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1. Scope

The Policy applies to Council Officers authorised to issue parking infringements, including Council's Parking Officers and Rangers and to individuals who infringe the parking rules referred to in this Policy.

This Policy prescribes standards for the operational duties, functions and responsibilities of Council staff involved in all regulatory services associated with motor vehicle parking in the Parramatta Local Government Area, (LGA).

Council has a regulatory obligation to enforce the laws relating to motor vehicle parking and to manage public safety and traffic flow in accordance with the relevant laws;

Council also has the authority and delegation to enforce, under agreement, private roads and carparks. Council is not obliged to commit to all private parking enforcement requests, but will consider all requests relative to impacts and operational capacity.

Note:

In Annexure A, Parking on Nature Strips in streets with Rollback Kerb and Gutter will not be permitted on the roll back kerb streets of Newington. The current parking requirements as set out by the previous Auburn (now Cumberland) Council will be continued. This policy may in the future be amended, but only after community consultation and such amendment is placed before Council and adopted.

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2. Purpose

2.1 The purpose of this Policy is to set out a framework for the manner in which motor vehicle parking arrangements within the Parramatta local government area will be regulated under the laws relating to motor vehicle parking.

This Policy establishes clear and lawful guidelines for:

- enforcement of parking restriction to ensure consistent application of the laws relating to motor vehicle parking
- documenting enforcement practices utilised by Ranger and Parking Service Officers to detect illegal parking offences and for the issuing of infringement notices
- processes for the consideration of representations concerning PINs issued for parking offences
- the general standards of behaviour of Council staff involved in parking enforcement.

3. Policy

3.1 General

Council's Ranger and Parking Services are responsible for the administration of motor vehicles parking in the City of Parramatta Local Government Area (LGA) in accordance with the laws relating to motor vehicle parking.

Council is committed to working with its stakeholders to ensure the long term strategic management of the current and future traffic flow within of the City of Parramatta.

Efficient and effective parking regulation relies heavily on systematic presence of Council's Parking Officers (PO) and Rangers. Consistency in enforcement is the key component in an effective service. POs are required to practice a number of methods to manage parking and the related legislation. They include: - education, warnings, cautions, issuing of PINs and submission of reports to the Roads and Maritime Services (RMS).

Where a PO observes a motor vehicle parked in an illegal position, a dangerous position or both, they may issue a PIN and if possible locate the driver and instruct them to move

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the motor vehicle immediately. Motor vehicles parked illegally in a Red or School Zone will not be afforded any discretion if it is clear that an offence has been committed. Illegal parking in these high risk areas may place a member of the public in danger or adversely affect the flow of traffic.

A PO may not cancel a PIN if they have commenced recording details on the notice without adequate justification.

The onus to comply with current parking rules and regulations lies solely with each driver of a motor vehicle in NSW.

3.2 Discretion

A PO may exercise discretion in determining whether or not to issue a PIN as a result of contravention of the laws relating motor vehicle parking. This discretion is personal to each PO based on the individual circumstances of each limited and potential illegality.

Council requires that each PO have regard to this Policy in determining how to exercise that discretion.

Appendix B to this Policy sets out guidelines to assist POs in the determining how to exercise their discretion.

3.3 Surveillance Types

3.3.1 POs & Rangers can undertake high visibility and low visibility surveillance to ensure compliance with the laws relating to motor vehicle parking. This surveillance may take the following forms:

- **Covert operations** – Covert surveillance operations will only be conducted with Council's prior approval (given by unit manager or above).
- **High visibility surveillance** – This kind of surveillance involves activities where POs and Rangers are clearly visible in full uniform for all motorists and members of the public to see.
- **Low visibility surveillance** – This kind of surveillance involves activities where POs and Rangers may not be clearly visible. All POs observing and recording

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illegal parking offences must be in full uniform and comply with the applicable Road Rules at all times.

3.4 Standard Operating Procedures

3.4.1 PO and Rangers are required to observe Council's Standard Operating Procedures in the performance their duties as outlined in Appendix C to this Policy. In addition, and for the purposes of this Policy, POs and Rangers:

- a) Are to be appropriately attired in full uniform when conducting parking patrols.
- b) Should place PINs in a conspicuous location, usually on the windscreen.
- c) Should use Valve Stemming in the first instance to record vehicle parking positions
- d) If operational needs require chalk markings these are to be placed on the tread of the tyre only, not on the wall of the tyre.
- e) PINs are not to be issued unless all signs are clear and visible and all motor vehicle tyres are inflated.
- f) May allow a period of 10 minutes as a courtesy in circumstances where the relevant parking time restriction is greater than 15 minutes.
- g) May allow a period of 5 minutes as a courtesy in circumstances where the relevant parking time restriction is greater than 5 minutes but not greater than 15 minutes.
- h) In areas serviced by parking ticket kiosks, POs and Rangers must ensure that the parking meter is functional and may allow a period of 10 minutes as a courtesy for expired tickets.

