

## DOTS Real-Time Video Review FAQ

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## What are video appeals?

### What is the purpose of a real-time video appeal instead of a written one?

The DOTS real-time video review process is designed to offer students an alternative to submitting a written request for review. Participating in a real-time video process gives students the opportunity to explain the details surrounding their parking experience while also allowing the DOTS Citation Review Unit (CRU) to ask follow up questions for clarification. Only current UMD students are eligible for real-time video appeals.

Some categories of citations are less likely to be voided or reduced under any circumstance, for example:

- Parking in a fire lane
- Parking at unpaid meters
- Parking in an incorrect lot after receiving specific notice from DOTS

With this in mind, we recognize the value of the citation review process and believe that video appeals are a good alternative to written appeals for some students.

### Am I a good candidate for a real-time video appeal?

Yes, if ...

- You feel that you can accurately and compellingly explain your situation directly to a member of the CRU.
- You will have access to the necessary technology and a quiet environment during one of the available times.

No, if ...

- You have documentation that indicates that the citation you received may have been issued in error.
- You would like to appeal multiple citations for the same reason.
- You know why you received the citation and just want to vent to someone who works for DOTS.
- Your primary goal is to extend the timeline to submit payment.
- You disagree with the way parking is managed on campus and would like to discuss parking regulations on a broad level.

If you are not a good candidate for a video review, submit a written request for review and/or contact the DOTS office in Regents Drive Garage to pursue an appropriate resolution. You are welcome to schedule a video appeal even if you are not an ideal candidate, but please be aware that there are a limited number of appointments available for video reviews. We encourage you to contact the DOTS office with questions before scheduling an appointment.

### Is it more or less likely that my citation will be reduced or voided through a video review?

The CRU applies the same consideration to all student appeals. However, because the CRU may ask follow up questions during your appointment, you will have a better opportunity to respond with information that may not have otherwise been factored into an appeal decision. Nevertheless, each appeal situation is unique and evaluated accordingly.

### Can I meet with someone during my scheduled appointment?

Real-time video reviews cannot be conducted in person. However, you are welcome to speak with a DOTS employee regarding a parking issue before or after your scheduled appointment. DOTS is open Monday through Friday from 8:15-4pm.

### Who will I be speaking with?

All student citation reviews are conducted by members of the DOTS Citation Review Unit (CRU). During your video appointment, you will interact with one student member of the CRU.



### **How are decisions made? When do I get the decision about my appeal?**

As appropriate, CRU members will discuss the details of your citation and request for review with other CRU members before making a decision. Decisions are typically made within two business days of your appointment, at which time a decision letter will be sent to you.

### **If I choose a video review, am I still allowed to submit a written review and/or a PG Court appeal?**

No, it is not possible to schedule and conduct a video review in addition to a written or PG Court appeal; the choice of one process waives the option for another process.

### **What if I don't agree with the appeal decision?**

If you do not agree with the appeal decision, please follow the instructions provided within the decision letter you receive to submit a [request for second review](#). Second reviews are adjudicated by the UMD Appellate Board.

### **Can other people be present on my end of the video appeal?**

There are no restrictions on who may be present on your end of the video. If you feel that you would benefit from someone else's assistance during your appointment, do keep in mind that you and any participants will be held to the standards outlined in the UMD Code of Student Conduct. Please also review the section within this FAQ regarding supporting documents.

### **How do I go about including supporting documents?**

You will have the option to include supporting documents as attachments when you schedule your appointment.

Supporting documents may include, but are not limited to, the following:

- Tow paperwork
- Vehicle repair records
- Photos
- Letters of support from faculty, staff, advisors, etc.

## Scheduling

### How are real-time reviews scheduled?

Similar to online written reviews, you may schedule a real-time video review online through your parking account.

To schedule an appointment, log into your [parking account](#) or [search for your citation](#), and follow links to submit a real-time video review. You will be prompted to select a date and time no more than 30 days from when the citation was issued. Appointment times are available on a first-come, first-served basis according to when CRU members are available. Because appointments are scheduled according to CRU availability, it is not possible to add times upon request. If you are unable to select an appointment, please submit an online written review or payment.

### How long do real-time review appointments last?

Appointments will last no more than five minutes.

### What if I don't get to say everything I need to say in the allotted time?

Appointments are scheduled to encourage productive conversations. For this reason, it's best to prepare what you would like to discuss during your video appointment in advance. Doing so will allow you to make the most efficient use of your time.

### Is it possible to reschedule an existing appointment?

It is possible to reschedule an appointment, provided there are dates available within your eligible timeframe (within 30 days of the citation issue date). Simply log into your parking account and view the status of your requests for review.

Please be advised that you may reschedule only once per citation.

### What if I forget when my appointment is?

You will receive a confirmation email after scheduling your video appointment; please refer to that email to view your appointment date, time, and other pertinent information.

You can also log into your parking account to access appeal appointment details, including the date, time, and the supporting documents you provided.

### What if I need to cancel?

You may cancel your appointment without penalty up to two days before your scheduled appointment. Simply log into your parking account and select the link to view the status of your requests for review.

It is not possible to request a cancellation within two days of your appointment. If you are unable to cancel in time and you do not appear for your scheduled appointment, then a decision will be made on your appeal without any additional information.

### What if I find out last minute that I can't make my appointment?

Unfortunately it is not possible to accommodate last-minute requests to reschedule or cancel. If you would like to speak with someone regarding your missed appointment, please email [transportation@umd.edu](mailto:transportation@umd.edu).

### Can I appeal several citations during one single video appeal?

It is not possible to appeal several citations during a single video appointment.



## About Skype

### Skype Overview

Real-time reviews will be conducted using Skype Video. You will receive a confirmation email with instructions regarding accessing Skype when you schedule your appointment. It is essential that you be familiar with Skype to ensure you do not miss your appointment. To begin, [download Skype](#) and create an account if you don't already have one.

### Privacy

Video appeals will be recorded. Doing so allows DOTS to make your first review available to the UMD Appellate Board should you choose to submit a second appeal. Additionally, DOTS will use these recordings for staff training purposes.

Your video appointment recording will **not** be made public without your consent.

### What are the technical requirements of doing a real-time review?

To participate in a real-time review you will need to create and log into your Skype account from a supported device (Android, iOS, desktop). Visit [Skype support](#) for more information or [Skype Video](#) to troubleshoot on your device. You will be required to provide your Skype username to schedule your appeal appointment.

### What will happen with the video after my appointment ends?

Your appointment recording will be stored privately by the Department of Transportation Services. If you request a second appeal, the UMD Appellate Board will be given access to this recording until a decision is made.