

City of Alexandria, Virginia

MEMORANDUM

DATE: MARCH 2, 2012
TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL
FROM: RASHAD M. YOUNG, CITY MANAGER 
SUBJECT: PARKING ADJUDICATION PROGRAM CHANGES

BACKGROUND: The City offers vehicle owners receiving parking citations the option of participating in the City's parking adjudication process. As this administrative adjudication process was created as an alternative to a hearing in District Court, it is more convenient and significantly cheaper for the person seeking adjudication. Vehicle owners wishing to contest citations are free to appeal directly to the court. Vehicle owners who disagree with the outcome of administrative adjudication also remain free to bring their cases before the District Court; however nearly all adjudication cases are settled through the administrative process without appeal.

Under the current contract, the City pays our vendor \$137,030 per year for adjudication services. The City collects approximately \$27,000 per year in adjudication fees, which covers more than 12 percent of the total costs of the parking adjudication program (both contractor and overhead costs). City parking citations revenue was \$3.4 million in FY 2011. Once the changes described below are fully implemented, these fees will cover an even larger percentage of costs. Adjudication fees of **\$10 per citation** are assessed only when the citation is upheld. There is **no fee** when the citation is dismissed.

In order to lower operating and overhead costs, staff investigated possible modifications to the adjudication process, which included:

1. Moving the adjudication office in-house to eliminate the overhead costs associated with leasing the current office;
2. Using existing City staff to handle some of the administrative duties associated with the operation;
3. Implementing "virtual adjudication," which will allow residents to participate in adjudication hearings online, increasing access and convenience and reducing costs; and
4. Scaling contractor hours to match changes in case volume, which staff anticipates will save as much as \$10,000 per year.

Discussion of the costs and benefits of the virtual adjudication program were included in the Fiscal Year 2012 – 2021 Capital Improvement Program (pages 7-54 and 7-55 of the Information Technology Plan).

DISCUSSION: In keeping with the established goal of lowering overhead and operating costs, the City will be implementing the following changes to the City parking adjudication program in March:

1. On **March 19**, the Parking Adjudication Office will move from its current location at 421 King Street, Suite 500 to its new location at City Hall, Room 1700. The old office will cease operations on Thursday, March 15, and Parking Adjudication will be closed for the move on Friday, March 16.
2. During **the week of March 26**, walk-in hours will change from the current schedule (Monday through Friday, 9 a.m. to 2 p.m.) to a revised schedule offering walk-in service on a first come, first serve basis on Tuesdays and Thursdays only, from 10 a.m. to 3 p.m.
3. In addition to the standard in person and by mail options for contesting citations, vehicle owners will be offered a variety of online adjudication options, including video web conferencing and teleconferencing.
4. In accordance with Ordinance Number 4739 adopted by City Council on October 15, 2011, vehicle owners will have 10 days from the date of issue to contest a citation, as opposed to the current process, which doesn't have a deadline.

The vehicle owner must present his or her driver's license (or a copy thereof for mailed requests) and supporting documentation when contesting a parking citation. Hard copies of all documents must be mailed or uploaded with the adjudication request or provided to the adjudicator and will become part of the adjudicator's permanent records, which can be audited.

Enhanced Online Options

This new program enhancement will include an updated online adjudication request system whereby vehicle owners will be allowed to view a photograph of the violation (if one is available) and be given the option of requesting an online administrative review. Vehicle owners choosing a review may:

1. Fill out an online form, upload supporting documentation, and receive a response by mail;
2. Request a video web conference; or
3. Request a teleconference.

The second and third options will allow vehicle owners to attend a hearing without coming in person to the parking adjudication office. Vehicle owners requesting an online hearing will have the following options:

1. Two-way video conferencing between the vehicle owner and adjudication staff;
2. Online teleconferencing between the vehicle owner and adjudication staff using a regular telephone; or
3. Online teleconferencing between the vehicle owner and adjudication staff using Voice over IP (VOIP).

