

Pasadena Parking Department

Policy Manual

Parking Citation Processing Agency Complaint Procedures

1. PURPOSE AND SCOPE

The purpose of this policy is to set forth the procedures to investigate and resolve complaints about the City's parking citation processing agency pursuant California Vehicle Code Section 40200.6.

2. POLICY

The policy of the Pasadena Department of Transportation's Parking Division is to provide oversight of the contracted parking citation processing agency to ensure that any parking citations issued are fair and accurate. This policy and procedures are designed for the investigation and resolution of citizen complaints filed with the City per the procedures herein.

3. PROCEDURES

Citizens with complaints about the contracted parking citation processing agency can submit said complaints in writing by emailing parking@cityofpasadena.net, or via US mail at:

CITY OF PASADENA PARKING DIVISION
100 N GARFIELD AVE, RM N106
PASADENA, CA 91101

Complaints should contain the following information:

- Complainant's name (anonymous complaints may be submitted)
- Contact information (not required if complaint is anonymous)
- Description of the issue(s) causing the complaint, such as the date and time the citation was issued, the citation number and the location
- Evidence of the issue(s) causing the complaint
- Any other relevant information

Once received, the Parking Manager or his/her designee will investigate the complaint. If contact information is included with the complaint, the Parking Manager or his/her designee will contact the complainant regarding the disposition of the issue.

Under no circumstance shall this complaint process be used in place of the parking citation appeal process established in Sections 40215 and 40230 of the California Vehicle Code.

These procedures will be published to the Parking Division's website.