



## Appeals

### 1. Eligibility to Appeal

A customer may appeal a citation only if:

1. The citation was issued in error (e.g., wrong plate, grace period, valid payment, valid permit).
2. The violation reason is factually incorrect.
3. Extenuating circumstances can be verified (e.g., medical emergency, mechanical breakdown, accessibility of accommodations).
4. The appeal is submitted within the appeal window.

### 2. Appeal Cutoff Dates

Appeals must be submitted within 10 days of citation issuance.

#### After Day 10, Appeals Are No Longer Accepted

### 3. What Happens During an Appeal

- Citation is temporarily paused (no late fees applied while under review).
- Customer receives an email confirmation with a case number.
- Cases are reviewed using LPR images, time stamps, and zone maps.
- Decision returned within 5–10 business days (you can adjust).

#### Outcomes:

- **Approved** → Citation dismissed, no payment owed.
- **Partially approved** → Fee reduced to base amount.
- **Denied** → Full amount due based on the current date in the timeline.

#### **4. Non-Appealable Situations**

To protect your staff and avoid administrative overload:

- “I didn’t know I had to pay.”
- “I was only there for a few minutes” (grace period already covers 15 min).
- “I disagree with paid parking.”
- “I forgot to extend my time.”
- “I paid for Zone Z instead of Zone A because it was cheaper.” (*Clear rate evasion*)
- “I didn’t see the sign.”

These are not grounds for appeal.