The online hearing program is compatible with most operating systems and with some mobile devices. Two-way video conferencing will require a webcam, microphone, and speakers. Voice conferencing with VOIP will require a microphone and speakers. Voice conferencing with a telephone requires only a telephone and a computer.

Vehicle owners requesting online hearings will be allowed to choose three potential dates and times for their hearings. Parking Adjudication will then schedule the “best fit” based on staff availability and send the vehicle owner an email notifying him or her of the hearing date and time and providing instructions for accessing the online hearing program.

In person hearings will continue to be available on a walk-in, “first come, first serve” basis during the revised business hours. In addition, the City will continue to allow vehicle owners to submit adjudication requests by mail. However, the 10-day adjudication limit described above will apply.

Roll-Out

Program roll-out is proceeding as scheduled and will be completed by the opening of the new office on March 19. The new office location is fully set up and ready to be occupied. Vendor staff and their equipment will be fully moved in on March 16. Preparations have been made for City Parking Enforcement Officers and vendor staff to begin using the new parking citations, notice letters, and other materials created to accompany the program enhancements on March 19. Staff is currently working with the City’s vendor to complete final testing of the new online adjudication options.

Communications Process

Staff is conducting both internal and external campaigns about the parking adjudication program enhancements.

External

On March 1, staff issued a press release detailing the upcoming enhancements to the program as well as the new location and office hours that will take place later this month. This was accompanied by a web box on the City’s website drawing attention to the release and an announcement sent to eNews subscribers containing the same information as the release. WNEW, the City’s new “all news” radio station, has arranged an interview with the Acting Chief Financial Officer about the program. Notices summarizing the location and office hour changes were posted at both the existing office location and at the City’s Treasury Division windows in Room 1510 of City Hall. An article about the program enhancements may be included in the next edition of FYI Alexandria.

Staff is in the final stages of creating online informational content to accompany the enhanced program and to give the public additional information about City parking regulations. This includes a revised summary of the program on the Finance Department’s Parking Tickets page, a Frequently Asked Questions page for the new enhanced program, and a Parking Facts page

summarizing parking regulations related to the citations most commonly issued in the City. This content is scheduled to go live on March 19, the date the new online adjudication options are scheduled for roll-out.

Internal

On March 1, staff issued an internal memo to all City employees explaining the program enhancements and refreshing employees on their obligations concerning parking citations received while on City business. This memo was posted as a web box on AlexNet. A feature story about the program enhancements will be included in the next edition of AlexNews, which is emailed to City staff and posted on AlexNet.

Staff intends to follow up with an employee-oriented AlexNet Wiki on the parking adjudication process and other parking citation-related information for City employees, which will roll out on March 19, the date the new office location and program enhancements come on line.

External

The listing below shows our standard external campaign. If we wanted to do advertisements or anything else, that would have to be budgeted.

1. **Press release:** To be issued March 1. Will probably run for 2 weeks.
2. **Office signage:** To be provided by vendor.
3. **Website Information:** Live date? I'll need to work with you two to work on any Frequently Asked Questions page or other web content we'd like to add. It would be nice to get the description of the various services, technical requirements (operating systems, camera, microphone, etc.), and scheduling instructions on the site in time for roll-out.
4. **Web box:** Generally, this would go out the same day as the release.
5. **eNews:** Generally, this would go out the same day as the release.
6. **Social Media (Possibly):** If Communications chooses to send this out on Facebook and Twitter, it will be released the same day as the press release in most cases.

Internal

The first three are the basic standard for many internal campaigns. We don't always use the forums/wiki, so we'd have to decide whether we want to use those.

