
Parking Compliance

Operations Manual

Restricted Information
Parking Officer Operations Manual

Revised August 2020

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Version Control

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D1	2012-06-01	Steve Britt	Initial Creation
D2			

Document Distribution

This document will be provided to the following staff with the assumption the information will be appropriately distributed to other relevant staff/team members.

Name	Role	Date Distributed
Darryl O'Keefe	Team Leader	

1. Introduction

1.1 Foreword

This document is to be read in conjunction with the Christchurch City Council and Inspections and Enforcement Unit Health and Safety Policy, and the Unit's Health and Safety Management Plan.

Failure to comply with the contents of this document will be considered as serious misconduct, and may result in dismissal.

Information in this document is restricted and must not be communicated, in whole or in part, to any person or persons outside the employment of the Christchurch City Council Inspections and Enforcement Unit, without the express permission of the Team Leader Enforcement.

This document supersedes all previous Parking Officer Enforcement procedures documents.

1.2 Job Value Statement – Christchurch City Council Values

One team, making it happen with integrity and passion

One Team

We work together, respect and support each other

Making it happen

We deliver excellence for our customers through innovation and consistent high standards

With Integrity

We are honest, transparent and take responsibility

And Passion

We work with energy and enthusiasm, celebrate our successes and have fun

2. Conduct

2.1 Officers to Maintain a High Standard of Conduct

All Council employees are required to maintain a high standard of personal conduct. This requirement is especially true for Parking Officers, who, as Law Enforcement Officers, are required to supervise the conduct of all citizens who use the roads. The fact that Officers are highly visible because of the uniform they wear, coupled with the nature of their duties, makes the Officers vulnerable to criticism.

2.2 Limitations of Authority

Parking Officers are appointed by the CCC under Section 128D of the Land Transport (Road Safety and other matters) Amendment Act 2011. They are authorised to enforce stationary vehicle offences in any area within the Christchurch City Council, at any time of day, provided they are carrying their Warrants, or are in uniform.

2.3 Boundary of Christchurch City Council

The Waimakariri River is the northern boundary for the Christchurch City Council.

The north western boundary starts in the vicinity of the Waimakariri River/West Melton aerodrome then runs from the intersection of Mcleans Island Road with Chattertons Road along Chattertons Road then Dawsons Road to within 100 metres of the Main South Road.

The suburb of Templeton is within the boundary and also the area of Main South Road approximately 500 metres either side with the intersection of Trents Road.

The south western boundary starts at the intersection of Main South Road and Marshs Road. The boundary line then follows Marshes Road until it intersects with Springs Road. The boundary then continues along Hodgens Road and Downies Road.

The Halswell River/Tai Tapu Road intersection is the border between the Christchurch City Council and the Selwyn District Council. South east from here State Highway 75 is in the Selwyn Dist Council.

The Christchurch City Council then resumes approximately 500m on the Christchurch side of the Gebbies Pass Road/Christchurch Akaroa Highway.

2.4 Powers of Parking Officers

The powers of Parking Officers are regulated under Section 128E of the Land Transport (Road Safety and other matters) Amendment Act 2011. The powers are strictly limited to:

- Requesting the name and address of the driver or person in charge of any vehicle on the road.
- Where a vehicle threatens road safety, or the convenience of the public:
- Entering the vehicle (or authorising someone else to enter it) to move it
- Moving the vehicle (or authorising someone else to move it)
- Directing the driver, or person in charge of the vehicle to move it.
- Issuing notices, as listed in 128E(1)(a) of the Land Transport Act 1998 which states

Stationary vehicle offence' is defined in section 2(1) Land Transport Act 1998 as

(a) parking in any portion of a road in breach of—

(i) any Act or regulation

Pursuant to sections 152, 153, and 157 of the Land Transport Act 1998 Parking Officers can enforce stationary vehicle offences of

the Land Transport (Road User) Rule 2004;

Or

(ii) any bylaw made under section 22AB(1)(m) to (o) Land Transport Act 1998 such as Christchurch City Council 'Traffic and Parking Bylaw 2008'

(b) any offence specified as a stationary vehicle offence in regulations made under this Act: that being

Schedule 7 of the Land Transport (Offences and Penalties) Regulations 1999 which refers to vehicle licensing and registration offences and also evidence of inspection offences.

