



OHSU CAMPUS SERVICES  
Ticket Appeals

Doc. #: 404.07.101	Category: Ticket Appeals and Enforcement
Origination Date: 05/01/2014	Effective Date: 06/14/2023
Owner: Brett Dodson, Director of Campus Access and Commute Services Skai Dancey, Associate Vice President of Facilities Greg Moawad, VP of Campus Services	

**PURPOSE:**

Oregon law and OHSU policy authorize the issuance of tickets for violations of OHSU parking procedures and for collecting associated fees and fines. As a part of that process, Campus Access and Commute Services (CACS) 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 & 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 Policy No. 01-01-000 Definitions and Interpretations.

**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 CACS have the right to appeal.

**PROCEDURE:**

**Appeal Process**

Instructions on how to appeal a parking ticket are available on the CACS website at [OHSU Tickets and Fees](#).

Online appeals can be submitted through the parking website at [OHSU Appeals portal](#).

All decisions regarding tickets will be communicated by CACS 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 CACS within 30 days of appeal, the fine will return to the original amount and double.

Unpaid tickets may result in the Customer being ineligible to renew their parking permit or transit pass and being removed from CACS 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 and/or prohibition from parking on OHSU controlled property.

**Warnings**



## OHSU CAMPUS SERVICES Ticket Appeals

Warnings will be issued for all first offenses with certain exceptions. Warnings will not be considered a ticket for the purposes of determining the number of tickets a violator has been issued. A warning may be considered when determining the customer's overall parking behavior for an appeal. **Warnings are ineligible for appeal as they hold no fine amount.**

### First Appeals

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

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 eligible 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 STPAC 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 CACS, and past OHSU parking history including parking tickets and warnings.

Any decision made by this committee is final and binding. They may dismiss, reduce, or uphold the full fine amount. The committee may also choose to add additional education to the decision, possibly including manager and HR involvement. 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 increased by the original ticket value.

### Ticket Fee Escalation Process

Tickets are issued based on a rolling one-year parking history. Tickets that have been appealed and have an amount due following the appeal decision must be paid within 30 days of receiving that decision. Please use the link below to review the fee [OHSU Tickets and Fees](#).

#### 1. RELATED DOCUMENTS/EXTERNAL LINKS:

[OHSU Code of Conduct](#)

[OHSU Parking Code](#)

[OHSU Tickets and Fees](#)

### PROCESS MANAGEMENT AND INQUIRIES

Campus Access and Commute Services manages the implementation of this procedure, and any questions should be directed to them.

### ADVISING COMMITTEE(S):

Ticket Appeals 404.07.101 Rev. 05.12.2021



**OHSU CAMPUS SERVICES**  
**Ticket Appeals**

Strategic Transportation and Parking Advisory Committee