

Our company specializes in advanced technology that exceeds the requirements of our industry. Our innovative hardware and software development teams consistently push the envelope to create these advanced systems.

Our proposal guarantees the City of New Haven a complete turnkey solution from a well-respected national traffic enforcement company. NovoaGlobal is a financially stable Delaware Corporation with strong human and technological resources to design, construct, and maintain the City's automated enforcement programs.

Our company is large enough to provide all the hardware, software, and services for the City's program. But we are small enough that the City won't be just a number in a corporate world. Our team is committed and passionate about our products and it shows with hands on support throughout the program. We treat our customers like family.

NovoaGlobal is pleased to submit our proposal and looks forward to the evaluation process and the opportunity of partnering with the City of New Haven on this important project. Please do not hesitate to contact me if you require additional information on our credentials.

Sincerely,



Carlos E. Lofstedt
President/CEO

Mobile: (305) 812-2257

Office: (888) 666-4218

Email: clofstedt@novoaglobal.com

Table of Contents

A. Qualifications and Experience of Firm	1
Background.....	1
NovoaGlobal: The Best Option	2
Qualifications and Experience of Key Personnel	3
Additional Products	7
B. Statement of Experience.....	9
C. Legally Challenged	11
D. Public Contract	12
E. Citation Processing	13
F. System Description	18
Detection Method.....	18
Fixed and Portable Systems.....	19
Image Capture and Quality.....	22
Wide Range of Conditions	23
Tamper Proof and Vandal Proof.....	30
Traffic Surveillance Viewing & Live Monitoring.....	30
Configurable Data Bar	32
Maintenance Logs	35
Remote Configuration.....	36
Routine Maintenance.....	36
Equipment Calibration and Diagnostic Testing.....	37
LPR Technology	37
G. Financial Statement.....	39
H. Scope of Services & Approach	40
Citation Processing	40
Law Enforcement Approval.....	42
DMV Information.....	43
Collections	43
Online Violator Access and Payment	44
Court Hearing Process	46
Evidence Packages	46
Analysis & Reporting System	47
Public Education Program	50

Training of City Personnel	54
Project Manager	57
Program Schedule	60
I. Pricing	64
J. Sample Invoice	65
K. Payment System	66
L. Registration Info for Out of State Vehicles	67
M. Violation Data / Secure Connection	68
N. Customer Service System	69
O. Business Licenses	70

EXHIBITS

Exhibit 1 – Financial Statement



A. QUALIFICATIONS AND EXPERIENCE OF FIRM

NovoaGlobal is pleased to present to the City of New Haven our **RedLight-Safe®** and **Speed-Safe™** automated enforcement programs. Our systems are proven to reduce violations and accidents caused by running red lights and speeding. Our company focuses on putting safety first and emphasizes integrity in all dealings. Our focus is traffic safety enforcement with attention on saving lives.

Our company has extensive experience as a forerunner in successfully developing new technology such as red light with integrated speed on green, portable speed with video, video surveillance and our latest technology, integrated ALPR.

Our systems are exceptional in that the accuracy of our radar and the secondary speed confirmation, in addition to image clarity, produce clear evidence, thus ensuring the integrity of your program.

NovoaGlobal specializes in advanced technology that exceeds the requirements of our industry. Our innovative hardware and software development teams consistently push the envelope to create these advanced systems.

All our systems are assembled and fully tested in our national headquarters in Orlando, FL. Our Orlando facility is also responsible for all violation processing services, mailings, payments, customer relations, and technical supporting services.

Background

NovoaGlobal Inc., formerly known as Sensys America, Inc., is a developer and manufacturer of advanced automated traffic enforcement safety solutions. For the past 15 years, NovoaGlobal has been providing full turnkey and custom solutions to customers in the US, Colombia, and the Caribbean. Our company is a privately held MBE and is:

- 🌐 Delaware Corporation
- 🌐 Incorporated January 2010
- 🌐 Principal Place of Business: Orlando, Florida
- 🌐 FEIN: 27-1617807
- 🌐 Carlos Lofstedt, sole shareholder & sole director since 2010

- 🌐 Financially stable
- 🌐 Litigation free
- 🌐 An NLETS Strategic Partner
- 🌐 CJIS compliant (CJIS certified NLETS hosting) software & hosting
- 🌐 In-house R&D division
- 🌐 In-house assembly and test department
- 🌐 In-house violation processing department
- 🌐 Highly skilled technical support team
- 🌐 In-house program management
- 🌐 Nationwide customer supporting services.

Our financial condition is strong. Our company has sufficient cash on hand to fully fund our current projects and to fully fund the City's program on an expedited basis without resorting to any debts or other financing.

NovoaGlobal has never been acquired or merged or been purchased with or by any other companies since its foundation. In the past five years, NovoaGlobal has not had any contracts canceled or non-renewed due to our inability to provide service.

Our company is not a party to any litigation of any kind, nor the subject of any proceeding, any bankruptcy, or any similar state court proceeding. Further, there are no circumstances currently existing that would give rise to any litigation or proceeding in bankruptcy or similar state court proceeding.

NovoaGlobal: The Best Option

NovoaGlobal is large enough to deliver the most challenging red light and speed enforcement programs and small enough to guarantee the most personal, efficient, and effective service in the industry.

A NovoaGlobal traffic enforcement safety system is like no other in the industry. Each system is self-contained in a well-engineered, securely locked, fixed, or fully portable enclosure, with a sleek appearance, durability, and functionality. Our D-Armor fixed systems can be mounted on any existing pole with power. Our portable systems do not employ roadside cabinets, nor do they require any intrusion into the road surface.

NovoaGlobal invests heavily in the latest proven technologies and is always improving its offerings. Each NovoaGlobal system is configured and optimized individually and will produce the highest possible quality of imagery (video and still) and the most accurate speed measurements available in the industry. Our advanced multi-tracking Doppler radar can track individual vehicles over 5 lanes and calculates each vehicle's speed 20 times per second. This provides the system with the most accurate speed measurement available today.

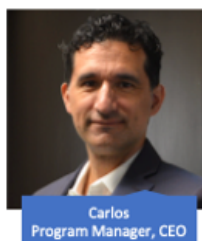
Qualifications and Experience of Key Personnel

NovoaGlobal personnel and management who will be providing services to fulfill the City of New Haven automated traffic enforcement proposal are extremely knowledgeable in their areas of expertise. Each member of our management team of automated traffic enforcement experts has anywhere from 10 to 25 years of experience focused exclusively on the use of advanced technology to reduce traffic crashes, protect property, and save lives.

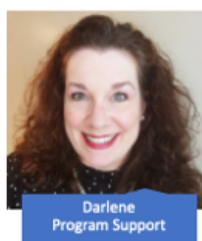
NovoaGlobal's organization chart shown below represents the key individuals who will be involved with the City of New Haven automated enforcement program. Detailed qualifications of key individuals are presented on the following pages.



Alan
Vice President



Carlos
Program Manager, CEO



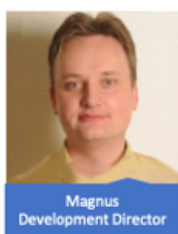
Darlene
Program Support



Patrick
Project Coordination



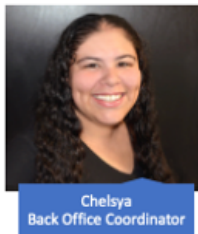
Deborah
Business Development



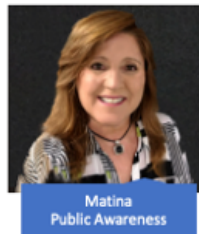
Magnus
Development Director



Markus
Operations Director



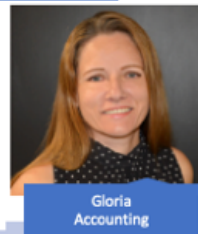
Chelsya
Back Office Coordinator



Matina
Public Awareness



Lina
Finance



Gloria
Accounting

CEO & PRESIDENT

Carlos Lofstedt has over 22 years of Automated Enforcement experience. He worked with the Vision Zero project at its inception. He has helped implement the Vision Zero strategies in over 20 countries and has a true passion for traffic safety and saving lives through technology. NovoaGlobal benefits from Carlos' many years of knowledge of the industry, as well as in-depth expertise regarding the automated traffic enforcement technology, products, and services.



VICE PRESIDENT

Alan Quinn has over 30 years of experience in software and imaging technology in both the US and UK. Serving the ITS and Law Enforcement market sectors for much of this time, he is tech-savvy, hands-on, and an innovative technology business leader. He has been with NovoaGlobal for 6 years and is a champion for our customers.



DEVELOPMENT

Magnus Johansson brings over 25 years of experience in IT and Development as NovoaGlobal's Development Director. He has been instrumental in the development of our Back Office software and new products. His vast experience in development ensures new initiatives are managed and deliver on expectations and timelines.

Magnus works to a guarantee smooth transition of projects from delivery to support. He ensures architecture and security standards, tracking metrics, and continuous improvement standards are adhered to.



OPERATIONS

Markus Hemstrom has over 20 years of experience with automated traffic enforcement systems including design, cabling and circuitry, complete system assembly and installation. As Operations Director, he oversees system installation and works closely with his team members to ensure a successful project that meets deliverable dates and client expectations.

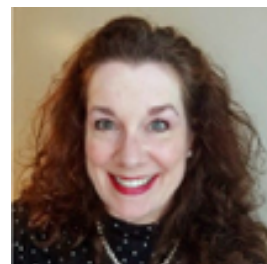
Markus will be part of any on site and/or remote system configuration, trouble shooting, and repair. He has provided expert witness testimony on behalf of our projects.



Below are the key personnel who will be part of the City's project. Details on each individual's role in the project and experience with automated enforcement systems are included.

PROJECT MANAGER

Darlene Hinds has managed Automated Enforcement programs for over 20 years and brings experience with over 40 programs. She has worked directly with jurisdictions in multiple states including Florida, Tennessee, Georgia, and Rhode Island. Some of the programs Darlene has managed include Chattanooga TN, Pensacola FL, and Tacoma WA.



Darlene has been with NovoaGlobal since 2010. She uses her experience to work closely with all departments to execute the launch of the program from 'kick-off' and then transition to the day-to-day operational support that is required to operate a program smoothly.

Darlene understands that each implementation has unique aspects, and she guides the program and collaborates with all members of the team to meet program objectives. She works closely with our team to find creative solutions and will champion change processes as needed.

PROJECT COORDINATOR

As Project Coordinator, Patrick Walters will assist with project installation and support for the camera equipment in the field. Patrick coordinates construction, permitting, and installation. This includes working with the City, County, and State as applicable to obtain permitting and working in the right of ways. He will also assist in supporting the equipment after installation.



Patrick has a strong technical background, which includes managing technicians and planning for projects and construction. He will be a valuable asset to the City.

TECHNICAL SUPPORT

Jim Hendrick has been with NovoaGlobal for nearly 13 years, and in the automated enforcement industry for 21 years. He brings a wide range of skills to the City's project. Jim has extensive experience with electrical systems, computer networks, and systems operations training. He will be involved with the installation and setup of the hardware and software.



Jim will work closely with our Project Coordinator and the City during implementation. His role in the project will include installation, wiring, connections, calibration, and analyzation.

TECHNICAL SUPPORT

Omar Almsouti has 15 years of experience in the electronics and communication field and worked as an Electronics Field Engineer specializing in repair and testing. Since joining NovoaGlobal 4 years ago, he has been responsible for technical support, technical analysis, system testing, and system installations for our automated traffic enforcement programs.



Omar oversees training of other team members to ensure smooth operations across all company programs. Omar will work on support and troubleshooting for installed camera equipment in the field.

BACK OFFICE OPERATIONS

Chelsya Areizaga has been with NovoaGlobal for 9 years and manages our Back Office Operations. Her team performs all the tasks associated with automated enforcement citations, including preprocessing, printing, and mailing. As Back Office Supervisor, she oversees registered owner data returns and ensures the quality of images through citation pre-processing and QA.



Chelsya and her team provide customer support to any citizens receiving citations, often answering questions on the citation, how to schedule a court date, how to make a payment, and more. She ensures her processing team understands the criteria for determining violations based on each client's specifications.

PUBLIC AWARENESS

Matina Vourvopoulos manages communications efforts for our automated enforcement programs focused on helping to save driver and pedestrian lives. She designs PR materials that include brochures, websites, social media posts, press releases, customer outreach, and more. With over 30 years in the PR industry and 8 years with NovoaGlobal, Matina is a valued asset at communicating the customer's messages to the public for automated traffic enforcement programs.



ADMINISTRATION

Finance

Lina Blom will be responsible for all monthly/periodic reporting as well as financial reporting, reconciliation, and auditing. She has been with our company for 15 years.



ACCOUNTING & REPORTING

Gloria Suarez will be responsible for daily accounting services, including accounts receivable and periodic financial reporting. Gloria has been with NovoaGlobal for 10 years and previously worked in our Back Office operations, including support and supervision. Gloria is responsible for our MBE status along with business licenses and registrations.



BUSINESS DEVELOPMENT

Debbie Trainor brings 25 years of expertise in law enforcement software and services. Her 10 years in the automated enforcement industry included testimony to the legislature in multiple states, expert witness testimony to support the technology, and a clear understanding of the program's goals.

Debbie will work closely with our project teams to ensure a successful program and satisfied client.



Our team is highly qualified and more importantly, dedicated to providing outstanding support of our products throughout the term of the City's contract.

Additional Products

In addition to conventional red light and speed enforcement, our company provides safety solutions never seen in the industry.

The solutions can be used within our conventional systems for enforcement or separately. Our company provides this added value in the form of these important life-saving tools to improve safety by educating drivers and improving public acceptance of the program.

Railroad-Safe™

Railroad-Safe™ detects and records the vehicle and tag of vehicles failing to heed the warning signals by passing through the crossing gates when trains are near. Railroad-Safe™ enforces state and federal statutes. With Railroad-Safe™, all motorists learn to exercise caution around the tracks.



LPR-Sec™

LPR-Sec™ cameras can be used for the operation of Automated Fixed License Plate Reader Enforcement in combination with our red light and speed enforcement systems. Our LPR-Sec™ is the license plate recognition solution that makes it easier to locate vehicles of interest. It provides high resolution digital images and interfaces with our 24/7 video surveillance monitoring and recording system, Video-Sec™. LPR-Sec installs easily and integrates completely with our back office.





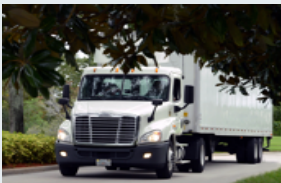
Crosswalk-Safe™

Crosswalk-Safe™ is a fully automated crosswalk automated enforcement solution for monitoring and deterring drivers from entering a crosswalk while people are present. A completely stand-alone portable solution for the P-Armor platform.



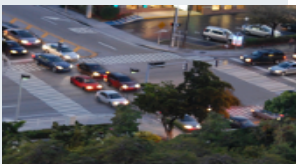
StopSign-Safe™

StopSign-Safe™ will change people's driving habits so they won't ignore the stop sign! About 40 percent of all fatal crashes in the country occur at stop signs. Stop-Sign-Safe™ will detect whether drivers have come to a complete stop before proceeding. The stop sign units use a multi-tracking radar to detect if a vehicle stopped at, rolled through, or ran a stop sign.



Oversize-Safe™

Oversize-Safe™, the vehicle restriction enforcement system, solves your problem of oversized commercial vehicles entering your residential streets not built to handle their weight. They ruin the paving, destroy trees, and damage property. Commercial vehicles that enter restricted roads are monitored and ticketed, thus changing behavior and preventing safety hazards.



Gridlock-Safe™

Gridlock-Safe™, the automated intersection enforcement system, solves your rush hour traffic flow issues by monitoring drivers who block traffic and changing their behavior. Drivers who enter an intersection when heavy traffic does not permit their vehicle to pass through completely end up preventing flow, creating frustration and safety hazards. With Gridlock-Safe™ your intersections will be clear for traffic flow and emergency vehicles at any time of the day.



BodyCam-Sec™

An officer's job is difficult and too often the accounts of what happened differ between the officer and citizen. But while testimony may be flawed, video evidence is rock solid and recognized in a court of law. Introducing BodyCam-Sec™, the body worn camera that provides an unbiased eye to protect officers and citizens alike. Our BodyCam-Sec™ is an ultra-durable, on-officer camera designed for ease-of-use while providing simplicity and superior performance. BodyCam-Sec™ delivers a 140-degree angle lens, auto infrared for low light capture and 1080p HD video resolution.



Park-Safe™

Park-Safe™ speeds up the process of enforcing parking violations, saving you time and money. Our automated parking enforcement system allows enforcement personnel to remain in the vehicle as they enforce parking violations with mobile radar or obtain violations from a remote fixed camera. Enforcing violations for meter parking, no parking zones, loading zones, handicap parking and more are now easier.

B. STATEMENT OF EXPERIENCE

From 2010 to the present, NovoaGlobal has been solely engaged in the implementation of automated enforcement programs, specifically involving the implementation and operation of red light and speed enforcement.

