



**CITY OF MORENO VALLEY**  
14177 Frederick Street  
PO Box 8805  
Moreno Valley, CA 92552-0805

## Indigent Person Payment Arrangement Program

The City of Moreno Valley offers a Payment Arrangement Program for indigent persons who owe outstanding fees for parking violations.

Pursuant to California Government Code Section 68632, a person is indigent if his or her monthly income is equal to, or less than, 125% of the current federal poverty line, or if he or she receives assistance from any of the programs listed below:

- Supplemental Security Income (SSI)
- California Work Opportunity (CalWorks)
- Supplemental Nutrition Assistance Program (Food Stamps)
- County Relief, General Relief (GR) or General Assistance (GA)
- Cash Assistance Program for Aged, Blind and Disabled Legal Immigrants (CAPI)
- In-Home Supportive Services (IHSS)
- Medi-Cal

## Proof of Indigence

In order to qualify for the Payment Arrangement, you must demonstrate that you are indigent by providing proof of indigence in either of the manners described below:

(A) **Proof of income** from a pay stub or other proof of earnings such as recent bank statements showing that the individual meets the income criteria set forth in subdivision (b) of Section 68632 of the Government Code.

(B) **Proof of receipt of benefits** under any of the programs described in subdivision (a) of Section 68632 of the Government Code and listed above. A valid proof of receipt will consist of a copy of the most recent Verification of Benefits Form, Notice of Action Approval Letter, or Award Letter.

**To apply you must submit an “Indigent Person Parking Violation Proof of Indigence Application” form within 60 days of the issuance of the parking citation or 10 days from the hearing determination, whichever is later. Supporting documentation establishing proof of indigence is required.**

Failure to provide supporting documentation within the allowed time may result in an incomplete Application and/or denial of the Application.

Applications should be mailed to the address that is listed on the back of the parking violation:

**Citation Processing Center  
P.O. Box 10479  
Newport Beach, CA 92658-0479**

For additional information, you may call **1 (800) 989 2058** or visit:

[www.citationprocessingcenter.com](http://www.citationprocessingcenter.com)

If you are unable to submit your application via mail, please contact the City of Moreno Valley Code & Neighborhood Services at **(951) 413-3340**.

Applications received more than 60 days after the issuance of the citation will not be eligible for the program. Payment arrangements cannot exceed 18 months. **The minimum monthly payment is \$25.00.** A \$5.00 processing fee will be applied to each violation admitted to the Program. **The registered/legal owner of the cited vehicle is the ONLY person who may submit an Application.** The registered owner must therefore meet the indigent income criteria in order for a citation to be admitted to the Program.

Neither submitting an Application nor admission to the Program **relieves a driver of liability for parking violations.** Likewise, submitting an Application does not contest or dispute the parking violation. If you feel a parking violation was issued in error, you may contest the parking citation.

Please see “How to Contest” a parking citation for more information.

## **CONTESTING A CITATION**

California Vehicle Code Section 40215 (a) allows individuals cited for a parking violation to contest a parking citation provided that the citation was not issued in error.

Common reasons that **DO NOT** support just cause to dismiss a citation, include but are not limited to:

- “I do not live here.”
- “I am new to the city.”
- “I have no money to pay.” (**[Please see the Indigent Person Payment Arrangement Program](#)**)
- “This is my first time receiving a parking citation.”
- “I was not aware of the parking laws.”
- “I did not know what I did was against the law.”
- “I was sitting in my car and feel that I was not parked.”
- “I only stepped away for a few minutes.”
- “I moved my vehicle after the street sweeper drove by.”
- “I have a disabled person parking placard/plate and feel I should be exempt from abiding by the City’s street sweeping ordinance.”

If you would like to contest a parking citation, you must request a review **within 21 days of the issuance of the parking citation**. You may submit a request online at [www.citationprocessingcenter.com](http://www.citationprocessingcenter.com) or in person at City Hall.

## CONTEST PROCESS

### 1<sup>st</sup> Level - Administrative Review

There is no fee to contest a parking citation at this level. A citation is placed on hold at this level and any penalties are temporarily suspended while the citation is under review. An Administrative Results letter will be mailed to the address that is provided on the contest form.

### 2<sup>nd</sup> Level – Administrative Hearing

The amount of the citation **must be paid** in order to contest a parking citation at this level. An Administrative Hearing cannot be scheduled until after you have received the results of the 1<sup>st</sup> level Administrative Review and have been found liable and the citation has been paid.

On-line payment services are available through a 3<sup>rd</sup> party vendor. The 3<sup>rd</sup> party vendor charges a \$3.50 non-refundable convenience fee for utilizing its service.

To request a Waiver of Penalty prior to an Administrative Hearing, you may complete an Administrative Hearing Waiver of Penalty form and provide supporting income information. Administrative Hearing Waiver forms received without supporting income documentation are considered incomplete and will not be processed.

The request for Administrative Hearing, and Administrative Hearing Waiver (if applicable) and any supporting income documentation **must be mailed** to the address provided on your Administrative Review results letter.

All Administrative Hearing request and documentation **must be received prior to the due date listed on your Administrative Review results letter**. Request received after the due date will not be accepted.

If you are found not liable, and you paid the citation, the citation amount paid will be refunded.

### 3<sup>rd</sup> Level – Civil Appeal

California Vehicle Code Section 40230(a) allows for the ability to file a Civil Appeal for a parking citation if you are dissatisfied with the results of your Administrative Hearing. You may not request a Civil Appeal unless you have received a Result of Administrative Hearing and have been found liable. ***If a waiver was granted for the 2<sup>nd</sup> Level Administrative Review, the citation must be paid in full prior to filing a Civil Appeal.*** Upon filing a Civil Appeal, you will also be required to pay a filing fee to the court.

If you are found not liable during the civil process, the citation amount paid and filing fees will be refunded.