



## Ticket Adjudication Ombudsman



**The purpose of the Ticket Adjudication Ombudsman is to provide persons with an avenue for impartial assistance within the Department of Motor Vehicles for the adjudication of parking, photo and moving violation tickets.**

**DC Department of  
Motor Vehicles  
Ticket Adjudication Ombudsman  
95 M Street SW  
Washington DC 20024  
Hotline: 202-729-7092  
Fax: 202-729-7154  
Email: [Ticket.Ombudsman@dc.gov](mailto:Ticket.Ombudsman@dc.gov)**

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## **District of Columbia Law Provides for three Answers to Violations**

Admit = Payment of the fine

Admit with explanation = Admit the violation and submit written explanation. No payment of fine

Deny = Submit your written defense by mail/online or present your defense at a walk-in, unscheduled hearing. No payment of fine.

**In accordance with District law, if you submit payment for a ticket fine and or penalty, you can no longer adjudicate the ticket; therefore, if you are within the 120 days of the ticket being issued and you want to dispute the penalty, you should not pay any portion of the ticket.**

The Department of Motor Vehicles Adjudicates the following types of tickets via Mail, Online or with an in-person hearing.

- Parking
- Photo Enforcement
- Minor Moving Violations

## **Duties and Responsibilities of the Ticket Adjudication Ombudsman**

- Respond to complaints and concerns in a timely fashion with accurate and helpful information.
- Determine the validity of any complaint quickly and professionally.
- Generate options for a response and offer a recommendation among the options
- Make a referral to DMV staff, when appropriate.
- Identify systemic concerns raised by citizens or otherwise received related to traffic adjudication.
- Recommend policy changes, staff training and strategies to improve traffic adjudication.
- Track complaints/issues and develop annual reports.

