

Parking Citation Appeals Procedure

This procedure defines how a UWM Parking Citation may be appealed when someone who has received a citation believes that they should not have received it or that there were special circumstances that UWM should consider.

STEP 1 APPEALS: Appeals must meet the following three (3) requirements.

1. Appeals must be submitted online to UWM's Transportation Services online portal. The Transportation Services online portal for submission of an appeal is available at uwm.edu/transportation/citation. If errors are encountered, an appeal may be electronically delivered to uwmpark@uwm.edu with "Step 1 Appeal" in the subject line.

Verbal appeals are insufficient to initiate an appeal. Appellants are encouraged to use the Transportation Services online portal available at uwm.edu/transportation/citation.

2. Appeals must be received by the Transportation Services department within ten (10) calendar days of issuance of the parking citation. If the appeal is received after this deadline the citation may, in UWM's sole discretion, be upheld.
3. The appeal should provide any information or documents that the appellant wants the UWM appeals officer(s) to consider. Please note that the appeals officer(s) will not dismiss a parking citation for any of the following reasons:
 - Could not find a legal parking space
 - Did not see posted restrictions
 - Could not find a convenient parking space
 - Had flashers/hazard lights on
 - Did not have money or change for the parking meter
 - Was late or did not have enough time to park properly
 - Was just "dropping off" or "standing" for a short time
 - Will never do it again
 - Someone stated it was okay to park
 - Parking in NO Parking Zone

An appeals officer(s) will review the appeal within **seven (7) to ten (10) calendar days of receipt**, and a written decision will be emailed to the appellant. If there is no primary email associated with the appellant, a written decision will be mailed to the primary address on record.

STEP 2 APPEALS: If the appellant's Step 1 Appeal is denied, in whole or in part, the appellant may initiate a Step 2 Appeal following the following three (3) requirements:

1. Like Step 1 Appeals, a Step 2 Appeal must be made in writing to UWM's Transportation Services. Submission of a Step 2 Appeal must be electronically delivered to uwmpark@uwm.edu with "Step 2 Appeal" in the subject line. Step 2 Appeals will not be accepted if mailed or hand delivered to the UWM Transportation Services office.

Verbal appeals are insufficient to initiate a Step 2 Appeal.

2. Step 2 Appeals must be received by the Transportation Services Department within ten (10) calendar days of the date on the Step 1 decision letter. If the Step 2 Appeal is received after this deadline, the Step 1 decision may, in UWM's sole discretion, be upheld.
3. A Step 2 Appeal must include the rationale for why the Step 1 decision was incorrect. Any information or documents that the appellant wants the appeal officer(s) to consider, the specific remedy sought, and an explanation for such remedy.

A different appeals officer(s) will be assigned to the case (i.e. not the same appeals officer(s) who adjudicated the Step 1 Appeal). The appeals officer(s) will review the Step 2 Appeal within **seven (7) to ten (10) calendar days of receipt**, and a written decision will be emailed to the appellant. If there is no primary email associated with the appellant, a written decision will be mailed to the primary address on record. Step 2 decisions are final.

Additional questions or concerns about the Appeal Procedures may be directed to UWM's Director of Transportation Services at uwmpark@uwm.edu.

Parking Citation Appeal Recommendations

To ensure a timely response to an appeal submission, the following are a list of recommendations to provide sufficient information for the appeal officer(s). An incomplete submission can delay or negatively affect your appeal.

- Description of applicable details as to why the parking citation should not have been issued, or special circumstances that should be taken into consideration
- Method of payment (if applicable); Parkmobile or Parkeon (pay station)
- Images (if warranted)
- Classification
 - o Student
 - o Faculty/Staff
 - o Other