

CONTACT LIST FOR RESPONSIBLE AUTHORITIES AND FREQUENTLY ASKED QUESTIONS RELATED TO TRAFFIC MATTERS

REQUEST	RELEVANT AUTHORITY	CONTACT
<p>Motorists are hooning and performing reckless vehicle movements in my street, what can Council do?</p>	<p>Police</p>	<p>Police Assistance Line ph 131 444 operates 24hrs a day, 7 days a week (non emergency)</p>
<p>Comment</p> <p>Reporting incidences of hooning</p> <p>Moving traffic offences can only be enforced by NSW Police. Motorists are expected to always obey the road rules. Illegal drag racing, burn-outs, speeding and other reckless road behaviour poses risks to the community. Hooning affects all road users and members of the public. It also poses risk to drivers and their passengers. Illegal driving (hooning) should be reported to Police. The public can report this behaviour via the Police Assistance Line (PAL) on ph 131 444 which operates 24hrs a day, 7 days a week.</p> <p>Phoning the Police Assistance Line allows the public to report crime over the phone immediately. Once a report is completed by a Customer Service Representative, the information is then available to local police. Remember, always contact 000 in an emergency.</p> <p>When reporting a hooning incident, the below information will assist Police in dealing with the matter.</p> <ul style="list-style-type: none"> • a description of the vehicle/s • vehicle registration • time and date of offence • location of the offence (including the nearest cross street) • a description of the driver. • specific and detailed information of what is occurring 		
<p>Report of illegally parked vehicles</p>	<p>City of Parramatta Council</p>	<p>Regulatory Services City of Parramatta Council</p>
<p>Comment</p> <p>Illegally parked vehicles should be reported via Council's Customer Service team on 9806 5050. Or request enforcement via Council's Service Portal https://onlineservices.cityofparramatta.nsw.gov.au/ePathway/Prod/Web/Custom/services.htm</p> <p>Please choose Laws and Enforcement then Parking Offence (see below image)</p>		

Road Signs	▼
Laws and Enforcement	▲
Abandoned Vehicle	➤
Parking Offence	➤
Prohibited Activity	➤

Request to review an existing or install a new parking restriction and/or linemarking on a local road	City of Parramatta Council	Traffic & Transport Services Unit City of Parramatta Council
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<p>Comment</p> <p>Installation or removal of traffic facilities, such as signs and linemarking, requires consideration by the Parramatta Traffic Committee (PTC) which includes representatives from the Police, Transport for NSW (formerly Roads and Maritime Services), public transport providers and Council's Traffic and Transport Services Unit.</p> <p>Affected residents/businesses are consulted prior to any changes in parking restrictions being referred to the Parramatta Traffic Committee for consideration (with the exception of statutory changes).</p> <p>Requests to review an existing or install a new parking restriction and/or linemarking on a local road, can be submitted to Council via Council's Services Portal at https://onlineservices.cityofparramatta.nsw.gov.au/ePathway/Prod/Web/Custom/services.htm (under the Traffic and Transport drop down menu select the appropriate reference from the drop down e.g. Issues related to parking</p>																
<table border="1"> <tr> <td>Traffic and Transport</td> <td>▲</td> </tr> <tr> <td>Issues at Driveways</td> <td>➤</td> </tr> <tr> <td>Issues related to Schools</td> <td>➤</td> </tr> <tr> <td>Issues related to Parking</td> <td>➤</td> </tr> <tr> <td>Road Safety</td> <td>➤</td> </tr> <tr> <td>Maintenance of Traffic Signs and Line Marking</td> <td>➤</td> </tr> <tr> <td>Parking Offence</td> <td>➤</td> </tr> </table>			Traffic and Transport	▲	Issues at Driveways	➤	Issues related to Schools	➤	Issues related to Parking	➤	Road Safety	➤	Maintenance of Traffic Signs and Line Marking	➤	Parking Offence	➤
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Maintenance - Request for maintenance of a traffic sign or linemarking on a local road	City of Parramatta Council	Traffic & Transport Services Unit City of Parramatta Council
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<p>Comment</p> <p>Maintenance of a traffic sign or linemarking on a local road, this can reported to Council via Council's Services Portal at https://onlineservices.cityofparramatta.nsw.gov.au/ePathway/Prod/Web/Custom/services.htm (under the Traffic and Transport drop down menu)</p>		
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Traffic and Transport ^		
Issues at Driveways >		
Issues related to Schools >		
Issues related to Parking >		
Road Safety >		
Maintenance of Traffic Signs and Line Marking >		
Parking Offence >		
State/Arterial Road – Request to review conditions on a State/Arterial Road e.g. Pennant Hills Road, Great Western Highway Cumberland Highway, Marsden Road	Transport for NSW (TfNSW)	TfNSW https://www.nsw.gov.au/transport-for-nsw/contact-roads-waterways/online
Comment State/Arterial Roads are under the care and control of TfNSW, therefore it is suggested that customers forward their request to TfNSW at https://www.nsw.gov.au/transport-for-nsw/contact-roads-waterways/online for TfNSW's investigation.		
Request to review traffic signal timing and co-ordination	Transport for NSW (TfNSW)	TfNSW https://www.nsw.gov.au/transport-for-nsw/contact-roads-waterways/online
Comment Traffic signals in NSW are part of the Sydney Coordinated Adaptive Traffic System (SCATS), which allocates the length of green time based on current traffic flows. Sensors embedded beneath the road measure the number and density of traffic approaching the lights in each direction and allocate green lights accordingly. The length of time the lights stay green vary in response to changing traffic conditions. Customers forward their request to TfNSW at https://www.nsw.gov.au/transport-for-nsw/contact-roads-waterways/online More information on SCATS can be found on the Transport for NSW website at https://www.scats.nsw.gov.au/ TfNSW Network Operations team manages SCATS. They make any necessary adjustments to the timings to ensure the signals are working to maximum efficiency.		
Request to review or change speed limit	NSW Centre for Road Safety	NSW Centre for Road Safety https://www.saferroadsnsw.com.au/haveyoursay.aspx
Comment The public can use the Safer Roads NSW page to comment on speed limits and speed limit signs in NSW at https://www.saferroadsnsw.com.au/haveyoursay.aspx		

Collective comments received through this website, together with crash data and other road safety engineering information is used to prioritise the roads which require a speed zone review. The Centre for Road Safety will not respond to every inquiry but will use the information as part of the speed zone review prioritisation process. More information about speed limits and how they are set is available on the Centre for Road Safety website.

