

Fine/Formal notice/Infringement report- FAQ

- How can I pay a fine that the Municipal Police has written and left on the windshield of my vehicle (pink sheet or printed white strip)?

Please go to the following URL: <https://pisa.multeonline.it>, click on the "Payment of fines" tab, and follow the instructions below to complete the form:

Please complete the fields relating to the fine, as highlighted in the example image.

DATE OF VIOLATION or NOTICE (shown as Data Violazione and Data Verbale in the example image)

Enter the date of the violation as DD/MM/YYYYY. Example:

- 1 January 2018: 01/01/2018

- 25 April 2018: 25/04/2018

NOTICE NUMBER (shown as Numero Verbale in the example image)

Enter the number of the violation, without specifying the series. For example, if the number were 33451/c, you would need to enter 33451.

VEHICLE PLATE (shown as Targa Veicolo in the example image)

Enter the vehicle number plate.

The image shows a form titled "COMUNE DI PISA POLIZIA MUNICIPALE" for reporting a violation. The form includes the following fields and labels:

- Data violazione**: Points to the "IN DATA" field, which contains "11/05/18".
- Targa Veicolo**: Points to the "TARGA" field, which contains "XX XX XX XX XX XX".
- Numero Verbale**: Points to the "N°" field, which contains "04456965 33 verbale".

The form also includes the following fields:

- 33 ACCERTAMENTO DI VIOLAZIONE AL CODICE DELLA STRADA**
- ALLE ORE**: Time of the violation.
- VIA / CORSO / PIAZZA**: Location of the violation.
- CODICE VIA 1** and **CODICE VIA 2**: Street codes.
- Autovettura**, **Motociclo**, **Ciclomotore**, **Autocarro Bus**: Vehicle type selection.
- FABBRICA**: Manufacturer selection.
- TIPO**: Violation type selection.
- COLORE**: Vehicle color selection.
- Sostituito con Verbale**: Selection of whether the violation was replaced by a verbal notice.
- Targa estera**: Selection of whether the vehicle has a foreign license plate.
- LETTERE**: Selection of whether the license plate is in letters.

COMUNE DI PISA

Ausiliari del traffico

Accertamento di violazione
al Codice della Strada

Numero
verbale

36800747T

Data verbale

In data **26/04/2018** ore 15.31

Il sottoscritto agente ausiliario ha accertato a carico del veicolo contrassegnato

AUTOVETTURA VOLKSWAGEN POLO

targato

Targa veicolo

XX000XX

- I have found a parking fine on my vehicle's windshield specifying two different amounts – which one should I pay?

The amount to be paid until the fine is delivered to your home address is the amount discounted by 30%, i.e. the lowest amount. In this case, payment is required as soon as possible and no later than 15 days from the date of the fine.

- I have received a fine for non-payment of a parking fee, but I have the ticket that proves that I have paid – what should I do?

Contact the Municipal Police using the channels listed in this link

<https://www.comune.pisa.it/it/ufficio/72/Polizia-Municipale.html>. Please include your personal details (name, surname and address), vehicle registration certificate, the fine and a copy of the paid ticket. Please ask for confirmation of cancellation.

- I have found a parking fine on my windshield and I have a blue parking permit for the disabled or I was accompanying a disabled person – what should I do?

Please write an email to pm.violazioni@comune.pisa.it and request the cancellation of the penalty by attaching the following communication: a copy of your identity document, a copy of the fine, a copy of the front and back of your valid disability sticker and a copy of the vehicle registration certificate. Please ask for confirmation of cancellation.

- The hire company has charged me management expenses relating to a fine issued by the Municipality of Pisa – what does this mean?

If you have received a debit note from the company from which you rented the vehicle for administrative expenses for traffic penalties, this does NOT mean that the rental company has paid the notice for you. These are costs incurred by you for communicating your personal details to the police. In any case, we recommend that you contact your rental company directly for explanations.

- I have received a report from the leasing company that I have been fined by the Pisa Municipal Police. I would like to pay it – what should I do?

Wait for notification of the penalty at my foreign residence and follow the instructions provided on the penalty text.

- I have received a report from the leasing company that I have been fined by the Pisa Municipal Police. I would like to contest it – what should I do?

Wait for notification of the penalty at my foreign residence and follow the instructions provided on the penalty text.

- What does “access to ZTL” mean?

The centre of Pisa is a ZTL (Restricted Traffic Area), which means that access to this area requires authorisation. Access to this area is monitored by cameras equipped with software that can read the number plates of vehicles entering the ZTL.

Entries to the LTZ are marked with specific signs, an example of which is given below.



The prohibition signs are identical for all European countries.

- How can I view photographic evidence of an offence relating to access to the LTZ?

A photograph of the infringement can be viewed at the following address:

<https://pisa.multeonline.it/web/poliziale/polizia-locale>

To prevent unauthorised people from viewing the images, certain data must be entered in the received report:

Date of notice

Notice number (numeric characters only)

Vehicle number plate (alphanumeric characters only)

*Then click on «**Search**»*

*Finally, click on «**Click here to download**» in the "Attachments" section*

If you are not able to view the photo on the Internet, you can write an email with the subject "request copy of photo".

The equipment used for access control is approved by the Ministry of Infrastructure and Transport; no other documentation is available.

- What are the notification times for notices to citizens living abroad?

The Italian Highway Code and Constitutional Court ruling no. 477 of 2002 state that the notice must be sent (delivered to the post office) within 360 days from the date of the violation.

In the case of rented vehicles, calculation of the 360 days starts from the moment the rental company provides the name of the lessee.

- How can I lodge an appeal?

You can appeal against the notice received.

Appeals are allowed:

- If the notice has NOT been paid. (Payment of the notice precludes the possibility of appeal).

Please note: The appeal must be submitted, within 60 days, in ITALIAN to:

- **PREFETTO DI PISA.** Piazza G. Mazzini 7, 56127 PISA (Italia). The appeal must be sent by registered mail. Please keep the proof that you have sent an appeal until you receive a reply.

Or to:

- **GIUDICE DI PACE DI PISA,** Via Palestro 39, 56127 PISA (Italia). The appeal must be in four copies, all of which must be certified originals and sent by registered mail.

The appellant, or his/her delegate with a certified copy of power of attorney, must be present at the hearing.

For any further information in English, please call +39 050 2205623.