

Ticket Appeals

Enforcement Appeals

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Purpose

Oregon law and OHSU policy authorize the issuance of tickets for violations of OHSU parking procedures, and for the collection of associated fees and fines. As a part of that process, the Transportation and Parking Department (T&P) administers the ticket appeal process. The process uses a matrix to aid in deciding the outcome of appeals. If the appeal is denied, the process allows for a second appeal to the Transportation & Parking Advisory Committee (TPAC). The Committee's decision is final and binding and no further appeals can be submitted for the same ticket.

Definition:

Member – OHSU Members as defined in the OHSU Code of Conduct

Non-Member – Includes patients, patient companions/visitors, and all other persons who are not considered OHSU Members.

Customers - Refers to all categories of individuals, Members and Non-Members, who are subject to this procedure.

Procedure

Appeal Process

1. Members and Non-Members who receive OHSU parking tickets from the OHSU Transportation & Parking department have the right to appeal. Step by step instructions on how to appeal a parking ticket are available on the T&P website [here](#).

Online appeal forms are located [here](#).

2. All appeals must be received by T&P within 30 days of issuance of the ticket. Appeals received after the 30th day will not be considered. Receipt of the appeal starts the appeal process within T&P. All decisions regarding tickets will be communicated by T&P to the Customer in

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writing. Once the appeal decision is made, if the ticket appeal was denied or the fine reduced, the Customer is then responsible for the associated fee. If payment is not received by the T&P department within 30 days the fine will double. Unpaid tickets may result in Members being ineligible to renew their annual parking permit or transit pass. Failure to resolve outstanding fees may result in collection proceedings, and may represent violations of the OHSU Code of Conduct, potentially resulting in disciplinary action. Non-Members may be subject to collection proceedings and may be prohibited from parking on OHSU controlled property.

Appeal Procedure Guidelines

Following are the guidelines that are followed on all ticket appeals:

I. WARNINGS

Depending on T&P lot management priorities and policies, T&P may elect to issue warnings instead of tickets for particular offenses. Warnings do not require any adjudication or the payment of any fine. Warnings will not be considered a ticket for the purposes of determining the number of tickets a violator has been issued. The issuance of a warning may be considered when determining the overall parking behavior of the customer for the purpose of an appeal.

II. TICKET DISMISSED – APPEAL ACCEPTED

A. Non-Members receiving care as patients, and patient companions/visitors.

B. First ticket: Members receiving care as patients and patient companions/visitors without notifying “Do Not Ticket Log” with proof of appointment.

OHSU Members are allowed to park in patient parking if they are at a medical appointment and not clocked in for work. However, prior to parking in patient parking for their appointment, the OHSU Member must contact T&P at (503) 494-8283 to be placed on the “Do Not Ticket Log” during their appointment to avoid receiving a ticket. One ½ hour prior to and one ½ hour after the time of service is allowed for travel time. After the allotted time, the OHSU Member is required to move his/her vehicle out of the patient parking area.

C. Member notified T&P Office and was placed on the “Do Not Ticket Log” (Also known as the 1221 log).

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- D. **Expired annual permit that is renewed within 10 business days of receiving the ticket.**

III. TICKET FINE REDUCED

- A. **Annual Permit Parker, no permit displayed:**
- First Ticket within 6 months: Fine will be reduced from the cost of a day pass.
 - Second ticket within 6 months: Member's choice of paying fine OR appearing before TPAC at 2nd Appeals Hearing for education and reduction of fine to the cost of a day pass.
- B. **Non-Permit Holder, no permit displayed:**
- **First Ticket – No Permit Purchased:** Fine will be reduced to the cost of a day pass.
- C. **Second ticket: Members receiving care as patients, and patient companions/visitors without notifying "Do Not Ticket Log".** Member must speak with T&P's Parking Enforcement and provide proof of appointment prior to receiving fine reduction. If this occurs, the fine may be reduced.
- D. First Ticket: **Employee Disabled/Special** parking (these are parking spaces that have been assigned to a specific person). If the Member has an OHSU parking permit AND a valid ADA Permit, the fee will be reduced from \$100 to \$35. All further tickets will be upheld for the full amount.
- E. First Ticket: **Unauthorized Zone.** (Example: A 2 Diamond parker parked in Swing Shift Lot, a 1 Diamond in a 3 Diamond Zone, a 1 or 2 Diamond parker in the 3 Diamond 24/7 Sam Jackson garage, two-hour parking on Sam Jackson Level 4 (top level). Correct procedures will be explained to Member in correspondence and the fine may be reduced from the cost of a day pass.

IV. TICKET UPHELD – APPEAL DENIED

- A. **Second Ticket within 6 months: Sam Jackson 3 Diamond Parking –** Parking is restricted 24/7 to 3 diamond permit holders only. If the Member parks in this lot without a valid 3 diamond permit.
- B. **Annual Permit Parker, NO permit displayed.** Third ticket within 6 months.
- C. **Sam Jackson Level 4 (Top Level) –** These meters may be used by Non-Members and vendors only.
- D. **Third or subsequent Tickets:** Member parked in patient parking

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- E. **Any Restricted Zone.** If the space/area is 24/7 restricted such as for Public Safety vehicles, and the Customer is not authorized to park in that space/area.
- F. **Any reserved space.** If the space is reserved for someone other than that Customer. **Booted vehicle.** If the vehicle was booted (immobilized) for repeated tickets, unpaid fines, and/or other egregious tickets.
- G. **Altered permit.** If the Customer receives a citation for an altered permit, due to the nature of the ticket.
- H. **Multiple tickets.** More than five tickets within 12 months.
- I. **Appeals submitted after the set 30 day appeal period.** Appeals received after the set 30 day appeal period will be denied.
- J. **Customer parked in Federal Disabled (ADA) space.** If any Customer parks in a Federal Disabled (ADA) space without a valid state-issued permit.
- K. **Overtime at metered spot.** If a Customer parks longer than their paid time at the meters.
- L. **Member parked at meters.** If the Member parks at any OHSU meters.

V. SECOND APPEALS

Customers may submit a second appeal for consideration by the Transportation and Parking Advisory Committee within 15 days of receiving notice of first appeal decision status. This committee uses information presented in the parker's second appeal, the first appeal, first appeal decision by Transportation & Parking and past OHSU parking history or parking tickets. Any decision made by this committee is final and binding and they have the option to dismiss, reduce, or uphold the full fine amount. Payment is expected within 15 days of receiving notice of the final judgment. If payment is not received within 15 days of final judgment, payment will be doubled from the original ticket value.