

FREQUENTLY ASKED QUESTIONS about the Violations Bureau

What is the Violations Bureau?

The Violations Bureau (VB) processes payments for most parking and motor vehicle tickets issued in cities in Hennepin County.

When is the Violations Bureau open?

- Counters are open Monday through Friday from 8 a.m. to 4:30 p.m.
- Phones are answered Monday through Friday from 8 a.m. to 4:30 p.m.

What do I do if I got an expired meter ticket in Minneapolis but have a paid receipt?

If you received a citation at an electronic meter and you have a receipt showing the meter was paid at the time of the citation:

- Send a copy of the citation and the receipt to 4thCitations@courts.state.mn.us or
- Bring the citation and receipt in person to VB.

How do I pay a ticket?

- In-person payments are accepted.
- [Pay online](#) by electronic check or credit card at www.mncourts.gov/Hennepin.
- By phone, 612-348-2040.
- By check or money order payable to: District Court Administrator
c/o Minneapolis Violations Bureau
300 South Sixth Street
Minneapolis, MN 55487-0014
- Mastercard and Visa are accepted.

What do I do if I received a ticket for having no proof of insurance but had insurance?

- If your vehicle was insured at the time of the stop, provide insurance and citation copies either in person or mail copies to the Violations Bureau.
- If you already paid the fine but had insurance, call 612-348-2040 to speak with a District Court clerk about your options.

How do I get a copy of my driving record?

Contact the [Driver and Vehicle Services \(DVS\)](#) of the Department of Public Safety at 651-296-6911 .

What should I do if I got a ticket in the mail for a car that I do not own?

- DVS state records were not updated to reflect the change in owners as of the date the ticket was issued, or
- A transfer of title has not been filed with DVS. To do this, complete the necessary forms at any Hennepin County Service Center or DVS.
- The ticket will not be changed automatically; see a hearing officer about your ticket and your options.

Hearing Office Hours and Locations

Call 612-348-2040 for an appointment.

By appointment only

Suburban Service Centers

[Brookdale, Ridgedale and Southdale](#)

Mon., Tue., Thu., Fri. from 8 a.m. to 4:10 p.m.

Wed. from 8 a.m. to 1:20 p.m.

Thu. from 5:30 to 8 p.m. at Ridgedale

Walk-ins or by appointment

[Hennepin County Government Center](#)

Office of Hearings and Fines, Street Level

300 South Sixth Street

Minneapolis

Monday through Friday from 8 a.m. to 4:30 p.m.



**MINNESOTA
JUDICIAL BRANCH**
FOURTH JUDICIAL DISTRICT

Hearing Office and Violations Bureau
serving Hennepin County

Got a ticket?



Need more information?

Go to www.mncourts.gov/Hennepin
or scan this QR code to learn more.



I got a ticket. What are my choices?

- Pay the fine.
- See a hearing officer to discuss payment options or dispute the ticket.
- Restorative justice is available to individuals unable to pay fines.

How do I see a hearing officer?

- Appointments available Monday through Friday and the second Saturday of every month.
- Call 612-348-2040 to schedule an appointment.
- Walk-in appointments are only available at the Hennepin County Government Center on a first-come, first-served basis .

Must I see a hearing officer?

A hearing officer is the first person to see regarding any “payable” traffic, parking, or criminal ticket. The hearing officer, representing District Court, is authorized to offer the best resolution possible under the existing guidelines set by the city where the offense occurred. You are not required to accept the options provided by the hearing officer.

What happens when I pay a ticket?

- Paying a ticket is a guilty plea to the offense(s). For most violations, such as parking tickets, payment ends the matter.
- For some violations, information is sent to the Minnesota Driver and Vehicle Services (DVS) and placed on your driving record. Depending on your driving record and the ticketed offense(s), your driver’s license could be suspended or revoked.

What happens if I do not pay the ticket?

- For a **certifiable offense**, if you do not pay the ticket within 30 days of the date it was entered in the court’s system, late fees will be added.
- Driver and Vehicle Services (DVS) may suspend your driving privileges until it is paid.
- More fees may be added by the Minnesota Department of Revenue (DOR) when the fine is referred to collections. Fines in collection must be paid directly to DOR.

What can I do if I cannot afford to pay my ticket?

See a hearing officer to discuss the options:

- More time to pay the fine; or
- A restorative justice option by completing Sentence to Service (STS).

What if I set my ticket for court?

If your ticket (citation) is not overdue, you may set a date for court after reviewing the options with a hearing officer. Before setting a court date, please note:

- If your fine is a payable misdemeanor, you may pay a fine and the offense will be a petty misdemeanor as a matter of law.
- If you set a payable misdemeanor violation for court and if you are convicted, your sentence could be as much as 90 days in jail or a \$1,000 fine, or both. Your sentence becomes a criminal conviction on your court record.
- Talk to a hearing officer if you are not sure if the charge is a misdemeanor.

What do I do if I paid my ticket but did not want to plead guilty?

- File a *Motion to Withdraw a Plea of Guilty* with District Court. A judge may or may not grant your motion.
- The *Motion* forms are available at the Violations Bureau, [online](#), or call 612-348-2040.

What is a suspended license?

- A suspended license is a valid driver’s license that DVS has temporarily removed. You may NOT drive with a suspended license until it is reinstated.
- A license may be suspended for various reasons such as failure to appear in court or pay fines on outstanding tickets. You may not be reinstated until you resolve the tickets **and pay a reinstatement fee to DVS**.
- Suspension may occur for certain violations on your driving record; no driving is allowed for a set period of time. The driving privilege may be reinstated after the time has passed **and a reinstatement fee is paid to DVS**.

Can I drive to work with a suspended license?

No. You cannot drive until your license is reinstated. Contact the [Driver and Vehicle Services \(DVS\)](#) at 651-296-6911.

What is a revoked license?

A revoked license is a terminated license for a set period of time. The most common reasons for a revoked license are DWI, insurance violations, or drugs in a motor vehicle. The license may be reinstated only after that set period has passed, a reinstatement fee is paid to DVS, the driver’s test is passed, and all other DVS requirements are satisfied.



Call 612-348-2040 for an appointment.

Call 612-373-3333 or go to [Metro Transit](#) for bus and light rail schedules.

Go to the [City of Minneapolis Parking Ramps and Meters](#) website for parking information.