Our systems are currently operating in Tennessee, the District of Columbia, Washington, Oregon, New Mexico, Florida, Rhode Island, and Alabama. Our systems and processes are scalable and adaptable so that no matter what the size, our technicians and back office support personnel can easily handle the workload. Much of our maintenance service is automated so that issues can be solved remotely initially and then easily on site to trouble shoot and swap out equipment as needed. Our team has experienced supervisors to manage and oversee each aspect of the program.

Our back-office software is adapted for rapid filtering and automated color printing including barcode. Our printing equipment facilitates large scale daily mailing, including folding, inserting, and sealing. Our back-office personnel have customer service and accounting experience and provide payment collections and reporting services.

The following clients are presented to the City to confirm our ability to provide software and services that meet or exceed the requirements of the RFP. Please do not hesitate to request additional information on our clients.

Chattanooga, TN

- **Client Name:** City of Chattanooga, TN
- **Address:** 1100 Market Street, Chattanooga, TN 37402
- **Contact:** Ken Doyle
- **Telephone:** 423-643-6369
- **Email:** kdoyle@chattanooga.gov
- **Services provided:** NovoaGlobal provides a Full turnkey Red Light and Speed program; City is in the process of adding multiple School Zone Speed cameras.
- **Duration:** 2012 - Present

Washington DC

- **Client Name:** Washington DC, Department of Transportation, Automated Traffic Enforcement Branch
- **Address:** 2850 New York Avenue NE, Washington, DC 20002
- **Contact:** Charles Turner
- **Telephone:** 205-541-5494
- **Email:** charles.turner@dc.gov
- **Services provided:** Currently, contracted for seventy (70) Stop Sign systems and twelve (12) Oversize systems. Project includes installation, systems, service, support, and back office software.
- **Duration:** 2015 to present

CHATTANOOGA

d.



Center Point AL

- **Client Name:** City of Center Point
- **Address:** 2209 Center Point Parkway, Center Point, AL 35215
- **Contact:** Tameeka Vann, City Court Clerk
- **Telephone:** 205-854-4460
- **Email:** cityclerk@centerpointal.org
- **Services provided:** NovoaGlobal provides a Full turnkey Red Light, Fixed Speed, and School Zone Speed program.
- **Duration:** 2018 – Present

Tacoma, WA



- **Client Name:** Gulf Breeze Police Department
- **Address:** 311 Fairpoint Dr., Gulf Breeze, FL 32651
- **Contact:** Eric Huseby - Assistant Division Manager
- **Telephone:** O 253-591-5437 | C 253-391-1139
- **Email:** ehuseby@cityoftacoma.org
- **Services provided:** NovoaGlobal provides a Full turnkey Red Light, Fixed Speed, and School Zone Speed program. Specifically, 9 Red Light systems, 1 Fixed Speed, and 6 School Zone Speed Systems.
- **Duration:** 2018 - Present

Belle Isle, FL



- **Client Name:** City of Belle Isle Police Department
- **Address:** 1521 Nela Avenue, Belle Isle, FL 32809
- **Contact:** Chief Travis Grimm
- **Telephone:** 407-270-6194 (office), 407-412-0123 (cell)
- **Email:** tgrimm@belleislepolice.org
- **Services Provided:** NovoaGlobal provides a Full turnkey Red Light program. Specifically, Red Light systems, Oversize vehicle, Stop Sign. Turnkey project including permitting, installation, supply systems, service, support, back office software, owner lookup and payment system.
- **Duration:** 2020 - Present

C. LEGALLY CHALLENGED

NovoaGlobal's Automated Traffic Enforcement Safety Systems have never been successfully legally challenged in any local, state, or Federal court. Citizens, from time to time, challenge violations. As standard practice, our company provides to the courts our system accuracy certifications, calibrations, and expert witnesses.

In addition to providing expert witness testimony, our company will thoroughly train City personnel on the operation of the systems to support the program for any challenges by violators.

D. PUBLIC CONTRACT

NovoaGlobal has clients in 8 states, including TN, AL, FL, WA, OR, NM, RI, and Washington DC. Our company has provided in the previous section, B. Statement of Experience, a list of agencies of similar size and scope.

Please do not hesitate to request additional references if needed.



E. CITATION PROCESSING

NovoaGlobal has provided sample violation notices in the following section as required in the City's RFP. Detailed information on our citation processing services and our complete turnkey offering are presented in Section H, Scope of Services.

Sample Notice of Violation - Photo Speed Enforcement



Automated Enforcement Division
PO Box 593095
Orlando, FL 32859-3095

This program has been initiated to increase roadway safety and to reduce accidents, injuries and fatalities.

NOTICE OF SPEED VIOLATION

DR [REDACTED]
471 [REDACTED]
CH [REDACTED]

Amount Due: \$50
Due Date: 11/02/2024
Violation #: 1004 [REDACTED]

View and Pay at:
www.ZeroFatality.com
Plate: 48 [REDACTED]
Password: qM [REDACTED]



The photographic images to the right constitute evidence that your vehicle exceeded the speed limit, in violation of Chattanooga City Ordinance No. 24-273.

Sign Speed: 35 Vehicle Speed: 51.2
Location: 2626 Hixson Pike Rd NB
Date: 10/01/2024 Time: 08:54:16
Plate Number: 489 [REDACTED] Vehicle Make: NISS

As the vehicle's registered owner/lessee, you are liable for the violation. A civil penalty of \$50.00 (payment instructions below), must be paid or contested by 11/02/2024. By paying or failing to contest your violation in a timely manner, you admit liability and waive your appeal right and a default judgment may be entered against you. Failure to pay or contest this notice by the time specified shall be deemed an acknowledgment of indebtedness to the City of Chattanooga and failure to pay or contest this notice shall be deemed a separate violation for which additional costs may be imposed.

YOU HAVE THE RIGHT TO REQUEST A HEARING BEFORE A CITY JUDGE TO CONTEST THIS NOTICE OF VIOLATION.

Non-payment of this citation cannot adversely affect your credit score or report, driver's license, and/or automobile insurance rates. Please see below and the reverse side of this Notice for payment or hearing request information.

DO NOT IGNORE THIS NOTICE: If the citation is not paid by the due date, a judgment may be entered against the vehicle's registered owner. Chattanooga City Court will pursue all legal means of collecting this judgment, including wage/bank account garnishment, personal property seizure, and vehicle impediment/immobilization. You will be responsible for all additional fees, fines and cost.

Chattanooga Officer's Certificate

Based on personal inspection of vehicle images showing violation of Chattanooga City Ordinance No. 24-273.

Sworn to and signed by: Officer Tristan Prince

Signature: [REDACTED] Date: 10/03/2024



Detach here and return with your payment

PAY ONLINE

You may view your violation and pay your fine using your plate number and the password below.

Payment Site: ZeroFatality.com
Plate Number: 489 [REDACTED]
Password: qM [REDACTED]

PAY BY PHONE

Please call Automated Enforcement Division, toll free 24/7:
(Operators available: Mon - Fri, 10 AM - 5 PM (ET))

Phone: (866) 247-8157
Violation #: 1 [REDACTED]
Pin-Code: 9 [REDACTED]

AMOUNT DUE: \$50
DUE DATE: 11/02/2024



PAY BY MAIL

Check or Money Order, Payable to:
City of Chatt Auto Traf. Enf.
711 Signal Mountain Rd., #220, Chattanooga, TN 37405
Please attach this slip with your payment
DO NOT MAIL CASH

PAY IN PERSON

Courts Building
600 Market Street, Room 104, Chattanooga, TN 37402
Mon - Fri. 8 AM - 4 PM (ET)
Payment counter and Self Service Payment Kiosk

HEARING

Instructions for how to submit an Affidavit of Defense or request a hearing may be found on the backside and online at www.ZeroFatality.com

PLEASE NOTE: A \$2.50 convenience fee will be added to all online and telephone payments.
Please click the payment button only once. DO NOT make a second attempt to pay the same day.

Sample Notice of Violation - Back Side of Notice

To Promote, Protect and Improve the Health, Safety and Welfare of our Citizens

WWW.ZEROFATALITY.COM

HOW CAN I PAY MY FINE?

- **TO PAY ONLINE:**
Please visit www.ZeroFatality.com
- **TO PAY BY PHONE:** Please call the Chattanooga Enforcement Division Customer Service Call Center toll free at (866) 247-8157 to pay by credit/debit card or ACH 24/7. Between 10:00 AM and 5:00 PM (ET), Monday through Friday, and a representative will assist you with a credit/debit card or ACH payment.
- **TO PAY BY MAIL:** To pay the fine, please mail the return stub along with a check or money order (NO CASH) payable to AUTOMATED ENFORCEMENT DIVISION. To ensure proper credit, print the Violation Number and your license plate number on your check. Please allow 5 days for delivery. Send payment to: **AUTOMATED ENFORCEMENT DIVISION, 711 Signal Mountain Rd. #220, Chattanooga, TN 37405**
- **PAY IN PERSON:** Bring a check, money order or cash to City of Chattanooga Courts Building, 600 Market Street, Room 104, Chattanooga, TN 37402.

PLEASE NOTE: A \$2.50 convenience fee will be added to all Online and Telephone payments

ARE THERE ANY VALID DEFENSES TO THIS NOTICE OF VIOLATION?

- **STOLEN VEHICLE OR REGISTRATION PLATES:** You are not liable if your motor vehicle and/or registration plates was/were stolen before the violation occurred and was/were not under your exclusive control at the time of the red light signal violation. To assert this defense, you must produce a certified copy of the police report concerning the stolen motor vehicle and/or license plate.
- **EMERGENCY VEHICLE/FUNERAL PROCESSION:** You are not liable if the driver of the vehicle passed through the intersection when the light was red either (i) to yield the right-of-way to an emergency vehicle, or (ii) as part of a funeral procession.
- **PROCEEDING AT THE DIRECTION OF A POLICE OFFICER:** You are not liable if the driver of the vehicle passed through the intersection when the light was red at the direction of a police officer acting within the scope of his duties.
- **UNIFORM TRAFFIC CITATION FOR SAME VIOLATION:** You are not liable if the driver of the vehicle received a Uniform Traffic Citation from a police officer for the same violation. To assert this defense, you must provide a copy of the Uniform Traffic Citation.

WHAT IF I DO NOT PAY THE FINE

IMPORTANT NOTICE: FAILURE TO PAY THIS CIVIL FINE BY THE DUE DATE MAY RESULT IN A JUDGEMENT ISSUED AGAINST THE VEHICLE'S REGISTERED OWNER. REQUEST FOR A HEARING, TRANSFER OF RESPONSIBILITY, OR PAYMENT MUST BE RECEIVED PRIOR TO THE DUE DATE TO BE CONSIDERED.

QUESTIONS?

If you have any questions regarding this Citation, please call the Chattanooga Automated Enforcement Division Customer Service Call Center toll free at 866-247-8157 between 10:00 AM and 5:00 PM (ET), Monday through Friday.

HOW DOES IT WORK?

The photo enforcement system measures your speed and position. If you are exceeding the posted speed limit, or if your speed indicates that you are unlikely to stop before the signal changes to red, it captures a digital photograph of your vehicle. If at a signalized intersection you subsequently travel past the stop bar while the signal is red, it captures a second photograph of your vehicle in the intersection and extracts the image of your license plate. The system also captures a motion video of red light violations that you can review online. A Chattanooga police officer reviews every single violation.

HOW DO I CONTEST A NOTICE OF VIOLATION?

CONTEST: You may request a hearing before the due date specified on your Notice. Please call the Automated Enforcement Division Customer Service Call Center toll free at (866) 247-8157 between 10:00 AM and 5:00 PM (ET) to schedule a hearing. You may also complete, sign and have notarized an Affidavit of Defense (together with any supporting documentation) on or before the due date specified on your Notice. The form Affidavit of Defense may be obtained online at www.ZeroFatality.com or by visiting the Chattanooga Court, 600 Market Street, Room #104, Chattanooga, TN 37402.

Mail the Affidavit and supporting documentation to the Chattanooga Clerk of Courts (address above), attention: AUTOMATED ENFORCEMENT DIVISION. If the infraction is not dismissed based on the Affidavit of Defense, you will be notified in writing and you will be required to pay the fine or request a hearing.

Mail To: Automated Enforcement Division
711 Signal Mountain Rd. #220
Chattanooga, TN 37405

Sample Warning - Red Light Enforcement



Automated Enforcement Division
PO Box 593095
Orlando, FL 32859-3095
NOTICE FROM PENSACOLA PD

This program has been initiated to increase roadway safety and to reduce accidents, injuries and fatalities.
WARNING NOTICE OF RED TRAFFIC SIGNAL VIOLATION

TEST NOTE, PROGRAM: 1034, NOTE: ticket.W

JEN
515
GUL

THIS IS NOT A NOTICE OF VIOLATION. YOU ARE NOT REQUIRED TO PAY A FINE, GO TO COURT OR RESPOND IN ANY WAY. THIS IS A WARNING TO ENCOURAGE SAFE DRIVING IN THE FUTURE.

Dear Motorist:
Your vehicle was photographed running a red light.

Date: 10/02/2024 Time: 15:08:30
Red Time: 0.5 Amber Time: 4.3
Plate Number: B Vehicle Make: TOYT
Location: Gulf Breeze Pkwy at Hospital EB

Running a red light violates Florida law and is extremely dangerous. Red light running happens frequently and is often deadly. In 2022, 1149 people were killed, and an estimated 107,000 were injured in crashes involving red-light running. The Insurance Industry for Highway Safety (IIHS) found that about half of red-light running crash deaths involve pedestrians, cyclists and occupants in vehicles struck by the red-light runners.

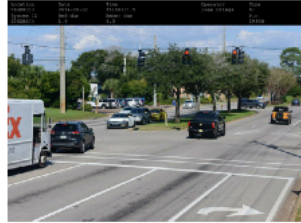
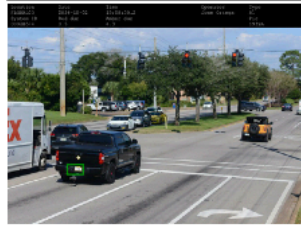
It is this danger to our residents and visitors that prompted the City of Pensacola to adopt a photo enforced red light program. Recent studies have demonstrated conclusively that red light cameras save lives. At the conclusion of our "Warning" period, we will begin to issue Notices of Violations. If this had been a Notice of Violation, the civil penalty would have been \$158.00 (due within 60 days) and payment instructions would have been included with the Notice. Any violation NOT paid within 60 days WILL RESULT IN THE ISSUANCE OF A UTC which could affect your vehicle registration.

Remember, red light running is dangerous and illegal. When you disregard a traffic signal, you needlessly put yourself, your passengers and others at risk. Please drive safely.

The City of Pensacola

Amount Due: \$0
Due Date: 12/03/2024
Violation #: 10

View and Pay at:
www.ZeroFatality.com
Plate: B
Password: e



Detach here and return with your payment

PAY ONLINE

You may view your violation and pay your fine using your plate number and the password below.

Payment Site: ZeroFatality.com

Plate Number: B

Password: e

PAY BY PHONE

Please call Automated Enforcement Division toll free (Options available 9 AM - 5 PM ET)

Phone: (800) 241-4457

Violation #: 1

Pin-Code: 1

AMOUNT DUE: \$0
DUE DATE: 12/03/2024



PAY BY MAIL

Check or Money Order, Payable to:
Automated Enforcement Division
PO Box 593095, Orlando, FL 32859-3095

Please attach this slip with your payment.

DO NOT MAIL CASH

PAY BY MAIL

*** F. NAME ***

*** PD ADDRESS ***

Only Credit Card, Debit Card, Check or Money Order.

OPTIONS / QUESTIONS

Please call: (800) 644-5664 (Toll Free, 9 AM - 5 PM ET)

HEARING

Instructions on how to submit an Affidavit of Defense or request a hearing may be found on the backside and online at www.ZeroFatality.com

PLEASE NOTE: A \$6.95 convenience fee will be added to all online and telephone payments.
Please click the payment button only once. DO NOT make a second attempt to pay the same day.

