

# Did you know?

## You can appeal your parking ticket.

If you received a parking ticket from the Calgary Parking Authority (CPA), you can request an administrative review and appeal your ticket. When you request a review, a CPA Peace Officer investigates your parking ticket and checks to see if an error was made when the ticket was issued and whether the ticket can be withdrawn.

### How do I appeal my parking ticket?

Submit an administrative review using one of the follow options:

1. Online at our website at [www.calgaryparking.com/web/guest/parkingoffences/adminreview](http://www.calgaryparking.com/web/guest/parkingoffences/adminreview);
2. By e-mail to [cpaappeal@calgaryparking.com](mailto:cpaappeal@calgaryparking.com); or
3. By fax at 403-537-7104.

If submitting by e-mail or fax, you will need to provide the following information:

- Parking tag/ticket number;
- License plate number;
- Contact information including name, phone number and address;
- Reason for appeal and proof if applicable.

Please note:

- Once you have submitted your administrative review, please allow at least 7 to 14 days for processing. The CPA will contact you regarding the status of your ticket appeal once a decision has been made.
- The CPA is able to receive reviews up until two (2) weeks before the Provincial Traffic Court date listed on the yellow Violation Ticket.
- The vehicle owner is responsible for following all instructions of the Court.

### Under what circumstances can I appeal my parking ticket?

You paid for parking using a ParkPlus pay machine, but entered incorrect information. You may have entered the wrong information, such as an incorrect zone number or license plate. For example, you may have entered one incorrect character or you may have entered another vehicle's license plate by accident.

You used your ParkPlus cell phone account to pay for parking, but your account contained incorrect information, such as an incorrect license plate or phone number. Some ParkPlus cell phone accounts have several license plates listed. It is important to ensure that this information is accurate to avoid receiving unnecessary parking tickets.

If you need assistance in updating your ParkPlus cell phone account, please call 403-537-7275 and press \*. You can also e-mail [parkplusadmin@calgaryparking.com](mailto:parkplusadmin@calgaryparking.com) or visit [www.parkplus.ca](http://www.parkplus.ca).



# I was parked illegally but have a really good reason why. Can I appeal my ticket?

The CPA is unable to withdraw parking tickets based on compassionate reasons or on mitigating circumstances. To appeal your parking ticket based on these circumstances, you can choose to appear before a Justice at Provincial Traffic Court on or before the date on the yellow Violation Ticket that you will receive in the mail.

## Tips for avoiding a ParkPlus parking ticket:

**When the ParkPlus Enforcement vehicle drives by, there's still time to pay for parking.**



If a ParkPlus enforcement vehicle drives by before you've had a chance to pay for your parking, don't panic! ParkPlus enforcement vehicles do not automatically issue parking tickets.

We understand that it takes a few moments to park your car, find a ParkPlus pay machine and pay for parking. This is why there is a short grace period before and after every paid parking session. The grace period provides you time to pay for

parking no matter which payment method you choose. *Please note: in order for the grace period to apply, a payment is required.*

### Loading or unloading? Dropping off a passenger?

If you need to load or unload your vehicle, use a loading zone so you don't have to pay for parking. You can remain parked in a loading zone for the maximum length of time as posted on-street.

If you're dropping off or picking up a passenger in a ParkPlus zone, a small payment of even \$0.25 will ensure you don't receive a ticket. Enforcement officers may exercise discretion in issuing a parking ticket only if they can see evidence of loading or unloading at the time the photo is captured. Please ensure your loading or unloading actions are visible.

### Verify if you need to pay for parking.

Payment is required for on-street parking in ParkPlus zones from 9:00 a.m. to 6:00 p.m. Monday through Saturday. Outside of those times, payment is not required. Remember, on-street parking is free on Sundays and holidays.

If you're parking in one of our surface lots or parkades, please note payment is required at all times. This includes evenings, weekends and holidays. Payment is required after you've parked your vehicle.

Questions or concerns about your ticket appeal?

Please contact Ticket Appeals at 403-537-7100, option 3 or [cpaappeal@calgaryparking.com](mailto:cpaappeal@calgaryparking.com).