



# Questions About Payment for Red Light Camera Citations

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- 1.** How much is the fine?  
The fine amount is indicated on the front of the Notice of Violation in the Amount Due Section and on the payment coupon. In some instances, Late Fees will be assessed if not paid by the due date.
- 2.** How do I pay the fine?  
**ONLINE:** Please refer to your Notice for availability and [www.violationinfo.com](http://www.violationinfo.com) for online payment. The fastest and easiest way to pay your Notice is online. Click on the Login or Pay Now button and enter your Notice number and PIN. You will also be able to retrieve a confirmation number for your payment and print a receipt.  
**PAYMENT BY MAIL:** Your payment must be received before the due date on the front of your Notice. Mail your check or money order in the envelope enclosed with your Notice. Include the coupon from your Notice. **DO NOT MAIL CASH (Cash payments will not be accepted).** Be sure to put the Notice number from the front of your Notice on the face of your payment.  
**PAYMENT BY PHONE:** Call toll free **1-866-225-8875** between 8:00a.m. and 5:00p.m. Eastern time. There is a \$4 convenience fee.
- 3.** Can I get a payment plan or extension?  
Payment plans and extensions are not available.
- 4.** Can I get the Late Fee waived?  
For most cities the Late Fee cannot be waived unless the Notice was returned as undeliverable by the post office.
- 5.** When is my payment due?  
The due date is listed on the front of the Notice. The payment coupon also will have the due date listed. In some instances Late Fees will be assessed if not paid by the due date. When mailing in a payment; allow 10 days in order to be received in a timely manner.
- 6.** What is the processing time for a mail in payment?  
Your payment must be received before the due date that is featured on the front of your Notice. Your payment options are listed on the back of the Notice. For your convenience, an envelope is provided to send your payment. Please make sure you mail the payment coupon from the Notice with your payment to ensure your payment is processed properly. If mailing a payment, please send it at least 10 days prior to the due date to avoid late penalties.
- 7.** What happens if I do not pay by the listed date?  
Consequences of a citation remaining unpaid with no response are listed on the back of your Notice. Carefully read the Notice as the individual named is responsible by:
  1. Paying the amount due
  2. Submitting an affidavit/declaration (if applicable)
  3. Requesting a Transfer of Liability
  4. Requesting a hearingFailure to respond to a Notice of Violation may result in:
  1. Additional Late Fees
  2. A summons to appear in court
  3. A delinquent notice with further instructions
- 8.** How long will it take for my payment to post?  
If mailing your ticket, allow at least 10 days for mailing and processing. For online payments, allow 24 hours for payment posting when using a credit card. If you are using a debit card or eCheck, the processing time is 72 hours.
- 9.** Why did my check get returned?  
The following reasons are the most common for a returned check:
  - Due to Non Sufficient Funds (NSF)
  - Due to inability to locate account
  - Due to stop payment from the bank