City of Belle Isle Police Department
1521 Nela Ave.
Belle Isle, FL 32809
Customer Service: (800) 644-5601



Florida Uniform Traffic Citation

You may examine and observe your images and video at the below Internet location.
<http://www.ZeroFatality.com>

Plate Number: HERD76
Password: 0488

KELLEY HALL
1 ELKWOOD CT
SHALIMAR, FL 32579-2207

Amount Due: \$262.00
Issue Date: 03/13/2019
DUE DATE: 04/12/2019 **FINE AMOUNT:** \$262.00
Location: S Ferdon Blvd @ E Redstone Av SB
Violation Date and Time: 01/01/2019 7:53.15 AM
Vehicle License Number: HERD76

FLORIDA UNIFORM TRAFFIC CITATION										ABNKPJE		Check digit	
CITY OF Orange				☐ (1) P.D. ☒ (2) P.D. ☐ (3) S.G. ☐ (4) OTHER									
CITY (IF APPLICABLE) Belle Isle				AGENCY NAME Belle Isle Police									
IN THE COURT DESIGNATED BELOW THE UNDERSIGNED CERTIFIES THAT HE/SHE HAS JUST AND REASONABLY GROUNDED TO BELIEVE AND DOES BELIEVE THAT ONE:				SUMMONS									
DAY OF WEEK Tuesday		MONTH January		DAY 1		YEAR 2019		07 53		☒ A.M. ☐ P.M.			
NAME (PRINT) FIRST KELLEY		MIDDLE HALL		LAST HALL									
STREET 1 ELKWOOD CT				IF DIFFERENT THAN ONE ON DRIVER LICENSE, "X" HERE									
CITY SHALIMAR				STATE FL		ZIP CODE 32579-2207							
TELEPHONE NUMBER		DATE OF BIRTH		NO		DAY		YEAR		SEX			
		03		03		1975		F		M			
DRIVER LICENSE NUMBER H400507755831		STATE FL		CLASS		DL LICENSE ☒ YES ☐ NO		YL LICENSE EXP		COMMERCIAL VEHICLE ☐ YES ☒ NO			
YR. VEHICLE 2015		MAKE CHRY		STYLE		COLOR WHI		PLACARDED HAZARDOUS MATERIAL ☐ YES ☒ NO					
VEHICLE LICENSE NO. HERD76		TRAILER TAG NO.		STATE FL		YEAR TAG EXPIRES		≥ 16 PASSENGERS ☐ YES ☒ NO					
UPON A PUBLIC STREET OR HIGHWAY, OR OTHER LOCATION, NAMELY				MOTORCYCLE ☐ YES ☒ NO									
S Ferdon Blvd @ E Redstone Av SB				COMPARISON CITATION NUMBER(S) ☐ YES ☒ NO									
FT. _____ MILES _____				N S E W		OF NOSE							
DID UNLAWFULLY COMMIT THE FOLLOWING OFFENSE: Section 316.075(1)(C) Failure to stop at a red light signal pursuant to 316.0083; code 547 Red Light Camera violation.													

Important instructions to individuals charged with a noncriminal traffic infraction. You have been issued a uniform traffic citation for a violation of State Statute code 547-Red-Light Camera, Section, 316.075(1) (c) 1 failure to stop at a red traffic signal pursuant to F.S. 316.0083 of the Florida State Statutes. You are required to comply with one of the options listed on the left side of this page. If you fail to comply with one of the options by the date listed your driving privilege may be suspended until you comply and you may incur additional cost associated with noncompliance.

IF YOU CHOOSE OPTION A, COURT APPEARANCE IS NOT REQUIRED. If you choose Option B and it is determined no infraction has been committed then no cost or penalties shall be imposed and costs which have been paid shall be returned but if it is determined that an infraction was committed, then additional penalties may apply.

YOU HAVE THE RIGHT TO EXAMINE AND OBSERVE THE IMAGES AND VIDEO EVIDENCE OBTAINED FOR THIS CASE: The recorded images and video of your violation will be submitted as evidence for the disposition of this violation. To view your images and video online at:

www.ZeroFatality.com

You will need your Plate Number and Violation Password printed on the top of this Uniform Traffic Citation inside the red box. If you do not have Internet access, you have the right to examine and observe your video and images at your local public library with internet access.

SIGNATURE OF VIOLATOR	DATE
47	
BADGE NUMBER	TROOP/UNIT NUMBER
Deputy Chief Lisa Sprague	
TROOPER/OFFICER NAME	TROOPER/OFFICER RANK
<i>Lisa Sprague</i>	00047
SIGNATURE OF OFFICER	TROOPER/OFFICER ID

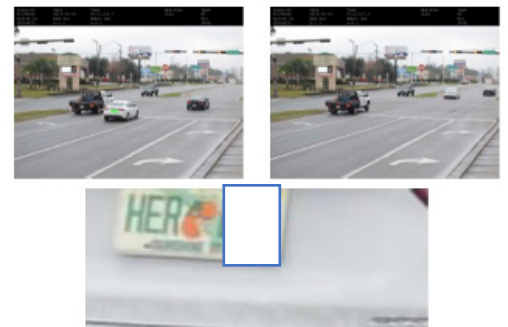
DIRECTIONS TO RESOLVE THIS CITATION

OPTIONS: MARK ONLY ONE

☐ **Option A: PAYMENT BY MAIL:** \$262.00 must be received by 04/12/2019 payable by check or money order directly to the Orange Court. Include this original Citation with your payment. Please keep a copy for your records. **MAILING ADDRESS FOR THE CLERK OF COURT:** Orange Clerk of the Court, 425 N. Orange Ave., Orlando, FL 32801. **DO NOT MAIL CASH. PAYMENT IN PERSON:** \$262.00 must be paid in person at the Clerk of the Court, 425 N. Orange Ave., Orlando, FL 32801 on or before 04/12/2019. Include this original Citation with your payment. Please keep a copy for your records. If the official determines no infraction has been committed, no cost or penalties shall be imposed and any costs or penalties which have been paid shall be returned. No points will be assessed and Defensive Driving School (DDS) is not an option for this charge.
To make a payment online: www.myfloridacounty.com select the Traffic Citation option.

☐ **Option B: REQUEST A HEARING TO Plead Not Guilty** - request a court hearing prior to 04/12/2019. Send this original Citation to the Orange County Court House, Traffic Bureau, 425 N. Orange Ave., Orlando, FL 32801. Please keep a copy for your records. **TO REQUEST A HEARING, CHECK THE OPTION B BOX. IF THIS BOX IS NOT CHECKED A HEARING WILL NOT BE SCHEDULED. THE COURT WILL SCHEDULE YOUR HEARING AND NOTIFY YOU OF THE DATE, TIME AND LOCATION.**

☐ **Option C:** If you are the registered owner of the vehicle, you are deemed responsible for the penalty unless, in compliance with Florida Statute 316.0083(1)(d)(1)-(4), you establish by notarized affidavit that a statutory exemption applies. Please visit and log into www.ZeroFatality.com to obtain an Affidavit form.





F. SYSTEM DESCRIPTION

NovoaGlobal is proposing our **RedLight-Safe®** and **Speed-Safe™** systems for the City's Automated Traffic Camera Enforcement program. Our company provides all hardware, software, and services for a turnkey program. Our systems include the latest in detection and camera technology, clear images for prosecution, and a complete back-office software system.

The following sections address the City's RFP outline and provides detailed responses.

Detection Method

The heart of all NovoaGlobal systems is our Dual Doppler Positional Radar. This advanced radar device effortlessly and accurately tracks the speed and position of multiple vehicles across multiple lanes simultaneously. NovoaGlobal refined the most advanced radar technology developed for demanding defense industry applications to create this advanced device.



Our D-Armor System contains all equipment. If flash is required for illumination, we can add a flash on the same or separate pole.

Our radar provides the technological core of our enforcement solutions and provides stable, reliable, and accurate information necessary for traffic counts, video monitoring, incident detection, and much more. Our vehicle detection is completely non-intrusive and never requires intrusion into the road surface.

Operating on the K-band (24.05 - 24.25 GHz), this positional radar is the most advanced detection system in the world. Like handheld speed measurement devices, our radar uses the Doppler Effect to determine vehicle speed. Unlike traditional radars, our product measures the exact speed and position of every vehicle in the enforcement zone 20 times per second.

When the system reads a speed and position, it predicts the position the vehicle should occupy on the next reading 50 milliseconds later. When that next reading occurs, if the actual position does not match exactly the predicted position, the system disregards both readings because it knows that one of the signals must be false. Very rapidly, our system can secure enough clean and confirmed signals to know the approaching vehicle's speed with certainty.

To create 100% certainty regarding the vehicle speed, our system incorporates an independent, secondary speed confirmation using a distance overtime calculation. The system always knows every vehicle's exact position. A basic algorithm calculates the time a vehicle takes to travel a specified distance within the enforcement zone.

It is then a simple matter to calculate the speed of that vehicle. If the speed calculated using this secondary method is different from the radar measurement, the reading is discarded. It is, for all intents and purposes, impossible for the system to generate two identical incorrect speed readings using two entirely independent and different measurement methods.

The system detects and captures evidence of a violation by slow-moving vehicles. Although there is no minimum "threshold speed" for effective monitoring and evidence capture, the lower the speed the higher the false triggers. Our system is most accurate within ± 1.0 MPH up to 100 MPH range and $\pm 1\%$ thereafter up to 185 MPH.

Our Dual Doppler Multi-Tracking Radar surpasses even the most reliable Laser/Lidar units. While Lidar technology is generally deemed as accurate and reliable, there are certain factors that can contribute to inaccuracies in its readings, such as calibration issues, bad weather, obstructions and reflective surfaces, long distances, and bad angles. These factors also may become a problem when a violator wants to challenge a Notice of Violation and use them as tools to avoid complying with the law.

Fixed and Portable Systems

Our systems are available in two different designs: D-Armor Fixed System and P-Armor Portable System.

D-ARMOR

Our most compact system



P-ARMOR

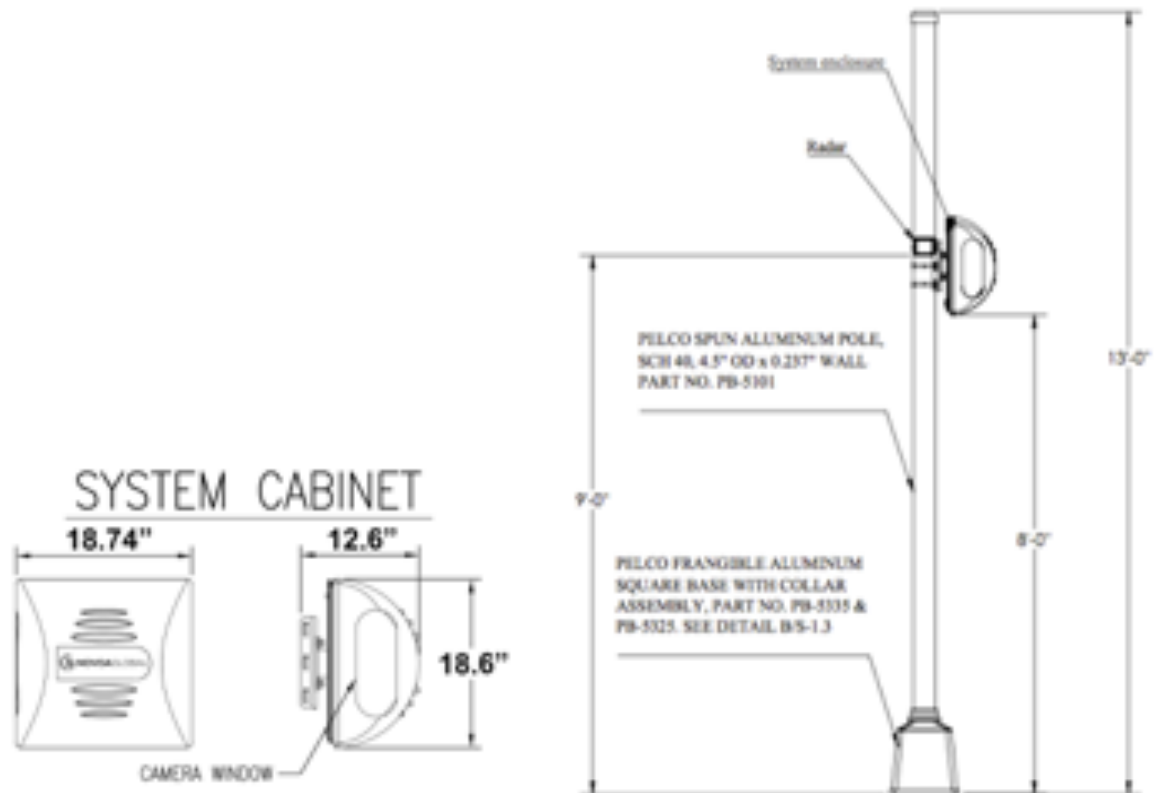
Fixed or mobile option



For a system with the highest flexibility and minimal intrusion, NovoaGlobal recommends our latest unit called D-Armor. It has a very small footprint and can be installed on any existing pole.

Our implementations do not require the installation or use of mast arms. Our installations have one main cabinet that contains all equipment except for the flash.

This cabinet is normally installed 130-170 ft from the stop line. Please see the hardware dimensions in the image below.



The biggest benefit of our RedLight-Safe® and Speed-Safe™ systems is the small footprint. The D-Armor has a sleek, stylish design, a very small footprint, and can be installed on any existing pole. The dimensions are 18.7" X 12.6" X 18.6" and the normal power draw is very low, 25W and 30W for the strobe flash that lasts less than a second.

All camera systems are non-intrusive to the roadway or transportation signal cab-inetry. Our automated traffic enforcement systems are fully operational at this time in multiple states and jurisdictions.

Our company has developed a completely self-contained portable system that combines the efficiency of a fixed system with the flexibility of a mobile system. The beauty of our advanced technology is the high degree of versatility.

Each portable system is designed to operate using heavy-duty, deep-cycle batteries and can operate continuously, unattended for more than three weeks before batteries need to be charged. The portable systems can also plug into a standard 110 V outlet and for any location where a portable system will be deployed regularly, it is a simple matter of running electricity to that site.



The portable system can be maneuvered easily into place by a single technician using a standard commercial dolly. Once in place, our trained technician can configure the system for appropriate enforcement in a few minutes and operation is completely autonomous until you desire that the system is relocated, or the batteries need to be charged. The amount of time it takes to relocate a system is barely more than the time it takes to drive from one site to the next.

Another key advantage of the portable systems is their enforcement flexibility. A portable unit can be installed for enforcement in one location and then moved to another location for enforcement without expensive and time-consuming permitting and construction of fixed systems.

Our new battery-operated solar system means exchanging batteries is almost never necessary. Our company offers this as a permanent portable solution that requires little setup time.

Image Capture and Quality

RedLight-Safe® and Speed-Safe™ systems are flexibly designed to incorporate a host of advanced camera technologies that do not require additional cabinetry.

Our recommended solution provides:

- ⌚ Compact design of 18" x 18" x 12"
- ⌚ Easily installed on any pole
- ⌚ Low power draw of 25W
- ⌚ Non-intrusive multi-tracking radar
- ⌚ 24MP still camera and HD video camera
- ⌚ Built-in DVR capabilities
- ⌚ Incorporate Amber Alert/Silver Alert programs using LPR.

Our ability to capture violations is limited only by the camera's shutter speed. Our standard system captures at least three pictures per second.

Our automated traffic

enforcement systems are flexibly designed to incorporate a host of advanced camera technologies. Our systems use only advanced, high-resolution digital

color cameras with minimum output more than 24 MPix per frame/image and full-motion digital video at up to 5 MPix and up to 30 frames per second.

All violation images are in color, and the resolution is more than sufficient for the easy recognition of the violation when displayed on a standard color monitor. Our products use only the highest quality, commercial-grade cameras to capture three (3) images of each violation for inclusion on the citation notice. Three images are taken of the violation with a pre-configured distance or time in between. The final image of the license plate is extracted.

As part of every violation evidence package, our systems provide a high-resolution (up to 5 megapixels) video clip at up to 30 frames per second that confirms the entire violation. This video clip is viewable by violators online and often results in immediate payment of the fine as it becomes clear that there is no defense for the violation. The length of the video is configurable at the City's discretion.

NovoaGlobal will archive all events in HD quality for ninety (90) days, and the video will be downloadable by the City at any time, 24/7. Our company can store archived footage on our server for at least 7 years for violation video/notices/con-test data.

Wide Range of Conditions

RedLight-Safe® and Speed-Safe™ equipment by NovoaGlobal is successfully deployed in a wide range of operating conditions, e.g., heavy traffic volumes, adverse weather conditions, road surface configurations, etc., and across five (5) moving lanes of traffic.

Sun Glare 	Circular polarization filters in combination with advanced algorithmic image “noise” cancellation features minimizes light photon scattering affects caused by sun and flash glare. The system filters sun and flash glare, producing crisp, readable images year-round in all conditions.
Nighttime Operation 	All safety systems are equipped with a purpose-built strobe lighting system. With multiple lighting options available, the standard system can illuminate multiple lanes in all weather and lighting conditions. This system has variable power output, allowing for decreasing power on smaller roads.
All Weather Conditions 	Our automated traffic enforcement systems function in every habitable climate in the world. In addition, the unique signal filtering capabilities of the radar allow systems to function in heavy fog, rain, and snow.
Heavy Traffic Conditions 	Captures traffic across multiple lanes of travel. Tracks multiple vehicles simultaneously, while ignoring false triggers and reflected signals.

Our traditional installation has one main cabinet that contains all equipment except for the flash for a standard approach. If a flash is needed, the flash enclosure is mounted on the same pole or a separate pole only if required. Our flash uses 56W for less than a second, thus very little output that might affect drivers.

Please see sample image sets on the following pages.

Photo Speed Violations



First Image in Color: Vehicle exceeding speed, showing first report line, configurable data box superimposed not blocking info



Second Image in Color: Same vehicle clearly depicts progression, data box superimposed not blocking info, all readable.