3.5 Photographs

3.5.1 To ensure that appropriate evidence is collected, POs and Rangers are permitted to take photographs of vehicles where they intend to issue a PIN. Photographs should where possible be taken first and then the details of the offence and vehicle recorded to issue the PIN.

3.5.2 Copies of photographs may be obtained by the person to whom the infringement is issued, subject to payment of the relevant fee.

3.5.3 Where possible the POs and Rangers should attempt to issue the fine by placing the PIN on the motor vehicle or handing the PIN to the person who they reasonably consider to be the owner or driver of the motor vehicle. The PIN may

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be sent via the post to the motor vehicle owner under the following circumstances:

- a) The PO or Ranger observes a motor vehicle stop and illegally park in a red zone and then drives away.
- b) The PO or Ranger cannot find a legal parking space to stop and issue the PIN.
- c) The PO or Ranger forms the opinion that it would be unsafe to issue the PIN in the normal manner.
- d) The PO or Ranger forms the opinion that it would be inappropriate to issue the PIN in the normal manner because of the prevailing weather conditions.

3.6 Behaviour Standards

3.6.1 Upon their appointment each PO and Ranger is required to be trained to understand and comply with Council's Code of Conduct and the Standard Operating Procedures.

3.6.2 It is expected that POs and Rangers will:

- a) Be courteous, polite, fair and equitable, diligent and demonstrate behaviour above reproach at all times.
- b) Apply the 'benefit of the doubt' principle. This involves issuing a caution if there is any doubt as to whether an offence has been committed.
- c) Observe and obey the Road Rules at all times; except in the case of an emergency or where non-compliance was necessary in the interests of public safety.
- d) Understand that people may become upset when issued with a PIN for an illegal parking offence. POs must not verbally abuse, threaten or assault any member of the public. POs must report to their supervisor (and if they consider appropriate the Police) any verbal abuse directed to them, threats they receive or assault they suffer in accordance with Council's Regulatory Services Critical Incident Reporting Procedure.
- e) Act as ambassadors for our organisation and the community.

3.7 Parking Programs

3.7.1 POs and Rangers will undertake a range of activities to address illegal parking in addition to patrolling on street and off street parking areas. From time to time

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Council will conduct programs to target specific illegal parking behaviour and the methods of monitoring parking breaches. These programs include;

- a) **Mobility Parking Scheme Program** – This program seeks to manage mobility parking and to stop the misuse of permits issued to facilitate easier parking for persons with disabilities.
- b) **School Safety Program** – This program seeks to discourage illegal parking in School Zones to ensure the safety of children.
- c) **Complaint Based Program** – This program seeks to aid the investigation of parking related complaints

Further information concerning parking programs appears in Appendix A.

3.8 Parking Infringement Review Process

3.8.1 Representations in regards to Parking Infringement Notices issued by Council officers must be directed to the State Debt Recovery Office (SDRO). The SDRO is a State Government agency that undertakes the recovery of debts including parking infringements issued by Council.

The postal address for the SDRO is:

The Director
State Debt Recovery Office
PO BOX 4444
Parramatta NSW 2124

3.8.2 The SDRO has a procedure that governs the consideration of representations made in respect of debts that the SDRO is recovering. The SDRO publishes guidelines that outline the manner in which the SDRO will undertake the consideration of representations and review of request received in respect of any debt that the SDRO is pursuing. These guidelines can be viewed on the SDRO website www.sdro.nsw.gov.au or by contacting the SDRO on 1300 138 118.

3.8.3 In general terms, the SDRO procedure involves:

- a) Assessment as to whether the PIN was issued lawfully.

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- b) Assessment of representations against the Attorney General guidelines which to determine if the PIN is to stand or whether to issue a caution.
- c) Notification to the person making the request of its determination.
- d) If the SDRO determines that the relevant PIN was not lawfully issued, it recommends to the issuing authority that the PIN be withdrawn and notifies the person making the request of its determination.
- e) If the SDRO determines that the relevant PIN was lawfully issued, it notifies the person making the determination.
- f) Upon a determination of “Penalty to Stand” persons may elect to either:
 - i. Pay the PIN, or
 - ii. Challenge the PIN before the Court.

