

**REQUEST FOR HELP FROM THE  
OFFICE OF THE PARKING SUMMONS ADVOCATE****FORM  
OPSA-911**

**Important:** This form should NOT be used to officially dispute or appeal a parking or camera violation summons. Read the instructions **BEFORE** filling out this form.

**YOUR INFORMATION**

Your Name (as shown on your vehicle registration):

Telephone Number (home/work/office/cell):

Clearly print your email address:

Are you the owner of the vehicle ticketed, the driver, or an authorized representative of either?

Business Name (as shown on your vehicle registration):

**Your mailing address (as it appears on your registration)**

Address and Street Number:

Apartment or Suite Number:

Borough or City:

State:

ZIP Code:

**Your mailing address (if different from your registration)**

Address and Street Number:

Apartment or Suite Number:

Borough or City:

State:

ZIP Code:

**TELL US IF YOU HAVE SOMEONE HELPING YOU**Are you represented by an attorney or broker?  Yes  No**TELL US ABOUT THE SUMMONS(ES)****Please attach a copy of the summons and use a separate sheet of paper if necessary to list summons numbers**

Summons Number(s):

Date(s) Issued:

**TELL US ABOUT THE TICKETED VEHICLE (BASED ON YOUR REGISTRATION)**

Plate:

Plate Type:

Body Type:

State:

Make:

Model:

Color:

**TELL US IF YOU NEED HELP COMMUNICATING WITH US**

<input type="checkbox"/> TTY/TTD Line	<input type="checkbox"/> Braille	<input type="checkbox"/> Large Type
<input type="checkbox"/> Language Other than English:	<input type="checkbox"/> Other: _____	

**TELL US ABOUT YOUR NYC PARKING SUMMONS PROBLEM**

Which type of summons are you having a problem with?

Parking    Camera Violations    Other \_\_\_\_\_

Which of the following best describes the type of problem you are having?

Hearings    Collection (Seized Vehicle, Auction, Boot Tow)    Payment of a Summons?

Filing a Form. What form? \_\_\_\_\_

Appeals    Refunds    Commercial Adjudications    Fleet/Rental Program

Other. Explain: \_\_\_\_\_

**TELL US WHAT YOU HAVE DONE SO FAR TO FIX THE PROBLEM**

Include the persons at the Department of Finance you have talked to or written to, when you did so, and what you were told by the Department of Finance. If you have a case number, include it below. If you have letters, emails or other documents that the Department of Finance sent you, please attach copies.

**TELL US WHAT HELP YOU WOULD LIKE FROM THE OFFICE OF THE PARKING SUMMONS ADVOCATE**

You may attach additional pages if needed.

**REQUEST FOR HELP FROM THE  
OFFICE OF THE PARKING SUMMONS ADVOCATE  
• INSTRUCTIONS •****FORM  
OPSA-911****WHERE TO FILE THIS FORM**

**By mail:** The Office of the Parking Summons Advocate,  
66 John St., 3rd Floor, New York, NY 10038

**By e-fax:** 1 (646) 500-6541

**If you already have a deadline to take action,  
such as an appeal, FILING THIS FORM DOES NOT EXTEND THE DEADLINE.**

The Office of the Parking Summons Advocate is an independent organization within the Department of Finance. The Parking Summons Advocate was created to safeguard the rights of parking summons respondents and assist those respondents who are having problems with the Department of Finance.

**THE OFFICE OF THE PARKING SUMMONS ADVOCATE CASE CRITERIA**

You can request and receive assistance from the Office of the Parking Summons Advocate if you can show that you are not represented by an attorney or broker and you satisfy any one of the following criteria:

- You have made a reasonable attempt to resolve your problem with the Department of Finance. It has not been resolved or a timely response has not been given.
- You continue to receive notices from the Department of Finance or a collection agency about a ticket that you have already paid or that you have contested at a hearing for which a decision is still pending.

