

## PARKING CITATION FAQ



### Q What do I do?

A The Oakland Housing Authority accepts online payment through a system in place called **pticket.com**. This site contains a list of all the client agencies of the Parking Ticket System that allow Web inquiries and payments. To begin, select your state, then the agency (Oakland Housing Authority Police). Click "Continue" and you will be routed to a separate page where you can find, pay, or appeal your citation. You will be required to enter your citation number, which is located in the upper right-hand corner on the ticket. Once you have entered the citation number, click on "search."

### Q What if I do not have the ticket number?

A For the security of your personal information, this site will perform searches based only on the ticket number. If you do not have your ticket number, call the Oakland Housing Authority Police Department dispatch center at (510) 535-3100, give them your license plate number, and they can give you your citation number.

### Q Why doesn't my ticket exist in the system?

A If your ticket was just issued, it is possible it has not been entered in the database yet. Please check back in a day or two, and if you still cannot find it, call the Oakland Housing Authority Police Department dispatch center at (510) 535-3100.

### Q Is this site secure?

A Pticket.com uses Secure Socket Layering (SSL) to encrypt your personal credit information, including your credit card number, before it travels over the internet. SSL technology is the industry standard for securing online transactions.

### Q Where do I send my payment? (Check or money order only)

A **DO NOT** send your payment to the Oakland Housing Authority Police Department. Instead, mail a check or money order to **Office of Parking Violations Oakland Housing Authority P.O Box 1113 San Jose**.

### Q What if I ignore the notice or fail to pay my fine(s)?

A Non-payment of fines may result in your vehicle registration being held up or flagged by DMV. If this occurs, you will not be able to renew your vehicle registration until the unpaid fines are paid



Oakland Housing  
Authority

## Q Why am I still getting delinquent notices after I have paid my fines?

A Occasionally, due to mail or computer processing delays you may receive a delinquency notice for a citation you've already paid. Should this be the case, simply call **(800-818-1832)** and provide documentation of payment (receipt or canceled check), if inquiring by mail send it to **Office of Parking Violations Oakland Housing Authority P.O. Box 11113 San Jose, Ca 95103-1113**. The matter will be researched and the record purged where warranted.

## Q Can the Police void my citation?

A Once the citation is written, the police officer or police service aide cannot void it. There is, however, a process by which the citation can be reviewed administratively. Citations can be adjusted for the following reasons only: a. valid parking permit from OHA; b. valid disabled permit/placard/license plate from DMV; c. valid temporary permit from OHA; d. clerical error on the part of the OHA Police Department dispatch center, police officer, or police service aide; e. inaccurate information on the citation; f. any other valid reason on a case-by-case basis.

## Q How do I contest my ticket?

A Parking citations are contested can be made immediately online at **pticket.com** or through written Parking Citations Appeal form that can be picked up at the Oakland Housing Authority Police Department, located at 2525 E. 12<sup>th</sup> St, Oakland, CA 94601 Completed citation appeal petitions must be received within 21 days of the issuance of the citation.

## Q How do I get Oakland Housing Authority Parking Permits?

A Parking any vehicle without a parking permit on OHA property is prohibited. The parking ordinance is in effect 7 days a week, 365 days a year.

Parking permits can be obtained at the Oakland Housing Authority Police Department located at 2525 E. 12<sup>th</sup> St Monday through Friday between the hours of 8AM and 5PM.

### Requirements

All of the information below must be provided in order to obtain a Parking Permit.

- Owner of vehicle **MUST** be the legal OHA resident.
- Owner must present current registration
- Vehicle must be registered to the permit holder listed on the lease agreement.
- License plate must be attached to vehicle. **(In the event that your license plate is lost, stolen or sub plated you must contact the Oakland Housing Dispatch center and provide them with your updated plate information).**
- Owner must bring vehicle to the office when obtaining a parking permit for a photograph to be taken by the Police Department.

### Information

Only one parking permit will be issued per household. The Oakland Housing Authority Police Department only issues temporary parking permits for extenuating circumstances. Vehicles with Handicap plates and placards must also have a valid parking permit in order to park on Oakland Housing Authority property.