1. **Memo to Employees:** I'd aim for the same date as the press release, March 1, and request a 2 week run.
2. **AlexNet box:** A brief summary with a link to the memo, to be issued March 1.
3. **Posting to Finance page:** A brief summary with a link to the memo, to be posted March 1.
4. **Forums:** A posting of the memo content on the same date as memo issuance or on opening day as a reminder.
5. **AlexNet Wiki:** A standard post about Parking Adjudication with location, hours, and other employee-applicable information going live near the roll-out date.
6. **Finance Training:** The current plan is to reinforce our internal message at the department-wide training on March 16.

Contesting a Parking Citation: Frequently Asked Questions

General Questions

1. I've received a parking citation with which I do not agree. Can I contest it?

Yes, if you are the registered vehicle owner, you may contest a parking citation with which you do not agree. However, you must do so within 10 days of the date of issue on the citation.

2. How do I contest a parking citation?

You may contest a parking citation through the City's administrative parking adjudication program:

1. **Online:** You may appeal online by choosing an online review or an online hearing by teleconferencing or two-way video conferencing.
2. **By mail:** Please mail the citation and all documents needed to support the appeal to City of Alexandria, P.O. Box 1423, Alexandria, VA, 22313-1423.
3. **In person:** The City offers in person adjudication hearings on a first come, first serve basis at City Hall, 301 King Street, Room 1700, between the hours of 10 a.m. to 3 p.m., Tuesdays and Thursdays. If you come in person, you must present your driver's license and all documents to support the appeal.

Vehicle owners are free to forego the administrative parking adjudication program and contest a citation by scheduling a hearing with the General District Court. See the General District Court section for more information.

3. Will I be penalized while contesting a parking citation?

No. The citation will be suspended pending the outcome of the adjudication. There will be no interest accrued, no late fees applied, and no collection actions taken during this process.

The Administrative Parking Adjudication Program

1. I would like to contest a parking citation online. What are my options?

If you wish to contest online, you can do so by:

1. Filling out an online form requesting an administrative review and uploading supporting documentation;
2. Requesting a two-way video web conference and uploading supporting documentation; or
3. Requesting a teleconference and uploading supporting documentation.

The second and third options will allow you to attend a hearing without coming in person to the parking adjudication office. If you request an online hearing, you will have the following options:

1. Two-way video conferencing between you and adjudication staff;
2. Online teleconferencing between you and adjudication staff using a regular telephone; or
3. Online teleconferencing between you and adjudication staff using Voice over IP (VOIP).

2. How do I schedule an online hearing?

1. Visit the **parking adjudication page** on the City's website. You will be offered the opportunity to view a photograph of the parking violation for which you have been cited (if photographic evidence is available) and given the option to pay the citation or contest the citation online.
2. If you choose to contest, you will be asked to choose from the options described in Question 3 and be directed to the appropriate form for the request type.
3. You will be required to provide your contact information, the reason you are contesting the citation, and supporting documentation (if applicable). You will then be allowed to choose three potential dates and times for your hearing.
4. Parking Adjudication staff will schedule the "best fit" based on staff availability and send you an email notifying you of the hearing date and time and providing instructions for accessing the online hearing program.

3. What are the system requirements for participating in an online hearing?

Two-way video conferencing will require a webcam, microphone, and speakers. Teleconferencing using VOIP will require a microphone and speakers. Teleconferencing with a telephone requires only a regular telephone and a computer. The online hearing program is compatible with most operating systems and with some mobile devices. Supported operating systems include:

- Windows (2000, XP, 2003, Vista, and Windows 7);
- Mac OS X (10.5 and 10.6); and
- Open Source Operating Systems (Ubuntu, Fedora, Red Hat 5, and OpenSuSE).

Supported web browsers include:

- Internet Explorer (6, 7, 8, and 9);
- Mozilla (1.6 and 1.7);
- Safari (4 and 5);
- Firefox (2, 3.x and 4); and
- Chrome (9 and 10).

Additional system requirements can be found on the WebEx website.

Attendees can also join scheduled meetings through the mobile browsers of 3G or WiFi-supported smartphones with integrated audio and data. Users may download the WebEx mobile application for iPhones or iPads on the WebEx website or from the Apple App Store. Users may download the WebEx mobile application for Blackberry on the WebEx website.