You disputed a ticket or filed an appeal but you were found guilty even though:

- You never owned the vehicle or it was transferred or stolen before the date and time you were ticketed.
- The license plate was lost or stolen before the date and time you were ticketed and you immediately filed a police report and replaced the registration plates and stickers.
- The vehicle was not in New York City on the date you were ticketed.
- The parking ticket inaccurately described your car's license plate number, state of registration, plate type, make or model, or body type.
- The ticket is missing information, such as the date and time, address where the ticket was issued, or issuer's signature.
- The registered owner of the vehicle died before or within 90 days of when the ticket was issued.

**THE OFFICE OF THE PARKING SUMMONS ADVOCATE CANNOT ASSIST YOU IF:**

- You are represented by an attorney or a broker.
- You have not used all reasonable efforts to obtain timely relief through normal Department of Finance channels, including 311.
- You are asking for legal advice.
- You are seeking assistance on an issue or case already handled and closed by the Office of the Parking Summons Advocate.
- You are claiming that a NYC parking law, rule or regulation violates the New York State or U.S. Constitution
- The Parking Summons Advocate determines that the focus of the inquiry only involves frivolous strategies intended to avoid or delay paying parking/camera violation tickets.
- You are seeking assistance with an issue related to traffic (moving violation) tickets.

## SPECIFIC INSTRUCTIONS

### YOUR INFORMATION

#### E-mail Address

We may contact you by e-mail if we are not able to reach you by telephone.

#### Mailing Address

Please provide your mailing address as it appears on your registration documentation. If you reside somewhere other than your registration address, please list that address as well.

### SOMEONE HELPING YOU

**IMPORTANT:** This form should not be used to officially dispute or appeal a parking or camera violation summons. To file a dispute of your summons you must do so as instructed on the back of the summons - in person, by mail, by the web or by the NYC Pay or Dispute app. To officially file an appeal of a judge's hearing ruling you must complete a Parking/Camera Violations Appeal Application form and follow the instructions therein. To obtain more information or to access required forms, please visit [www.nyc.gov/finance](http://www.nyc.gov/finance).

#### Representation

If you are using the services of an attorney or broker please check the appropriate box. Please note that the OPSA will not be able to help you if you are represented by an attorney or broker (electronic or otherwise).

#### Summons Information

Please list all of the summonses you need help resolving. Please use a separate sheet of paper if you need more space.

#### Your Vehicle Information

Please use your registration information to provide your plate number, state of registration, make, model, color, body type and plate type of the car that was ticketed. You may also attach a copy of your vehicle registration.

### ABOUT YOUR NYC PARKING/CAMERA VIOLATION PROBLEM

#### Summons

Please tell us which summons you need help with: parking or camera (i.e., red light, speed in zone or bus lane) violations. Enter the name of the DOF unit that you are having a problem with: Adjudications, Payments, Refunds or Other. Please note we cannot help you with your traffic (moving violations) summonses which are returnable to New York State Traffic Court.

#### Describe the parking summons problem you are having

Enter any detailed information about your parking/camera violation summons problem. If you have written to or talked to a Department of Finance employee, please list his or her name and the contact information you have for that person (such as a telephone number or e-mail address). If you have any case number or other information about your case, also include that.

**Disclaimer** - The Office of the Parking Summons Advocate **cannot** extend the filing deadline for an appeal of your guilty hearing nor for the filing deadline for an Article 78 proceeding in Supreme Court as a result of a decision of the Appeals Panel. If you wish to take any of these actions you are specifically advised to do so irrespective of your submission, or acceptance, of a service request from the OPSA and irrespective of whether or not you meet the criteria of the OPSA. Please also note that the OPSA does not have the authority to stop penalties from accruing if you have a balance due, even if you are disputing such balance and the OPSA is actively investigating your claim. To avoid the assessment of further penalties, it is recommended that you pay your total amount due and seek a refund at the conclusion of the investigation.