

Life Cycle of a Citation



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When a citation is written...

- It is placed on the windshield of the car. It includes information such as date, time, location, violation in and the fine amount in accordance with (Sec. 18-172) . It also includes all of our office information for questions, comments or concerns.



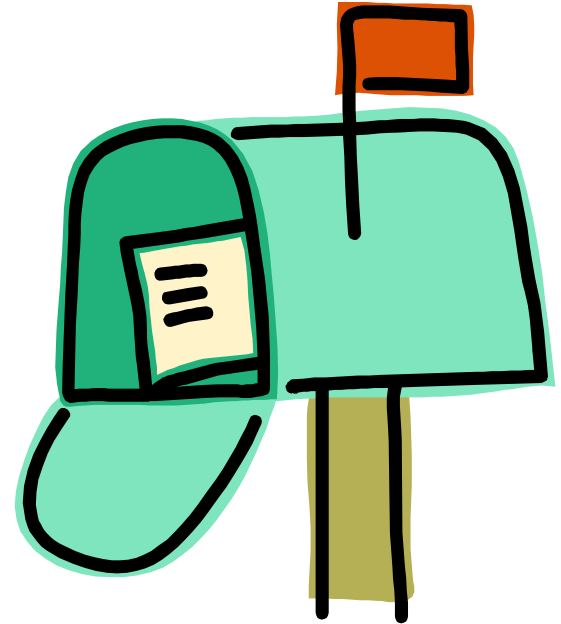
Our tools

Our handheld devices allow for photographs to be taken with EVERY citation. These photographs to help verify the car, ticket, license plate and citation, if there are any questions or problems.



Courtesy Letter

- As a courtesy to everyone who receives a citation, **LEXPARK** mails a letter to the most recent address on file 3 days after the citation has been written. This letter reiterates the citation and serves as a reminder of when it is due to avoid incurring any late fees on your account.



Appealing a ticket...

- Appealing a ticket is a process that sounds daunting, but is something that **LEXPARK** strives to make easy and quick.
You can find instructions on the back of each citation and is something that can be done online, in our office, and even through regular mail upon request within a 7 business day window after receiving the citation.



Appeal Process

- Appealing a ticket online or in our office requires you to fill out a very short form with your citation number, date issued and your personal information along with the reason you feel your ticket should be dismissed.
- After your information is submitted it is put thru an administrative process and a decision is made. You are then notified by e-mail or mail within one business day in most cases.

We believe in fairness

- At **LEXPARK** we value our relationship with the public and are always willing to listen to your concerns.
For the fiscal year of July 2010-July 2011 we received **1,531** appeals. Of those our office dismissed **756** of the citations.
- We strive to better our relationship with the public. For the fiscal year of July 2010-July 2011 we issued **1,718** warning citations that have no charge attached to them as a courtesy. If these had been regular citations the dollar amount would have been **\$24,555.00**.

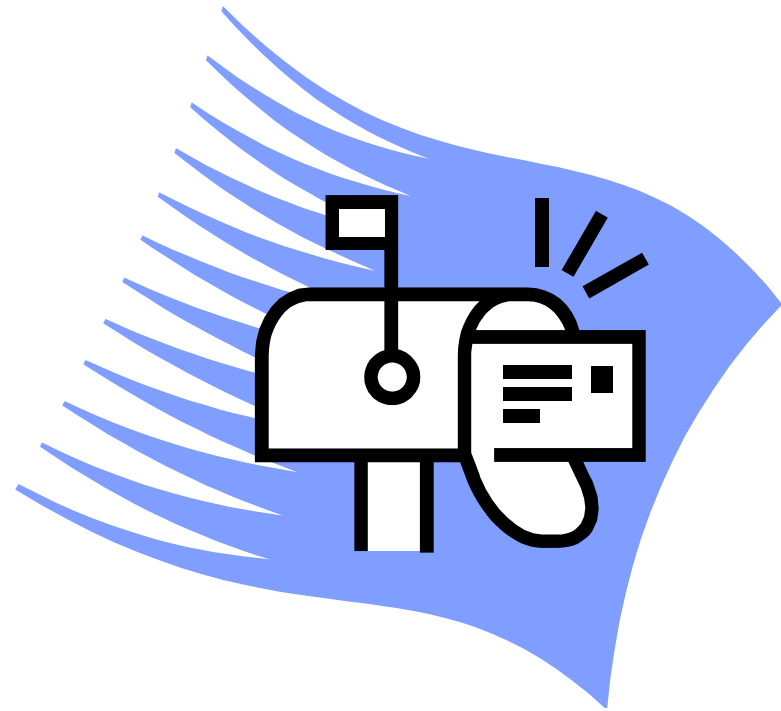
Penalties...

- After 10 business days there is a late fee of \$15.00 added to most violations, making the total fine \$30.00 in most cases. Our tickets and courtesy letters both warn against this.



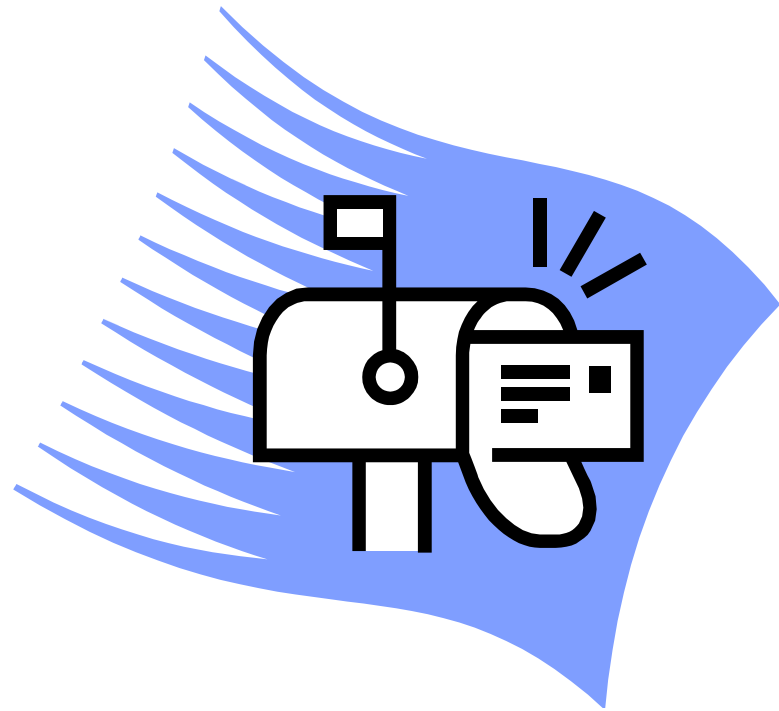
First notice letter...

- After 15 days, we send out a First Notice letter to let people know the amount of their citation and to serve as a reminder that it is past due.



Second notice letter...

- After 30 days, we send out a Second Notice letter letting people know the citation still is outstanding, what is owed, and a reminder that it is past due.



Customer Service



- On average our customer relations reps take over **1,370** phone calls each month pertaining to various issues with tickets, payments, on-street parking issues and the garages. They are available Monday-Friday from 8am-5pm.

If you have any concerns....

- You can reach one of three friendly customer relations representatives in our office, over the phone or through our website. **LEXPARK** is always happy to assist you with whatever you may need.



