

## Emeryville, CA Procedure Summary

Data Entry	
Data Entry:	Handwritten citations to be entered by IPS Group Inc.
Payment/Refunds/NSF Processing	
Refunds:	IPS to process refunds.
NSF: returned check fee to be charged to the public	\$25/first check \$35/2 <sup>nd</sup> and every subsequent
NSF Contact:	Name: Andrea Arriaga Phone: 510-596-4327 Email: <a href="mailto:aarriaga@emeryville.org">aarriaga@emeryville.org</a>
NSF Letters:	IPS Group
Walk-in Location for Review Requests	Emeryville Police Department
Mailed Payments:	City of Emeryville Enforcement Solution Center P.O. Box 610188 San Jose, CA 95161-0188  Check or money order payable to City of Emeryville
Partial Payments:	IPS Group to process partial payments and send a notice for the remaining balance.
Grace Period:	A grace period of 3 days will be added to the system (used for mail-in payments to avoid late fees being added if the payment was mailed by the due date)
Extensions:	IPS Group will grant extensions for payments (only if requested by the public). Maximum of 14 days.
Payment Plans:	The online portal will be only option for payment plans. Within 60 calendar days from the issuance of a notice of parking violation, or 10 days after the administrative hearing determination, whichever is later, registered owners may apply for indigency determination and request an installment payment plan.
Reviews	
On-line Review Requests:	IPS Group will accept online Review requests via the custom public website requested within 21 days from the citation issue date or 14 days from the Notice of Delinquent Parking Violation. Email notification of reviews submitted will be sent to <a href="mailto:parkingtickets@emeryville.org">parkingtickets@emeryville.org</a>
Mailed Review Requests:	Review request received at post office box will be suspended in the system. The paperwork will be scanned and emailed weekly to Emeryville PD <a href="mailto:parkingtickets@emeryville.org">parkingtickets@emeryville.org</a>
Special Review Forms:	Generic review form will be available on the public interface.
Review Disposition Letters:	IPS Group

<b>Hearings</b>	
Hearing scheduling:	IPS Group
Hearing Deposits:	IPS Group to process hearing deposits.
Hearing Officer:	Name: Andy Cosgrove Phone: (510) 596-3700 Email address: acosgrove@emeryville.gov Physical Address: 2449 Powell St., Emeryville, Ca 94608
Hearing Location:	2449 Powell St., Emeryville, Ca 94608 All visitors must sign in on the 2nd floor reception office and will be directed to the hearing room from here
Hearing Dates:	Hearing Officer is under contract for 15 hours M/W/F
Hearing Times:	Hearing Officer will schedule with IPS
Minimum/maximum number of hearings that will be held each session:	Hearing Officer will schedule with IPS
IPS hearing contact questions:	Captain Oliver Collins 510-596-3706 ocollins@emeryville.org
Hearing Procedure	Emeryville/Hearing Officer will login in to EMS and access pending hearing report in EMS and work within the system to review and update hearing results.
Hearing Disposition Letters	IPS will mail the hearing disposition result letters automatically once the Hearing Officer enters the result of the hearing into the system.
<b>Letters</b>	
Drive Away Letters	IPS to send Notice of Parking Citation when a Drive Away is logged into the system.
Correction Letters	IPS to send Notice of Correction letters when a specific correction is made to the original citation information.
<b>Customer Support</b>	
IPS Customer support line: 877-351-3623 Chat feature activated on public and customer portals. Public Portal: <a href="https://emeryville.citationportal.com">https://emeryville.citationportal.com</a>	