

Administrative Hearing Examiner (9135)
Task List (2015)
(Based on 2013 Task List)

1. Checks file(s) on a new hearing case to see that required documents (letter setting date, request for hearing, copy of original citation, contestant's explanation) and other documents such as photographs or statements from witnesses are present and in correct order.
2. Reviews citations, the history, photos, and contesting statements via electronic Ticket Information Management System (eTIMS) in order to be prepared for discussion with the contestant.
3. Looks up and reviews sections of the Municipal Code, California Motor Vehicle Code, and other relevant codes related to the violation(s) or case(s) prior to meeting with the contestant and/or conducting initial reviews, in order to become familiar with the violation(s) or case(s) cited, as well as to ensure that decisions are made in accordance with applicable laws and regulations.
4. Looks up and reviews relevant Business Processing Rules and other City policies related to the nature of the contesting statement, and ensures that the citation was processed and coded in accordance with applicable policies and procedures.
5. Reviews and revises Business Processing Rules as needed to ensure all possible scenarios are captured, and to adhere to any revisions to the California Vehicle Code or Los Angeles Municipal Code.
6. Accesses various systems and/or databases for information related to the parking citations including but not limited to, sign posting, outages, and meter history.
7. Gathers data and information from programs such as the Parking Management Information System, the Department of Motor Vehicles registration data, the California Motor Vehicle Code, and other sources as needed in order to verify information on citations and evidence presented.
8. Asks questions to contestant and/or witnesses during a hearing as needed in order to gather additional information, including but not limited to dates, times and location of incidents, direction in which parked vehicles were headed, and visibility of signs.
9. Takes/snaps photo(s) of any sign or paint outages as they are encountered while in the field, then forwards electronic copies of the photos to the Field Operations Division for administrative review.

10. Evaluates evidence and credibility of contestant and/or witnesses, and determines whether the contestant is liable or not liable for violations in order to complete the hearing process.
11. Dismisses parking citations if errors due to Traffic Officer personnel or Parking Violations Bureau contractors were discovered, or if citations were not processed in accordance with Business Processing Rules.
12. Determines eligibility of installment payment plan to case by reviewing the application for the payment waiver and grants or denies approval based on proscribed guidelines.
13. Grants hearing continuances if necessary for reasons such as need for proof of vehicle registration or other documents, or to bring in photographs or other pertinent evidence.
14. Attends meetings and trainings for the purposes of improving the adjudication process.
15. Monitors contractor performance for compliance with the terms and scope of work that were specified in the contract, such as the City's policies, the California Vehicle Code, and the Business Processing Rules, by conducting on-site inspections.
16. Ensures that violations cited matches with restrictions at cited locations while conducting field investigations, and includes specific and concise notes to support findings including a photo that supports a "valid" decision.
17. Explains laws, codes, ordinances, and/or regulations related to parking vehicles such as the California Motor Vehicle Code and sections of the Municipal Code in order to provide correct information to the contestant and other interested parties, and provide clarification if necessary.
18. Explains the hearing and administrative process, contestant's rights and legal terms, and requirements to the contestant in order to begin the recorded hearing session.
19. Provides an explanation to the contestant based on the California Vehicle Code for why the vehicle has been booted and/or towed.
20. Hosts presentations made by various personnel in order to explain the policies or procedures related to the adjudication process.
21. Explains to the contestant how to make payments for parking fines, presents verbal findings to the contestant if the vehicle is still in storage, and concludes hearing with a written determination.

22. Conducts field investigations while following specified guidelines for Complaint & Investigations which do not have enough prima facie evidence, with the use of a Complaint & Investigation handheld device as an aid.
23. Confirms and investigates various Complaint & Investigations (including but not limited to School in Session, Alley, Temp Tow and Fire Hydrant/Meter Visibility) circumstances based on information available, and renders a decision.
24. Drives City vehicle to conduct field investigations.
25. Uses internet mapping programs such as Google Maps to plot daily route for field investigations.
26. Manually proceeds with assigned field investigations by recording notes and comments on an Excel spreadsheet, in the event the Complaint & Investigation handheld device malfunctions.
27. Communicates with the public, contractors, coworkers, supervisors, media, city attorneys, and other governmental agencies in a tactful and effective manner both orally and in writing.
28. Brings contestant and accompanying parties from reception room to security desk for screening before entry into hearing room in order to begin hearing.
29. Discusses workload issues with supervisor to ensure completion of workload in a timely manner.
30. Swears in and verifies that contestant's contact information is correct.
31. Manually enters date, citation number, and contestant's name on log sheet for hearing record purposes.
32. Assembles files for the written decision and submits to supervisor for review.
33. Completes waiver of fees, fine adjustments, or refund form anytime there is a refund or waiver due.
34. Uses word processing or other software in order to compose letters, reports regarding investigations, or other documents.
35. Checks daily mail and emails for Initial Reviews that are forwarded from the Parking Violations Bureau; and Ombudsman Reviews received from various governmental entities.

36. Ensures that data is successfully transferred to the ticket information management system by returning the Complaint & Investigation handheld device to the docking station.
37. Logs all Initial Reviews that are permanently suspended due to Officer's Errors/Parking Violations Bureau Contractor's Errors into various reports as a shared document.