



Electronic Red Light Safety Program

Frequently Asked Questions

Updated: March 2026

1. Who operates DeIDOT's program?

Elovate (a.k.a. Modaxo Group, Inc.; f.k.a. Conduent, Inc.) 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 Section are responsible for all site selection, engineering, safety, and policy decisions, not Elovate.

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 Elovate's online payment portal?

<https://usview.cite-web.com>

For more information on establishing a partial payment plan schedule, contact Elovate at **(844) 213-7033**. If a citation is not paid in full within 120 days, the citation will be further susceptible to collections and DMV registration holds (see FAQ #20).

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

Call Elovate Customer Service at **(844) 213-7033**. Notices of violation will be mailed to a registered owner within 45 days of the violation occurring. In most cases, the notice of violation will be mailed shortly after the violation has occurred.

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

Please follow the instructions on the citation. Appeal requests must be postmarked no later than 30 days from the mail date of your First Notice. For more information, contact Elovate at **(844) 213-7033** or follow the online instructions at: <https://usview.cite-web.com>

This information is solely provided as a public courtesy; see [Delaware Code](#) and [Delaware Administrative Code](#) for formal Statute and Regulations



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. Cases assigned to hearings are held in person at the Delaware Justice of the Peace (JP) Court. All corporations or artificial entities are required by rule to be represented by a lawyer at all court proceedings.

Under authority of [21 Del.C. Section 4101 \(d\) \(8\)](#): If the owner or an operator identified by the owner fails to pay the civil penalty by voluntary assessment, request a hearing within the required time or submit an affidavit stating that the owner or operator identified was not the driver, the Division of Motor Vehicles may refuse to renew the registration of the owner's vehicle operated at the time the summons was issued. If the owner or an operator identified by the owner is found responsible at a hearing and fails to pay as ordered by the Court, or requests a hearing and fails to appear, the Division of Motor Vehicles shall suspend the license of the owner or operator.

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 Elovate, postmarked no later than 30 days from the mail date of your First Notice, 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 Elovate at **(844) 213-7033** or follow the online instructions at: <https://usview.cite-web.com>

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

Neither DelDOT nor Elovate can provide legal advice on any violations. Please consult legal counsel if you have any questions regarding the tickets. The Court does offer the following guidance on what are not valid defenses for an appeal:

- Weather is not a factor – if weather conditions are poor and red light running occurred, the vehicle was not under sufficient control for conditions.
- A large vehicle blocking view of the traffic signal – if a driver cannot see the traffic signal for this reason, they were following too closely. A driver should not enter an intersection they cannot see clearly.
- The driver or someone the driver knows had a medical emergency – for a true emergency, call an ambulance. Disregarding traffic signals could make a bad situation worse
- Signs indicating there is a camera in operation are a courtesy and not required by law to be posted. Every monitored or unmonitored signalized intersection should be treated the same.

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

Every red light running citation is reviewed by an individual who has been trained in reviewing and evaluating whether a violation has occurred, and is authorized by Statute to issue violations on behalf of the agency or department issuing the violation. Red light “grace” or “buffer” periods are enforcement determinations made by the individual who manually reviews each violation.

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.

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

Camera installations are currently in progress for the 16 new locations selected for the ERLSP in the 2020 site selection.

Additionally, the next statewide site selection is currently in progress. DelDOT will continue to follow its publicized guidelines:

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; DelDOT'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 DelDOT?

<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 DelDOT calculate its yellow times?

DelDOT'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 99:

https://deldot.gov/Publications/manuals/traffic_design/pdfs/2015/Appendices/rev1/2015_chapter_4_rev1.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. Delaware has recently enacted and implemented automated speed enforcement as part of the Electronic Speed Safety Program; for details on that program, visit:

<https://deldot.gov/Programs/DSHSP/index.shtml?dc=project-speeding-safety-program>

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

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 an individual who has been trained in reviewing and evaluating whether a violation has occurred, and is authorized by Statute to issue violations on behalf of the agency or department issuing the violation. 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. Appeal requests must be postmarked no later than 30 days from the mail date of your First Notice. For more information, contact Elovate at **(844) 213-7033** or follow the online instructions at:

<https://usview.cite-web.com>



20. What if I don't pay the fine?

Failure to pay the fine or contest the violation in court can result in additional fees and penalties. An additional \$10.00 charge is due if an uncontested Notice of Civil Violation is not paid within 30 days of the mailing date. This is increased to \$20.00 if not paid within 60 days and to \$30.00 if the Notice of Civil Violation is not paid within 90 days.

If the fine is not paid within 120 days from the mailing date, the unpaid citation will be forwarded to the State's third-party collections agency, Linebarger Goggan Blair & Sampson, LLP. The collections notice will be mailed by Linebarger Goggan Blair & Sampson, LLP on day 121 after the first violation notice mail date. Payment is due 30 days from the notice mail date. All subsequent collections will be handled by DelDOT's Collections Vendor, and no more payments will be processed by Elovate Pay By Phone or Pay By Web.

Once the fine is sent to the State's third-party collections agency, a hold will be placed on the registered owner's vehicle registration via the DMV, preventing renewal of vehicle registration until the outstanding balance is paid in full.

21. 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. DelDOT 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.**

22. A rental car company has notified me of or charged me for a citation. Can I contest the citation/ charges?

Citations are issued to the owner listed on the vehicle's registration. DelDOT cannot discuss citations with individuals who are not named on the citation even if they were the driver of the vehicle. You must contact the rental car company for information regarding a citation that has been issued to them.