

CITY OF ALLENTOWN POLICE TICKET/CITATION PROCESS FLOW

The Allentown Parking Authority (**APA**) is responsible for both off and on-street parking tickets within the City of Allentown, Pennsylvania. The **APA** tickets are printed from a portable Bluetooth device and ticket data is immediately transmitted to the **APA** database.

One of the objectives of the Patrol Division of the Allentown Police Department (**APD**) is to issue tickets and citations for violations of the Pennsylvania Vehicle Code and local ordinances as observed or determined in conformance with legal requirements and Department policies and procedures in order to ensure conformity with traffic laws and to prevent traffic accidents. The **APD** tickets are hand written and manually entered into the **APA** database.

POLICE TICKET PROCUREMENT

1. The Allentown Parking Authority (**APA**) procures parking ticket books for the Allentown Police Department (**APD**).
 - a. The tickets issued by the **APD** are consecutively numbered, beginning with a letter and a number, in each book. Each book contains 25 tickets. Each ticket is 2-parts.
 - i. The cost of the parking ticket books are billed to the City of Allentown.
 - b. The **APD** parking tickets only list the infractions the **APD** is responsible for enforcing.
 - i. Meter infractions, etc. are not listed on the tickets.
 - ii. Violation Fees are listed by infraction and by payment dates.
 1. Tickets resolved within 10 calendar days, original amount,
 2. Tickets resolved after 10 calendar days and within 20 calendar days, amount in the “11-20 days” bracket,
 3. Tickets resolved after 20 calendar days, amount in the “Until Citation” bracket.
 - c. The **APD** parking tickets have a payment envelope included with the physical ticket.
 - i. The payment address on the envelope is the **APA**.
2. The **APA** sends the parking ticket books to the **APD** for distribution to the Patrol Officers.
3. The **APD** Clerk III Confidential receives the parking ticket books.
 - a. Blank ticket books are kept in a locked closet. The key to the closet is maintained by the **APD** Clerk III Confidential.
 - b. When the parking ticket book inventory is low, the **APD** Clerk III Confidential requests ticket books from the **APA**.
4. The **APD** Clerk III Confidential distributes the ticket books to the Platoon Commanders (as requested).
 - a. The ticket books distributed to each Platoon Commander are recorded on the **APD** Clerk III Confidential’s ticket log.
5. The Platoon Commander receives the ticket books and issues the ticket books to the Patrol Officers.

- a. Each Platoon keeps a separate log that the Patrol Officer must initial for acceptance of the ticket book.

APD CONTACTED FOR VIOLATION

1. Parking complaint calls are received by the Police Dispatcher at the Allentown 911 Communications Center.
2. The Police Dispatcher determines which type of parking complaint it is and enters the complaint call information on the Computer Aided Dispatch (**CAD**) system.
 - a. The Dispatcher enters call type, location, vehicle description, caller's name, address, and phone number.
3. The Allentown 911 Communication Center transmits the parking complaint call information through **CAD** to the corresponding agencies (i.e. APA, APD, Fire, EMS, etc.)
4. If the call is transmitted to the **APD**, the transmitted information is displayed on the receiving Police Officer's **CAD** screen inside a Police Vehicle.
 - a. During normal **APA** operation hours, the parking ticket complaint call information is transmitted to the **APA** on **CAD**. Other corresponding agencies may be contacted depending on the nature of the complaint call.
 - b. After normal operation hours, the parking ticket complaint call information is transmitted to the **APD** on **CAD**. Other corresponding agencies may be contacted depending on the nature of the complaint call.
5. The Police Officer verbally notifies the Police Dispatcher of the action taken.
6. The Police Dispatcher updates the complaint call information by entering how the complaint was resolved.
 - a. The Allentown 911 Communications Center keeps a log of dispatched calls in the database, which includes incident number, department report number, location, received date/time, call type, officer number, unit number and disposition code.

ISSUANCE OF PARKING TICKETS

1. The **APD** issues a parking ticket for a violation.
 - a. The Police Officer hand writes the ticket from the ticket books.
 - i. The **APD** is not involved in street cleaning and meter tickets.
2. One copy of the ticket including the payment and violation information is put on the vehicle or given to the offender.
3. The second copy is returned to a lockbox at the **APD** complaint desk.
 - a. **APD** does not maintain a database for tickets issued by Police Officers.

4. Periodically, **APD** collects the tickets in the **APD** lockbox, puts them in an envelope and takes them to the APA Customer Service Representative (**CSR**).

