

# Citation Issuance Guidance

## Citation Types and Specifications for Issuing

The following chart outlines a consolidated list of citation types and issuing guidance. These specifications are designed to reduce complexity, enhance associate training, and standardize citation-type issuance. Parking Compliance Associates should strictly adhere to these specifications to ensure the parking system is equitable and transparent for all users.

Citation Name	Citation Pre-Requisite for Issuing
Accessible Parking Only	<p>Issued to vehicles parking in a marked accessible space without displaying a state-issued disability placard or disability permit associated with their license plate.</p> <p>Accessible spaces must have an accessible space sign mounted at the head of the parking stall, with the bottom of the sign mounted a minimum of 60" off the ground to ensure visibility. Additionally, accessible spaces must have one of the two following access aisle widths:</p> <ul style="list-style-type: none"><li>• 60" access aisle for normal accessible spaces</li><li>• 96" access aisle for accessible spaces marked as van accessible</li><li>• A state-issued disability placard is sufficient identification to use for an accessible space.</li></ul>
Unauthorized Use of a Permit	<p>Citation is issued when a physical permit (e.g., single day scratch off hangtag, reserved space hangtag, media pass, etc.) is forged, altered (e.g., extending the expiration date of the permit, attempting to conceal a previously used date, or modify the end time/date), or misused (e.g., utilizing a permit not issued to them).</p>
Damage of Parking Equipment	<p>Issued to customers that damage parking equipment (e.g., gate arm, barricade, access control equipment).</p>
Relocation of Vehicle	<p>A vehicle is eligible to be relocated when all the following conditions are met:</p> <ul style="list-style-type: none"><li>• Vehicle is parked in an event permit facility without event placard.</li><li>• If a customer moves a barricade chain for roof entry.</li><li>• Vehicle is parked in a reserved space or lot.</li><li>• Vehicle fails to set brake.</li></ul>
Impound of Vehicle	<p>A vehicle is eligible to be impounded when all the following conditions are met:</p> <ul style="list-style-type: none"><li>• Vehicle has two or more unpaid citations not on or eligible for appeal.</li><li>• Outstanding balance is equal to or greater than 2x the <i>Unregistered Vehicle Parked Out of Zone</i> citation rate.</li><li>• Outstanding balance has been due for a minimum of 45 days from the date of citation issuance.</li><li>• If a vehicle has been immobilized for 24 hours.</li></ul> <p>When these criteria are met, the vehicle is considered a scofflaw. Vehicles in scofflaw status and have a balance greater than the <i>Unauthorized Use of a Parking Permit</i> rate should be impounded.</p> <p>Additionally, vehicles may be impounded when:</p> <ul style="list-style-type: none"><li>• Vehicle is parked in a timed space (e.g., loading zone or hourly visitor space)</li><li>• Vehicle is impeding traffic flow (e.g., unattended vehicle rolls out of parking space).</li><li>• Vehicle has been immobilized for 24 or more hours.</li><li>• Vehicle is abandoned in an hourly space for over 72 hours.</li><li>• Request for impound is made by a reserved space owner or building coordinator.</li></ul> <p>Prior to the impounding of a vehicle, eligibility must be confirmed by Customer Care.</p> <ul style="list-style-type: none"><li>• <i>Vehicles from rental car companies are exempt from impound or immobilization. Parking Compliance Associate shall notify Customer Care Manager and issue an Immobilization/Impound warning, indicating said vehicle has unpaid fines.</i></li></ul>
Immobilization of Vehicle	<p>A vehicle is eligible to be immobilized when all the following conditions are met:</p> <ul style="list-style-type: none"><li>• Vehicle has two or more unpaid citations not on or eligible for appeal.</li><li>• Outstanding balance is equal to or greater than 2x the <i>Unregistered Vehicle Parked Out of Zone</i> citation rate.</li><li>• Outstanding balance has been due for a minimum of 45 days from the date of citation issuance.</li></ul> <p>When these criteria are met, the vehicle is considered a scofflaw.</p> <p>Prior to the immobilization of a vehicle, eligibility must be confirmed by Customer Care.</p> <p>Vehicles immobilized for 24 hours become eligible for impound.</p> <p><i>Vehicles from rental car companies are exempt from impound or immobilization. Parking Compliance Associate shall notify Customer Care Manager and issue an Immobilization/Impound warning, indicating said vehicle has unpaid fines.</i></p>