Request for speed camera	NSW Centre for Road Safety	NSW Centre for Road Safety https://www.saferoadsnsw.com.au/haveyoursayspeedcameras.aspx
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Comment

The Centre for Road Safety is responsible for the installation and use of speed cameras on all NSW roads where the locations meet the road safety criteria for enforcement. The Centre for Road Safety website allows the general public to have their say on speed limits and speed limit signs, as well as to suggest locations for speed camera enforcement on any road in the State. Once a site is nominated, the Centre for Road Safety will then review the request. Residents can nominate a street for the installation of a speed camera by submitting their request via <https://www.saferoadsnsw.com.au/haveyoursayspeedcameras.aspx>

Request for a red-light camera	NSW Centre for Road Safety	NSW Centre for Road Safety website https://roadsafety.transport.nsw.gov.au/speeding/speedcameras/red-light-speed-cameras.html
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Comment

Red-light speed cameras are installed at intersections that are identified as having a high crash risk, either through a known crash history or the potential for serious crashes. Details of the criteria used to select sites can be found on the Centre for Road Safety website. The location of all red-light speed cameras in NSW can also be found on this website. These locations are reviewed on an ongoing basis to ensure that the red-light speed cameras are achieving their intended road safety benefits. Information on red-light cameras can be found via <https://roadsafety.transport.nsw.gov.au/speeding/speedcameras/red-light-speed-cameras.html>

Installation of School Crossing Supervisor	Transport for NSW (TfNSW)	TfNSW https://roadsafety.transport.nsw.gov.au/stayingsafe/schools/schoolcrossingsupervisorprogram.html
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Comment

The School Crossing Supervisor program is under the care and control of TfNSW. It is a state-wide program that contributes to the safety of infants and primary school students. School crossing supervisors help students use the crossings on roads adjacent to or nearby schools. School crossing supervisors are provided where Transport for NSW guidelines and criteria are met. An application form must be completed by the School Principal and will be investigated by the TfNSW School Crossing Program. The application form can be found at https://roadsafety.transport.nsw.gov.au/stayingsafe/schools/school_crossing_supervisor_form.html

School Zone related enquiries including signage and pavement marking	Transport for NSW (TfNSW)	TfNSW https://www.nsw.gov.au/transport-for-nsw/contact-roads-waterways/online
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Comment

TfNSW is responsible for the School Zone signage within School Zones. Customers can report an issue within the responsibilities of TfNSW online via TfNSW's website at <https://www.nsw.gov.au/transport-for-nsw/contact-roads-waterways/online>

A comprehensive list of responsibilities within a School Zone can be found on NSW's Centre for Road Safety's website at <https://roadsafety.transport.nsw.gov.au/stayingsafe/schools/authorities.html>

Request for a school bus	NSW Department of Education	Refer to School
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Comment

Private operators provide school bus services in Sydney and across NSW (except on routes operated by State Transit) and are responsible for:

Student behaviour on buses

Request for installation, removal, or relocation of a bus stop	Transport for NSW (TfNSW)	TfNSW https://transportnsw.info/contact-us/feedback/bus-feedback
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Comment

Installation or removal of traffic facilities, such as signs and linemarking (including the relocation of Bus Zones) requires consideration by the Parramatta Traffic Committee (PTC) which includes representatives from the Police, TfNSW, public transport providers and Council.

There are technical differences between Bus Stops and Bus Zones and the approval processes for each. TfNSW and bus operators have different roles and powers in regard to bus services and related facilities. For example, Council does not plan, operate, or fund bus services, and Council does not approve Bus Stops. Furthermore, TfNSW can appeal Council's decision on Bus Zones. In practice most decisions are made through discussion and consensus.

Bus Stops are simply the bus company signs, but have statutory parking restrictions associated with them (parking is not permitted 20 meters prior and 10 meters past a bus stop sign).

Bus Zones are red and white regulatory signs (with left and/or right arrows on the sign).

Request for a review of bus timetable	Transport for NSW (TfNSW)	TfNSW https://transportnsw.info/contact-us/feedback/bus-feedback
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Comment

Requests to review bus timetables can made through TfNSW at <https://transportnsw.info/contact-us/feedback/bus-feedback>

Request for commuter parking at railway stations and major bus stops	Transport for NSW (TfNSW)	TfNSW https://transportnsw.info/contact-us/feedback/general-feedback
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Comment

TfNSW is responsible for parking facilities for commuters. Commuter parking near major bus stops and railway stations is standard practice in the Sydney Metropolitan area, particularly where retail or commercial development is limited, and public transport is provided. If commuter parking is restricted, this would set a precedent that could result in on-street parking being displaced to other Railway Stations. Parking restrictions would make it more difficult for many commuters to use public transport. Residents can submit feedback on commuter parking to TfNSW on <https://transportnsw.info/contact-us/feedback/general-feedback>