4 Definitions

In this Policy, unless the context otherwise requires:

Parking Officer/Ranger means any member of Council staff who hold this position or any equivalent position that is responsible for the enforcement of the laws relating to motor vehicle parking.

PIN means a penalty infringement notice issued under the laws relating to motor vehicle parking as a result of the contravention of those laws.

Policy means this document

Red Zone means parking signs that are red with white writing or white signs with symbols. These signs are used in high risk areas and include; No Stopping No Parking and bus zones. (Further information about these signs can be found in the Road Rules 2014.)

SEINS means the Self Enforcing Infringement Notice System. Office of State Revenue (OSR) online training relevant to the use (issuing) of Penalty Infringement Notices.

School Zone means:

- (a) if there is a school zone sign and an end school zone sign, or a speed limit sign with a different number on the sign, on a road and there is no intersection on the length of road between the signs, that length of road; or

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- (b) if there is a school zone sign on a road that ends in a dead end and there is no intersection, nor a sign mentioned in paragraph (a), on the length of road beginning at the sign and ending at the dead end, that length of road.

Standard Operating Procedures means the operating procedures that apply from time to time to the performance by POs and Rangers of their duties. Appendix C to this Policy contains the Standard Operating Procedures current as the date of adoption of this Policy.

Valve Stemming means the process by which the position of a vehicles wheels are recorded by identifying and noting the valve stem position on each wheel which is recorded on first inspection in timed parking zones. Upon returning to inspect the vehicle the position of the valve stem is inspected to determine if the wheels are still in the same position as first recorded.

5. Related Legislation, Plans or Policies

The laws relating to motor vehicle parking include the following legislation

- Roads Act 1993
- Road Rules 2014
- The Road Transport Act 2013
- Road Transport (General) Regulations 2013
- Local Government Act 1993

Council's plans and policies that are related to this Policy include:

- Regulatory Services Enforcement Policy
- Code of Conduct Policy

History

Adopted by Council 27 April 2010 Minute Number 11420.

Owner

Manager Regulatory Services

Review

Version	Date Adopted	Date Superseded
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1	27 th April 2010	
2	4 th September 2017	

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REFERENCES	
POLICIES	
ATTACHMENTS	Appendix A – Parking Program Appendix B - Guidelines for discretion, warnings and issuing of PINs Appendix C - Standard Operating Procedures

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APPENDIX A

Parking Programs

Mobility Parking Scheme Program.

Mobility Parking Schemes (*MPS*) are schemes authorised by the Road Transport (Safety and Traffic Management) Regulation 1999 that involve permits being issued to persons with a disability to facilitate easier parking arrangements for them.

The aim of this program is to stamp out the misuse by certain motorists who use a permit issued under a MPS that is not their own in order to obtain long term free parking. To validate the identity of permit holders, Council officers are permitted to request to view the permit so they can ascertain it is being used correctly. If it is found that the driver is not the person to whom the permit was issued and that the person to whom the permit was issued is not in the immediate area in which the permit was being used, the Council officer may,

- Complete an RMS report of the incident.
- Issue a PIN to the person who is using the permit contrary to its terms.
- Send the completed report and a copy of the PIN to the RTA fraud unit.
- Confiscate MPS Permit where appropriate

MPS programs may be conducted at times in conjunction with the RMS.

School Safety Program

The aim of this program is to ensure that motor vehicle drivers **do not** park illegally in School Zones. Motor vehicle drivers who disregard parking regulations in School Zones can create dangerous situations for children. Illegally parked vehicles can create blind spots or obstructions to other drivers which may result in the **injury** or **death** of a child.

To demonstrate the seriousness of this issue, higher penalties and greater loss of demerit points for School Zone parking offences were introduced. In line with a State Government directive to NSW councils, Parking Officers and Rangers are required to have a zero tolerance approach to illegal parking offences in School Zones.

POs and Rangers use a combination of high and low visibility enforcement practices when patrolling School Zones.

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Complaint Based Program

Council initiated this program as a result of complaints received in parking infringement related matters. It is an ongoing program that involves Parking Officers and Rangers investigating all complaints and taking appropriate action that may include warnings being issued or PINs being issued.

