

Amnesty Notice FAQs

The City of San José is **temporarily waiving all late fees** on overdue parking citations issued on or before March 19, 2020. To check if you have unpaid citations that may qualify, call the Office of Parking Violations at (800) 294-8258. Please take advantage of this time limited payment reduction to clear your past due parking citations by December 31, 2020. Beginning January 1, 2021, if you have not paid the original fine amount in full, late fees will be reapplied to your outstanding balance.

Q: How do I qualify for the Citation Fee Amnesty Program?

A: If you have an overdue citation that was issued on or before March 19, 2020 you automatically qualify.

Q: How will I know if I have an overdue citation and qualify for the Citation Fee Amnesty Program?

A: Letters are being mailed to individuals that have overdue citations, but if your address on file with the DMV isn't up to date the letter may not reach you. You can call the Office of Parking Violations at (800) 294-8258 to check if you have overdue citations.

Q: I received a notice that I have an overdue citation that qualifies for the Citation Fee Amnesty Program, what do I do now?

A: You have until December 31, 2020 to pay the original fine amount. You can pay online by going to <https://www.pticket.com/sanjose>. You can pay over the phone by calling (888) 442-4088. You can pay by sending a check payable to: City of San Jose to P.O. Box 11023, San Jose, CA 95103-1023.

Q: The Citation Fee Amnesty Program waived my fees, but the amount I still owe is more than I can afford right now. Can I make payments?

A: The City does have a payment plan option, but you must meet certain low-income requirements. To see if you qualify and to apply, please call (800) 294-8258 or visit <https://www.pticket.com/sanjose>.

Q: What if I don't qualify for a payment plan and I can't pay the amount I owe all at once?

A: While an official payment plan isn't available if you do not meet the low-income requirements, individuals can choose to make multiple payments overtime as long as the balance owed is paid in full by December 31, 2020.

Q: What if I don't pay off the balance by December 31, 2020?

A: The original fine amount and all previously waived fees will be due.

Q: I have an overdue citation, but I don't think I should have received the citation in the first place. Can I still contest the citation?

A: No, the Citation Amnesty Program does not extend the deadline to contest a citation.

Q: I was issued a citation after March 19, 2020 and I did not pay it on-time. Can my late fees be waived?

A: No, the Citation Fee Amnesty Program was set by City Council and only includes citations issued on or before March 19, 2020 when County Shelter-in-Place orders were implemented.