

# City of Ann Arbor

## Parking Overpayment Policy

The City Treasury will take the following proactive steps to ensure customers are given proper credit for payments made while continuing to make efficient use of our resources.

### Overpayment Review and Application to Outstanding Tickets

1. Overpayments will be held for a period of at least 30 days.
2. After 30 days, the Parking Referees will review the overpayment and apply the overpayment to outstanding tickets on that license plate. Amounts due on any outstanding ticket will be calculated as of the date the overpayment is reviewed under this section.
3. After applying the overpayment to outstanding tickets:
  - a. The City will retain any remaining overpayment totaling \$20 or less.
  - b. The City will seek to refund any remaining overpayment of more than \$20 under the overpayment refund procedure in this policy.

### Overpayment Refund Procedure

1. After an overpayment has been reviewed and applied against outstanding tickets, if an overpayment of more than \$20 remains, the registered owner of the vehicle receiving the ticket will be sent an overpayment letter from the Parking Referee. This letter will:
  - a. Confirm the registered owner's address is valid.
  - b. Ask the registered owner to confirm that they made the overpayment or identify the name and address of the person who did.
  - c. Request instructions from the registered owner whether to apply the overpayment to a different plate/ticket, or provide documentation of where to send the refund.
  - d. Give the registered owner a deadline of 30 days to respond.
2. If 30 days have elapsed with no response to the overpayment letter, Parking Referees will again review the license plate and apply any remaining overpayment to outstanding tickets on that license plate. Amounts due on an outstanding ticket will be calculated as of the date the overpayment is reviewed under this section. After applying the overpayment to outstanding tickets, the City will retain any remaining overpayment, regardless of amount.

### Overpayments Generally

1. If the City is unable to determine the identity and address of the overpayer, the overpayment will be retained by the City regardless of amount.
2. If a payment is received, there are no tickets outstanding for the license plate referenced, and the address of the payer is apparent, the payment will be returned to the customer, regardless of amount. If the address of the payer is not apparent, the payment will be retained by the City.