

Pennsylvania Business Rules Questionnaire

Revised March 10, 2026

BUSPATROL

Table of Contents

1. *Program Overview* 3
2. *Public Awareness Campaign* 4
3. *Legal* 5
4. *License Plate Lookup* 6
5. *Processing* 7
6. *Citations* 8
7. *Correspondence Management & Scenarios* 10
8. *Finance* 15
9. *Adjudication* 17
10. *Appendix A: Record of Versions* 21

1. Program Overview

#	Question	Response
1.1	Contracted Entity	School District
1.2	Enforcement Agency	**Primary police department.** Any of the following: (1) The police department of the municipality in which a school entity is located if the municipality has a police department with authority to issue citations for violations of this title. (2) The Pennsylvania State Police, if the municipality in which a school entity is located, does not have a police department with authority to issue citations for violations of this title, at the sole discretion of the Pennsylvania State Police. (3) A police department of the school entity. Pennsylvania State Police, at its sole discretion, has agreed to do enforcement if the municipality in which a school entity is located does not have a police department, or the school district does not have an SPO.

2. Public Awareness Campaign

#	Question	Response
2.1	Is there a statutory requirement under Section 3345.1 to implement a public relations campaign?	No
2.2	Does Title 75 Pa. C.S. §3345.1 impose any requirement to publish public information related to the program?	The school entity, or the system administrator on the school entity's behalf, shall provide notice through a publicly accessible Internet website that provides guidance and information related to the system, including, but not limited to, the number of school buses equipped with a system, the appeals process limited to the defenses under subsection (f) and contact information. The website shall remain publicly accessible throughout the period of use in a manner as determined by the school entity.

3. Legal

#	Question	Response
Governing Legislation for Enforcement Program		
3.1	Relevant state statute(s) the client enforces / references for their program.	Title 75 Pa. C.S. §3345 – Meeting or overtaking a school bus Title 75 Pa. C.S. §3345.1 – Automated enforcement of failure to stop for a school bus with flashing red lights
3.2	Relevant local ordinance(s) the client enforces / references for their program.	N/A
3.3	Is signage installation required (i.e. signage on school buses, street signs)? If yes, please explain the process.	☐ Yes / ☒ No Process: N/A
Charge Codes		
3.4	What charge code(s) will be referenced on the Notice of Violation?	Pennsylvania Statute, Title 75 Pa. C.S. §3345 and §3345.1
Approving		
3.5	What entity approves the violation once it is processed by BusPatrol?	Law Enforcement Agency
Accessing Enforcement Video Evidence		
3.6	What is the process for accessing enforcement videos captured by the program?	Contact BusPatrol Account Coordinator/Other
3.7	What is the process for assessing whether the enforcement cameras are functioning properly?	Contact BusPatrol Regional Quality Manager/Account Coordinator
3.8	Are recordings permitted to be used by law enforcement for purposes other than automated school bus stop arm enforcement? If so, explain any requirements, processes, or other pertinent details.	☒ Yes / ☐ No If pertaining to any criminal action where law enforcement action is required, contact the investigating police agency.
Motor Vehicle Agency Hold		
3.9	Will a motor vehicle agency Hold be utilized? (i.e. vehicle registration hold)	☐ Yes / ☒ No
Accessing Student Safety Camera Video Recordings		
3.10	What is the process for accessing student safety camera video recordings?	Law Enforcement Agency can reach out directly to the School District or the Account Coordinator.
3.11	What is the process for assessing whether the student safety cameras are functioning properly?	The Regional Quality Manager conducts regular inspections of the equipment through our system.
Reporting Requirements		
3.13	Indicate any reporting requirements mandated by applicable statute(s) and/or contracts for this Program (for example, required metrics and data elements, reporting cadence, report format, and designated recipients such as state agencies, the program operator, law enforcement, or other entities named in statute).	Annual Reporting

