



Indigent Payment Plans for Parking Citations Frequently Asked Questions

www.cityofberkeley.info/parkingcitations

What is an Indigent Payment Plan for Parking Citations?

California Vehicle Code (CVC) Section 40220 states that an issuing agency shall provide a payment plan option for indigent persons. The City will consider individuals who can provide documentation that the eligibility guidelines are met. If approved and enrolled in an Indigent Payment Plan for Parking Citations, late fees and penalty assessments will be waived. Individuals will have up to twenty-four (24) months to pay off the payment plan balance. The maximum payment plan amount shall not exceed \$500.

Who qualifies for an Indigent Payment Plan for Parking Citations?

A person qualifies when their income falls within 125% of the monthly/annual income of the United States Department of Health and Human Services and published in the Federal Register for the number of persons in their household or proof of public benefits is provided. Please see the [application](#) for detailed descriptions of the income guidelines and list of public benefits accepted.

How do I apply for an Indigent Payment Plan for Parking Citations?

The [application and guidelines](#) can be downloaded here.

They are also available in the Customer Service Center located at 1947 Center Street, 1st Floor, Monday through Thursday 8:30am to 4:00pm. **Please note the Customer Service Center is currently open limited hours due to COVID-19 safety precautions: Monday-Thursday, 10:00am to 2:00pm.**

You may also call 1-844-855-2333 to speak with a live representative and to request an application be mailed to you. *Same day requests will not be honored.*

When can I apply for an Indigent Payment Plan for Parking Citations?

Payment plans can be established within one-hundred twenty (120) calendar days of citation issuance or ten (10) calendar days of an Administrative Hearing decision, whichever is later.

Are there any fees associated with the plans?

Yes, Indigent Payment Plans for Parking Citations are subject to an Administrative Fee of five dollars (\$5) as established by California Vehicle Code (CVC) Section 40220. A Late Fee of five dollars (\$5) may also be required if the parking citations have already resulted in a DMV Registration Hold. See [Application and Guidelines](#) for additional information.

(Additional questions continue on the following page.)

How are monthly payments determined?

All plans are set up to pay the balance in full within twenty-four (24) months, however, minimum monthly payments will be at least five dollars (\$5). Monthly amounts will be rounded up to the nearest dollar, and if the total amount is not split evenly, the last month will reflect the smallest payment. There is no prepayment penalty, however, monthly payments are required until the balance is paid in full.

Is there a grace period for payments?

No, there is no grace period. Payments are due the first (1st) day of the month following the establishment of the payment plan. If the plan is not brought current within forty-five (45) calendar days, penalties and fees will be reinstated and collection efforts can begin.

How do I make a payment towards my plan?

Payments are accepted at the Customer Service Center, 1947 Center Street, 1st Floor, Monday through Thursday, 8:30am to 4:00pm. The Customer Service Center is closed all City holidays.

Please note the Customer Service Center is currently open limited hours due to COVID-19 safety precautions: Monday-Thursday, 10:00am to 2:00pm.

Payments can be mailed to:

City of Berkeley
Attn: Indigent Payment Plans
1947 Center Street, 1st Floor
Berkeley, CA 94704

Please **DO NOT MAIL CASH.**

The City will honor all timely mailed-in payments.

Can I add citations to my current payment plan?

No, citations cannot be added to an existing payment plan. The City will allow up to three (3) active payment plans. Provided that limit has not been met, a new plan may be established.

My payment plan has been cancelled. What happens now?

Penalties and fees will be reinstated on the citations. The DMV may also be notified of the outstanding parking citations and a hold may be placed on the vehicle registration. The Franchise Tax Board (FTB) may also be notified; state income tax refunds may be impacted.

I have more questions. Who can I talk to?

Please call the City's Customer Service Line at 1-844-855-2333. They are available Monday through Friday, 8am to 5pm. *Phone lines are closed on major holidays.*