4. What if I miss a scheduled online hearing?

In the unfortunate event that you cannot attend at the prescribed date/time, you must appear in person at the Parking Adjudication Office at 301 King Street, Room 1700 no later than the next available business day following the date of your scheduled hearing. Walk-in service is available on a first come, first serve basis on Tuesdays and Thursdays, from 10 a.m. to 3 p.m. If you fail to appear in person after having missed an online hearing date, your adjudication request will be denied and a \$10 adjudication fee will be applied to the citation.

5. What if my online hearing is canceled due to a technical problem experienced by the City or the online hearing website?

ANSWER?

6. Do I need an appointment for an in person hearing?

No, you do not need an appointment for an in person hearing. In person hearings are available on a walk-in, first come, first serve basis.

7. Where do I go for an in person hearing, and what are the office hours?

The City offers in person adjudication hearings on a first come, first serve basis at City Hall, 301 King Street, Room 1700, between the hours of 10 a.m. to 3 p.m., Tuesdays and Thursdays. If you come in person, you must present your driver's license and all documents to support the appeal.

8. How will I be notified of the adjudicator's decision?

If you contest a parking citation, you will receive notification of the adjudicator's decision by mail, usually within three to four weeks of the date your adjudication request was received. If you contest a parking citation online, you will also receive a response email.

9. What happens if the parking citation I've contested is upheld?

If the parking citation is upheld, you will be assessed a \$10 adjudication fee in addition to the original fine. There is no fee if the parking citation is waived.

10. I disagree with the adjudicator's decision. How do I appeal?

If you disagree with the outcome of a parking adjudication request may appeal **within 10 days** of the postmark date on the results letter by scheduling a hearing with the General District Court. For information about how to schedule a hearing, please see the General District Court section below.

11. Why does the City assess an adjudication fee on upheld parking citations?

The City created the administrative parking adjudication process as a voluntary, more convenient alternative to a hearing in District Court. (Most Virginia jurisdictions permit the adjudication of parking citations solely through the District Court process.) The adjudication fees the City collects on upheld citations assist in defraying the costs of providing this program. Please note that since both the City's costs and the adjudication fee are far lower than the costs associated with a case before the General District Court, the administrative parking adjudication program is more cost-effective for both the vehicle owner and the City.

Hearings with the General District Court

1. How do I schedule a hearing with the General District Court?

To schedule a hearing, you must appear in person to complete an affidavit at the City's Parking Adjudication Office, 301 King Street, Room 1700, between the hours of 8 a.m. and 5 p.m., Monday through Friday, except holidays. You will also need to present a copy of the citation and your driver's license.

2. On what days and at what times does the court hear parking citation cases?

Hearings dates and times for parking citation hearings in the General District Court are subject to the availability of the issuing officer and court, but typically, hearings are scheduled several weeks in advance for a Wednesday at 9:30 a.m.

3. What happens if the parking citation I've contested with the court is upheld?

If you bypass the adjudication process to contest the citation directly with the court and the citation is upheld, you will be assessed the original fine plus any court costs. If you appeal the parking adjudicator's decision to the General

District Court and the citation is upheld, you will be assessed the original fine, the \$10 adjudication fee, and any court costs. Court costs are typically \$63 but are at the discretion of the judge.

Parking Facts: Avoiding a Parking Citation

Avoiding the Most Common Citations

The citations listed below are some of the most common parking citations issued in the City. The information provided may help vehicle owners, especially those new to the City and/or the Commonwealth, avoid these citations.

1. Failure to Display a Current City Decal

Every vehicle normally parked, stored, or garaged in the City must be registered for the City's personal property tax and display a current City decal. Upon moving into the City or purchasing a new vehicle, a vehicle owner has **30 days** to register with the City and place the City decal on his or her vehicle's windshield. The City decal must be replaced each year by **November 15**. Citations for failure to display a City decal or for displaying an expired decal cannot be paid until the vehicle owner provides proof that he or she has purchased a City decal. (Payment for these citations must, therefore, be submitted in person or by mail.)

