

Frequently Asked Parking Citation Questions

Q. How do I contest my citation?

A. You must contest your citation within 21 days from the date the citation was issued. You can do so in person, phone, or mail. We need your name and address, a brief description of what happened and why you feel it should be dismissed.

**City of Santa Rosa
Parking Division
90 Santa Rosa Avenue
Santa Rosa, CA 95404**

Be sure to include any supporting evidence such as pictures, statements from witnesses, receipts or any other documentation to assist in the review of your citation. If you are contesting a citation, there is no payment necessary until a final Notice of Decision has been made on your citation. You can expect a written decision from us in 4-6 weeks. If you have any questions, please call 707-543-3325.

Q. On my citation it says that you are forgiving first citations for the Pay and Display location is this true?

A. Yes. We are forgiving first time citations in the Pay and Display ONLY. You still have to contest the citation. Please follow the instructions above to get the process started.

Q. My car was sold. Why do I continue to receive parking tickets when I no longer own the vehicle?

A. If you were the registered owner of the vehicle at the time you received the parking ticket or notice of delinquent parking, you are responsible for paying the ticket. If you did not own the vehicle when the parking ticket was issued, then it is your responsibility to notify the Department of Motor Vehicles that you sold the vehicle. You are required to submit a release of responsibility form that includes the date you sold the vehicle as well as the name and address of the person that you sold the vehicle to. If you are still receiving parking tickets from the City of Santa Rosa it probably means that the Department of Motor Vehicles records are still showing that you are the vehicle owner of record. In order to clear the ticket you must complete and submit a Declaration of Non-Ownership form to the Parking Citation Section. You can find this form on the reverse side of your blue Courtesy Notice.

Q. I received a notice that a citation was issued to my vehicle, but I have not visited the City of Santa Rosa. How do I clear the ticket?

A. If you received a delinquent parking notice and your vehicle was not in the City of Santa Rosa on the day the ticket was issued, you must submit and return a copy of your current vehicle registration, notice of delinquent parking and a brief explanation to the Revenue and Collections Department. Catherine will review your vehicle registration along with the vehicle description information on the ticket and will render a decision as to whether or not you are responsible for paying the parking ticket. You will receive written communication from Revenue and Collections that will provide you with the status of the parking ticket.

Q. I wanted to contest my parking ticket but was informed that it was too late. Can I appeal and if so who can I make an appeal to?

A. No. You cannot appeal your parking ticket if it is past the 21 days from the date your parking ticket was issued (or 14 days from the date of your notice of delinquent parking). The time allowed to contest your parking ticket is specified in the California Vehicle Code. There are no exceptions unless one of the following conditions exists: your vehicle was stolen at the time the parking ticket was issued or the owner of the vehicle is deceased.

Q. I cannot afford to pay my parking ticket. Can you cancel it?

A. No. Parking tickets cannot be cancelled due to financial hardship or inability to pay. Additional penalties will be imposed if your ticket is not paid within the prescribed time and a hold may be placed on the registration of your vehicle. In addition your delinquent ticket may be referred to an outside collection agency for collection proceedings against you.

Q. Can I perform community service instead of paying for my parking ticket?

A. No. Parking tickets are not criminal offenses and as such community service cannot be performed in lieu of paying your parking ticket.

Q. Can I get an extension on the payment of my parking ticket?

A. No. Payment extensions are not granted. The Department of Motor Vehicle requires that you pay your ticket in full within 21 days from the date your parking ticket was issued or 14 days from the date of your delinquent parking notice. There are no exceptions.

Q. Can I be arrested for my unpaid parking ticket?

A. No. Parking tickets are not criminal offenses in the State of California and you will not be arrested for your unpaid parking ticket. However, significant late fees will be applied and a DMV hold may be placed on the vehicle registration. If a hold is placed on the registration of your vehicle you will be unable to register your vehicle until all your outstanding parking tickets have been paid in full. In addition your delinquent unpaid parking tickets may be referred to an outside collection agency for collection proceedings against you.

Q. Can my vehicle be towed for my unpaid parking ticket?

A. Your vehicle may be towed if you have five (5) or more unpaid parking tickets issued to your license plate.

Q. I paid my ticket late and was told that the penalty could not be waived. Can I appeal?

A. No. You cannot appeal the late fee, tickets must be paid within the time prescribed in the California Vehicle Code which is 21 days from the date the ticket was issued or 14 days from the date of the delinquent parking notice. If you moved and did not receive your delinquent parking notice and you failed to submit a change of address with the Department of Motor Vehicles (DMV) within 10 days from the date you moved, you will still be held responsible for any additional late charges.

Q. Where does the City of Santa Rosa obtain vehicle registered owner information?

A. The Revenue and Collections Department obtains vehicle registration information, such as the name and address of the vehicle's registered owner, from the California Department of Motor Vehicles. In accordance with the California Vehicle Code you are required by law to provide them with a current mailing address within ten (10) days of a change of address. If you moved and did not provide the Department of Motor Vehicles with your new mailing address within the prescribed time, you will be responsible for any late fees charged to your citation, even if the delinquency notice or Initial Review Outcome letter is mailed to your old address.

Q. I have paid my parking ticket, but when I went to renew my vehicle's registration I was told that my ticket was still unpaid. If I paid my ticket in your office why isn't the DMV aware of my payment? What can I do to clear my citation at the DMV?

A. It takes approximately 30 days or longer from the date you paid your ticket at the City before the Department of Motor Vehicles records will show the payment you made. If you need to obtain your vehicle registration right away you can go to the City's Parking Citation department and request an abstract. When you present your abstract along with your vehicle registration fee you may deduct the dollar amount of the ticket from your registration fee. Abstracts will only be given when the Revenue and Collection Department is able to confirm your payment at 90 Santa Rosa Ave. Santa Rosa, Ca 95404.

Q. I received a ticket for violation of California Vehicle Code Section 5200 or 5204. What can I do?

A. If you have proof that you corrected your violation from a California law enforcement officer or agency your fine may be reduced to \$25. To qualify for the fine reduction the certificate of correction located on the back of your parking ticket must be completed by the agency or officer and returned in person or by mail with your payment. You may also download a proof of correction form from our website. If you were ticketed for a parking violation and a violation of California Vehicle Code Section 5200 or 5204 you must respond to both violations before your ticket can be cleared.

Q. I have contested the citation and I don't agree with the decision. Is there anything that I can do?

A. You can appeal the decision. You have twenty-one (21) calendar days from the date of the decision letter whether you will be appealing this "valid" decision in person (before an Administrative Hearing Officer) or whether you will be appealing in writing to notify the department. Failure to do so will result in an increased citation fine and your right of appeal forfeited. Whether you are appealing in person or in writing it is mandatory that you include the fine amount, to City of Santa Rosa, Parking Division, 90 Santa Rosa Avenue, Santa Rosa, CA 95404. You will be notified by mail as to the date and time of your hearing.

Q. Do I have to pay the fine amount to appeal the Valid decision?

A. Yes, you do have to pay the fine amount in order to proceed to the next level of appeals.

Q. What if I don't have the money to appeal the citation to the next level?

A. There is an application to waive the parking fee for those individuals of limited income who qualify pursuant to California Vehicle Code §40215(b). You may obtain the form through the Parking Division at 90 Santa Rosa Ave., Santa Rosa, Ca 95404 or by calling 707-543-3325.