



## Electronic Red Light Safety Program Frequently Asked Questions

Updated: August 23, 2023

### 1. Who operates DeIDOT's program?

Conduent, Inc. (formerly a subsidiary of Xerox) is DeIDOT's "turnkey" vendor, who owns, operates, and maintains the red light camera equipment and citation/violation collection system. DeIDOT's Office of the Secretary and Traffic Engineering Section are responsible for all site selection, engineering, safety, and policy decisions, not Conduent.

### 2. Does DeIDOT operate the City of Wilmington's program?

No – this is an entirely separate program. Information concerning City of Wilmington's Red Light Camera Safety Program can be found at:  
<https://www.wilmingtonde.gov/residents/red-light-camera-safety-program>

### 3. Which DeIDOT traffic signals have red light cameras?

<http://deldot.gov/map/index.shtml?tab=RLECameras>

### 4. I received a citation. How do I access Conduent's online payment portal?

<https://public.cite-web.com/PublicINQ/default.asp#view-citations>

### 5. How do I check to see if I ran a red light and received (or will be receiving) a citation?

Call Conduent Customer Service at **(844) 213-7033**.

### 6. I do not believe my citation is valid. How do I dispute my citation?

Please follow the instructions on the citation. A written appeal must be filed with Conduent within 21 days of the initial notice. For more information, contact Conduent at **(844) 213-7033** or follow the online instructions at:  
<https://public.cite-web.com/PublicINQ/default.asp#view-citations>

### 7. What happens after I appeal my citation?

You will be assigned a case by the State of Delaware Justice of the Peace (JP) Court. You will receive a summons via U.S. mail advising you of the date and time of your hearing.



**8. I was not driving the vehicle at the time of the violation. How do I appeal in this case?**

You must submit a notarized affidavit to Conduent, providing the name and address of the person driving the vehicle at the time of the violation. The records will be updated to reflect this change; however, if the driver of the vehicle does not pay the citation, the registered owner of the vehicle is ultimately responsible for the outstanding ticket. Contact Conduent at **(844) 213-7033** or follow the online instructions at:

<https://public.cite-web.com/PublicINQ/default.asp#view-citations>

**9. I think I may have a defense to the ticket. Whom do I contact?**

Neither DelDOT nor Conduent can provide legal advice on any violations. Please consult legal counsel if you have any questions regarding the tickets.

**10. My citation indicates that I barely ran the red light. Who determined that this was a violation?**

Red light “grace” or “buffer” periods are strictly determined by the police officer who manually reviewed that individual violation, and it is solely a police enforcement determination. Every red light running citation is reviewed by either the Delaware State Police or a municipal police officer (Elsmere, Newark, Dover, or Seaford).

**11. Who do I call if a red light camera is knocked down within the roadway or flashing continuously?**

If you have observed a roadway condition that should be addressed immediately, such as a traffic signal malfunction, sign damage, debris in the roadway, or an improperly set up work zone, please directly contact the DelDOT Transportation Management Center (operating 24/7/365) at **(302) 659-4600** or **#77** on your cell phone, or by email at [DelDOTTMC@delaware.gov](mailto:DelDOTTMC@delaware.gov).

**12. How do I request a red light camera at <insert location> in Delaware?**

DelDOT's Electronic Red Light Safety Program (ERLSP) is strictly based on crash data, not per request/application. Throughout the ERLSP history, DelDOT has performed statewide site selections, which review reported (coded) red light running related crashes at every signalized intersection throughout Delaware. The most recent site selection was performed in 2020, and the comprehensive statewide report can be found at:

[https://deldot.gov/Programs/red\\_light/pdfs/2020-ERLSP-Site-Selection-Report-with-Appendices.pdf](https://deldot.gov/Programs/red_light/pdfs/2020-ERLSP-Site-Selection-Report-with-Appendices.pdf)

At this time, DelDOT does not have a timeline on when the next statewide site selection will be performed. At which time another site selection is conducted, DelDOT will continue to follow its publicized guidelines:



[https://deldot.gov/Programs/red\\_light/pdfs/ERLSPCandidateIntersectionSelectionProcess1-26-16.pdf](https://deldot.gov/Programs/red_light/pdfs/ERLSPCandidateIntersectionSelectionProcess1-26-16.pdf)

**13. Can elected officials or town/city managers request red light cameras?**

No – the same guidelines apply as #12; DeIDOT's Electronic Red Light Safety Program is strictly based on crash data, and not per request/application.

**14. I have a good idea on how to improve roadway safety in Delaware. How do I inform DeIDOT?**

<https://deldot.gov/Traffic/ReportRoadCondition/index.shtml>

**15. Some websites claim that red light cameras are “money grabs,” and that operating agencies intentionally trap drivers by using short yellow times. How does DeIDOT calculate its yellow times?**

DeIDOT's yellow change intervals are based on numerous engineering parameters including perception-reaction, posted speed limit, braking rate, and approach grade (e.g., downhills). More specific information can be found in the *2015 Traffic Design Manual* beginning on Page 98:

[https://deldot.gov/Publications/manuals/traffic\\_design/pdfs/2015/2015\\_chapter\\_4.pdf](https://deldot.gov/Publications/manuals/traffic_design/pdfs/2015/2015_chapter_4.pdf)

**16. Can I receive a red light running ticket if I turn right on red?**

No – right-turn on red enforcement is not presently permitted in DE Code.

**17. Can I receive a speeding ticket from a red light camera?**

No – the cameras are only used to issue citations for red light violations.

**18. How can I find out more about the Electronic Red Light Safety Program?**

Please visit the Program's website at:

[https://deldot.gov/Programs/red\\_light/index.shtml](https://deldot.gov/Programs/red_light/index.shtml)

**19. Will I receive a red light running ticket if I drive through a red light to allow a police car, firetruck, or ambulance (with sirens and lights activated) to pass by?**

No – motorists are required to safely yield the right-of-way to authorized emergency responders (police, fire, EMS) even if this involves pulling through a traffic signal on red. Every red light running citation is reviewed by either the Delaware State Police or a municipal police officer (Elsmere, Newark, Dover, or Seaford). As part of this review, events involving emergency response situations and maneuvers are discarded. If you believe that your citation is invalid based on an event that involved authorized emergency responders, please follow the



instructions on the citation for an additional review of the event footage. A written appeal must be filed with Conduent within 21 days of the initial notice. For more information, contact Conduent at **(844) 213-7033** or follow the online instructions at:

<https://public.cite-web.com/PublicINQ/default.asp#view-citations>

**20. I received a collections notice from a law firm regarding a red light camera violation that is past due. Is this a scam or a legitimate notice?**

After 120 days, a red light camera violation is deemed delinquent if not paid in full. DeIDOT has contracted with a third-party collections agency, presently Linebarger Goggan Blair & Sampson, LLP, to perform collections. The third-party's responsibilities include mailing default letters, facilitating phone calls to the violators in default, and receiving all payments from violators with delinquent accounts. Please follow the instructions on the collections letter for additional information, or **contact Linebarger Goggan Blair & Sampson, LLP at (888) 675-8164.**