City of Park Ridge
Citation Process

Parking Violations

1. Parking Citation is issued for a parking violation per Article 20, Chapter 1, Section 20-1-1, A (i), the citation is documented either in writing by Park Ridge Police, Lutheran General Security or within Autocite (handheld device)
   a. Autocite (handheld device)
      i. Citations in Autocite are uploaded to Professional Account Management (PAM) database each morning
   b. Hand Written citations by Park Ridge Police
      i. Citations written by Park Ridge Police are manually entered into PAM database each night by the Police Administration staff
   c. Hand Written citations delivered by Lutheran General Security
      i. Citations written by Lutheran General Security are manually entered into PAM database each night by the Police Administration staff
2. Citation Payment is due within 14 days of issuance per Article 20, Chapter 1, Section 20-1-2
   a. Payments are made to PAM via the telephone or internet
   b. Payments are mailed to PAM
      i. PAM staff record payments in PAM database
      ii. The PAM database reflects a "Closed" Status once all monies owing are accounted for (payment and/or fees waived, etc.).
      iii. PAM disburses all collected monies to City by the 15th of the month following the processing month
   c. Payments are mailed to or dropped off at City Hall
      i. Beginning March 2011, Finance Department will now accept payments for Parking and Municipal violations. Finance will deposit all payments received and adjust the violation in the PAM database by the payment amount, reflecting an updated balance
      ii. Police Administration packages all received payments into Fed Ex delivery envelope
      iii. Fed Ex picks up payment envelope on Monday, Wednesday and Friday of each week (the Fed Ex account is funded in advance by PAM)
      iv. PAM staff record payments received via Fed Ex in PAM database
      v. The PAM database reflects a "Closed" status once all monies owing are accounted for (payment and/or fees waived, etc.).
      vi. PAM disburses all collected monies to City by the 15th of the month following the processing month
   d. Citation is contested by registered owner or violator,
      i. City staff receives request for hearing
      ii. City staff updates the citation in the PAM database to add the next available adjudication hearing date
      iii. City staff mails a notice to the registered owner or violator informing them of their hearing date

      iv. Skip to 5a below.

3. Payment not received by due date
    a. PAM staff sends 1st notice (Exhibit A) to the Registered Owner requesting payment within 14 days, includes 1st late fee of $25.00
        i. Payments follow process 2a, 2b and 2c above
        ii. PAM disburses all collected monies to City by the 15th of the month following the processing month

4. Payment for 1st notice not received by due date
    a. PAM staff sends 2nd notice (Exhibit B) to Registered Owner requesting payment within 14 days or the Registered Owner must attend a hearing before the Administrative Adjudication Hearing Officer (date and time provided on notice), includes 2nd late fee of $25.00
        i. Payments follow process 2a, 2b and 2c above
        ii. PAM disburses all collected monies to City by the 15th of the month following the processing month

5. Payment for 2nd notice not received by due date/adjudication hearing date
    a. City staff exports report of unpaid 2nd notices from PAM database and contested citations; this identifies adjudication hearing defendants
    b. Administrative Hearing takes place on the second Tuesday of each month for each citation
        1. A Determination of Liability (Exhibit C) is handed to each person who attends adjudication. If Respondent is found liable, that person has 14 days from that date within which to pay the fine. Determination of Liability is considered the 3rd notice.
        2. If defendant fails to appear at hearing, City issues and mails Determination of Liability (Exhibit C), adding $10 court fee. This considered the 3rd notice. Defendant has 14 days to pay
        3. If citation was dismissed, citation is closed in PAM database

6. Payments for 3rd notice not received by due date
    a. City requests PAM to send 4th notice to Registered Owner, this is the notice of determination of final liability (Exhibit D), it is sent 40 days after adjudication date.
        i. Payments follow process 2a, 2b and 2c above
        ii. PAM disburses all collected monies to City by the 15th of the month following the processing month

7. Payment for 4th notice not received by due date (19 days after notices was sent)

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a. If individual has less than 5 outstanding citations
   i. Outstanding debt is assigned to PAM Collection Agency per the Collection Agency Services and Fee Agreement – Section 2.1 Agreement to Collect
b. Agency will adhere to ACA code as it attempts to collect the outstanding debtIf individual has 5 or more outstanding citations
   i. City requests PAM to send BOOT notice (NEED NOTICE) to Registered Owner, BOOT cannot be applied until 21 days after notice was sent
   ii. Payments follow process 2a, 2b and 2c above
   iii. PAM disburses all collected monies to City by the 15th of the month following the processing month
      1. Payment not received by BOOT due date
         a. Police Administration obtains a list of BOOT violators from PAM and attempts to find violators to apply the BOOT
         b. BOOT is applied
            i. Individual must pay **in cash** in person at City Hall Police Station Post 1 between the hours of 8AM and 8PM
            ii. Upon receipt of payment, Post 1 directs a CSO to remove the boot from the vehicle
            iii. Post 1 remits all collected monies to Finance
            iv. Finance deposits collected monies and sends a check in the amount of the collections to PAM