4. License Plate Lookup

#	Question	Response
Enforcement Period on Initial Event Capture		
4.1	After an event is captured, how many days (specify calendar or business days) does BusPatrol have to mail the citation to the registered owner? If there is a difference between in-state and out-of-state plates, indicate each separately.	BusPatrol has 30 days after the discovery of the identity of the owner to mail the Notice of Violation, not to exceed 90 days from date of violation.
Processing Queues: Motor Vehicle Agency Data Connections		
4.2	Is BusPatrol authorized to use any available direct connections with established Motor Vehicle Agency interfaces to obtain license plate information?	☒ Yes / ☐ No Platform Names (if applicable): PennDOT
4.3	Is BusPatrol required to enter into a data use agreement with the state motor vehicle agency? If yes, indicate the terms of such data use arrangement.	☒ Yes / ☐ No Explain: BusPatrol has a contract with PennDOT that allows BusPatrol to lookup registered owner information. BusPatrol utilizes TLO and S&P Global for out-of-state license plates.
4.4	If vehicle registration lookup(s) return an expired license plate, will the reviewing partner attempt to look up updated registration information and enter the information into AlertBus, so the citation may be issued?	☐ Yes / ☒ No Explain: N/A
4.5	Can BusPatrol make ministerial modifications to registered owner information to facilitate correspondence as needed? (For example, correcting or expanding abbreviations such as changing “RD” to “ROAD”.)	☐ Yes / ☒ No Explain: Pertinent information.
4.6	Are there any states for which BusPatrol is **not** permitted, or able to obtain registered owner information (via motor vehicle agency or third-party data services) for the purpose of issuing citations in this state? If yes, please list them.	BusPatrol follows all other state regulations regarding issuing guidelines and obtaining registered owner information.

5. Processing

Disclaimer: The following section is intended solely for internal use and does not constitute legal advice or official law enforcement guidance. It outlines the internal procedures followed by our processing teams when preparing evidence for submission to law enforcement agencies. Final decisions regarding the issuance or approval of violations rest solely with the respective police department, which retains full discretion in such matters.

#	Processing Guideline
5.1	BusPatrol processes potential violations that occur in a residential and or commercial parking lot
5.2	BusPatrol does not process potential violations that occur in areas (Ex. parking lots, school loading zones, bus lots) when advised by the School District or law enforcement.
5.3	BusPatrol does not process potential violations that occur when a vehicle passes a stopped bus across a divided median.
5.4	BusPatrol does not process potential violations that occur when a vehicle passes a stopped bus via an exit ramp or on a service road.
5.5	BusPatrol processes potential violations that occur on the shoulder of the roadway.
5.6	BusPatrol does not process any potential violations where a railroad is located within 60 feet of the bus.
5.7	BusPatrol does not process potential violations that occur when a bus is stopped in a gap between a divided median.
5.8	BusPatrol does not process potential violations that occur when a vehicle crosses a pedestrian median.
5.9	BusPatrol does not process potential violations that occur when a vehicle crosses temporary barriers
5.10	BusPatrol does not process potential violations that occur when an emergency vehicle with active lights passes a stopped bus
5.11	BusPatrol does process potential violations that occur when a rental or leased vehicle passes a stopped bus
5.12	Unless uniformed persons are designated to control traffic to wave on a vehicle. These violations should NOT be processed. If you have any questions reach out to the LEL
5.13	BusPatrol's video evidence package is sent over with a minimum of four seconds of either red or yellow signal visible prior to the vehicle breach.
5.14	If a vehicle passes multiple school buses parked in succession, only one potential violation will be issued
5.15	BusPatrol processes any potential violations when the school bus is fully stationary at the moment the violating vehicle passes the front of the bus and must remain fully stationary throughout the entire duration of the violating vehicle's passage
5.16	For a potential violation to be processed, the violating vehicle must fully pass the stopped bus from front to back.
5.17	BusPatrol does not process any potential violations that occur when a vehicle passes a stopped bus in an intersection.