APA PROCESSING OF TICKETS AND CITATIONS

1. The **APA CSR** receives the envelope of tickets from the **APD**.
2. The **CSR** identifies the tickets that have missing or illegible information and puts them aside for further research.
 - a. Using the Officer ID number, the **CSR** requests missing/illegible information from the **APD**.
 - i. Verified tickets are corrected for database entry.
 - ii. Incomplete tickets that cannot be validated with the Officer are not entered into the database. The hard copies are filed.
3. The **CSR** sorts the tickets in the date order of issuance and manually enters the ticket information into the **APA** database system.
 - a. The **CSR** enters the ticket number, date, license plate number, location, vehicle make/color, violation code, and officer number into the database.
 - b. The tickets include the completed tickets (referenced in 2.a.i.).
 - c. If a payment is made for an incomplete ticket (referenced in 2.a.ii.), the ticket information is manually entered into the database.
4. Once all the tickets have been entered into the database, the **CSR** pulls the tickets that are over 30 calendar days from the issuance date.
5. The **CSR** enters the ticket numbers that are over 30 calendar days from issuance into the database to determine whether the ticket has been paid.
 - a. If the ticket was paid, the original ticket is filed.
 - b. If the ticket remains unpaid, the **CSR** searches the owner's address through the Commonwealth Law Enforcement Assistance Network (**CLEAN**) and sends a 30-day past reminder letter to the corresponding address.
6. Unpaid tickets are periodically updated in the **APA** database system.
 - a. After 10 calendar days past the issuance date, the payment amount due is automatically increased to the amount stated in the "11-20 DAYS" bracket.
 - b. After 20 calendar days past the issuance date, the payment amount due is automatically increased to the amount stated in the "Until Citation" bracket.
 - c. After 30 calendar days of ticket issuance, the **CSR** searches for the owner's address through **CLEAN** and a 30-day past due notice is sent to the registered owners address, advising them that payment must be received within 15 days from the date of the notice. Failure to pay would result in either vehicle immobilization or prosecution.
7. Parking ticket payments are accepted by the **APA** through mail, in-person visits, or the **APA** online payment platform.

- a. Mail and in-person visit payments can be made by cash, checks, or money orders.
 - i. If a check payment bounces, the **CSR** sends a Notification Letter to the violator's address (searched on **CLEAN**).
 - ii. After receiving the Notification Letter, the violator is responsible for the elapsed time and resends payment of the due violation amount at the resend date.
- b. The **APA** online payment platform accepts credit/debit card payment only.
- c. Once a ticket remains unpaid for 60 calendar days from issuance date, the payments are received at the Magistrate.

MAGISTRATE COURT/PARKING TICKET CITATION

1. 30 calendar days after the 30-day past reminder notice (60 calendar days in total after initial issuance), unpaid tickets are forwarded to the Magistrate Court. The ticket then becomes a Parking Ticket Citation (**PTC**).
 - a. If at any time the ticket is contested by the violator, the ticket is forwarded to the Magistrate Court and the ticket is treated as a **PTC**.
2. Within one week after the **PTC** is forwarded to the court, the court sends a Court Summons for a hearing to the violator's address.
 - a. If there is no response to the Court Summons within 10 days, the court sends another attempt through Certified Mail to the violator's address.
 - b. If a violator does not respond to the Certified Mail, an arrest warrant for the violator is issued by the court.
3. Prior to a Magistrate hearing, the violator may plead guilty or not guilty.
 - a. If the violator pleads "Guilty", the violation is paid directly to the Magistrate along with any associated fees.
 - b. If the violator pleads "Not Guilty", a Magistrate hearing is scheduled.
4. The Magistrate Judge holds a hearing with the defendant.
 - a. The Judge determines if the defendant is guilty or not guilty.
 - i. The case may also be dismissed by the Judge.
 - ii. The case may be withdrawn by the **APA**.
 - b. Under the Judge's discretion, if there are legitimate reasons, the original violation amount may be reduced to lower-level brackets.
 - c. The Judge may also require the **APA** or the City of Allentown to pay the court fees if the Judge finds the violation unwarranted.
5. Payments are made directly to the Magistrate.
 - a. The **PTC** payment amount includes the violation amount and additional court administrative costs.
 - b. The Court Administrative costs are kept by the Magistrate Court. The remaining **PTC** payment is sent back to the **APA**.
 - c. The Magistrate Court may agree to receive installment payments.

6. The Magistrate remits the violation amount collected and a report of the tickets paid to the **APA** twice a month.

APA PAYMENT OF PARKING TICKET REVENUE TO THE CITY

1. Quarterly, the On-Street Department produces a revenue report for the Police tickets. The Finance Department produces a report for **PTC**.
 - a. The revenue reports include the monthly revenue and count of paid Police tickets/**PTC**.
2. The Accountant in the Finance Department combines the two revenue reports to arrive at the amount owed to the City and forwards it to the Administrative Support Assistant in the Finance Department.
3. The Administrative Support Assistant in the Finance Department prepares a quarterly check with a "Tickets Payment Reconciliation" and remits them to the City's Treasury Department.

CITY OF ALLENTOWN PROCESSES PARKING TICKET REVENUE

1. Quarterly, the City's Treasury Department receives a check for the Police tickets/**PTC** from the **APA**.
 - a. A "Tickets Payment Reconciliation" is included with the payment.
2. Treasury creates a journal entry and deposits the money into the General Fund.
 - a. The total Police ticket and **PTC** received is posted into the Revenue Account (AC 000-4113 Allentown Parking Authority Reimbursement).
 - b. The **APA** Administrative Expense is posted into the Administrative Expense Account (AC 000-01-0609-0001-46 General & Civic Other Contract Services).
 - c. The net amount received is posted into the General Cash Funds Account (AC 000-1010).