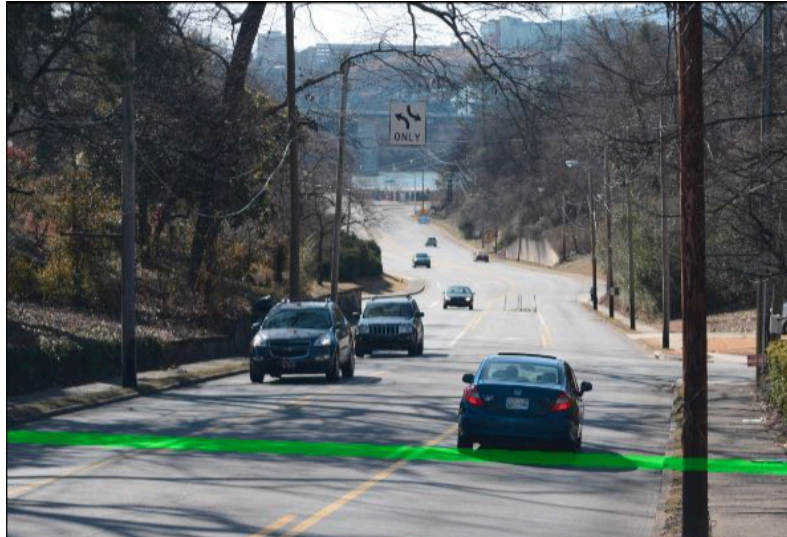
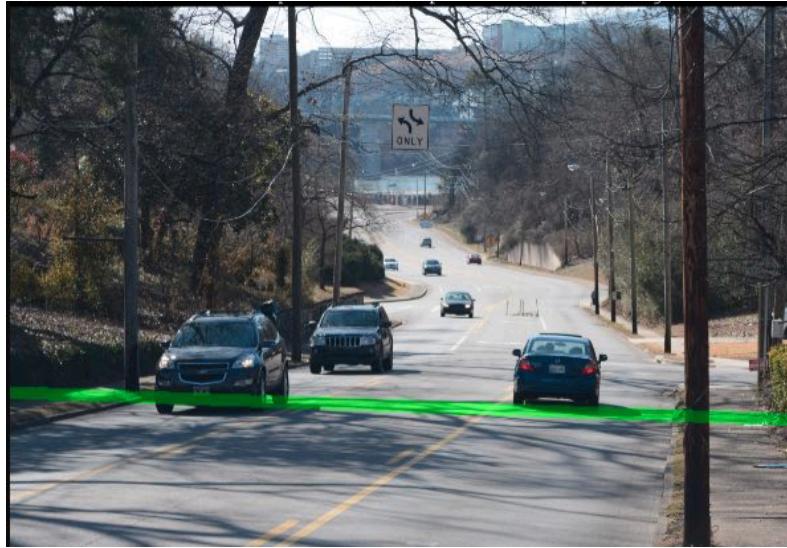
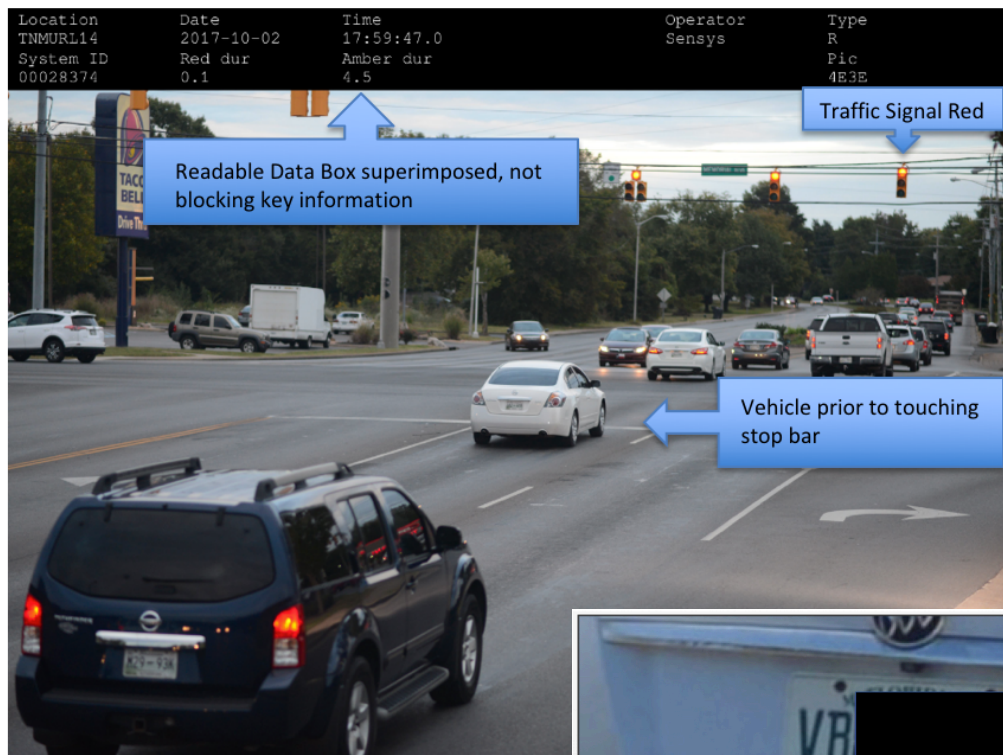


Photo Speed Violation - Rain



Red Light Violation Images



First Image in Color: Vehicle prior to stop bar, red phase signal, configurable data box superimposed not blocking info.



Second Image in Color: Same vehicle clearly depicts progression, data box superimposed not blocking info, all readable.

Red Light Violation - Nighttime



Tamper Proof and Vandal Proof

Our systems are fully enclosed in a sleekly designed enclosure with a double lock system. An optional alarm system can also be provided that can send an alarm based on an open door, vibration, or tilting. These enclosures are virtually tamper-proof.

An additional level of security is provided by the fact that the fixed NovoaGlobal systems are fully self-contained and mounted on poles well above the reach of even the most determined vandal. Other fixed systems may mount their camera systems out of reach but have a pole or concrete pad-mounted cabinet where their computer systems and sensitive data reside, well within reach of intruders who might improperly access this sensitive information.

NovoaGlobal's sleekly designed D-Armor system offers you a small footprint while the entire system lends itself well to the goals of a minimally obtrusive system in the physical environment at and near selected intersections thus lowering the impact to curbside and streetscapes. The proposed system is physically and operationally independent of the signal system operated by the Departments of Transportation.



Traffic Surveillance Viewing & Live Monitoring

Each system will capture and store streaming video, offering the ability to provide near-live traffic surveillance for incident management 24 hours a day, 7 days a week. Law enforcement can directly access this stored video via a web-based method and utilizing our software, capture specific time frames of video and copy the captured video to electronic portable media at no additional cost or delay.

Live Intersection Monitoring

Each fixed system includes an IP addressable video camera that will provide law enforcement and your personnel with ready access to each enforced intersection. Our DVR capabilities allow City of New Haven personnel to download the video for any specified time span during the retention period.

INTERSECTION LIVE VIEW

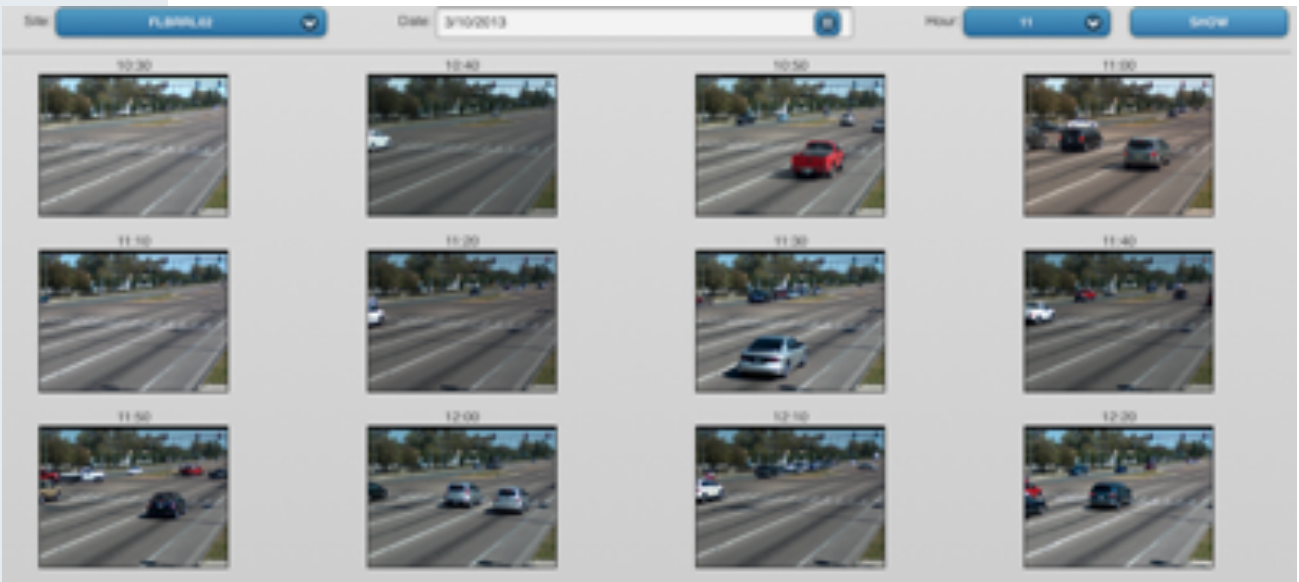
Our DVR function will automatically upload a single image every 60 seconds at each location. By minimizing the number of video frames streamed during non-essential time periods, the City of New Haven gets exceptional image quality without overtaxing its bandwidth availability.

MINUTE VIEW

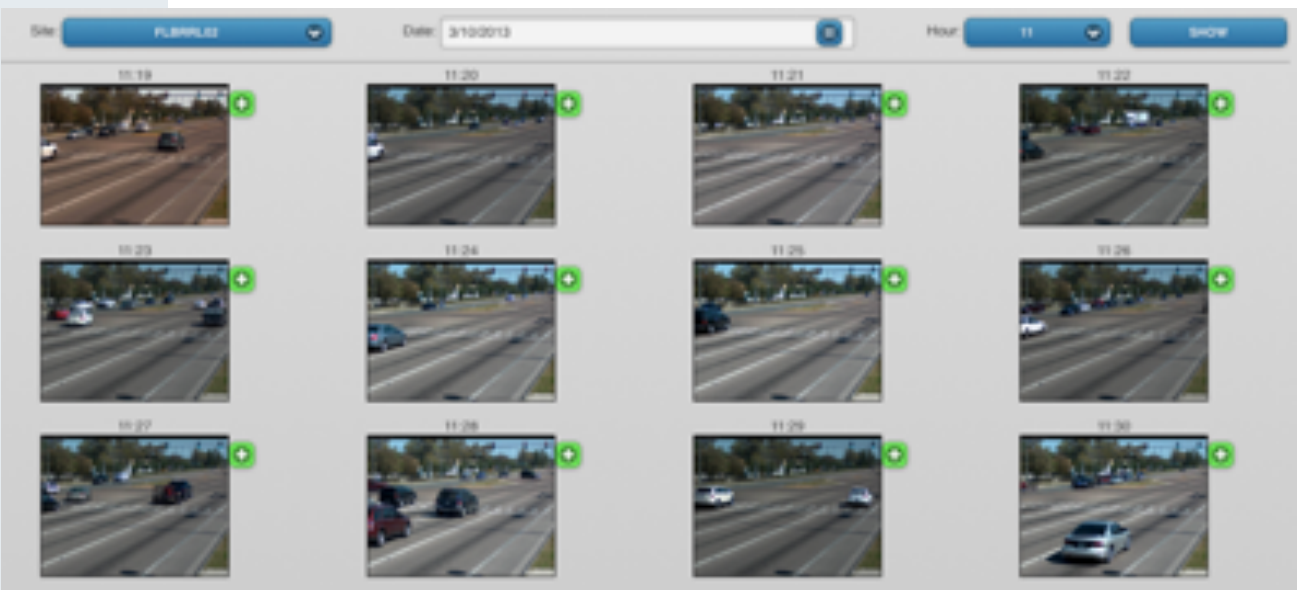
If any image indicates a problem, or if personnel wish to view the video at a particular time, one minute of streaming video can be recalled with a simple mouse click.

Live Monitoring of Systems





By simply specifying the start time and duration of any intersection event, the City can download any length of video required, at any time, 24 hours a day. Our DVR functionality is fully customizable and can be configured to meet the City's unique needs.



Configurable Data Bar

All enforcement images are imprinted with a "data bar" embedded in the information package comprising all the relevant event data. The data bar is typically black with white letters. The data bar location can be anywhere on the image, including along the bottom edge of the frame but not obstructing the violation image. The image below shows the data bar located at the top of the screen.

Data Bar with Violation Information



A processor extracts the original “raw” digital still image and commences the re-view process that includes cropping of images for inclusion in a printed Citation and online image viewer.

For each violation, the system records the following:

- 🌐 Two high-resolution digital color image(s) of the violating vehicle time-stamped at the configurable report line
- 🌐 High-resolution digital color image of the vehicle's license plate extracted from one of the enforcement images
- 🌐 Digital color video of the entire event with configurable length
- 🌐 Date, time, and year of violation
- 🌐 Violation location identifiers
- 🌐 Direction of travel
- 🌐 Vehicle speed
- 🌐 Posted speed limit
- 🌐 System identification number.

All data is clearly shown on the violation images.

Maintenance and Support

NovoaGlobal believes a high-quality Automated Traffic Enforcement Program should be implemented with minimal disruption, stress, or expense to the municipality or our company.

Accordingly, we offer the most tested and robust imaging and radar equipment accompanied by a comprehensive maintenance program that ensures the smooth operation and longevity of all systems. Our company maintains a stable of modular spare parts that will facilitate any repair and a stock of “hot swap” units - fully functional complete spare units available as replacements should a replacement ever be required.

Each system is fully contained in a single cabinet. In the unlikely event that a part of NovoaGlobal equipment malfunctions, one of our trained technicians will rapidly identify the malfunctioning component, pull it out and replace it with stock inventory. Any repair can be accomplished within hours with minimal disruption to enforcement time.

Routine on-site system maintenance is carried out at scheduled intervals and includes enclosure, lens, and enclosure cleaning to ensure consistently high-quality imagery and appearance.

Every unit performs a self-test upon start-up and after each violation event. In addition, each component is continuously monitored to ensure that it is operating within manufacturer's specifications. If any component is not functioning properly for any reason, the system automatically sends an electronic alert to a staff member charged with the immediate response to such an alert.

Our systems are based on an effective design that includes rapid part replacement. Whether a damaged or malfunctioning part must be replaced, or we simply wish to substitute more advanced technology, our inherent design allows this to be accomplished in minimal time.

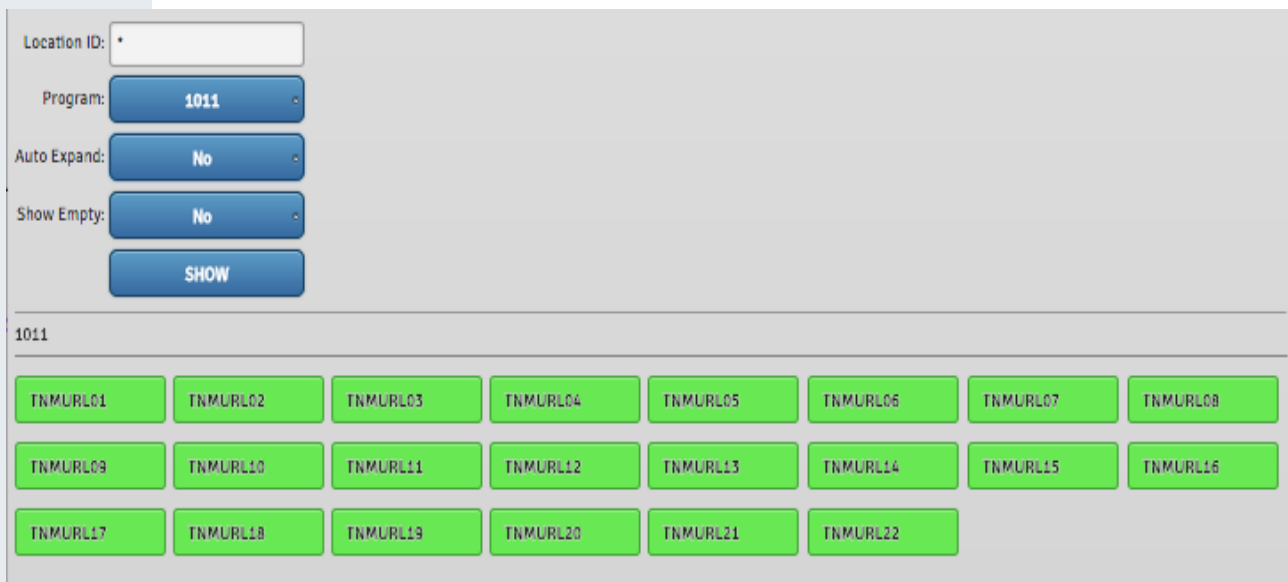
To achieve our goal of an easy, seamless program for City, our company includes a comprehensive warranty for the duration of our contract, and this warranty is included in our base price. The City is assured that, to the maximum extent possible, its equipment will be operating nearly 100% of the time.