Note: Proof of purchase does not constitute proof of display.

2. Failure to Display Current State Inspection Sticker or License Plate

Upon moving into Virginia or purchasing a new vehicle, vehicle owners have **30 days** to register with the Virginia Department of Motor Vehicles and purchase a license plate.

Every vehicle operating in Virginia must pass an annual safety inspection and display a valid safety inspection sticker. Generally, all new car dealerships perform inspections. Many garages that repair vehicles are also licensed to perform inspections and will display a large white sign with blue lettering designating them as official inspection stations. Many businesses advertise inspection services in the local phone directory. To find safety inspection stations near you, you can also contact the Safety Division Area Office for Northern Virginia by email at or by phone at 703.803.2622. The cost for a safety inspection is \$16.00 for motor vehicles and recreation vehicles or \$12.00 for motorcycles.

Note: Proof of purchase does not constitute proof of display.

3. Licensed Plate Covered

Virginia law states "No colored glass, colored plastic, or any other type of covering shall be placed, mounted, or installed on or over any license plate if such glass, plastic, or other type of covering in any way alters or obscures: (i) the alphanumeric information; (ii) the color of the plate; (iii) the name or abbreviated name of the state wherein the vehicle is registered; or (iv) any character or characters, decal stamp, or other device indicating the month or year in which the vehicle's registration expires."

4. Parking in Spaces Reserved for Persons with a Disability

Disabled parking spaces need only be marked by **signs**. No marking on the pavement is required.

5. Expired Meter/No Meter Receipt Displayed

There is no grace period allowed after the expiration of a parking meter. Parking Enforcement Officers must cite a vehicle if the meter has expired, regardless of how much or how little time has passed since expiration.

Vehicles parked in spaces covered by the City's multi-space meters must have a meter receipt displayed on the dashboard in such a way that the date and time information is **clearly visible** from outside the vehicle.

6. Parking without a Current Residential Parking Permit

In 1979, the Alexandria City Council designated certain areas in the City as residential permit parking districts. Council established these parking districts because of the increased demand for parking. The residential permit parking ordinance prohibits on-street parking for more than two or three hours during varying time periods. The City's Transportation Division posts signs in each block of the parking districts describing the time limits and hours of enforcement. Vehicles displaying the appropriate parking permits are exempt from these restrictions.

Vehicle owners can obtain residential parking permits at the Treasury Division, 301 King Street, Room 1510, 8 a.m. to 5 p.m., Monday through Friday. The vehicle owner must present proof of residency (e.g., copy of a lease) within the permit parking district for which he or she wishes to obtain a permit. This permit can only be obtained after registration for the personal property tax and purchase of the City decal. The residential parking permit must be replaced on or before the expiration date each year. As of 2010, the fee for the residential parking permit is \$30 for the first vehicle, \$40 for the second vehicle, and \$100 for each additional vehicle.

If a resident of a residential parking permit district has a rental vehicle or a vehicle other than what is registered with the City, he or she must obtain a visitor's permit for the vehicle before parking it on the street. Residents may obtain temporary permits for rental vehicles or their visitors' vehicle(s) at the Treasury Division, 301 King Street, Room 1510 during regular business hours. The "Visitor" permit is valid for a maximum of 30 days. The permit is not renewable, and no more than two "Visitor" permits will be issued to the same residence at the same time. The fee for "Visitor" permits issued for more than seven enforceable days is \$5.

Note: Proof of purchase does not constitute proof of display.