Complaints are mainly received from residential areas and include issues such as truck and general parking issues, driveway and footpath obstructions. When a complaint is received Council staff will undertake an inspection to determine the appropriate course of action. At times they will identify other breaches occurring that they will need to investigate and enforce. A general issue that arises is the obstruction of footpath areas which is dealt with below.

Parking on Nature Strips in streets with Rollback Kerb and Gutter

Under the Road Rules 2014 it is an offence for a motor vehicle to stop on a path/strip in a built up area unless there are permissible parking signs or a hard bay surface constructed for the purpose of motor vehicle parking.

Whilst it is a requirement that motor vehicle drivers are to comply with the Road Rules 2014, consideration must also be given to the issue of the number of suburban streets within the City of Parramatta LGA where the road surface has been reduced in width and additional kerbing installed such as rollback kerbs.

In Council's Parking Enforcement Policy, the enforcing of the Road Rules 2014 in these situations no action will be taken in relation to motor vehicles which park parallel to the road/kerb in the direction of travel in streets that have had the nature strip area increased in width and the road areas decreased such as areas with rollback kerbing installed, unless specific parking restriction signage has been installed.

The motor vehicles must not interfere with the general use of the footpath area, obstruct sight lines for vehicles using the roadway or cause damage to Council infrastructure which includes the kerb, nature strip, footpath area and underground services.

Discretion regarding parking on footpaths is predominantly used in areas with rollback kerbs installed by Council as they clearly define areas with readily available access.

Note:

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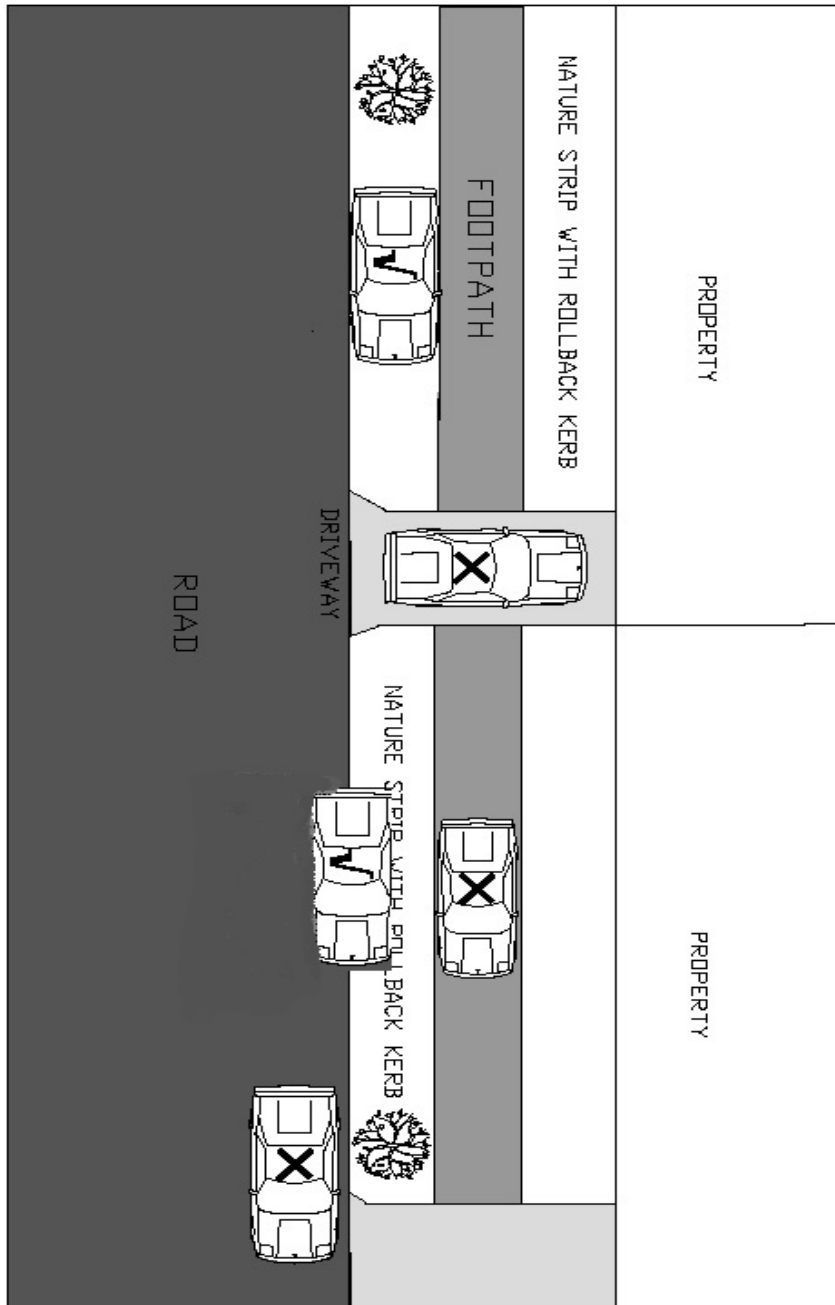
Until amended by Council, Parking on Nature Strips will continue to be an offence on ALL streets with roll back kerb in Newington. The current parking regulations and policy as set out by the previous Auburn (now Cumberland) Council will continue to apply.