Real Time Monitoring

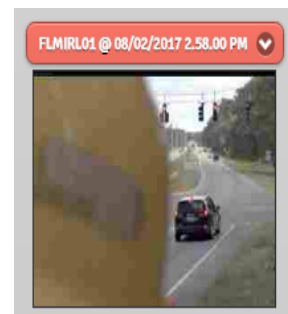
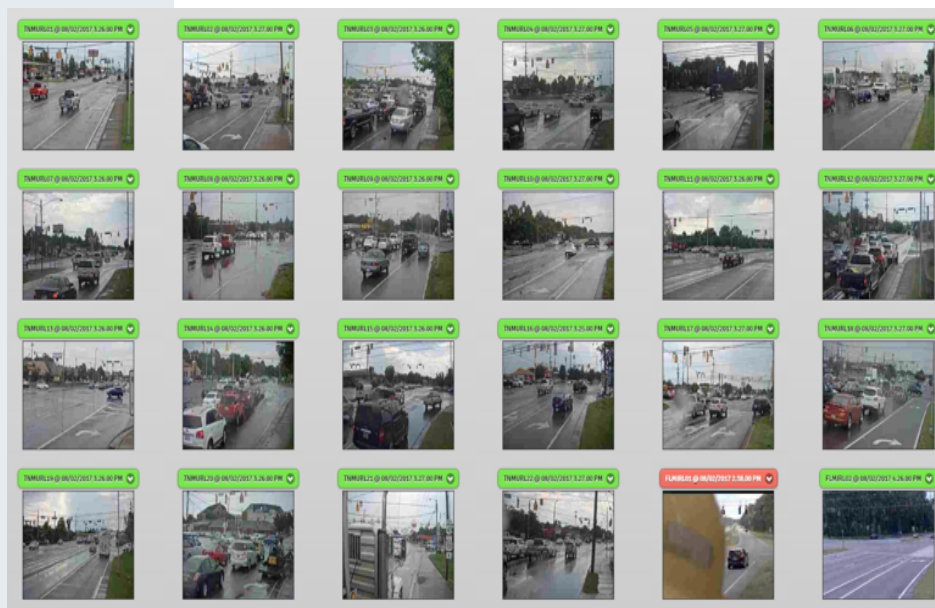
Our Hawk-Center™, which is our web-based video monitoring system, provides 24/7 monitoring and viewing capabilities. Each camera can be monitored simultaneously and color bars over the video offer a quick glance at the camera's status of operation. Green indicates the system is in proper working condition, a yellow color bar indicates the system requires maintenance and red color bar indicates the system is down and in need of repair service.



The images below show a screenshot of our Hawk-Center's ability to simultaneously monitor video at different locations while also determining at-a-glance proper operation of the systems.



This screenshot above shows the status of each of the systems. If there was an issue with any of the systems, the green box would turn red, indicating to our technicians a malfunction.



This second image is an enlargement of the system with the red color bar above the video indicating the system is down and being serviced.

Maintenance Logs

NovoaGlobal will keep up-to-date maintenance logs including, but not limited to, all system or equipment malfunctions and all software, hardware, or firmware modifications or upgrades. It will be available for review at any time and will be certified for court proceedings if necessary.



Sample Field Service information for daily and monthly tests and servicing.

Remote Configuration

Our automated traffic enforcement systems are configurable remotely and extremely automated. Each system includes an internal self-monitoring and alerting system that (a) performs a self-test upon start up and after each speeding event, and (b) monitors each component for operation in accordance with manufacturer's specifications as well as internal system temperature. Any radar failure will result in the automatic dismissal of the event and multiple failures will result in an alert being sent to our technicians for repair.

If the system discovers any component that is either not functioning or functioning outside of manufacturer's specifications, our technicians are automatically alerted, and they promptly attempt remote maintenance. If remote maintenance is ineffective, we will dispatch a technician to the site to solve the problem or replace the malfunctioning component.

Routine Maintenance

Routine on-site system maintenance is carried out at scheduled intervals and includes enclosure, lens, and enclosure cleaning to ensure consistently high-quality imagery and appearance.

Every unit performs a self-test upon start-up and after each violation event. In addition, each component is continuously monitored from our Orlando HQ to ensure that it is operating within manufacturer's specifications. If any component is not functioning properly for any reason, the system automatically sends an electronic alert to a staff member charged with the immediate response to such an alert. We will always know about system problems before you do and certainly before anyone is issued a citation resulting from improperly operating equipment.

definition video of the event. LPR functionality is synchronized with the speeding video, and is fast, incredibly accurate, and web-based.

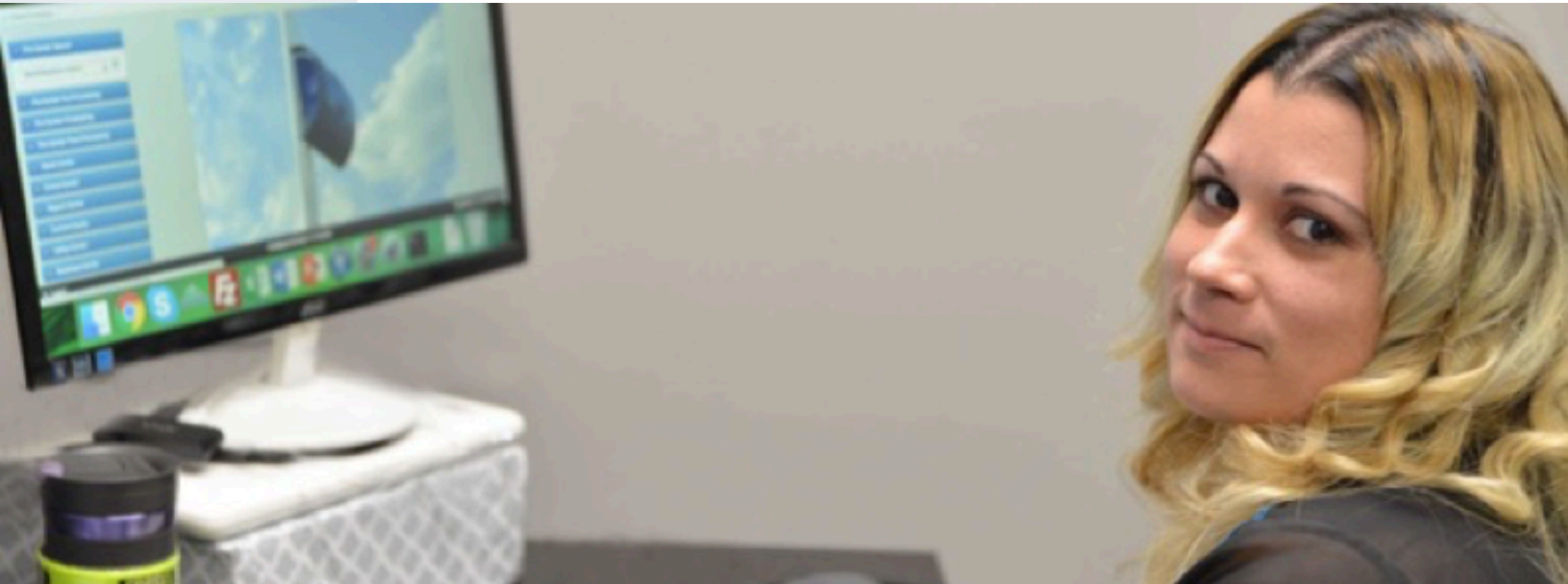
The LPR system automatically detects the lane the vehicle is in and the state of the license plate, showing it in a both color and black and white image.

The LPR system is integrated into our Intelligence center. Your existing LPR technology and data can be added to the back office. As seen below, our system also detects motorcycles, which not all systems can do.



G. FINANCIAL STATEMENT

NovoaGlobal has included our financial statements in Exhibit 1 per the RFP requirements.



H. SCOPE OF SERVICES & APPROACH

The following sections address the Scope of Services for the City's automated traffic enforcement project. These services include citation processing, public education, training, and project implementation.

Citation Processing

At the heart of any successful automated traffic enforcement program is citation processing. Our **Pro-Center™** back office software is fully web-enabled and allows fully secure remote access 24/7 by authorized personnel. It meets and exceeds all your violation processing function requirements. Our back office software provides:

- 🌐 Online review of violation images, videos, and data by violators using a unique password
- 🌐 Robust reporting capabilities provide access to all program information
- 🌐 User-friendly, easy officer violation review portal that can be learned in minutes and used from any computer with internet access
- 🌐 Date, time, and year of violation
- 🌐 Violation location identifiers
- 🌐 Unique access for violators to pay their fine or request a hearing
- 🌐 Play video and view multiple scenes and plate images
- 🌐 View each image as a full-screen enlargement with a single click
- 🌐 Crop a license plate image area from the best image to show vehicle ID and then print the cropped plate image in the notice
- 🌐 Accept or reject violation and record the reason for rejection
- 🌐 Ability to print warning letters during the first 30 days of the program
- 🌐 Automatically generate printed violation notices
- 🌐 Track and notify if multiple violations for a single license plate
- 🌐 Store and archive all processed violation evidence in a secure database
- 🌐 24/7 access to Court Evidence Package images as HD video or high resolution still shots

- Secure access control and automatically generated electronic audit trails
- Encryption and decryption management.

When the automated system captures photographic and video evidence of a traffic violation (an “event”), the electronic data is encrypted and transferred to the event processing center via a secure connection. The event data then goes through several phases of review prior to mandatory review by an authorized law enforcement officer. Our company does not refer to an event as a citation until an authorized law enforcement officer has approved it.

Event processing begins with the transfer and upload of Events to the processing center. Once the Events are uploaded to our “Control Center” server, the processing commences with the first level of review and quality assurance which is referred to as “Verification.”

An operator verifies image quality, discards any false triggers, and ensures that the event meets the violation criteria as defined by the City. Events that meet your standards are then passed into the processing queue. Verification is completed within two days after the event.

A	SPEED: 51.2	DIST: 120	TIME: 1698874576.367	PRE-COUNT: 14
B	SPEED: 50.3	DIST: 170	TIME: 1698874577.042	PRE-COUNT: 25
A→B	SPEED: 50.8	DIST: 50	TIME: 0.675	:
QC:2 [Default]	STATUS: OK	A+10p D/T Speed: 50.6	A+10p Avg Speed: 50.7	TOTAL-COUNT: 186

Location: WAFFSZ01	Location Name: WAFFSZ01	Address: 5600 blk 20th St EB	GPS: 47.238888,-122.351060	Sign-Speed: 20
Violation Time: 11/01/2023 2:36:16 PM		Speed: 51.2	Signal-Light Time: 2134.5	Lane: 1
			Class: 15	Violation Type: Sz

License Plate



Overview 1



Overview 2



SHOW VIDEO [1]

LOCATION

1st Notice - 11/13/2023

An operator extracts the original “raw” digital still images, digital video, and violation data and commences the review process in accordance with the City of New Haven’s specific procedures, which include:

- Reviewing multiple high-resolution still images and video to ensure that the images meet the clarity, color, and resolution standards
- Enhancing image quality solely for improving visual inspection of the event, by lightening, darkening, or increasing the image contrast
- Cropping of images for inclusion in a printed Citation and online image viewer
- Extracting license plate information and obtaining registered owner information from the applicable motor vehicle departments
- Verifying that the information from the applicable motor vehicle departments matches the image date, make, model, and color.

Our company will ensure that dedicated operators are trained on the City’s specific requirements. Our operators apply the criteria for evidence suitability, image quality, and threshold compliance.

Law Enforcement Approval

All violation events will be provided to law enforcement personnel to perform a final review and approval of each violation event prior to the issuance of a citation.

The system loads images in a timely manner (less than one minute) for approval by police personnel. As the citations are reviewed and approved, the back-office software will automatically imprint the reviewing police officer's name and ID number into the citation.

Once the officer reviews the violation images, view the video, compare the violation data to the images, and confirm the registered owner information matches the violation data, the officer can approve the violation with a single click or reject the violation by clicking the reject button and then selecting the rejection reason code. All rejections are tracked by reason code and can be reported by rejection, issuing system, or rejecting officer, as shown in the images below.

Officer Review Screen with Reject Codes

Information Lookup

Citation Identification
Violation Number: TNMURL02_20171008_104546_795R

Vehicle Identification
Plate Number: 2G01E5
Plate State: TN - Tennessee
Plate Type: PC
DMV Status: OK
Registration Expires: Please Fill
Class: Please Fill
Color: BRO
Make: FORD
Model: FUS
Model Year: 2016
Status: Please Fill
VIN#: 3FA6PGK93GR370148

Owner Information
First Name: CORY A or WINSTON ANDREW L
Last Name: OWENS
Address: 350 COVENANT BLVD
Address 2: Please Fill
City: MURFREESBORO
ZIP: 37128
State: TN - Tennessee
Phone: Please Fill
Gender: Please Fill
Date of Birth: mm/dd/yyyy
Driver License: Please Fill

Reject
Reject: Please Fill

Capture Information

Location: TNMURL02 Location Name: TNMURL02 Address: Church St NB @ Middle TN Blvd
Violation Time: 10/08/2017 10:45:46 AM Speed: 53.2 Red-Light Time: 0.1 Amber Time: 4.6 Lane: 3

SHOW VIDEO [1] SHOW IMAGE [1] SHOW

APPROVE RE-PROCESS RE-QUERY DMV BAD DMV DATA

Reject Codes

- NV-002 - Affidavit of Defense Approved
- NV-003 - Amber Light
- NV-004 - Duplicate Incident
- NV-005 - Foggy Lens
- NV-006 - Funeral procession
- NV-007 - Green Light
- NV-008 - Left Turn
- NV-009 - Left Turn-Stopped Beyond Line
- NV-010 - Officer Control
- NV-011 - Radar False Trigger
- NV-012 - Red Light- Flashing
- NV-013 - Right turn
- NV-014 - Right turn-Stopped Beyond Line
- NV-015 - Stopped in intersection
- NV-016 - Test Frame - Other
- NV-017 - UTC issue past 60 day
- NV-018 - Veh. Touching Stop Bar 2nd Image
- NV-019 - Wrong Address on File
- NV-020 - Vehicle Stopped - No Violation
- NV-021 - Wrong lane detection/detected
- NV-022 - F-Filter
- NV-023 - Switched Lanes
- NV-024 - Amber Time
- NV-025 - Lane Under Construction
- NV-026 - Traffic directed by LEO
- NV-027 - Sz lights not flashing
- NV-028 - Sz No School/Holiday
- N-001 - DMV - Vehicle Mismatch
- N-002 - DMV - Returned invalid
- N-003 - Emergency Vehicle
- N-004 - Misc. Circumstance
- N-005 - Plate covered
- N-006 - Plate Missing
- N-007 - Registration Canceled
- N-008 - Stolen tag/vehicle
- N-009 - Tag Obscured by Items
- N-010 - Temporary Tag
- N-011 - Tractor Trailer
- N-012 - Vehicle Obstruction
- N-013 - Officer Discretion
- C-001 - Exceed day limit
- C-002 - Image Missing
- C-003 - Night image Dark - Flash not working
- C-004 - No Vehicle In 2nd Image
- C-005 - Over Stop Bar in 1st Image
- C-006 - Photo affected by weather
- C-007 - Plate Blurry
- C-008 - Plate Glare
- C-009 - Veh. Touching Stop Bar 1st Image
- C-010 - Video Sequence Missing

When the REJECT button is selected, a simple dropdown menu appears that allows the officer to reject the violation and record the reason for rejection.

After a violation has been confirmed by law enforcement, our technicians print and mail notices in accordance with the City's designations to the registered owner of the violating vehicle.

Our company will prepare the notice letter in a form approved by the City of New Haven and in accordance with legal requirements for all chargeable violations. Please see sample notices on the following pages.

All undelivered or returned mail is processed by NovoaGlobal's personnel, logged to the applicable citation, or re-sent to any forwarding address. Bar codes are automatically scanned into our system and additional data is added to the back off software for the citation.

Prior to issuing citations to violators, a 30-day warning period will occur for any new installations. During this time, our company will send a letter, subject to prior written approval of the City, to violators notifying them of their offense.

DMV Information

To secure the identity of the registered owner of the vehicle involved in an alleged violation, our in-house operators review the event images and obtain the license plate number and state of issuance. Our company accesses the State Department of Licensing through our strategic partnership with the National Law Enforcement Telecommunications System (NLETS), as well as the expansive Lexis/Nexis database and various other state motor vehicle departments. Using our access to nationwide motor vehicle information, our operators obtain the most recent vehicle owner information.

Once our operators receive the registered owner information, they check the provided information against the photographic images to confirm the vehicle images match the provided information. Once confirmation is made, the registered owner information is imported into the citation for further review and confirmation by law enforcement.



Collections

Our company will work with the City's finance department to develop procedures that will meet your financial accountability and customer service guidelines and ensure program integrity at every level.

NovoaGlobal will collect all fine payments by mail, telephone, in person, or the Internet. Our company will also create a portal into Pro-Center™, our back office, fully web-enabled software, for personnel who may collect payments from citizens.

All access to the Pro-Center™ back-office software is Internet-based. Its operation requires a computer with Internet access and a commercially available web browser (such as Chrome or Firefox).

This will provide access to all City departments that may need to access the information, including:

- Finance
- Municipality
- Police
- Municipal Court.

A separate account will be provided for all the program funds. All payments by check, credit card, debit card, e-check, ACH, phone, and in-person will go directly to that account. The City of New Haven will have access to this account to view all transactions and statements in real-time.



