



## **Parking Ticket Appeal Process**

### **Parking and Transportation**

Parking and Transportation launched a project to reduce the time between parking ticket appeal submissions and decisions while ensuring fair, equitable treatment of their customers and establishing a model that would be sustainable over time. The project team's action plan is outlined below, and the full report provides more detail.

#### **Transition from volunteer committee to existing-staff model**

- Define roles and responsibilities
- Identify and inform selected staff
- Update position descriptions
- Examine role of Student Action Team members
- Design and deliver training
- Close out University Parking Appeals Committee

#### **Streamline appeal reviews**

- ✓ Remove face-to-face option from appeal form
- Have first reviewer enter decisions on clear cases; pass more difficult ones to second reviewer
- Provide all reviewers Flex system permissions needed to review appeals and enter decisions

#### **Develop process documentation**

- Finalize review guidelines
- Develop standardized response templates
- Map detailed workflow

#### **Update appeal form**

- ✓ Revise questions to match reviewer needs
- ✓ Add a description of supporting documentation examples
- ✓ Ensure language is clear and simple (avoid lingo)

### Evaluate for continuous improvement

- Establish review measures/metrics
- Determine review schedule
- Implement improvements
- Document results

### Projected Impact

The project team designed a more efficient parking ticket appeals process that dramatically reduces the time to decision while also achieving their goals of fairness, equity, and sustainability.

	Before	After
Process steps	10-11	5-6
Process time (start to finish)	30-150 days	2-5 days
Review time	40-54 minutes per case	5-10 minutes per case
Reviewers	5	2

In FY24, the process required five people to spend 40-54 minutes on each case (2,071 total). As a result of this plan, the process will require only two people to spend 5-10 minutes on each case, an approximate 85% savings in time that will more than allow for the increased number of appeals expected this year, as well as future growth.