

## VIRTUAL PARKING HEARING GUIDELINES

Austin Municipal Court is now able to provide online appointments to speak with a Hearing Officer for civil parking violations.

### **Services we are able to provide through our Virtual Parking Hearings:**

1. Submit proof that you paid for parking (ParkATX or Pay Station receipt).
2. You would like to dispute your parking ticket.
3. Submit proof of your residential parking pass.
4. Request a payment plan or extension.
5. You need more time to pay or submit proof.

You must have an electronic device that is compatible with ZOOM. (iPhone, Android, tablets, laptops, and home computers with video capability should be compatible).

Run a test via the Zoom platform here: <https://zoom.us/test>

See here for more detail regarding system requirements and ‘Getting Started’ guides for “Desktop” (computer use) or “Mobile” (smartphone use): <https://support.zoom.us/hc/en-us/categories/200101697>

### **How to contact us / initiate a request:**

To request a court appearance with a hearing officer please [click here](#). Attach any documentation that you wish to provide to the hearing officer within the form. If you prefer, you may email any attachments to: [OnlineParkingHearing@austintexas.gov](mailto:OnlineParkingHearing@austintexas.gov). Please use Adobe PDF format when possible. Due to security issues, other formats may get rejected. If you have not received confirmation that your documents were received within 24 hours prior to your court session or if you have any questions, please call 512-974-4800.

### **Expectations**

1. Ensure to set aside 15-30 minutes of time for the appointment.
2. Select a room environment that allows you to focus on discussing your case with the Hearing Officer and minimize interruptions or background noise.
3. Be patient with unexpected technical issues or inactivity during the session as we work through the technical challenges of a virtual hearing.
4. Have your documentation at hand to review.