6. Citations

#	Questions	Responses
Citation Details		
6.1	What is the official title of the citation? (“Notice of Violation”, “Notice of Liability”, etc.)	Notice of Violation (NOV)
6.2	Are there any legal or regulatory requirements regarding what information must appear on a citation or how it should be formatted? If yes, explain.	☒ Yes / ☐ No Explain requirements: The notice of violation shall include all the following: (i) A copy of the recorded image showing the motor vehicle. (ii) The registration number and state of issuance of the motor vehicle registration. (iii) The date, time and place of the alleged violation. (iv) Certification of the alleged violation from the primary police department and written documentation that the side stop signal arm enforcement system was operating correctly at the time of the alleged violation as required under subsection (d). (v) Notice that the owner of the motor vehicle is charged with a violation of this section. (vi) Instructions for return of the notice of violation and payment of the fine under subsection (i.3). (vii) Instructions for contesting the violation under subsection (i.4). (viii) A statement that a violation under this section: (A) is not deemed a criminal conviction; (B) will not be made part of the operating record of the individual upon whom the violation of this section is being imposed; (C) will not be used to determine a merit rating for insurance purposes; and (D) does not authorize the imposition of surcharge points in the provision of motor vehicle insurance coverage.

#	Questions	Responses
6.3	Is there an existing citation template that must be used in support of this program? If yes, please explain.	All forms are “state” standard. The only variation between programs is the program logo located at the top left of the Notice of Violation, AUN number, and police department address.
6.4	Are credentials from the approving party required to be presented on the citation? If yes, indicate what credentials will be used (e.g., Name, Signature, ID/Badge Number).	☒ Yes / ☐ No If yes, indicate credentials needed: Police Department Name and Address. LEO Identity is not required.
6.5	How is the citation’s Issue Date calculated?	Date mailed to registered owner
6.6	How is the citation Due Date calculated? (i.e., what is the number of calendar days or business days added to the issuance date before the citation is considered delinquent).	30 Calendar days after date of mailing
6.7	Will a court date for the violator to appear be included on the citation?	☐ Yes / ☒ No
6.8	What is the base amount of the civil fine/penalty to be specified on the citation?	$300
6.9	Will any additional fees be added to the base penalty?	No, unless sent to collections or paid online (online payments will incur a credit/debit card processing fee).
6.10	Will the citation include a Payment Coupon?	☒ Yes / ☐ No
6.11	Will the citation include a Liability Contestation Form?	☒ Yes / ☐ No
6.12	Are there any additional citation requirements? If yes, explain.	☒ Yes / ☐ No Requirements: New hearing without determination was added to the existing PennDOT NOV starting on 1/26/26

7. Correspondence Management & Scenarios

#	Questions	Responses
7.1	What correspondence documents will be created by BusPatrol?	Any outgoing correspondence that is not handled directly by the Court(s) to the citizen will be created by BusPatrol Including but not limited to: • Payment Reminders/Overdue Notices • Hearing/Transfer Response Letters • Scheduled Hearing Letters • Dismissal Letters • Adjudication Letters
Overdue Notice		
7.2	Are credentials from the approving party required to be presented on the Overdue Notice? If yes, what credentials are required?	☐ Yes / ☒ No
7.3	Due Date Calculation (number of business or calendar days added to the issuance date before the citation is delinquent).	31 Days
7.4	Will a hearing date be included on the overdue notice?	☐ Yes / ☒ No
7.5	Are there additional fees (e.g., late fee) added to base penalty? If yes, indicate amount and schedule.	☐ Yes / ☒ No If yes, additional fees added to base penalty: N/A
7.6	Will the overdue notice include a Payment Coupon?	☒ Yes / ☐ No
7.7	Will the overdue notice include a Liability Contestation Form?	☐ Yes / ☒ No
Correspondence Management		
7.8	Which party is responsible for processing undeliverable mail?	BusPatrol
7.9	Which party is responsible for receiving correspondence paperwork? (BusPatrol or other entity) If other, indicate party name and address.	BusPatrol

