

**City of Santa Rosa**  
**Second Level Parking Appeal Procedures**

After the initial citation appeal and review, and if a ticket is held valid, a contestant may request a level two hearing with the City's appointed Administrative Hearing Officer. The hearing shall be held in accordance with the following procedures:

Hearing dates for the following calendar year will be selected each September.

Hearing dates will fall on the 4<sup>th</sup> Wednesday of the month, whenever possible.

Hearing dates will be monthly, with the exception of November. The November hearing will be canceled and combined with the December hearing.

If a person is dissatisfied with the results of the initial citation appeal and review, he/she can follow the steps below to request an Administrative Hearing.

**1. Submit a request for an Administrative Hearing within 21 calendar days of the mailing of your Initial Review Result letter**

The request may be made during regular business hours, by telephone calling 707-543-3325; in writing; or in person at the Parking Division front counter, located at 90 Santa Rosa Avenue, Santa Rosa, California.

The initial decision letter contains instructions and the necessary form to request an administrative hearing. The form can be filled out, detached and submitted to the address provided below in Section 7, to indicate the desire to further appeal the citation.

**2. Indicate preference for an Administrative Hearing in person or in writing**

If a contestant chooses "Hearing in Person" and does not attend the scheduled hearing, the citation will be upheld and no further arbitration will be available.

An administrative hearing shall be held within 90 calendar days following the receipt of a request for an administrative hearing. The person requesting the hearing may request one continuance, not to exceed 21 calendar days.

TurboData Systems (the City of Santa Rosa's citation processing agency) is responsible for notifying contestants who opted for in person hearings of the date and time of the hearing. TurboData Systems sends notices to the contestant approximately two weeks prior to his/her scheduled administrative hearing.

The hearing will take place at City Hall, usually at City Council Chambers, 100 Santa Rosa Avenue, at 9:00 am.

**3. Remit payment for the full amount due on the citation**

In accordance with California Vehicle Code §40215, when requesting an administrative review, the contestant shall deposit the amount of the parking penalty with the processing agency. Payment may be made online at: <https://www.pticket.com/santarosa> prior to your hearing request or you may submit a check or money order by mail to the address provided below in Section 7, with your request for an Administrative Hearing. Financial hardship waivers are available at [https://www.pticket.com/SANTAROS/online\\_forms.html](https://www.pticket.com/SANTAROS/online_forms.html) and require satisfactory proof of an inability to pay the amount due.

If the ticket is deemed not-valid by the Administrative Hearing Officer, the City of Santa Rosa will refund the parking penalty to the contestant within 30 days.

- 4. Include a copy of the citation or Initial Review Result letter**
- 5. Include full name**
- 6. Include mailing address (results of the agency's decision cannot be mailed without a complete and correct address – include suite number, apartment number, zip code, etc.)**
- 7. Mail all information to:**  
Office of Parking Violations  
City of Santa Rosa  
PO Box 11113  
San Jose, CA 95103-1113

If requesting the appeal by telephone or in person, Parking Division staff will assist in submitting the request for administrative hearing.

The Citation Review Officer will act as clerk to the Administrative Hearing Officer. The Citation Review Officer will provide the contestants their files for review and ask them to sign the “Hearing Review Statement of Rights and Responsibilities” form. It is not a requirement that this form be signed. Once the contestants review their files, the files will be given to the Hearing Officer.

The Administrative Hearing Officer will conduct the hearing. The hearing shall provide an independent, objective, fair, and impartial review of contested parking violations. Each contestant will be called to testify and have the opportunity to present evidence and/or witnesses in their defense, pertaining to the citation issued. The hearing will not be recorded. The officer or person who issues a notice of parking violation shall not be required to participate in an administrative hearing. The issuing agency shall not be required to produce any evidence other than the notice of parking violation or copy thereof and information received from the Department of Motor Vehicles identifying the registered owner of the vehicle. The documentation in proper form shall be prima facie evidence of the violation.

Any request for a translator will be granted. A request for translation can be made by contacting the Parking Division of the City of Santa Rosa at 707-543-3325.

After the hearing, the citizen will be mailed a decision letter, that includes an explanation if the citation is held valid, by first class mail, typically within 30 days. If the citizen's appeal is denied, the decision letter will include instructions on filing an appeal of the Administrative Hearing Officer's decision to Sonoma County Superior Court.