



OHSU CAMPUS SERVICES

Title: **Ticket 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 Strategic Transportation and Parking Advisory Committee (STPAC). The Committee's decision is final and binding and no further appeals can be submitted for the same ticket.

PERSONS AFFECTED:

All OHSU Members and Non-Members.

DEFINITIONS:

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.

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

RESPONSIBILITIES:

Members and Non-Members who receive OHSU parking tickets from T&P have the right to appeal.

Appeal Process

Instructions on how to appeal a parking ticket are available on the T&P website at: <https://www.ohsu.edu/visit/tickets-and-fees>

Online appeals can be submitted through the online parking website at: <https://ohsuparking.t2hosted.com/cmnm/index.aspx>



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All decisions regarding tickets will be communicated by T&P to the Customer via email. 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 T&P within 30 days of appeal decision the fine will increase by the original fine amount.

Unpaid tickets may result in Members being ineligible to renew their parking permit, transit pass and may be removed from T&P programs. 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. Customers may be subject to collection proceedings and may be prohibited from parking on OHSU controlled property.

Warnings

Warnings will be issued for all first offenses with certain exceptions. Warnings are not eligible for appeal and are not associated with any fines. 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. **Warnings are ineligible for appeal as they hold no fine amount.**

First Appeals

All appeals must be received by T&P within 30 days of issuance of the ticket. Tickets may only be appealed if the customer states an error has occurred and provides valid proof of appointment, permit/reservation, or other related items. No appeals will be approved for the sole purpose of a reduction in fine amount. Appeals received after the 30th day will not be considered. Receipt of the appeal starts the appeals process within T&P. Tickets that have been appealed that have an amount due following the appeal decision must be paid within 30 days of receiving that decision.

Tickets that have remained unpaid and have not been appealed following issuance or appeal decision after 30 days will increase by the original fine amount and are no longer able to be appealed. If the ticket remains unpaid an additional 15 days after increase, an additional \$15 collection fee will be attached to the ticket and it will be sent to collections.

Second Appeals

Customers may submit a second appeal for consideration by the Strategic 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 first and second appeals, the first appeal decision by Transportation & Parking, and past OHSU parking history including parking tickets and warnings.

Any decision made by this committee is final and binding and they have the option to dismiss, reduce, or uphold the full fine amount. The committee may also choose to add additional education to the decision which may include manager and HR involvement. Payment is expected within 15 days of receiving notice of



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the final judgment. If payment is not received within 15 days of final judgment, payment will be increased by the original ticket value.

Ticket Fee Escalation Process

Tickets are issued based on a rolling two-year parking history. Tickets that have been appealed that have an amount due following the appeal decision must be paid within 30 days of receiving that decision.

Ticket issued:

1. Member has the ability to appeal the ticket within 30 days.
2. After 30 days the ticket is no longer able to be appealed.
3. Payment is due within 30 days.
4. After 30 days the fine increased by the original ticket amount.

1st Appeal decision received:

1. Member has the ability to submit a second appeal within 30 days of receiving the decision.
2. After 30 days the member is no longer able to submit a second appeal.
3. Payment is due within 30 days for any remaining ticket fine, whether it has or has not been reduced.
4. After 30 days the fine increases by the original ticket amount.

2nd Appeal decision received:

1. The member is no longer able to appeal the ticket.
2. Payment is due within 15 days for any remaining ticket fine, whether it has or has not been reduced.
3. After 15 days the ticket increases by the original fine amount.

Ticket fine has increased:

1. Payment is due within 15 days.
2. After 15 days a \$15 collections fee will be applied to the ticket and the ticket will be sent to collections.

Process Management and Inquiries

The Director of Transportation and Parking manages the implementation of this protocol. Questions should be directed to the department email inbox at ticketappeals@ohsu.edu or the Director of Transportation and Parking.

RELATED DOCUMENTS/EXTERNAL LINKS:

[OHSU Code of Conduct](#)

[OHSU Parking Code](#)

[OHSU Do Not Ticket Log](#)

[OHSU Tickets and Fees](#)

[City of Portland Parking Violations](#)