#	Questions	Responses
7.10	Where should the registered owner be directed to submit paperwork to rebut the presumption that they were the driver at the time of the violation (Affidavits, Transfer of Liability Requests, etc.)? (BusPatrol or other entity)	There is no Transfer of Liability process available in the Commonwealth of Pennsylvania. Any registered owner may submit evidence documentation related to their violation by emailing the appropriate email addresses below: Hearing Without Determination: PAHearings-NoAppearance@buspatrol.com "In Person" Hearing: pahearingevidence@buspatrol.com
7.11	What is the deadline to submit contestation paperwork?	Any time prior to a scheduled hearing.
7.12	Will the program utilize an Affidavit to aid registered owners in submitting the correct paperwork to request a transfer of liability?	☐ Yes / ☒ No
7.13	Will an extension be granted for resubmitting Affidavits that were timely but unsigned/incomplete?	☐ Yes / ☒ No If yes, number of days for extension: N/A
7.14	Can unsigned/un-notarized transfer of liability requests be accepted?	☐ Yes / ☒ No
7.15	Will an extension be granted for resubmitting transfer of liability requests that were timely but unsigned/incomplete? If yes, how many calendar days will be provided?	☐ Yes / ☒ No If yes, extension: N/A
7.16	Which party will be responsible for generating Payment Reminders?	BusPatrol
7.17	What is the cadence for Payment Reminders?	Select all that will apply: ☒ 30 Day ☒ 60 Day ☒ 90 Day After a registered owner is found liable: ☒ 45 Day
Correspondence Scenarios		
7.18	Registered owner states they were not the driver at the time of the violation. The vehicle was in the care, custody, or control of another person. The identified driver's address is in the United States.	Pursuant to § 3345.1, no transfer of liability is permitted. The registered owner of the motor vehicle shall be liable for the penalty imposed.

#	Questions	Responses
7.19	Registered owner states they were not the driver at the time of the violation. The vehicle was in the care, custody, or control of another person. The identified driver's address is outside of the United States.	Pursuant to § 3345.1, no transfer of liability is permitted. The registered owner of the motor vehicle shall be liable for the penalty imposed.
7.20	Registered owner is a business owner (corporation) and is asking to transfer liability to the employee who was operating the corporate vehicle at the time of the violation.	Pursuant to § 3345.1, no transfer of liability is permitted. The registered owner of the motor vehicle shall be liable for the penalty imposed.
7.21	The vehicle identified in the violation was a rental, leased, or dealership rented vehicle, and the company is asking to transfer liability the individual who was operating the vehicle at the time of the violation. The identified driver's address is based in the United States.	Pursuant to § 3345.1, no transfer of liability is permitted. The registered owner of the motor vehicle shall be liable for the penalty imposed.
7.22	The vehicle identified in the violation was a rental, leased, or dealership rented vehicle, and company is asking to transfer liability the individual who was operating the vehicle at the time of the violation. The identified driver's address is outside of the United States.	Pursuant to § 3345.1, no transfer of liability is permitted. The registered owner of the motor vehicle shall be liable for the penalty imposed. The lessee of a leased vehicle shall be considered the owner of a motor vehicle
7.23	Registered owner has an updated address that they would like to update on their records for future mailings.	The registered owner is directed to contact the call center so that BusPatrol can update the address on record for future correspondence purposes.
7.24	Registered owner states that they were issued a roadside ticket for the same offense by a police officer or sheriff's deputy.	Registered owner should submit a copy of the issued roadside ticket to evidencerequests@buspatrol.com. BusPatrol's quality assurance team then reviews it, validates and actions by voiding/dismissing after validation.
7.25	Registered owner states that they were not the registered owner at the time of the violation because the vehicle had been sold.	Registered owner should submit formal documentation from DMV/Bill of Sale/Proof of Change in Ownership/Transfer. BusPatrol's quality assurance team then reviews it, validates and actions by voiding/dismissing after validation.
7.26	Registered owner states that their vehicle and/or license plate(s) were stolen at the time of the violation.	Registered owner submits a copy of the police report or proof of DMV surrendered plates along with image of the Registration Card. BusPatrol's quality assurance team then reviews it, validates and actions by voiding/dismissing after validation.
7.27	Registered owner states that their vehicle was part of a funeral procession at the time of the violation.	Registered owner to contact the call center.
7.28	Registered owner states that the registered owner (or current liable party) has filed for bankruptcy.	Registered owner is asked to request a hearing with a PennDOT hearing officer.

