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	Parking Complaints		Page 1 of 3
	Issued By: Interim Chief Aimee Metzer	CALEA Standards 	
Effective: 12/01/2006	Updated: 05/04/2023		
Last Reviewed: 07/10/2023			

I. PURPOSE

The purpose of this order is to establish procedures for handling parking complaints.

II. POLICY

The Community Standards Officers (CSO) of the Support Services Division, Special Services Section bear the primary responsibility for parking enforcement. Parking complaints received when CSO's are not working will be handled by patrol provided the complaint involves an identifiable hazard.

III. PROCEDURE

A. Parking complaints received during the hours Community Standards is open will be directed to Washtenaw Metro Dispatch. The telephone number is 734-994-2911.



1. During these hours, Community Standards Officers will handle parking complaints.
2. Communications with the CSO's will be achieved via the police radio, channel METROWEST, or other channel designated by Metro Dispatch.

B. Parking complaints received outside of the above hours shall be handled as follows:

1. If no immediate hazard is involved, the complaint will normally be held and referred to Community Standards for disposition on their next workday. An exception to this is that a patrol officer may be sent to handle the complaint with command approval.
2. Complaints that involve an immediate hazard will be handled by patrol.

C. Incidents handled by CSO's that result in a vehicle impoundment require an e-impound report. The case report number is generated by Metro Dispatch. An inventory search does not need to be completed under these circumstances.

D. Except as noted, parking complaints received during the hours when CSO's are not working will be handled by dispatching police personnel within the guidelines

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of [P & P 041-004](#).

IV. SPECIAL PARKING COMPLAINTS

A. Inoperative/Abandoned Vehicles

Abandoned vehicles will be marked and tagged by a CSO. If the vehicle is not moved 48 hours after the code violation is issued, Community Standards will impound the vehicle.

B. University of Michigan Property



1. Calls concerning parking enforcement for University of Michigan property will be referred to either the U of M Department of Public Safety, or the University Parking Office.

C. Private Property

Community Standards will handle private property complaints. Persons requesting tows will be advised of the private property tow policy. Vehicles will be ticketed from private property only after a private property consent form has been signed by the complainant.

E. Handicap Parking Enforcement

1. Violations may be issued on public or private property open to the public to a vehicle that does not have a handicap license plate, or a handicap hang tag. Vehicles may be towed if the handicap sign is marked **Tow Away**. A private property consent form is not needed for private property.
2. Handicapped drivers who display a proper and legal handicap sticker (front window -state, rear window - city) or handicap license plate may park without paying in the following spaces.
 - a. Any metered space on the street (personal handicap permit must have a "free" sticker).
 - b. In any municipal parking lot or structure (personal handicap permit must have a "free" sticker).
 - c. **Free Sticker** requirement does not apply to vehicles with an out of

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state handicap permit or plate.

d. All U of M lots and structures open to the general public.

e. In unrestricted loading zones, 30-minute limit.

3. Handicap drivers may not park in areas where there is a specific prohibition, such as no parking, or tow away zone.

F. Meters that are "Bagged"

When a person pays for a "meter bag" to reserve a metered parking space and another vehicle parks improperly in that location, the vehicle improperly parked may be impounded. This will be done by having the person, who leased the parking space, sign a private property consent form, and handling the incident as a city impound (consent form signed; incident type is **tow away** and citation is 04). These meter bags are only to be on the meters for the specified times that they are leased but do create a tow away zone anytime they are on the meter.