All inquiries, whether by telephone, email, or mail, are registered and permanently associated with the appropriate violation. Comments entered by our personnel or City personnel will be accessible in the complainant's violation record.

NovoaGlobal has dedicated personnel to process all incoming payments daily. Our online payment system updates our back office software in real-time and blocks any attempted duplicate payment on the same violation number. Any payments, adjustments, modifications, or other actions taken by the Court will also automatically be associated with the payment status of each violation.

The violation notices will include simple, step-by-step instructions for accessing a website where the violator will be able to click on a "Pay My Fine" icon. From there, the violator is prompted to input his or her violation number and credit card number. The fine is immediately charged to the account, and payment is directed to the payment account daily. The notices will also include instructions on how to make credit or debit card payments by use of a toll-free telephone number, in-person payments, or mailed payments.

Online Violator Access and Payment

Each recipient of a violation notice will have access from any web-enabled computer (on a read-only basis) to all violation information, including event data, images, and video. Such access will be permitted via a unique pin number printed on each individual violation notice.

Pro-Center™ automatically calculates all fines, charges, and late fees.

The notices will include simple, step-by-step instructions for accessing a website at which the violator will be able to click on a "Pay My Fine" icon. From there, the violator is prompted to input his or her violation number and credit card number. The fine is immediately charged to the ac-

A screenshot of a web-based "Pay Bill" interface. At the top, there's a header with a "PAY BILL" button and a user profile icon. Below the header, the page title "Pay Bill" is displayed next to a "VIOLATION NUMBER: 1024 0000 0241 7202". The main content area is titled "1 Personal Information" and includes a note: "All fields are required unless marked optional". The form contains several input fields: "Service Address" (with a redacted address), "MI" (with a dropdown menu), "LAST NAME" (with the value "LARRINAGA"), "SERVICE ADDRESS 1" (with a redacted address), "SERVICE ADDRESS 2" (with a dropdown menu), "ADDRESS LINE 2 (optional)", "ZIP" (with the value "90201"), "CITY" (with the value "BELL GARDENS"), and "STATE" (with the value "CA").

count, and payment is recorded in real-time into our Pro-Center™ software. The following webpage gives citizens access to make payments, request court hearings, and more.

HOMEVIEW & PAYNOVOAGLOBAL

USA

COLOMBIA

Zero Fatality®

This Violation is not fully paid.

Due Date: 07/31/2024
Due Amount: \$240.00

Citation Identification

Citation Number: 1023000000101817

Offense Code: TPE020

UTC/Ticket Number: PSC008929

Offense Description: School Speed Zone

Payment Information

Date	Description	Amount	Reference
05/13/2024	School Speed Zone	240.00	
07/31/2024 / 33	Due Date / Terms Total Amount	240.00	

PAY

Capture Information

A	SPEED: 39.4	DIST: 90	TIME: 1715181146.621	PRE-COUNT: 13
B	SPEED: 39.6	DIST: 140	TIME: 1715181147.488	PRE-COUNT: 27
A-B	SPEED: 39.5	DIST: 50	TIME: 0.867	
QC:2 [Default]	STATUS: _PRE3,	A+10p D/T Speed: 39.3	A+10p Avg Speed: 39.5	TOTAL-COUNT: 183

Location: WATWS202
Violation Time: 05/08/2024 8:12:26 AM

Location Name: WATWS202
Address: 4440 BLK S 144th St EB
Speed: 39.4

Lane: 1

GPS: 47.474081,-122.276905
Class: 15

Sign-Speed: 20
Violation Type: Sz

License Plate

Overview 1

Overview 2

SHOW VIDEO [1]

LOCATION

1st Notice - 06/28/2024

REQUEST FOR COURT HEARING

REQUEST FOR eHEARING

DECLARATION OF NON-RESPONSIBILITY (DOWNLOAD PAPER FORM)

 **NOVOAGLOBAL**
Creating Safer Communities

RFP #25-138 Automated Traffic Enforcement Safety Device System.

45

Court Hearing Process

When court hearings are requested by alleged violators, NovoaGlobal personnel will assign appropriate court dates in our Pro-Center™ software to those contesting their citations and mail them confirmation in advance of the scheduled court date. Court personnel will have appropriate access to our system to review scheduled court appearances.

Evidence Packages

Our evidence packages are designed through our back-office software based on requirements using a simple check box feature. The user may select all documents, videos, and images he or she would like included in the evidence packages. Evidence packages typically include:

- Date, Time, and Location of Violation
- Violation notices
- Second notices
- Violation images, including license plate
- Violation video
- Violator correspondence, affidavits, etc.
- System certification and calibration certificates
- Chain of evidence certificate (“Trace Violation”)
- Multiple violator history if any
- Payment history.

Each evidence package may be accessed in our back office software. Evidence packages can also be delivered in an electronic medium such as CD Rom or USB drive. The evidence packages are generated with a single mouse click and are available at any time.

Pro-Center™ includes a “Trace Violation” feature, which provides a web-accessible report of all actions taken on a violation event, including the date and time, user ID, and action taken. The Trace Violation report for each violation is available from any Internet-enabled computer to all specifically authorized personnel. It can also be included as part of the evidence package for every contested violation.

NovoaGlobal is committed to supporting the City of New Haven’s program with adjudication of the citation. Our company will provide personnel when required to testify at any hearings on the validity of any citations or the camera program in general. This includes personnel associated with system maintenance, printing/mailing citations, and all other aspects of the camera operation.

The screenshot shows a web application window titled "JOURNAL". It contains a table of actions taken on a violation, with columns for the action, the user, the date and time, and the result. The actions include "VIDEO.1", "IMAGE.1", "IMAGE.2", "Image Processing", "Information Lookup", "Approve Violation", "Red-Light Driving", "1st Notice", "Print Tickets", and "Full Check Payment". The results include "ACCEPT", "APPROVE", "APPROVE", "158.00", "PDF", and "-158.00". Below the table is a text input field labeled "Enter Comment Here" and a "SAVE" button. At the bottom, there are buttons for "Choose File", "No ...sen", and "Label of Attachment".

Action	User	Date/Time	Result
VIDEO.1		02/01/2015 2:14:52 PM	AVI
IMAGE.1			JPG
IMAGE.2			JPG
Image Processing	Gloria S Suarez (gsuarez)	02/11/2015 9:15:45 AM	ACCEPT
Information Lookup	Harry McDonald (hamc)	02/18/2015 2:53:07 PM	APPROVE
Approve Violation	Marvin Maeder (maeder)	02/18/2015 3:06:35 PM	APPROVE
Red-Light Driving		02/18/2015 3:07:44 PM	158.00
1st Notice	Harry McDonald (hamc)	02/19/2015 9:29:18 AM	PDF
Print Tickets	Rosemary Phillips (rphillip)	03/23/2015 9:24:55 AM	
Full Check Payment			-158.00

This example of the Trace Violation report details each time any person accessed the violation file and the specific action taken. The Trace Violation feature guarantees a proper chain of evidence.

Analysis & Reporting System

Our RedLight-Safe® and Speed-Safe™ systems and Pro-Center™ back office software include state-of-the-art reporting capabilities that provide detailed reports on all aspects of the City's program. Many of these reports are pre-configured and may be suitable for all the City's needs. The reports, however, are completely customizable and can be modified easily by officials or, at the City's request, our company will configure any type of report needed.

The automated traffic enforcement systems record and preserve all event processing, authorization, adjudication, payment, and collection data. This information can be accessed through our back office software to create daily, weekly, annual, and full program reports. These reports may be generated automatically and delivered to the City, electronically at desired intervals. NovoaGlobal can also provide the mathematical and statistical expertise to perform statistical and regression analysis. This will ensure the City of New Haven, makes the most of the data it collects.

NovoaGlobal's Reporting Capabilities		
✓ Access from our secure, web-based portal at any time, day, or night (24 x 7) ✓ Virtually unlimited reporting criteria ✓ Customized and scheduled as required		
Sample Reports		
Operations Reports	Additional Reports	Statistics
• Number of violations recorded, by enforcement site and in total • Count of violations where notices not prepared • Notices prepared and mailed • Status of notices issued (outstanding, canceled, reissued and so forth) • Number of Violations forwarded to the municipality and Audit Trails of all discarded or rejected violations and destroyed images.	• Camera equipment hours of service and hours lost • Number and description of camera or other equipment malfunctions • Time spent by each Police Department user logged into the violation processing system and the number of processed violations by each user	• Real-time traffic volume and vehicle counts • Real-time violation graphs and chart by individual lane, time of day, and day of week • Prosecutable image rate and traffic count statistical information of each system

Our software offers many reports on all aspects of the automated enforcement program. Some common report samples are shown on the following pages. Please do not hesitate to request samples of specific reports.

Program Performance Reports

Program Performance

Citations Approved or Rejected List

Issued Tickets

Issued and Paid

Offender Distribution Summary

Processing

Capture/Approve per System and Day

Rejects

System Performance

System Availability

Citation Videos

Issued Warnings vs Violations

Community Service

Issued (warp)

Collection Assignment (warp)

Default Notice Report (warp)

WDC Export Statistics (wdc)

Program Performance - Issued Tickets

Program: 1004

DMV:

Period: 11/01/2024 - 11/07/2024

Using Selected Dates

GENERATE

SAVE AS TSV

BACKGROUND TSV

TOTAL OFFICER APPROVED: 870

TOTAL ISSUED FINES: 870

TICKET	PRINT COUNT	UNIQUE PER INCIDENT
1st Notice	960	960
2nd Notice	719	718
3rd Notice	894	894
TOTAL	2573	2572

February 2022 TACOMA
Days 28

PROGRAM FINANCIAL REPORT

Location	Type	Address	Issued	Downtime	Deductable downtime	% into account in accordance to contract	Cost/month	total cost	Comment
1.0 WATCF501	Fixed Speed	2990 Block of Bay St NB	2,433		-	100%	5,700	5,700	
2.0 WATCRL01	Red Light	38th St and McKinley Ave EB	127		-	100%	3,999	3,999	
3.0 WATCRL02	Red Light	S. 56th St and Oakes St EB	188		-	100%	3,999	3,999	
4.0 WATCRL03	Red Light	56th St and Tacoma Way South WB	39		-	100%	3,999	3,999	
5.0 WATCRL04	Red Light	S. Tacoma Way and 74th St EB	120		-	100%	3,999	3,999	
6.0 WATCRL05	Red Light	S. Tacoma Way and 74th St SB	143		-	100%	3,999	3,999	
7.0 WATCRL06	Red Light	Hosmer St and 84th St NB	259		-	100%	3,999	3,999	
8.0 WATCRL07	Red Light	Pacific Ave and 72nd St SB	170		-	100%	3,999	3,999	
9.0 WATCRL08	Red Light	Pacific Ave and 72nd St NB	222		-	100%	3,999	3,999	
10.0 WATCRL09	Red Light	Pearl St and N. 26th St SB	107		-	100%	3,999	3,999	
11.0 WATCSZ03	School Zone Speed	5000 Block of Pacific Ave NB	255		-	100%	2,999	2,999	
12.0 WATCSZ04	School Zone Speed	5000 Block of Pacific Ave SB	93		-	100%	2,999	2,999	
13.0 WATCSZ05	School Zone Speed	5100 Block of N 26th St EB	132		-	100%	2,999	2,999	
14.0 WATCSZ06	School Zone Speed	5100 Block of N 26th St WB	25		-	100%	2,999	2,999	
Total			4313					53,688	

1.0 Monthly Captures Performance		Current month	Online/IVR	NovoaGlobal	City
1.1 Citations Issued		4,313			
1.2 Citations Paid (Fixed Speed & School Zone Speed)		1727	1439		288
1.3 Citations Paid (Red Light)		710	549		161
1.4 Convenience Fee (Fixed Speed & School Zone Speed)			1439		
1.5 Convenience Fee (Red Light)			549		
5.0 NG Fees Specification		Fee per unit	Units	Total	
5.1 System fees				\$	53,688
5.2 Convenience Fee (Fixed Speed & School Zone Speed)		\$ 2	1,439	\$	2,878
5.3 Convenience Fee (Red Light)		\$ 2	549	\$	1,098
5.4 TOTAL FEES				\$	57,664

Rejection Report

Report Type: **Rejects** **GENERATE**

Period: 07/01/2015 - 07/03/2015

Program: **1003**

LOCATION ID: *

STEP	REASON	COUNT	PERCENT	
PREPARE	-	1	0.3%	0.2%
PREPARE	C-005 - Over Stop Bar in 1st image	4	1.2%	0.8%
PREPARE	C-007 - Plate Blurry	5	1.5%	1.1%
PREPARE	N-001 - DMV -Vehicle Mismatch	1	0.3%	0.2%
PREPARE	N-002 - DMV- Returned invalid	2	0.6%	0.4%
PREPARE	N-003 - Emergency Vehicle	6	1.8%	1.3%
PREPARE	N-004 - Misc. Circumstance	10	3.1%	2.1%
PREPARE	N-005 - Plate covered	4	1.2%	0.8%
PREPARE	N-006 - Plate Missing	1	0.3%	0.2%
PREPARE	NV-004 - Duplicate Incident	1	0.3%	0.2%
PREPARE	NV-006 - Funeral procession	4	1.2%	0.8%
PREPARE	NV-007 - Green Light	17	5.2%	3.6%
PREPARE	NV-010 - Officer Control	2	0.6%	0.4%
PREPARE	NV-014 - Right turn-Stopped Beyond Line	27	8.3%	5.7%
PREPARE	NV-015 - Stopped in intersection	196	60.1%	41.5%
VIOLATION	-	1	0.3%	0.2%
VIOLATION	C-005 - Over Stop Bar in 1st image	2	0.6%	0.4%
VIOLATION	C-010 - Video Sequence Missing	2	0.6%	0.4%
VIOLATION	NV-009 - Left Turn-Stopped Beyond Line	1	0.3%	0.2%
VIOLATION	NV-013 - Right turn	7	2.1%	1.5%
VIOLATION	NV-014 - Right turn-Stopped Beyond Line	30	9.2%	6.4%
CITATION	CT-006 - Other	2	0.6%	0.4%
TOTAL REJECTED		326	100%	69.1%
NOT REJECTED		146	-	30.9%
TOTAL		472	-	100%

SAVE AS CSV

Court Hearing Report

Report Type: Court Hearings GENERATE

Period: 07/06/2015 - 07/06/2015

Program: 1004

Hearing Time: --:-- --

PRINT LIST

PRINT CITATIONS

Hearing Time	Citation Number	Vehicle Plate	First Name	Last Name	Due Date	Amount
9.00.00 AM	1004900000855788	53H1951	FEDERAL EXPRESS CORP		06/26/2015	50.00
9.00.00 AM	1004900000844188	89H1116	FEDERAL EXPRESS CORP		06/14/2015	50.00
9.00.00 AM	1004000000226039	PTC7004	GREGORY MATTHEW or JU		06/11/2014	50.00
9.00.00 AM	1004900000618764	J8353N	THOMAS D		12/17/2014	50.00
9.00.00 AM	1004900000821046	PGH1247	CAROLYN DAVIS		05/27/2015	50.00
9.00.00 AM	1004900000839873	105CQD	CHRISTOPHER G		06/12/2015	50.00
9.00.00 AM	1004900000861208	138XYZ	HENRY		06/28/2015	50.00
9.00.00 AM	1004900000839824	F0576Z	ERIC		06/12/2015	50.00
9.00.00 AM	1004900000840061	F0576Z	ERIC		06/12/2015	50.00
9.00.00 AM	1004900000841366	F0576Z	ERIC		06/12/2015	50.00
9.00.00 AM	1004900000835541	1050AD1	NATALYA V		06/10/2015	50.00
9.00.00 AM	1004900000851852	F9127V	BARBARA T		06/25/2015	50.00
9.00.00 AM	1004900000805908	M6586H	JOSEPH A		05/15/2015	50.00
5.00.00 PM	1004900000797014	459CLX	EDWARD J		05/29/2015	50.00

14 Matching Cases

Public Education Program

NovoaGlobal will assist the City of New Haven with promoting the program to accomplish the goals of encouraging traffic safety, increasing public knowledge of camera enforcement systems and the dangers associated with bad driving habits.

With each new program, NovoaGlobal produces initial public notice documents such as press releases and electric bill inserts as well as social media posts to promote and educate the public on the program. Our company will work with the City to customize the best public relations outreach campaign for the purposes of public education, which may include:

- Press Releases
- Utilities Inserts or Flyers
- Community Newsletters
- Social Media Posts
- Website Content
- PSAs.

The following pages show samples of previously used public education materials.

Social Media Posts by Tacoma (WA) Police Department

Tacoma Police Department  August 5 · 🌐 Like Page ...

This car ran a red light in Tacoma at the intersection of S. 56th St. and S. Oakes St. with devastating consequences. This week is "Stop on Red Awareness Week" nationwide. In 2017, 890 people were killed in the U.S. in crashes that involved red light running. Over half those killed were pedestrians, bicyclists and people in other vehicles who were hit by red-light-runners. Please stay alert and pay close attention to traffic signals. [#StopOnRedWeek](#)



👍❤️👎 272 Like Comment

Tacoma Police Department  December 4, 2018 · 🌐

Tacoma now has updated equipment and technology (like this near Stewart Middle School) and is reinstating school zone, speed and red light enforcement. We've been issuing written warnings but actual violations start very soon. Children are unpredictable so driving at or below 20 m.p.h. in school zones gives you time to react. It also gives children more time to see your car. Our goal is zero fatalities – please drive safely!