#	Questions	Responses
7.29	Individual states that the registered owner (or current liable party) is deceased.	Registered owner should submit a copy of the death certificate. BusPatrol's quality assurance team then reviews it, validates and actions by voiding/dismissing after validation.
7.30	Individual states that the registered owner (or current liable party) is incarcerated.	The registered owner is instructed to contact the call center. After the call, the call center will document the inquiry and initiate the quality assurance review process. Supporting documentation may be requested as part of the investigation and dismissal review.
7.31	Individual states that the registered owner (or current liable party) is deployed.	The registered owner is instructed to contact the call center. After the call, the call center will document the inquiry and initiate the quality assurance review process. Supporting documentation may be requested as part of the investigation and dismissal review.
7.32	Registered owner states they were acting in compliance with the lawful order or direction of a law enforcement officer.	Registered owner should follow direction given by law enforcement and the citation should be voided, if we can see the officer waving traffic on in evidence package.
7.33	Registered owner states that their vehicle was being operated as an emergency vehicle.	Registered owner should submit a copy of formal proof. BusPatrol's quality assurance team then reviews it, validates and actions by voiding/dismissing after validation.
7.34	Registered owner states that hazardous road conditions existed that prevented them from acting in accordance with the law.	Registered owner is asked to request a hearing with a PennDOT hearing officer.
7.35	Registered owner states that the traffic control signal was not in the proper position or was not working properly.	Registered owner is asked to request a hearing with a PennDOT hearing officer.
7.36	Registered owner states that they were yielding to an approaching law enforcement officer or emergency vehicle.	Registered owner is asked to request a hearing with a PennDOT hearing officer.
7.37	Registered owner reports that the registration information returned by the motor vehicle agency is incorrect and resulted in the citation being issued to the wrong party.	Registered owner should submit a copy of the registration information. BusPatrol's LEL team then reviews it, validates and actions by voiding/dismissing after validation.
7.38	Registered owner wants to contest a late fee or penalty that was assessed due the Registered owner's lack of response to the first notice.	Registered owner to contact call center. Fees are not added by Bus Patrol [collections/processing only]
7.39	Registered owner states that they did not receive the first notice and have now received a second notice.	The registered owner is instructed to contact the call center. After the call, the call center will document the inquiry and initiate the quality assurance review process. Supporting documentation may be requested as part of the investigation and dismissal review.
7.40	The license plate or state was entered incorrectly and resulted in the citation being issued to the wrong party.	Registered owner should submit the license plate information to BusPatrol. BusPatrol's quality assurance team then reviews it, validates and actions by voiding/dismissing after validation.

#	Questions	Responses
7.41	Registered owner received late fee/notice despite hearing request submission	The registered owner is instructed to contact the call center. After the call, the call center will document the inquiry and initiate the quality assurance review process. Supporting documentation may be requested as part of the investigation and dismissal review.
7.42	How should any other scenario be handled that is not covered above?	Registered owner to contact the call center.

8. Finance

#	Questions	Responses
General Payment Questions		
8.1	Funds management	BusPatrol will set up program bank account and manage processing of payments, as well as month end reconciliations and reporting.
Payment Channels: Mailed Payments		
8.3	What address will the mailed payments go to?	P.O. Box 411472 Boston, MA 02241-1472
8.4	Forms of payment accepted by mail:	Check, Money Order
Payment Channel: Online/Web Payments		
8.5	Forms of payment accepted online:	Credit card, Debit card
Payment Channel: Phone Payments		
8.6	Forms of payment accepted by phone:	Credit card, Debit card
BusPatrol's AlertBus System		
8.7	Online Payment Processing Fee	3.50%
8.8	Are partial payments accepted? If yes, indicate the payment schedule and minimum amount per payment.	☒ Yes / ☐ No Payment schedule: 2 payments at $150. Minimum amount per payment: $150
Collection Procedures		
8.9	Will escalation to a Third-Party Collection Agency be utilized for unpaid citations?	☒ Yes / ☐ No
8.10	Will BusPatrol mail a Pre-Collection Notification letter?	☒ Yes / ☐ No
8.11	Will the client be using one of BusPatrol's preferred collection partners?	☒ Yes, CCS or Penn Credit

#	Questions	Responses
8.12	File Transfer Timing for Collections:	90 days
8.13	Is there a minimum balance on qualifying documents that should be sent to collections?	☐ Yes / ☒ No Minimum balance:
8.14	Will an additional collection fee be charged to the violator? If yes, what legislation allows for the application of this additional collection fee?	☒ Yes / ☐ No Collection Fee: 20% **Statute: 3345.1 (i.3)(3)** If payment is not received within 90 days of the mailing date of the notice of violation, the school entity, or a system administrator on the school entity's behalf, may request an applicable credit collection agency to resolve the payment amount owed.