Additional Important Parking Facts

1. No vehicle may be parked less than 15 feet from any corner.
2. No vehicle may be parked less than 15 feet from a fire hydrant.
3. It is illegal to park a vehicle on the City streets for more than 72 consecutive hours.
4. In time restricted spaces, a vehicle may not occupy the same parking space more than once in any 24 hour period.
5. Commercial vehicles cannot be parked overnight in residential areas.
6. It is illegal to display a "For Sale" sign on a vehicle parked on the street or in a parking lot.
7. Vehicles must be parked with the right side of the vehicle parallel to the curb unless the street is designated as "one way."
8. In Virginia, it is illegal to transfer ownership of a vehicle without removing the license plates.

City of Alexandria, Virginia

MEMORANDUM

DATE: FEBRUARY 14, 2012
TO: ALL EMPLOYEES
FROM: LAURA B. TRIGGS, ACTING CHIEF FINANCIAL OFFICER
SUBJECT: PARKING ADJUDICATION PROGRAM CHANGES

The City will be making changes to the City parking adjudication program in March for vehicle owners who have received and wish to contest parking citations. These include:

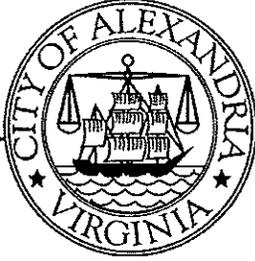
1. On **March 19**, the Parking Adjudication Office will move from its current location at 421 King Street, Suite 500 to its new location at City Hall, Room 1700. The old office will cease operations on Thursday, March 15, and Parking Adjudication will be closed for the move on Friday, March 16.
2. In addition to the standard in person and by mail options for contesting citations, vehicle owners will be offered a variety of online adjudication options, including video web conferencing and teleconferencing.
3. During **the week of March 26**, walk-in hours will change from the current schedule (Monday through Friday, 9 a.m. to 2 p.m.) to a revised schedule offering walk-in service on a first come, first serve basis on Tuesdays and Thursdays only, from 10 a.m. to 3 p.m.
4. In accordance with Ordinance Number 4739 adopted by City Council on October 15, 2011, vehicle owners will have 10 days from the date of issue to contest a citation, as opposed to the current process, which doesn't have a deadline.

The vehicle owner must present his or her driver's license (or a copy thereof for mailed requests) and supporting documentation when contesting a parking citation. Hard copies of all documents must be mailed with the adjudication request or provided to the adjudicator and will become part of the adjudicator's permanent records, which can be audited. As with the existing program, there is a \$10 charge if the ticket is upheld. There is no fee if the ticket is waived based on the evidence provided.

Employees are reminded that parking citations cannot be waived solely on the basis that the vehicle owner or driver was conducting City business at the time the citation was issued. City employees are required to obey all parking signs, regulations, and laws while conducting City business in their personal or City-owned vehicles. In accordance with City Administrative Regulation 7-3, any parking citations an employee receives while operating a City vehicle are the employee's personal financial responsibility and must be paid promptly.

Please note that Public Safety personnel **are eligible** for the waiver of citations issued if, and only if, they were responding to an emergency situation (fire, crime in progress, vehicle accident, medical emergency, etc.) at the time the citation was issued and were forced to park in a manner contrary to law in order to respond effectively to that emergency situation. Appropriate evidence must be provided in these cases.

For more information on parking adjudication, visit our website at alexandriava.gov/Parking or contact us at adjudication@alexandriaparking.com.



City of Alexandria, VA

City Hall, 301 King St. Room 3500, Alexandria, VA 22314

The City of Alexandria Announces a New, Pilot Parking Adjudication Program

March 1, 2012

News Highlights:

- The City of Alexandria will begin a new, pilot parking adjudication program in March.
- This new program will include options for submitting citations for an online review or participating in an online hearing process so that vehicle owners do not have to come in person to the parking adjudication office to attend a hearing.
- The parking adjudication office location will change as of Monday, March 19 and walk-in office hours will change as of Monday, March 26. The old office will cease operations on Thursday, March 15, and Parking Adjudication will be closed for the move on Friday, March 16.
- The City will also be implementing a deadline requiring a vehicle owner to contest a parking citation within 10 days of the citation issue date.