Like Love Wow 👍 334 60 Comments 88 Shares

Social Media post STOP ON RED CAMPAIGN – (copy and paste)
<https://www.facebook.com/TacomaPD/videos/2307579522696859>

Public Awareness Flyer

Tukwila Puts Safety First

Tukwila's School Zone Speed Public Safety Initiative!

As part of our continuing commitment to the health and safety of our citizens and visitors, Tukwila begins its Automated Traffic Safety, School Zone Speed Enforcement Program.

A pedestrian hit at 25 mph has a 90 percent chance of survival, which falls to 50 percent at 30 mph and 10 percent survival rate at 40 mph.

To keep our children safe, Tukwila is implementing our Automated School Zone Speed Enforcement Program.




Protecting Tukwila's Children from the High and Often Catastrophic Consequences of Speeding through School Zones

Speeding is a major threat to road safety. Speeding contributes to approximately one in every three fatal crashes.

The financial burden is extreme. The cost in human suffering is beyond measure. For this reason, Tukwila begins the Traffic Safety Enforcement Program.

Slow Down In School Zones!





School Zone Speed Cameras from NovoGlobal®

Help protect citizens in Tukwila and surrounding areas by obeying all traffic laws

About Speed Enforcement Cameras

Our new vendor, NovoGlobal, Inc., provides a state-of-the-art detection system that measures the speed of every vehicle as it travels through the school zone. The system captures images of vehicles that exceed the posted speed limit. A digital video captures the entire event. No citation is issued until the event has been reviewed by two independent individuals including one police officer.



Frequently Asked Questions

Q: Why use Speed Cameras?

A: Speed is one of the biggest determinants in whether an accident results in a serious injury or fatality, and reducing speeds to the posted speed limits in school zones will save lives. An automated school zone speed program protects children and pedestrians by reminding motorists to slow down and obey the school zone speed limits, especially while the lights are flashing and children are present.

Q: I've heard they're just about raising revenue. Is this true?

A: This is false. Speed cameras are a technology which has been proven to save lives. Studies show that cities using speed cameras reduced their fatal and serious injury crashes by 33-40%. Speed cameras work at deterring illegal speeding because they provide consistent, predictable, and fair enforcement of the speed limit. The purpose of our program is safety, first, last and always.

Frequently Asked Questions (continued)

Q: How will my privacy be protected?

A: Each image captured by the traffic infraction detectors is immediately encrypted and transmitted via a secure means. Only law enforcement personnel and NovoGlobal personnel under a strict duty of confidentiality will view violation images unless they are displayed at a hearing requested by the violator.

Q: What if I get a Ticket?

A: A fine will be imposed and you will be notified by mail of the fine amount and the due date to pay the fine.

Q: Can I contest a Notice of Violation?

A: Yes. Each Notice of Infraction will include instructions on how you can submit an Affidavit of Non-Responsibility or have a formal hearing in front of a commissioner.



School Zone Speed Photo Enforcement Social Media

Tukwila is starting school zone speed photo enforcement with the latest technology from NovoaGlobal. We encourage drivers to modify their driving habits to keep our children safe. Written warnings will be issued initially to give you time to become more aware of your driving and make a change. Real violations will be issued after the 30-day warning period. Please drive safely, Tukwila is aiming towards Zero Fatality® and our children are depending on you.



Sample Press Release

PRESS RELEASE

FOR IMMEDIATE RELEASE

Tukwila, Washington School Zone Enforcement Program

Drivers who speed in the school zone will receive a Notice of Infraction beginning October 1st

TUKWILA, WASHINGTON (September 23, 2021) – Tukwila begins enforcement of its school zone speed camera program October 1, 2021, to encourage safe driving in school zones. The school zone speed camera enforcement program began with a 30-day warning period giving motorists time to change their driving habits before payable notices of violation begin October 1st.

One of the most important goals of Tukwila's school zone speed enforcement program is saving lives and protecting our most vulnerable population in school zones, our children. Accidents from speeding in school zones are preventable.

The safety program uses two fixed school zone speed cameras to enforce the 20 MPH school zone speed limit which are located at **Showalter Middle School (S 144th St @ 46th Ave S) and Foster High School (42nd Ave S @ S 142nd St).**

"Photo Enforced" signs are clearly posted in the school zone. Speed cameras operate while school beacons are flashing using advanced photo enforcement technology from NovoaGlobal. The monitoring system captures photos and videos of violators who speed in school zone.

If a driver speeds, the driver receives a Notice of Infraction from the Tukwila Police Department sent to the car's registered owner. Photo evidence will be on the Notice of Infraction and all photo and video evidence will be available online at <https://zerofatality.com/> for the driver to review.

###

Training of City Personnel

NovoaGlobal believes a successful program involves the thorough training of all personnel involved. Our company will provide on-site, organized, classroom-style training for all personnel. Refresher courses and training for new personnel may be in person or through web classes. Our experts will be available anytime for consultation or additional training at no additional cost.

Our basic training course for all involved personnel covers:

- ④ Understanding Automated Traffic Enforcement Systems – The Law & The Science
- ④ Understanding our Red Light Systems – Dual Doppler Positional Radar
- ④ Using Pro-Center™ – Reviewing and Approving Citations, Communicating with Us and Generating Pre-Loaded or Customized Reports
- ④ Dealing With the Public – Answers to Commonly Asked Questions, Myths & Misconceptions
- ④ Due Process & Hearings – How to Present the Evidence, Respond to Questions, and Make Arguments to the Court.

Law Enforcement Training

Our law enforcement training program builds on the basic course and will ensure that law enforcement personnel are thoroughly prepared to testify knowledgeably about the principles of our automated traffic enforcement systems' equipment, operation, and citation processing steps. This training teaches officers how to deal with difficult questions, distinguish between factual and legal arguments presented by violators, address a skeptical judge, and ensure that the defendant is accorded all of his or her rights to a fair and impartial hearing.

Training personnel will review with law enforcement the types of questions or challenges raised in court and the appropriate rebuttals. This training will ensure that law enforcement personnel can testify about the authenticity of the citation and the reliability of the equipment and processes that produced it.

Court Personnel Training

NovoaGlobal will provide training to Court personnel to ensure the successful operation of the enforcement project. Topics include but are not limited to:

- ④ Reliability of the automated traffic enforcement systems
- ④ Type of evidence that will be presented
- ④ Chain of custody policies and procedures
- ④ How our evidence packages are processed and delivered
- ④ How to access the court interface to our back office systems
- ④ How to review and understand the evidence presented in court
- ④ How to divert difficult or abusive violators to our toll-free number.

All training, including refresher courses and follow-up training, is provided at no additional cost.

Training Materials

Our initial program training will be conducted on-site with individual training binders for all personnel. A class size of no more than ten is preferable. If there are more than ten individuals that require any particular training session, we will break it into two sessions. All training materials will be provided for personnel in sufficient quantities to cover the training of identified personnel. These materials will be provided at no additional cost.

Sample training outlines are shown below.



TABLE OF CONTENTS (CONT'D)

<i>Section</i>	<i>Page</i>
Connection Panel	14
Video Camera Unit.....	14
Video Server Unit.....	15
The Control Center	15
Architectural Design	15
Overview	15
SECURITY ISSUES AND POLICIES AND PROCEDURES	17
SECTION IV – PAYMENT PROCESSING AND RECONCILIATION	17
From Event to Final Disposition (From a Finance Perspective)	17
Fine Payment Methods.....	17
Program Account.....	17
Payment By Mail.....	18
Payment of NovoaGlobal's Fees.....	18
Monthly Reconciliation	18
Distribution of Speed Enforcement Revenue	19
ASE Remittance System	20
Registering In Person Payments.....	20
Annual and Special Reports.....	20

SECTION V – PROCESSING, CITATION

Introduction
What Happens Before You See E
Accessing the Software
Citation Review.....
Viewing Citation Data
Approving Violations.....
Rejecting Violations.....

SECTION VI – REPORTS

Reports
Processing report.....
Rejection Code Report.....
Speed Timing Report.....
Payment report.....
Over-payments
Court package
FINAL REVIEW AND TEST

NOVOAGLOBAL, Inc.



TABLE OF CONTENTS

<i>Section</i>	<i>Page</i>
AGENDA	1
SECTION I: INTRODUCTION TO PHOTO ENFORCEMENT.....	2
Our Team	2
NovoaGlobal, Inc.....	2
Company Personnel	2
Best Way to Get Help.....	3
About Photo Enforcement.....	3
SPECIAL FEATURES OF YOUR SPEED ENFORCEMENT PROGRAM	4
Violations.....	4
How the Speed Cameras Work (Reader's Digest Version)	4
How Speed Enforcement Works	4
What Happens After the Violation is Captured.....	5
Notice of Offence	5
How Does a Violator Contest a Notice of Offence	5
What Happens When the Violator Fails to Pay the Fine or Contest the Notice	5
Common Questions and Objections to Photo Enforcement and Responses	7
Isn't Photo Enforcement Is Just a Stealth Tax?.....	7
It's all a scam	8
Cameras actually increase accidents	8
Speed cameras are unconstitutional!.....	8
SECTION II – PROGRAM MANAGER.....	8
Your Program Manager's Background	9
The Program Manager's Job	9
Typical Issues Dealt With by a Program Manager	9
What to Do If the Program Manager Is Not Available.....	10
SECTION III – DETAILED TECHNOLOGY REVIEW	11
Equipment at the Roadside	11
Cabinets and External Equipment.....	11
Flash Unit.....	11
The Radar.....	12
The Rack	13
Master Controller Unit.....	13
Camera Unit.....	14
Router Unit	14

NOVOAGLOBAL, Inc.



Creating Safer Communities!

Project Manager

The City's assigned Project Manager will be Darlene Hinds.



Darlene has managed Automated Enforcement programs for over fifteen years and brings experience with over 40 programs. She has worked directly with several jurisdictions in seven separate states including Georgia, Florida, Tennessee, and Rhode Island.:

Darlene has been with NovoaGlobal since 2010. Currently, Darlene manages our programs in Gulf Breeze and Crestview, Florida; Chattanooga, Tennessee; Charlestown, Rhode Island; and Tacoma, Washington. Her duties include overseeing and supporting the set-up, launch, and management of our automated traffic enforcement programs.

Darlene uses her experience to work closely with all departments to find how best to execute the launch of the program from the 'kick-off' and then transitioning to the day-to-day operational support that is required to operate a program smoothly. She understands that each implementation has unique aspects, and she guides the program and collaborates with all members of the team to meet program objectives. If program issues arise, Darlene works with the team to find creative solutions and will champion to change processes as needed to avoid future issues. Darlene will serve as the single point of contact for all program issues

Some of the programs she has worked on as Program Manager were for the following jurisdictions:

- Gwinnett Cty., GA
- Clayton County, GA
- Montgomery, AL
- Athens Clarke Cty., GA
- Decatur, GA
- Dalton, GA
- Doraville, GA
- Suwanee, GA
- Snellville, GA
- Marietta, GA
- Norcross, GA
- Lilburn, GA
- Riverdale, GA
- Orlando, FL
- Springfield, MO
- Chattanooga, TN
- Cleveland, TN

PROJECT COORDINATOR

As Project Coordinator, Patrick Walters will assist with project installation and support for the camera equipment in the field. Patrick coordinates construction, permitting, and installation. This includes working with the City, County, and State as applicable to obtain permitting and working in the right of ways. He will also assist in supporting the equipment after installation.



Patrick has a strong technical background, which includes managing technicians and planning for projects and construction. He will be a valuable asset to the City.

TECHNICAL SUPPORT

Jim Hendrick has been with NovoaGlobal for nearly 13 years, and in the automated enforcement industry for 21 years. He brings a wide range of skills to the City's project. Jim has extensive experience with electrical systems, computer networks, and systems operations training. He will be involved with the installation and setup of the hardware and software.



Jim will work closely with our Project Coordinator and the City during implementation. His role in the project will include installation, wiring, connections, calibration, and analyzation.

TECHNICAL SUPPORT

Omar Almsouti has 15 years of experience in the electronics and communication field and worked as an Electronics Field Engineer specializing in repair and testing. Since joining NovoaGlobal 4 years ago, he has been responsible for technical support, technical analysis, system testing, and system installations for our automated traffic enforcement programs.



Omar oversees training of other team members to ensure smooth operations across all company programs. Omar will work on support and troubleshooting for installed camera equipment in the field.

BACK OFFICE OPERATIONS

Chelsya Areizaga has been with NovoaGlobal for 9 years and manages our Back Office Operations. Her team performs all the tasks associated with automated enforcement citations, including preprocessing, printing, and mailing. As Back Office Supervisor, she oversees registered owner data returns and ensures the quality of images through citation pre-processing and QA.

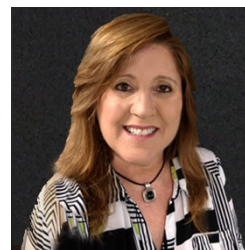


Chelsya and her team provide customer support to any citizens receiving citations, often answering questions on the citation, how to schedule a court date,

how to make a payment, and more. She ensures her processing team understands the criteria for determining violations based on each client's specifications.

PUBLIC AWARENESS

Matina Vourvopoulos manages communications efforts for our automated enforcement programs focused on helping to save driver and pedestrian lives. She designs PR materials that include brochures, websites, social media posts, press releases, customer outreach, and more. With over 30 years in the PR industry and 8 years with NovoaGlobal, Matina is a valued asset at communicating the customer's messages to the public for automated traffic enforcement programs.



ADMINISTRATION

Lina Blom will be responsible for all monthly/periodic reporting as well as financial reporting, reconciliation, and auditing. She has been with our company for 15 years.



ACCOUNTING AND REPORTING

Gloria Suarez will be responsible for daily accounting services, including accounts receivable and periodic financial reporting. Gloria has been with NovoaGlobal for 10 years and previously worked in our Back Office operations, including support and supervision. Gloria is responsible for our MBE status along with business licenses and registrations.



BUSINESS DEVELOPMENT

Debbie Trainor brings 25 years of expertise in law enforcement software and services. Her 10 years in the automated enforcement industry included testimony to the legislature in multiple states, expert witness testimony to support the technology, and a clear understanding of the program's goals.

Debbie will work closely with our project teams to ensure a successful program and satisfied client.



NovoaGlobal performs most of the work associated with implementing automated enforcement programs. The city will have a few areas where input and assistance are required. The table below shows program tasks along with the primary responsibility.

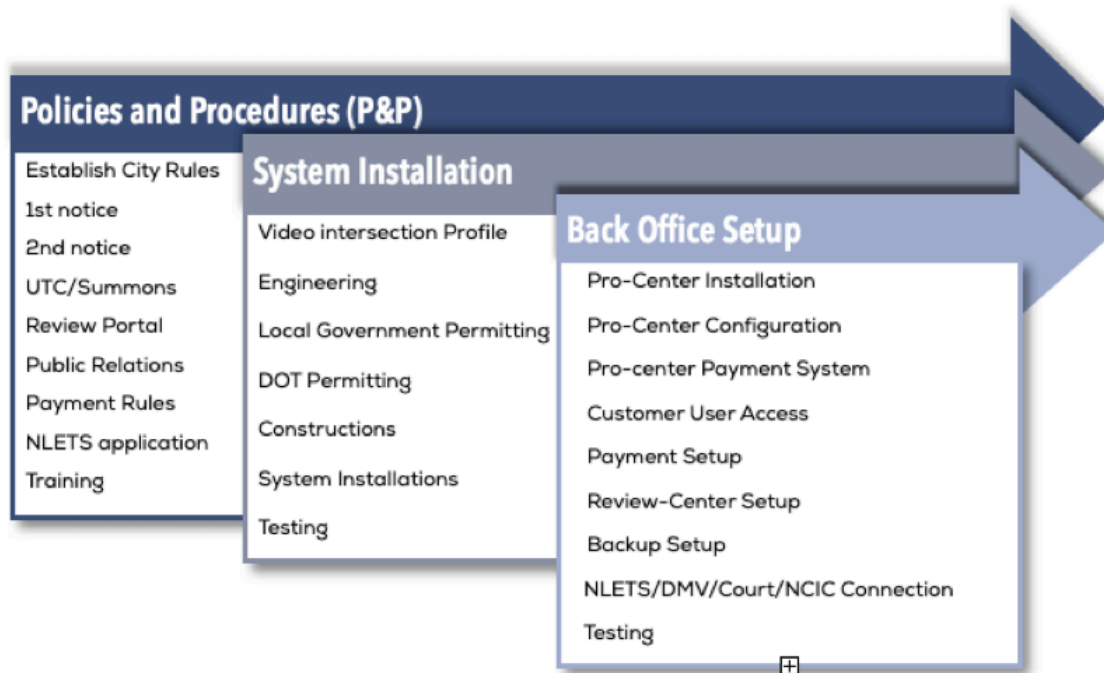
Description	Responsibility
Program Oversight	City
Planning, Design, & Plan Review	City and NovoaGlobal
Equipment	NovoaGlobal
Ownership	NovoaGlobal
Installation	NovoaGlobal
Inspection	City
Operation	NovoaGlobal
Maintenance	NovoaGlobal
Citation Processing, Initial review	NovoaGlobal
Citation Review	NovoaGlobal
Citation Approval	City
Citation Mailing	NovoaGlobal
Citation Enforcement	City
Testifying	City and NovoaGlobal
Public Awareness	City and NovoaGlobal

Program Schedule

NovoaGlobal has many years of successful deployment and operation of automated traffic enforcement systems. Our company follows a standard process for each implementation in a new city or county to ensure consistent deployment of equipment, back office operations, through training City of New Haven staff to go live with the project. The following sections outline our project philosophies to ensure a successful program for the City.

