

ADMINISTRATIVE HEARING CENTER

Procedures to Contest Parking and Photo Safety Citations

The hearing process is composed of two (2) options for the citizens. They may choose to come to the Administrative Hearing Center (AHC), located at 1340 Poydras Street (Amoco Building), Suite 800 for a hearing or they may request a hearing by mail. Besides these hearings to address the validity of citations there are also hearings to determine boot eligibility, which are also held within the AHC.

In-Person Hearings (To contest in person)

The citizen can come to the AHC at 1340 Poydras Street, 8th Floor anytime on or before the administrative hearing date shown on the front of the citation. This is commonly referred to as a walk-in hearing. On the other hand, if a citizen appears on the administrative hearing date AM or PM designated, the ticketwriter must be available for this hearing (**only parking citations**). This is considered a scheduled hearing.

Consequently, in-person hearings provide the citizen with the opportunity to contest a parking or photo safety citation on an immediate basis with a walk-in hearing or to address the ticketwriter (**parking citation only**) and bring any additional information to the hearing on their administrative hearing date. The hearing date along with the walk-in period is automatically provided on the citation.

Mail-In Hearings (To contest by mail)

To have a hearing by mail a citizen must submit in writing, following the instructions on the back of the citation, an explanation of facts along with all pertinent documentation which would be relevant to the case. This would allow the hearing officer to review the circumstances just as he would for an in-person hearing. This information must be received on or before the administrative hearing date. No hearing will be granted after that date.

In summary, the mail hearing process provides the citizen and especially tourists with an opportunity to contest their parking citations without appearing in person. It also provides for all the possible options a citizen requesting an in-person hearing would have.

Information is provided on the back of both the parking and photo safety citation as to where your request and supporting documentation should be sent for a mail hearing.

Re-Hearings (Parking Citations Only)

When a citizen feels unsatisfied with the decision rendered by the hearing officer in their initial hearing, the citizen can request a re-hearing. In order to have a rehearing the citizen must post a bond in the amount of the fine and/or fees for which the hearing officer has ruled "Responsible". The request for the re-hearing and the bond must be received within thirty (30) days of the original hearing. Once the request is received, the citizen will be scheduled for the next re-hearing date.

On that date, the case file and tape recorded hearing or mail-in documents are reviewed by a panel of three (3) hearing officers, excluding the original hearing officer. The citizen is also allowed to present any further information or arguments he/she feels appropriate. At the conclusion of the re-hearing the panel will review the facts and the law, and affirm, reverse or modify the original decision.

Appeal of Photo Safety Citations

When a citizen feels unsatisfied with the decision rendered by the hearing officer in their initial hearing for a photo safety violation, the citizen can request an appeal hearing in New Orleans Traffic Court. In order to have an appeal hearing the citizen must pay a \$50.00 non refundable fee at Traffic Court. The \$50.00 must be paid within thirty (30) days of the original hearing. The appeal hearing will be scheduled by Traffic Court.

On the appeal date the case will be reviewed and a decision rendered by one of the Traffic Court Judges.

Boot Eligibility Hearings

When a citizen has met the criteria for having a vehicle booted by having three (3) or more outstanding citations, the citizen must be notified of this boot eligible status. At that time they are mailed what is called a seizure notice.

Upon receiving this notice the citizen has fifteen days in which to request a hearing on this eligibility. This hearing does not address the validity of the citations but rather the fact that these citations have remained outstanding with no action taken.

Cashiering

Another function housed within the AHC is a full cashiering office. Another cashiering office is also located at the city's impound facility at 400 N. Claiborne Avenue. If a citizen simply wants to pay for a parking citation he/she can do so at the AHC or impound facility. In the event a citizen requests a hearing and is found responsible for the parking or photo safety citation, he/she is able to handle payment of the citation at either location.

There are a variety of cashiering functions handled in the AHC. Refunds, bonds, and payments for tow fees can all be handled in the AHC cashiering office. An update on outstanding fines and fees can also be given at this location. The release of a booted vehicle can be done at the AHC. In all, the citizen can be served for any payment or refund needed within the AHC.

Again, the Administrative Hearing Center is located at 1340 Poydras Street, 8th Floor. Hours of operation are currently 8:00 am – 5:00 pm, Monday thru Friday. The telephone number is (504) 658-8250.