

## City of Helena Parking Division

### Policy and SOP

#### OUTSTANDING TICKET & BOOT FEE PAYMENT PLAN

**Intent:**

- To provide parameters for a more consistent and efficient collection of parking tickets.
- To provide a standardized repayment plan for registered owners with outstanding balance.
- Assure all outstanding tickets are collected by the end of the fiscal year.

**Background:**

- *All City of Helena Parking Tickets state the following: The vehicle on which this notice has been placed was parked in violation of the City of Helena Parking Ordinances.*
- *Accumulation of unpaid citation totaling \$75.00 will result in vehicles Immobilization and an additional \$50.00 fee for the removal of the immobilization device.*
- *Payment of this citation can be made by placing the indicated amount in this envelope and mailing it to the City of Helena Parking Office.*
- *If you fail to pay or appeal this violation within 30 days, there will be assessed a \$5.00 late fee.*
- *Failure to meet these requirements may result in being sent to collections.*

**Policy:**

- The City of Helena's Parking Division maintains a computerized list of vehicles meeting the "booting" criteria. The criteria centers on the number of unpaid parking tickets received by the registered owner. More specifically, if the registered owner has five or more unpaid parking tickets, totaling **\$75.00 or more** and the tickets are 30 days or more overdue, the vehicle will appear on the list.
- If a vehicle on the list is seen in the parking meter areas, in any of the City's off-street facilities (lots or parking garages), contracted enforcement lots, in any residential parking district, or other on-street parking space within the City of Helena, it will be reported to the Parking Division. The Parking Manager or designee will verify the number of outstanding tickets and review the established "booting" checklist.
- Once confirmed, an officer with an immobilization device is sent to the location. The officer fills out a "warning" notice and sticks it on the driver's windshield; the officer then attaches the "boot." The "warning" notice alerts the driver to the fact that the vehicle is immobilized and cannot be moved. The notice also contains instructions on how to arrange for the release of the vehicle.
- Release of the vehicle can be obtained by paying **all** outstanding and current tickets, plus the **\$50.00** immobilization fee. Fees can be paid at the City of Helena Parking, located at 225 North Cruse Avenue, Helena MT 59601 between 10:00 a.m. and 3:00 p.m., Monday through Thursday.

**Payment Plan Policy:**

- If an owner does not make arrangements to pay in full or enter into an established payment plan described below in order to have the immobilization device removed within 48 hours, the vehicle will be towed and impounded. All associated towing and impound costs are the responsibility of the registered owner.

**Payment Plan Options:**

1. Full payment of immobilization fee along with the total of all outstanding and current tickets at time the boot is installed. NO WAIVER OF FEES ALLOWED.
2. If full payment cannot be made the registered owner can enter in to a payment plan with the following terms and limitations:
  - 50% of the total balance of all outstanding tickets, immobilization fee and any current tickets at time of boot installation is required.
  - The remaining balance will be divided into 3 remaining payments, plus any new tickets accumulated during the plan implementation date are due no later than 25<sup>th</sup> day of each month.
  - All payment plans establish in a fiscal year must be paid in full by no later than June 25<sup>th</sup> day of each fiscal year. Any account still outstanding after June 25<sup>th</sup> may be sent to collections.
  - A missed payment for any reason shall result in the following:
    - I. Immediate boot installation and the boot will remain on the vehicle until the outstanding balance of the repayment plan, plus any current tickets and new immobilization fee are paid.
    - II. A returned check will result in immediate boot installation and the boot will remain on the vehicle until the outstanding balance of the repayment plan, plus any current tickets, new immobilization fee and returned check fee are paid.
    - III. No new repayment plans will be established for broken agreements or subsequent tickets during the repayment period.

**Staff Advisory Note:**

**No exceptions, modifications or deviations from policy or repayment plan allowed.**