9. Adjudication

Ticket Contestation Process – Important Information

Contestations are fully managed by BusPatrol and PennDOT; this includes scheduling, correspondence, and adjudication. PennDOT holds administrative hearings that the LEO does not have to attend.

If, after the administrative hearing, the violator wishes to appeal the PennDOT disposition, they must do so within 45 days through the local magistrate in the jurisdiction where the violation occurred.

Appealing the PennDOT Disposition

The violator is responsible for initiating this process with the magistrate. The BusPatrol call center is available to provide support if assistance is needed. The registered owner and/or the Magisterial District Court shall mail all legal documentation pertaining to the violation to BusPatrol at the address listed on the Final Determination Letter issued by the PennDOT Hearing Officer. The Law Enforcement Laison will contact the approving LEO once the documents are received to advise them of an upcoming court date. The LEO will need to attend the hearing at the magisterial district court. Once a judgment is received by BusPatrol, and provided to the LEL, the LEL will adjudicate the violation in AlertBus.

#	Question	Response
9.1	What is the process for rescheduling a PennDOT hearing date?	The violator may contact BusPatrol via email or the call center to request a hearing reschedule. A first rescheduling request will be automatically approved. A second rescheduling request requires the registered owner to submit documentation for proof of necessity. BusPatrol to email hearing officer for approval.
9.2	Is there a limit to the number of times a hearing may be rescheduled? If yes, explain.	☒ Yes / ☐ No Max requests: One.
9.3	How are hearing dates and times communicated to BusPatrol?	Hearing dates are provided directly by the Hearing officers to BusPatrol's PA Team Lead.
9.4	Can a schedule of hearing dates be provided? If yes, who will provide the schedule of hearing dates?	☒ Yes / ☐ No Hearing Dates are provided when the PennDOT official has them available. Typical cadence is more than one month in advance of the next scheduled hearing date.
9.5	Is there a deadline for registered owners to submit a hearing request submission?	No. Hearing requests are accepted without deadline.
9.6	How many individuals can be scheduled for per docket?	BusPatrol hearings are scheduled in 30-minute docket intervals, with two registered owners assigned to each docket.

#	Question	Response
9.7	Can an individual who requested a hearing cancel their request? If yes, specify any requirements and the deadline for cancelling a hearing request.	☒ Yes / ☐ No Prior to the date of their hearing with payment.
9.8	How can the registered owner request a hearing?	Registered owners may request a hearing by submitting the completed contestation form located on the lower portion of the NOV.
9.9	Will an extension be granted for resubmitting hearing requests that were timely but unsigned/incomplete? If yes, how many days?	☐ Yes / ☒ No
9.10	What is the process if an unsigned/incomplete hearing request is received?	Hearing requests that are unsigned/incomplete are accepted.
9.11	How will BusPatrol handle untimely requests for a hearing?	BusPatrol will accept and schedule a hearing.
9.12	What is the process if an individual's attorney requests a hearing?	Attorneys act as legal representatives of violators, and requests should be granted accordingly.
9.13	What is the process if a non-registered owner requests a hearing?	The request is accepted. Pursuant to § 3345.1, no transfer of liability is permitted. The registered owner of the motor vehicle shall be liable for the penalty imposed. The lessee of a leased vehicle shall be considered the owner of a motor vehicle
9.14	What is the established process for handling citations where the registered owner disputes ownership?	The registered owner is directed to request a hearing and argue their defense in front of a hearing officer for determination of liability.
9.15	What is the process for voiding citations based on legal defenses or exemptions (i.e. stolen car/license plates, death certificates, or other similar documentation)?	LEO approval is required during implementation. If the evidence is verified as legitimate (e.g., by the LEO or LEL), BusPatrol may dismiss the violation.
9.16	What is the process when a registered owner claims their violation was not an actual violation per the law?	The registered owner is directed to request a hearing and argue their defense in front of a hearing officer for determination of liability.
9.17	What are the applicable defenses outlined in the relevant statute, if any? Add State law section and list.	(1) It shall be a defense to a violation under this section that the owner of the motor vehicle named in the notice of the violation was not driving the motor vehicle at the time of the violation. The owner may be required to submit evidence that the owner was not the driver at the time of the alleged violation. The owner may not be required to disclose the identity of the driver of the motor vehicle at the time of the violation. (2) It shall be a defense to a violation under this section that the motor vehicle in the notice of the violation has been reported to any police department as stolen prior to the time the violation occurred and had not been recovered prior to that time.