See the following diagram for examples, where a motor vehicle is found to be parked not in the manner depicted in the diagram a PIN may be issued. (i.e. the vehicles marked with a “cross”)

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APPENDIX B

Guidelines for Exercising Discretion in Issuing PINs or Giving Warnings

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Generally, the disregard of parking restrictions and regulations by motorists (particularly in problem areas) should attract a penalty so as to operate as a deterrent. In some circumstances it may be prudent for a PO or Ranger to exercise discretion by issuing a formal caution or verbal caution and directing the driver to move on rather than issue a PIN.

It is also essential that each PO and Ranger exercises and demonstrates good judgement in regards to educating the public about parking regulations.

The introduction of hand held technology (PDAs) has provided the means for PO and Rangers to issue a printed caution to vehicle drivers. The information contained on the caution, including offence and motor vehicle details will then be saved to Council's database.

If at a later date the motor vehicle is again found to be illegally parked the database should notify the attending PO or Ranger of the previous caution/offence details. Council considers it reasonable for warnings to be issued once to each vehicle with the same owner in any five-year period where they are electronically recorded.

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APPENDIX C

Standard Operating Procedures for Motor Vehicle Parking Patrols

Procedures for Parking Patrol Enforcement

Efficient and effective parking regulation relies heavily on systematic presence of POs and Rangers. Consistency in enforcement application is the key component in avoiding undue criticism.

Blatant disregard of parking restrictions by motorists particularly in problem areas should always have a penalty issued, unless there are extenuating circumstances.

Leniency is a discretionary option available to all PO and Rangers involved in the enforcement of the laws relating to motor vehicles parking provided that the officer acts in a way that is responsible, professional and ethical.

At all times the following procedures and work practices are to be observed:

- POs and Rangers are to be equipped at all times with relevant equipment for parking patrol duties such as envelopes, chalk, portable radios or hand held devices.
- POs and Rangers are to be appropriately attired (uniform) when conducting parking patrols, including hats.
- PO and Rangers must have portable radio units with them when conducting patrols
- No PO or Ranger shall rest or place their foot on the tyre of a motor vehicle or any other part whilst issuing or preparing an infringement notice.
- No PO or Ranger shall lean or rest any portion of their body on an adjacent motor vehicle whilst issuing or preparing an infringement notice.
- No PO or Ranger shall place chalk on the outside wall of a tyre to determine breaches of the time restriction. All chalking shall occur on the tread of the tyre.

Metered Parking

At all times the following procedures and work practices are to be observed in areas serviced by parking meters:

- Check for current ticket.

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- Check that the meter is functional and if the validity of the ticket issuing is questioned in the field obtain a test ticket.
- Check that signs are clear and visible.
- Apply a period of 5 or 10 minutes as a courtesy where appropriate.
- Call a supervisor for guidance and assistance before issuing a PIN if there are any concerns.
- If a parking meter is not functioning, place chalk on the immediately surrounding pavement to identify the relevant parking meter and report its location.

Council Free Car Parks

The owner of any private land may enter into an agreement with Council under which the land or any part of the land is set aside for the use as a Free or Timed Parking Area.

These are known as Council Free Car Parks and the provisions of section 650 of the Local Government Act, 1993 apply to them. Any Council Free Car Parks must have a sign that clearly displays the conditions of entry and those conditions must include any one or more of the following

- The time during which the public may use the free parking area.
- The designation of a parking space within the free parking area.
- Display a current parking authority for a person with disabilities.
- The maximum period for which a vehicle may be parked in the free parking area.

Notwithstanding these Standard Operating Procedures all officers will discharge the requirements of the Self Enforcing Infringement Notice System (SEINS) requirements regarding the issuing of infringement notices.

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