More Information: [Parking](#)

The City of Alexandria will begin a new, pilot parking adjudication program in March for vehicle owners who have received and wish to contest parking citations. As with the existing program, only the legally registered vehicle owner may contest a citation. This new parking adjudication program includes the following changes:

1. On **March 19**, the Parking Adjudication Office will move from its current location at 421 King Street, Suite 500 to its new location at 301 King Street, Room 1700. The old office will cease operations on Thursday, March 15, and Parking Adjudication will be closed for the move on Friday, March 16.
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3. Per Ordinance Number 4739 adopted by City Council on October 15, 2011, vehicle owners will have only **10 days** from the date of issue to contest a citation, as opposed to the current open-ended adjudication process.

This new program will also include an updated online adjudication request system whereby vehicle owners will be allowed to view a photograph of the violation (if one is available) and be given the option of requesting an online administrative review. Vehicle owners choosing a review may:

1. Fill out an online form, upload supporting documentation, and receive a response by email;
2. Request a video web conference; or
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The second and third options will allow vehicle owners to attend a hearing without coming in person to the parking adjudication office. Vehicle owners requesting an online hearing will have the following options:

1. Two-way video conferencing between the vehicle owner and adjudication staff;
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In person hearings will continue to be available on a walk-in, “first come, first serve” basis during the revised business hours. In addition, the City will continue to allow vehicle owners to submit adjudication requests by mail. However, the 10-day adjudication limit described above will apply. The vehicle owner must present his or her driver’s license (or a copy thereof for mailed requests) and supporting documentation when contesting a parking citation. Hard copies of all documents must be mailed with the adjudication request or provided to the adjudicator and will become part of the adjudicator’s permanent records, which can be audited.

There is a \$10 charge if the ticket is upheld. There is no fee if the ticket is waived based on the evidence provided.

For more information on parking adjudication, call 703.746.3360 or visit our website at alexandriava.gov/Parking.

Si necesita ayuda en Español, por favor llame al 703.746.3907.

For more information, contact Jennifer Harris, Communications Officer, Office of Communications, at 703.838.5078 or Jennifer.harris@alexandriava.gov

City of Alexandria, Virginia

MEMORANDUM

DATE: FEBRUARY 14, 2012
TO: ALL EMPLOYEES
FROM: LAURA B. TRIGGS, ACTING CHIEF FINANCIAL OFFICER
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3. Per Ordinance Number 4739 adopted by City Council on October 15, 2011, vehicle owners will have only **10 days** from the date of issue to contest a citation, as opposed to the current open-ended adjudication process.
4. In addition to the standard in person and by mail options for contesting citations, vehicle owners will be offered a variety of online adjudication options, including video web conferencing and teleconferencing.

The vehicle owner must present his or her driver's license (or a copy thereof for mailed requests) and supporting documentation when contesting a parking citation. Hard copies of all documents must be mailed with the adjudication request or provided to the adjudicator and will become part of the adjudicator's permanent records, which can be audited. As with the existing program, there is a \$10 charge if the ticket is upheld. There is no fee if the ticket is waived based on the evidence provided.

Employees are reminded that parking citations cannot be waived solely on the basis that the vehicle owner or driver was conducting City business at the time the citation was issued. City employees are required to obey all parking signs, regulations, and laws while conducting City business in their personal or City-owned vehicles. In accordance with City Administrative Regulation 7-3, any parking citations an employee receives while operating a City vehicle are the employee's personal financial responsibility and must be paid promptly.

Please note that Public Safety personnel **are eligible** for the waiver of citations issued if, and only if, they were responding to an emergency situation (fire, crime in progress, vehicle accident, medical emergency, etc.) at the time the citation was issued and were forced to park in a manner contrary to law in order to respond effectively to that emergency situation.

For more information on parking adjudication, call 703.746.3360 or visit our website at alexandriava.gov/Parking.