#	Question	Response
		(3) It shall be a defense to a violation under this section that the person receiving the notice of violation was not the owner of the motor vehicle at the time of the offense. (4) It shall be a defense to a violation under this section that the side stop signal arm enforcement system being used under this section was not in compliance with the department's regulations with respect to testing for accuracy, certification or calibration.
9.18	What supporting evidence is required for hearings?	All citation evidence within AlertBus: Citation details page, still images, videos, necessary court documentation.
9.19	Will the client or their representative utilize AlertBus during hearings?	☒ Yes / ☐ No
9.20	Is the electronic evidence provided via AlertBus sufficient for client's use at the hearing?	☒ Yes / ☐ No
9.21	What is the court's name and address?	There is no physical court address.
9.22	Is the registered owner required to appear at their hearing?	☒ Yes / ☐ No Determination without Attendance is offered
9.23	Can violators elect to waive their appearance at the hearing? If so, what is the process?	☒ Yes / ☐ No
9.24	Are virtual hearings an option?	☒ Yes / ☐ No
9.25	Is there a court fee? If so, specify the amount.	No court fee.
9.26	Is the approving entity required to appear in the hearing?	☐ Yes / ☒ No
9.27	How are hearings adjudicated? By whom?	PennDOT Hearing Officer
9.28	What is the process for requesting court accommodations?	Any accommodations requests are made through BusPatrol via Call Center which is then directed to the court. If they are able or unable to provide accommodations, the citizen will be informed by a Call Center representative once confirmed.
9.29	What is the process when a violator fails to appear in their hearing?	The PennDOT hearing officer issues a determination in the citizen's absence based on the provided evidence on AlertBus. If a citizen has failed to appear but requests a reschedule prior to a determination – so long as no previous reschedule request has been made – a one-time courtesy reschedule is allowed.
9.30	If the registered owner pays the total amount due after a hearing has been requested and scheduled, but prior to scheduled hearing date, should the hearing be automatically cancelled?	☒ Yes / ☐ No

#	Question	Response
9.31	If the Registered owner requests a transfer of liability after a hearing is requested and scheduled, should the hearing be automatically cancelled?	☐ Yes / ☒ No
9.32	Can Registered owners appeal a hearing determination?	☒ Yes / ☐ No
9.33	If yes, what is the appeal process?	The violator is responsible for initiating this process with the local magistrate where the violation occurred. The BusPatrol call center is available to provide support if assistance is needed. The registered owner and/or the Magisterial District Court shall mail all legal documentation pertaining to the violation to BusPatrol at the address listed on the Final Determination Letter issued by the PennDOT Hearing Officer. The Law Enforcement Laison will contact the approving LEO once the documents are received to advise them of an upcoming court date. The LEO will need to attend the hearing at the magisterial district court. Once a judgment is received by BusPatrol, and provided to the LEL, the LEL will adjudicate the violation in AlertBus.
9.34	What is the payment collections process for adjudicated citations?	BusPatrol will handle all payments for any paid citation.
9.35	What is the payment collections process for overdue adjudicated citations?	Any overdue citation that is not in pend hearing status (either being heard by PennDOT's hearing officers or the local magistrate) will be sent for payment reminders then collections.

10. Appendix A: Record of Versions

Document Name	Revision No.		Revision Date	Revision Description
	Previous	Revised		
Master Pennsylvania BRQ Template				