
From: Cynthia Sivadon [<mailto:CSiva---@redflex.com>]
Sent: Sunday, May 05, 2013 7:54 PM
To: Chowdry, Shahzad A
Subject: RE: "Invalid Violation" Incidents

Hello Officer Shahzad,

We have reviewed the incidents. You are correct and these should not have been sent to you. On occasion our system does pickup incorrect triggering on green. Please let us know if you experience any more of these.

Thank you,

Cynthia Sivadon

NOC Level 1 Team Lead

(623) 207----- (Desk)

Redflex Traffic Systems!

1(800) 568-----

Help---@redflex.com



From: Chowdry, Shahzad A [<mailto:SACho----@menlopark.org>]
Sent: Sunday, May 05, 2013 3:52 PM
To: helpdesk
Cc: Kaufman, Sharon A; Mark Riggs
Subject: "Invalid Violation" Incidents

This is just informational in case someone as Redflex wants to check out the system, but I processed three incidents today that were all rejected because the light was a steady green yet the citations showed up in my queue. It is very rare that I see even on such incident like this, so the fact that I got three in one day made me want to bring it to your attention.

I could be I made a mistake, but I double-checked and could not see the violations. The incident numbers are below:

No violation – light was green
64293702
64358702

-Shahzad

[This email exchange is complete except that it has been edited by highwayrobbery.net to make email addresses and phone numbers incomplete.]