

## **Administrative Review Hearing Appeal Rights and Responsibilities**

In accordance with California Vehicle Code 40255 (a), you have the right to contest a notice of toll evasion violation or notice of delinquent toll evasion violation. In response to your contest, the Riverside County Transportation Commission, operating under the name Riverside Express, or its processing agency performed an investigation and reached a decision. If you do not agree with the decision, you have the right to appeal the decision by timely requesting an Administrative Review Hearing.

Please read the following information regarding the Administrative Review process:

- 1) To appeal, you must complete the attached Request for Administrative Review Hearing Form. Using sufficient detail, you should include any evidence or proof you have that supports your claim that you are not responsible for the violation(s), toll(s) and/or associated penalty(s), or that the penalty(s) imposed creates a financial hardship. Attach any documents you wish to have considered and return them with this form to:

Riverside Express  
Administrative Review Hearing  
P.O. Box 1515  
Corona, CA 92878

- 2) A request for Administrative Review must be accompanied by a deposit of the total amount of assessed tolls and penalties, unless the following applies, and results in a lower deposit amount:
  - a. If the alleged toll violations all arose out of the same basic set of operative facts (such as a lost or stolen credit card), and you are an account patron, you must deposit an amount equal to the assessed tolls and penalties or \$250.00, whichever is less.
  - b. If the alleged toll violations all arose out of the same basic set of operative facts (such as a reasonable good faith belief that you were an account patron in good standing at the time of the alleged violations) and you are not an account patron, you must deposit an amount equal to the assessed tolls, plus either (a) \$250 or (b) \$250 plus 10% of penalties above \$1,000, whichever is greater.
  - c. If the required deposit will cause an undue financial hardship, you may apply for a reduction or waiver by completing and submitting a Request for Reduction/Waiver of Deposit.
- 3) In order to avoid any further escalation of penalties, you must submit a completed Request for Administrative Review Hearing form and the required deposit (or a completed Request for Reduction/Waiver of Deposit form) within 15 calendar days from the mailing of the results of the administrative investigation. The penalties assessed against you for the toll evasion violation(s) may continue to escalate if; 1) you do not file a timely request for Administrative Review ; or 2) the Administrative Review Hearing form is not accompanied by the required deposit (or request for reduction/waiver); or 3) you do not agree to a hearing date within 90 days of the date of submission of the Request for Administrative Review Hearing form; or 4) you fail to appear for or otherwise participate in a scheduled hearing for the same violation(s) on the original hearing date or the rescheduled hearing date.
- 4) The Administrative Review Hearing will be heard by a hearing officer. The hearing will be held within 90 calendar days following the receipt of the request for the Administrative Review Hearing. You may choose to be present at the hearing, be heard by video conference or present your position by written declaration. Riverside Express also has the right to participate in person or by phone through a representative, or by submitting written documentation. You will receive a scheduled date and time for the hearing by mail and e-mail. You may request one continuance of the scheduled hearing, not to exceed 21 days. Should you elect to be heard by video conference or in person and you cannot appear at the scheduled time, it is your responsibility to reschedule the hearing prior to the original scheduled hearing date. If you fail to reschedule the hearing prior to the original scheduled hearing date (absent an emergency) or fail to appear for the rescheduled hearing, your Administrative Review will be conducted by the hearing officer based on the evidence available and any information you have submitted prior to the time of the hearing, and a decision rendered.
- 5) You will be notified of the hearing officer's final decision by mail.

**Riverside Express  
Request for Administrative Review Hearing Form**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**Please provide the violation number(s) and vehicle license plate(s) you would like to appeal.**

Account Number: \_\_\_\_\_  Review all Notice ID's on this account

Review Specific Violation Numbers (s): \_\_\_\_\_

Vehicle License Plate(s): \_\_\_\_\_

**You have the option to attend the administrative review hearing in person or by video conference or submit a written declaration supporting your claim. Please indicate the method by which you would like to be heard:**

In Person       Video Conference       Written Declaration

If you select written declaration as your method, you must provide a written statement or evidence supporting your claim. If you request a reduction or waiver in the deposit due to financial hardship, you must complete and provide the Request for Reduction/Waiver of Deposit. Attach any documents you wish to have considered and return them with this form to:

Riverside Express  
Administrative Review Hearing  
P.O. Box 1515  
Corona, CA 92878

Any written documentation you submit will be forwarded to the Administrative Review Hearing Officer. You will be notified by mail and e-mail of the scheduled hearing date and time. If you fail to reschedule the hearing prior to the scheduled hearing date (absent an emergency) or fail to appear for the rescheduled hearing, your Administrative Review will be conducted by the hearing officer based on the evidence available and any information you have submitted, and a decision will be rendered.

**You are required to deposit the total amount of the toll violation plus penalty(s) assessed unless the following applies, and results in a lower deposit amount:**

- A. You are a toll account patron and the alleged toll violations or penalties all arise out of the same set of operative facts, then the maximum amount of tolls plus penalties to be deposited shall be \$250;**
- B. You are a non-patron, and the alleged toll violations or penalties all arose out of the same set of operative facts, then the deposit shall be the tolls, plus either (a) \$250 or (b) \$250 plus 10% of penalties above \$1,000, whichever is greater.**

**Please enclose a check or money order. If the amount calculated for the deposit will create a financial hardship, you can request a reduction or waiver by completing the Request for Reduction/Waiver of Deposit form.**

I declare under penalty of perjury under the laws of the State of California that the information provided on this form and all attachments are true and correct.

\_\_\_\_\_  
(TYPE OR PRINT NAME)

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(DATE)