The start-up phase of the City's program will begin with a kick-off meeting with key project personnel, including the CEO, Senior Engineer, and Project Manager. The project plan will be reviewed and business rules established. These managers will communicate with corresponding City personnel for site design, construction, deployment, and testing, back office setup and configuration, notice creation and approval, public awareness, website configuration, and training.

Our company always customizes the delivery and implementation in accordance with the City of New Haven requirements. During the implementation of the program, there are three main processes that will run in parallel as can be seen below.



Of the three processes, the one that requires the most attention is the System Installation process. One unpredictable factor is the approval process, depending on the location of the systems, which might require municipality, county, or state DOT approval.

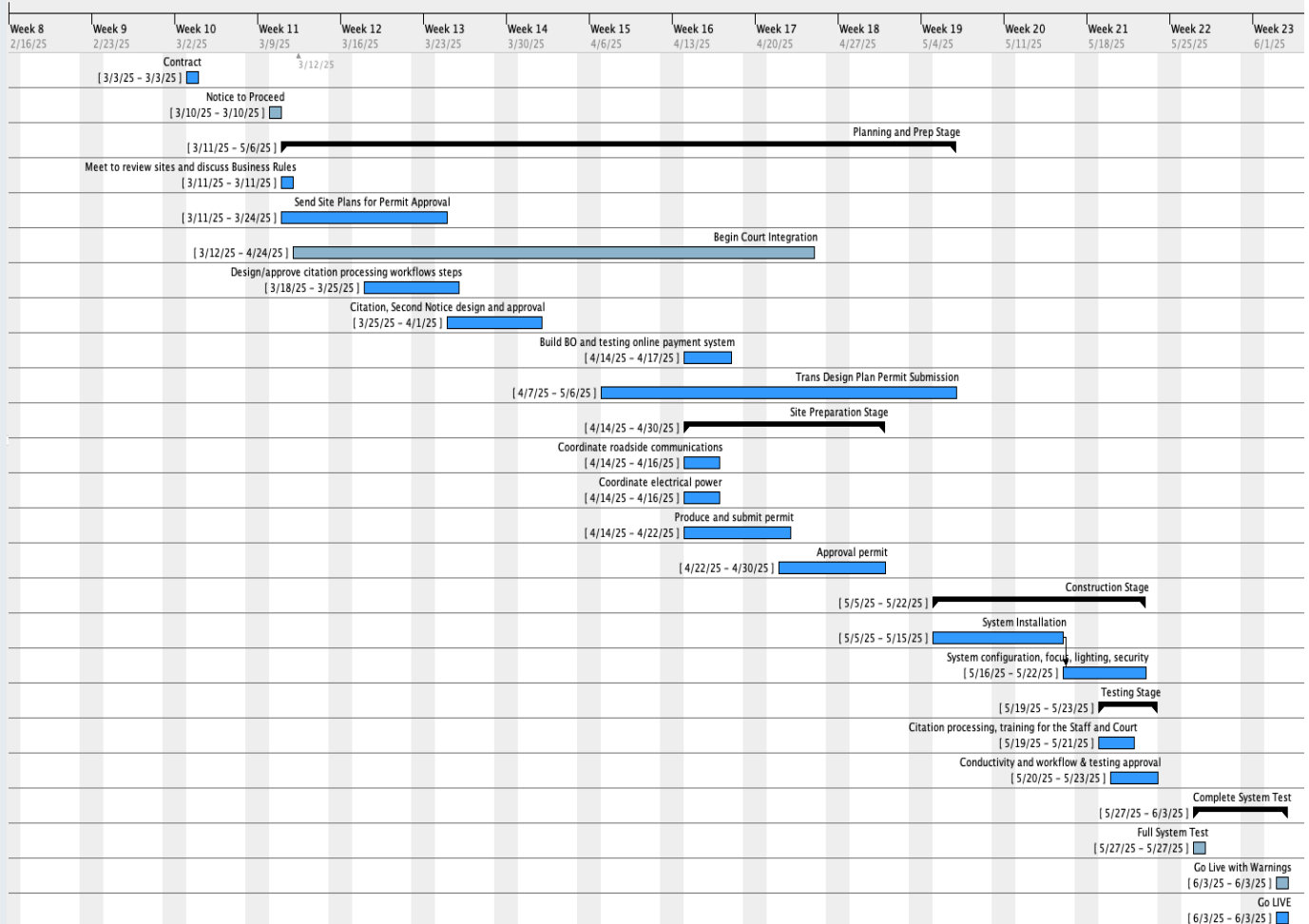
Our implementation plan will have all systems fully operational and functional according to the City of New Haven requirements after receiving the "Notice to Proceed." Naturally, installation schedules can be impacted by conditions or circumstances beyond our control. Serious inclement weather, unforeseeable delays in the approval process, and acts of God can delay implementation. Our company endeavors always to meet our schedule.

Sample Program Schedules are shown below and outline all the tasks necessary to implement a complete automated traffic enforcement safety project. The timeline is based on our experience and an estimated start date. NovoaGlobal will work with the City of New Haven to establish a timeline that meets the City's needs and requirements.

Sample Schedule

Name	Begin date	End date
Contract	3/3/25	3/3/25
Notice to Proceed	3/10/25	3/10/25
▼ Planning and Prep Stage	3/11/25	5/6/25
Meet to review sites and discuss Business Rules	3/11/25	3/11/25
Send Site Plans for Permit Approval	3/11/25	3/24/25
Begin Court Integration	3/12/25	4/24/25
Design/approve citation processing workflows steps	3/18/25	3/25/25
Citation, Second Notice design and approval	3/25/25	4/1/25
Build BO and testing online payment system	4/14/25	4/17/25
Trans Design Plan Permit Submission	4/7/25	5/6/25
▼ Site Preparation Stage	4/14/25	4/30/25
Coordinate roadside communications	4/14/25	4/16/25
Coordinate electrical power	4/14/25	4/16/25
Produce and submit permit	4/14/25	4/22/25
Approval permit	4/22/25	4/30/25
▼ Construction Stage	5/5/25	5/22/25
System Installation	5/5/25	5/15/25
System configuration, focus, lighting, security	5/16/25	5/22/25
▼ Testing Stage	5/19/25	5/23/25
Citation processing, training for the Staff and Court	5/19/25	5/21/25
Conductivity and workflow & testing approval	5/20/25	5/23/25
▼ Complete System Test	5/27/25	6/3/25
Full System Test	5/27/25	5/27/25
Go Live with Warnings	6/3/25	6/3/25
Go LIVE	6/3/25	6/3/25

2025



Our program team will work closely with City staff throughout the entire process. This includes Traffic Engineering, Police, Finance, Court, and others invested in the automated traffic enforcement program. Our team will communicate with key players on a regular basis, obtain all approvals from the City prior to implementation, and adhere to the proposed schedule to ensure a rapid deployment.

I. PRICING

NG's turnkey program includes traffic studies, all engineering drawings, permitting, initial setup, labor, equipment, materials, installation, documentation, ongoing operations, repairs, maintenance, training, and program services, including violation processing, issuance, and payments.

- Post implementation technical and customer service support
- Full Back Office infraction processing
- We guarantee the City no up-front costs
- Our systems work seamlessly with ALPR and video monitoring

The cost for a fully managed NovoaGlobal turnkey program is:

MONTHLY FEE

Our monthly fee per enforcement system (Speed and Red Light) is:

- \$3,500 per camera, per month plus up to fifteen (\$15) payment processing fee

Our goal is to have a fruitful long relationship with the City of New Haven. We believe that the pricing offered is fair and provides excellent value. We are nevertheless open to further discussions with the City regarding pricing level and models to create the most cost-effective solution.

J. SAMPLE INVOICE

Below please find an invoice from one of our customers, which demonstrates our billing capabilities.



INVOICE

Invoice No Customer Code Order No Contract No Date
inv- 22044 18003 3/10/22

Delivery Address
Tacoma Police Department
3701 South Pine Street
Tacoma, WA 98409

Bill to Address
Tacoma Police Department
3701 South Pine Street
Tacoma, WA 98409

Payment Terms
30 days

Bill to Contact
Attn: Finance Department, Crystal Komenda

Transportation

Our Reference
Gloria Suarez 888-666-4218

Stat No

Currency
USD

ITEM NO	DESCRIPTION	QUANTITY	UNIT	UNIT PRICE	AMOUNT
Service-lease	System fees Service and lease agreement	1		53,688.00	53,688.00
	Invoice for February, 2022				

NovoaGlobal, Inc.
8018 Sunport Dr, Suite 203
Orlando, FL 32809 USA
www.novoaglobal.com

Phone number 888-666-4218
Fax number 888-666-4024
finance@novoaglobal.com

SUBTOTAL	53,688.00
Sales Tax %	10.3%
Sales Tax	5,529.86
TOTAL	59,217.86

K. PAYMENT SYSTEM

Our company will work with the City's finance department to develop procedures that will meet your financial accountability and customer service guidelines and ensure program integrity at every level.

NovoaGlobal will collect all fine payments by mail, telephone, in person, or the Internet. Our company will also create a portal into Pro-Center™, our back office, fully web-enabled software, for personnel who may collect payments from citizens. Our company currently accepts multiple forms of payments with our current customers' programs, including credit card, PayPal, by telephone, and more.

All access to the Pro-Center™ back-office software is Internet-based. Its operation requires a computer with Internet access and a commercially available web browser (such as Chrome or Firefox). This will provide access to all City departments that may need to access the information, including:

- Finance
- Municipality
- Police
- Municipal Court.



A separate account will be provided for all the program funds. All payments by check, credit card, debit card, e-check, ACH, phone, and in-person will go directly to that account. The City of New Haven will have access to this account to view all transactions and statements in real-time.

All inquiries, whether by telephone, email, or mail, are registered and permanently associated with the appropriate violation. Comments entered by our personnel or City of New Haven personnel will be accessible in the complainant's violation record.

NovoaGlobal has dedicated personnel to process all incoming payments daily. Our online payment system updates our back office software in real-time and blocks any attempted duplicate payment on the same violation number. Any payments, adjustments, modifications, or other actions taken by the Court will also automatically be associated with the payment status of each violation.

The violation notices will include simple, step-by-step instructions for accessing a website where the violator will be able to click on a "Pay My Fine" icon. From there, the violator is prompted to input his or her violation number and credit card number. The fine is immediately charged to the account, and payment is directed to the payment account daily. The notices will also include instructions on how to make credit or debit card payments by use of a toll-free telephone number, in-person payments, or mailed payments.

L. REGISTRATION INFO FOR OUT OF STATE VEHICLES

To secure the identity of the registered owner of the vehicle involved in an alleged violation, our in-house operators review the event images and obtain the license plate number and state of issuance. Our company accesses the State Department of Licensing through our strategic partnership with the National Law Enforcement Telecommunications System (NLETS), as well as the expansive Lexis/Nexis database and various other state motor vehicle departments. Using our access to nationwide motor vehicle information, our operators obtain the most recent vehicle owner information.

Once our operators receive the registered owner information, they check the provided information against the photographic images to confirm the vehicle images match the provided information. Once confirmation is made, the registered owner information is imported into the citation for further review and confirmation by law enforcement.





M. VIOLATION DATA / SECURE CONNECTION

Captured data has different levels of security because our cameras and embedded processing units are part of a unified system. All pictures have a SHA3-512 to ensure the integrity of the pictures. The checksum information is embedded in the log files with a proprietary format. All the violation information with the log file, pictures, and images of the video are embedded in a tar archive, which also has a checksum. All violation information is immediately encrypted using Advanced Standard encryption technology standard for protecting vital data.

This encryption system exceeds the requirements of United States banks traded on the NYSE and other major stock exchanges. Immediately after capture, the encrypted data is transmitted to our ultra-secure data center over a virtual private network. The transmission of the data from the enforcement systems and the control center (the first part of our Back Office server application) is encrypted with RSA.

NovoaGlobal will provide storage capabilities of infractions for prosecution for at least a one (1) month period after the final disposition of a case and the termination of the contract. Our company will store and maintain all program data for at least one (1) year (longer for citations still in litigation) in a fully searchable, relational database that will allow the City of New Haven to find event data for individual violations or multiple classes of violations.

The Pro-Center™ reporting module allows for nearly instant retrieval of citations (by date, type, status, location, or any other characteristic) with the ability to print statistical reports as needed. The City of New Haven will have access to this information with a few mouse clicks.

Our developers have performed more than 100 software integrations with states and courts and the FBI in more than 15 countries. NovoaGlobal can interface with the City's existing software systems if desired by the City.

City personnel will access our back office software via any web browser, 24/7 to obtain statistics, violation information, etc., based on security rights. All City personnel will be trained on how to access our software and retrieve data.

Our back office software system will meet cyber security parameters set forth by the City.

N. CUSTOMER SERVICE SYSTEM



Pro-Center™ back office software is fully web-enabled and allows secure remote access by members of the public who have received citations. Using a username and password (typically license plate number and violation number), members of the public can review the violation images, video, and data as well as pay their fine or request a hearing.

Our company provides a 24/7 IVR system for payments and general inquiries. We also maintain a toll-free telephone number for the public, staffed during normal business hours (Monday through Friday), to answer questions concerning the program or a specific complaint.

Our highly trained customer service staff is bilingual (English & Spanish). When anyone calls in needing language assistance, our representative will either immediately switch languages or transfer the caller to a representative with appropriate language skills. Instructions on accessing bilingual language representatives are also included in the citation.

Our project personnel will work with the City during implementation to design our back office software to meet the needs of the City. This is a key step in our implementation process discussed in Section H of this proposal.

The City will be able to access the necessary data to satisfy state reporting requirements under Connecticut General Statutes and City ordinances. Our reporting software and statistical analysis, discussed in Section H of this proposal, will provide the City with the statistics needed to support the program.

O. BUSINESS LICENSES

Included in this section are our company's business licenses per the RFP requirements.

Delaware

PAGE 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF INCORPORATION OF "SENSYS AMERICA, INC.", FILED IN THIS OFFICE ON THE SEVENTH DAY OF JANUARY, A.D. 2010, AT 12:55 O'CLOCK P.M.

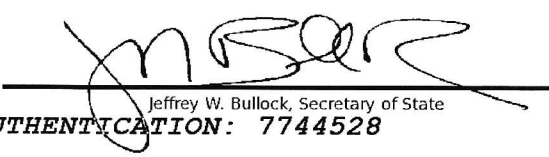
A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.

4774421 8100

100017789

You may verify this certificate online
at corp.delaware.gov/authver.shtml




Jeffrey W. Bullock, Secretary of State
AUTHENTICATION: 7744528

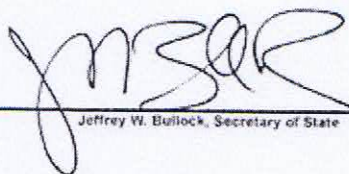
DATE: 01-07-10

Delaware

The First State

Page 1

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF
DELAWARE, DO HEREBY CERTIFY THAT THE SAID "SENSYS AMERICA,
INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO
"NOVOAGLOBAL INC." ON THE EIGHTEENTH DAY OF OCTOBER, A.D. 2019,
AT 4:08 O'CLOCK P.M.



Jeffrey W. Bullock, Secretary of State

4774421 8320
SR# 20198591594

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 204206350
Date: 12-12-19

**Request for Taxpayer
Identification Number and Certification**

Go to www.irs.gov/FormW9 for instructions and the latest information.

**Give form to the
requester. Do not
send to the IRS.**

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.) NovoaGlobal, Inc.	
	2 Business name/disregarded entity name, if different from above.	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☒ C corporation ☐ S corporation ☐ Partnership ☐ Trust/estate ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions)	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions ☐	
	5 Address (number, street, and apt. or suite no.). See instructions. 8018 Sunport Dr., Ste 203 6 City, state, and ZIP code Orlando, FL 32809 7 List account number(s) here (optional)	Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

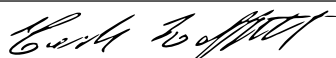
Social security number									
			-				-		
or									
Employer identification number									
2	7	-	1	6	1	7	8	0	7

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person 	Date 1/9/2025
------------------	--	----------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

CERTIFICATE OF COMPLETION

Nlets Strategic Partner

Novoa Global

Is in compliance with the 2024 Nlets Transactional History Audit

Granted: August 2, 2024

Completed with
distinction



Frank L. Minice
CEO, Nlets





EXHIBITS

Exhibit 1 – Financial Statement