



The Scotts Valley Police Department does not process parking citations internally. All collections for parking citations are handled through the Phoenix Group in Santa Ana, California.

Within 21 days of receiving a parking citation, the cited person can either pay the parking penalty by mailing the payment with a copy of the citation to:

**The Parking Citation Service Center
P.O. Box 11923
Santa Ana, California 92711**

Or Call

1-800-535-2421

The person cited also has the option to contest the parking citation by submitting a written explanation requesting an Administrative Review that can be mailed to the address above or it can be dropped off at the Scotts Valley Police Department's lobby. The Administrative Review Form can be located on the department's website under Public Info/Forms & Documents.

If you are unable to pay the parking fine you may complete an application for an indigency determination that can be made within 60 days of the tickets issuance or 10 days of administrative hearing determination (whichever is later). If indigency is determined a payment plan can be set up for a maximum of 18 months that will allow payment of unpaid parking fines to be paid off in monthly installments of no more than \$25 for amounts due that are \$300 or less. Late fees are waived if an indigent person enrolls in a payment plan.