



## Online Parking Citation Appeals Guidelines

Parking citations can be appealed through an Administrative Review process by completing this online appeals request form. This process should only be initiated for citations issued incorrectly and must be done within the first 21 days from the issuance of the parking citation. *(If the parking citation has already been paid and is still within the first 21 days from the issuance, the appeal request may be initiated in person by visiting the Norfolk Parking Customer Service Center.)*

Once the Administrative Review process is complete, a notification of the decision will be forwarded via email. However, it remains the patron's responsibility to follow-up with Citation Collection Services (866-206-8895) if no response is received within two (2) weeks of the appeals request.

If the patron does not agree with the decision of the Administrative Review, the patron has 15 days from the date of the response to set a date to dispute the parking citation in the Norfolk General District Court. *(If the patron chooses to bypass the Administrative Review process, a court date may be scheduled in person at the Norfolk Parking Customer Service Center within 30 days from the issuance date of the parking citation.)*

In order to dispute a parking citation in the Norfolk General District Court, the individual planning to attend court must sign an affidavit, in person, at the Norfolk Parking Customer Service Center. A court date, generally 21 business days into the future, will be assigned.

Patrons cannot change their assigned court dates prior to that date. Patrons must appear in court to ask permission of the court to continue their case to a later date. Patrons making payment for parking citations that are being disputed in the Norfolk General District Court must **make payment directly to the Norfolk General District Court**. Payment cannot be accepted by the City of Norfolk.