

## Safe, Sound and Green Streets

### Streets Maintenance and Safety Fee Appeals Process

#### Informal Process

1. Customer has concern with a bill
2. Customer calls City customer service agent
3. Customer service agent resolves issue
4. If Customer service agent not able to resolve the issue, customer is referred to the SMSF Administrator
5. SMSF Administrator resolves issue if possible

#### Administrative Interpretation – Application for Review (in ordinance)

1. If the SMSF Administrator unable to resolve issue informally, the SMSF Administrator will ask the customer to submit a written “Application for Review”.
2. The SMSF Administrator will provide an application for review that clearly defines the information required, this will also be available on the web
3. The SMSF Administrator has 90 days to act on the application.

#### Appeals Process

1. If the application is denied, the applicant may file a written appeal to the Director of PDOT within 10 days
2. The Director has 10 days to respond

#### Hearings Process

1. If the appeal to the director is denied, the applicant has 10 days to submit a request for a formal hearing
2. The hearings process will follow existing timelines