

## Complaint/Misuse Reporting Form

**Reserved Residential Parking  
The Philadelphia Parking Authority**

Complainant Information	
Name:	Date:
Phone:	Email:
Address:	
Complaint Information	
Zone Address:	
Complaint Details:	
Documents submitted:	

**Complainant's Certification**

I certify that the information contained herein is true and correct to the best of my knowledge and belief. I understand that any false statements made herein are subject to the penalties of 18 Pa. C.S. Section 4904, relating to unsworn falsification to authorities.

Executed on \_\_\_\_\_ by \_\_\_\_\_  
Date Signature of Complainant

PPA HP Review File No.:
PPA Response/Comments:
PPA Administrative Decision:

General Information
<p><b>**Complaints may not be submitted until at least one year after sign installation. Complaints submitted prior to one year will not be considered.**</b>  <b>The PPA will issue an administrative decision via letter that may be appealed to the Office of Administrative Review ("OAR")</b></p> <p style="text-align: center;"><b>**INTERNAL USE ONLY**</b></p>

## **The Philadelphia Parking Authority Reserved Residential Parking Misuse Complaint Procedure**

1. Each Reserved Residential Parking Zone ("Zone") in Philadelphia is issued pursuant to Section 12-1117(3)(a-d) & (5) of the Philadelphia Traffic Code ("Code").
  
2. Beginning one year after the date of the installation of a Zone, the Philadelphia Parking Authority ("PPA") will accept third party objections related to the use, or misuse, of the Zone, initiated through completion of the attached Complaint Form.
  
3. In order to initiate a review of the use or misuse of a Zone, the Complaint Form must be filed with **Susan Ebsworth, PWD Coordinator, PWD, 701 Market Street, Suite 5400, Philadelphia, PA 19107, 215-683-9746, [SEbsworth@philapark.org](mailto:SEbsworth@philapark.org)**.
  
4. Upon receipt of the Complaint, the PPA will contact Complainant gathering relevant information (pictures, videos, police reports, etc.)
  
5. The PPA will promptly assemble the Complaint, relevant information on file about the Zone, and all information received in support of the Complaint ("Complaint File").
  
6. The PPA will then make an administrative decision about the Zone after review of the Complaint File.
  
7. In the event the PPA issues an administrative decision directing the removal of a Zone, the PPA will initiate standard removal procedures unless the decision is appealed to the OAR within 30 days.
  
8. The Applicant for the Zone or the Complainant may appeal the PPA's administrative decision to the Office of Administrative Review ("OAR") within 30 days.

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Potential examples of misuse may include but are not limited to the following:

- Blocking the Zone with a cone or other objects;
- Jockeying vehicles to permanently occupy the Zone;
- Threatening other eligible (disabled) people for parking in the Zone;
- Damaging other vehicles parked in the Zone;
- Zone not being used by an eligible (disabled) person.