Citation Name	Citation Pre-Requisite for Issuing
Impound Release at Parking Facility	<p>If a vehicle owner arrives back to their vehicle while their vehicle is being connected to the tow truck, the impound procedure can be stopped and vehicle released to the owner.</p> <p>The vehicle owner will have 24 hours to pay their outstanding balance. If not paid within the stated timeframe, the <i>Impound Release at Parking Facility</i> fine will be added to their account and the vehicle will remain in scofflaw status and be eligible for immobilization or impound.</p>
Shared Permit Violation	<p>Issued when it is verified that two vehicles linked to the same parking permit are parked on campus at the same time. A vehicle is eligible for a <i>Shared Permit Violation</i> – calculated by NuPark – when:</p> <ul style="list-style-type: none"> <li>The second license plate linked to a permit is scanned in a surface lot within two (2) hours of the first license plate linked to the same permit that is scanned in a surface lot; or</li> <li>The second license plate linked to a permit is scanned in a surface lot at the same time the same permit is marked “in use” inside a garage.</li> </ul> <p>Confirmation that neither vehicle has paid parking through pay-by-plate machine, ParkMobile, additional permit valid for the zone, visitor permit, or single-day hangtag.</p> <p><i>Photo of dash must be included with the citation.</i></p>
No Paid Parking	<p>Issued to vehicles that have no paid parking.</p> <p>Parking Compliance Associate must confirm through NuPark back office that the vehicle does not have paid parking through pay-by-plate machine, ParkMobile, additional permit valid for the zone, visitor permit, or single-day hangtag.</p> <p><i>Photo of dashboard must be included with the citation.</i></p>
Leaving a Parking Facility without Payment	<p>Issued when a vehicle exits a parking garage without paying via tailgating and is witnessed by a staff member.</p> <p>Tailgating is when a vehicle follows an individual so closely that they can pass through the gate while it remains in the open position.</p> <p><i>Incident report detailing the tailgating must be completed by employee who witnessed the action take place.</i></p>
Disregarding Signs, Markings, or Barricades	<p>Issued when vehicle operator has disregarded signage, lane markings, or barricades. Examples include:</p> <ul style="list-style-type: none"> <li>Vehicles parked in hashed out areas.</li> <li>Vehicles parked over the lines into a second parking space (vehicle must have two wheels over the line, or the second space cannot be used).</li> <li>Vehicles parked on grass, sidewalks, or in drive lanes.</li> <li>Vehicles parked in a “No Parking Anytime” zone.</li> <li>Vehicles parked in a reserved space (vehicle can be cited or relocated if requested by the space owner).</li> <li>Vehicles parked out of permit zone.</li> </ul> <p><i>Specific governing device disregarded should be annotated in the notes section of the citation. If governing device is not present (e.g., a missing sign or barricade), a citation should not be issued, and the missing device should be reported.</i></p> <p><i>Context photos (e.g., the vehicle and relevant signage, markings, or barricades that the operator disregarded) may be included with the citation when available.</i></p>
Overnight Parking Restricted	<p>Parked in overnight lot without proper permit type or paid hourly parking.</p>
License Plate Not Visible <ul style="list-style-type: none"> <li>Warning</li> <li>Second Offense</li> <li>Subsequent Offenses</li> </ul>	<p>State of Ohio law no longer requires vehicles to display a front license plate. Since license plates serve as parking permits, guests should park with their license plate visible from the drive lane to allow paid parking verification using license plate (LPR) recognition cameras.</p> <p>A vehicle is eligible for citation if the license plate is not visible from the drive lane. To educate guests, an escalating fine program has been established. Citations should be issued in the following order:</p> <ul style="list-style-type: none"> <li><b>Warning.</b> A warning should be issued for first time offense.</li> <li><b>Second Offense.</b> Issued only after a guest has received a warning for same violation.</li> <li><b>Subsequent Offenses.</b> Issued only after a guest has received both a warning and second offense violation.</li> </ul> <p>If a license plate is visible from the drive lane (e.g., placed on the vehicle dashboard) and is fully readable by the human eye but the LPR is unable to read it, no citation should be issued.</p> <p><i>Photo of the missing license plate must be included with the citation.</i></p>

Citation Name	Citation Pre-Requisite for Issuing
Paid Event Parking Required	<p>Citation is used when a customer parks in a surface lot setup for a day-of-event parking rate without paying the event parking fee or when customer disregards the event staff and enters the lot without paying the attendant. The citation rate is equal to the day-of-event rate.</p> <p><i>Signage for the event must be in place before a customer enters a lot.</i></p> <p><i>For use at Event Manager's discretion with approval from General Manager</i></p>
Courtesy Relocation – Parking Facility Project/Event	<p>Violation type to be used only when relocating a vehicle due to operations need (e.g., power washing, football compound, or facility maintenance). This is a \$0 citation.</p> <p>Citation carries no value due to circumstances outside of the customer's control.</p>