

Frequently Asked Questions

How much do I owe? This information is not provided online and can only be obtained by contacting the Revenue office at 831-755-5042, Monday through Friday, 8:00am – 5:00pm PST. When calling, please have your case or account number ready.

How do I view my account online? Account information is not provided online and can only be obtained by contacting the Revenue office at 831-755-5042, Monday through Friday, 8:00am – 5:00pm PST. When calling, please have your case or account number ready.

What are the charges? This information is not provided online and can only be obtained by contacting the Revenue office at 831-755-5042, Monday through Friday, 8:00am – 5:00pm PST. When calling, please have your case or account number ready.

If my account has been forwarded to the Franchise Tax Board for collection, who do I contact?

Please call the Court Ordered Debt Collection – State of California, Franchise Tax Board (FTB) at 1-916-845-4064. You can also check your balance with FTB at: <https://www.ftb.ca.gov>

If my account has been forwarded to Alliance One for collection, who do I contact? Please call a Resolution Agent at Alliance One at 1-877-541-8420. Their self serve website is:

<http://www.payaoi.com>. Note that you will need your Alliance One account number when accessing the website.

How can I make a payment to the Revenue Division?

You can make a payment in person at our office, Monday through Friday, from 8:00am – 5:00pm, PST. The forms of payment accepted at the counter are: cash, money order, or personal check (drawn on a US bank only). Please note that no other forms of payment are accepted at the counter.

Credit card payments can be made at the kiosk located in our lobby at 168 West Alisal, Government Center, Salinas, Monday through Friday, from 8:00am – 5:00pm PST.

OR

Credit card payments can also be made by using the credit card courtesy phone located next to the kiosk our lobby at 168 West Alisal, Government Center, Salinas, Monday through Friday, from 7:00am – 5:00pm PST.

Credit card payments can also be made online through ACI's website. Follow the link on the Revenue Division webpage <https://www.countyofmonterey.gov/government/departments-i-z/treasurer-tax-collector/revenue>

OR

Credit card payments can also be made by calling 1-800-487-4567 for English, 7 days a week, 24 hours a day. Please use jurisdiction code of "1525".

For Spanish, call 1-800-487-4567. Spanish service is available 7 days a week from 7:00am – 8:00pm CST. Please use jurisdiction code of “1525”.

Check or money order payments may be placed in the Revenue Division drop box which is also located in the lobby, Monday through Friday, from 7:00am – 5:00pm PST.

Payments may also be mailed to the: County of Monterey Revenue Division, P.O. Box 60, Salinas, CA 93902. Please be sure to include your case or account number on your check or money order. Please **DO NOT** mail cash!

How can I make a payment for someone else? Please contact the Revenue Division at 831-755-5042

What is the phone number for Marina Traffic Court? The phone number to contact the Marina Traffic Court is 831-883-5300.

Why has my account been transferred from Marina Traffic Court to the Revenue Division in Salinas for collection? Accounts are transferred to the Revenue Division for collections when a payment is delinquent, or a payment plan was not established per the direction of the court.

What is a civil assessment? Pursuant to penal code section 1214.1, in addition to any other penalty in infraction, misdemeanor or felony cases, the court may impose a civil assessment of up to \$100 against any defendant who fails, after notice and without good cause, to appear in court for any proceeding authorized by law or who fails to pay all or any portion of a fine ordered by the court or to pay an installment of bail as agreed to under Section 40510.5 of the Vehicle Code.

How do I have the civil assessment vacated? You may petition to vacate the civil assessment if you show good cause as established by the court for your failure to comply;

GOOD CAUSE REASONS

1. Hospitalization of the defendant
2. Incarceration of the defendant
3. Out of country military duty of the defendant
4. Physical incapacitation documented by a physician of the defendant
5. Death of an immediate family member**

These are the only permitted good cause grounds to vacate a civil assessment. The period of hospitalization, incarceration, military duty or the death of an immediate family member must coincide with the date your court ordered debt was due. Failure to state one of these reasons and submit supporting written documentation will result in the automatic rejection of the petition to vacate civil assessment.

**** Immediate family member includes defendant's spouse, mother, father, grandparents, children, grandchildren, brother, sister, mother-in-law or father-in-law.**

I didn't get a courtesy notice so why do I have to pay the civil assessment? Not receiving a courtesy notice is not determined to be a "good cause" reason to vacate or waive the civil assessment. Note that on the back of citation is indicated: "a courtesy notice **may** be mailed to the address shown on your citation..."

What do I do if I receive a correctable violation? Follow the directions on the reverse of the citation in Section C. NOTE: YOU MUST SHOW PROOF OF CORRECTION TO THE MARINA TRAFFIC COURT AND PAY ANY ASSOCIATED FINES ON OR PRIOR TO THE PAY OR APPEAR DATE ON YOUR CITATION TO AVOID ANY FURTHER DELINQUENT FINES. Additionally, you have six (6) months from the pay or appear date, to provide the proof of correction to the courts.

Where can I find my court date on the citation? The court date is located on the front of your citation immediately below your signature. You should appear/contact the court on or before the date noted on the citation.