2.5 Conduct towards the Public

- Parking Officers are expected to conduct their official duties in a professional manner that will inspire confidence and trust. In order to instil respect for the law, and the Inspections and Enforcement Unit, Officers are required to provide a high level of service to the public, yet nevertheless seek compliance with the law. Officers must not display personal preference or prejudice during their duties.
- The maintenance of a high standard of public relations must be the aim of all Officers. Only the highest standard of conduct toward the public will be accepted.
- Officers must develop and display a positive attitude towards the general public. If an offence is committed, remember that it is an offence against the law, not against you personally, and as such, does not excuse loss of temper. An Officer who feels he/she must raise his/her voice has lost control of the situation.
- Parking Officers are called upon more than most people to exercise considerable personal restraint. Offensive language and aggressive behaviour may at times be directed towards you, but you must not retaliate in a like manner. By doing so, you lose control, risk public complaint and possible disciplinary action.
- Officers are frequently required to answer public inquiries on a range of issues, including parking offences, parking resources and the location of local buildings/ services. At times the query may appear unnecessary or even thoughtless, but it is important to the person making the inquiry and must be given the serious and professional attention it deserves.

2.6 Profane/ Obscene Language

Officers are not permitted to use profane/ obscene language while on duty. Such behaviour cannot and will not be tolerated. Any indiscretion will be considered as serious misconduct that will result in disciplinary action, up to and including dismissal.

2.7 Gifts and Favours

In order to protect themselves, Officers are not to put themselves in a position where they can be accused of offering people special consideration. As a consequence, Officers are to be firm in refusing gifts, favours, or gratuities, however large or small. Council policy states:

"A Council employee shall not, directly or indirectly, solicit or accept gifts or presents from any member of the public concerned, directly or indirectly, with any matter connected with the duties of the employee".

2.8 Requests for Identification

From time to time a member of the public may request a Parking Officer's name and/ or number. In all cases, Officers will supply their Officer number - without exception.

2.9 Request for Warrant

In the unlikely event that a member of the public requests to see your 'Warrant of Appointment' you may show them the rear of your 'Warrant of Appointment' card which shows the applicable legislation and approving signatures etc.

2.10 Use of Intoxicants (Alcohol, Drugs, Solvents, etc)

THE CONSUMPTION OF INTOXICANTS BY PARKING OFFICERS WHILE ON DUTY IS STRICTLY PROHIBITED

- The public sees each Officer as an ambassador for the Council – it is vital that Officers display exemplary behaviour.
- Officers must ensure that off-duty consumption of intoxicants will not impair their on-duty days
- It is strictly forbidden for a Parking Officer to operate any Council vehicle after the consumption of any intoxicant.
- **Note: It is important that all Officers are aware that given the nature of their duties, a conviction for driving with an excess breath of blood alcohol level is likely to result in dismissal.**

2.11 Lost Warrants

If an Officer loses or misplaces their warrants, it must be reported to the Team Leader immediately.

2.12 Annual Leave

Annual Leave must be approved by your Team Leader and the Leave Application Form (copy enclosed) completed in full before you go on leave.

Note: Leave is generally not approved during November and December prior to Christmas as this is the unit's busiest time of the year. Leave Plans must be submitted to Team Leader by 28 February each year to ensure at least 3 weeks leave is taken per officer.

Uniform Code

2.13 Uniform List

All Parking Officers can be issued with the following Uniform on successful completion of training:

UNIFORM ITEM	QUANTITY
Trousers (black)	
Belt (black leather)	
Belt (black webbing)	
Navy Jacket	
Jersey	
Shirt	
Court Shirt	
All weather jacket	
All weather trousers	
Wind Jacket	
Hat	
Cap	
Beanie	
Scarf	
Walking shoes	
Motorbike boots	
Motorbike gloves	
Motorbike helmet	
Sun glasses	
Pouch	
Hi Viz Tactical Vest	
Radio and holder	
Cell phone & charger	
Tape measure	
Handheld Device	
Printer & holder	
Body worn camera	

2.14 General

- Uniforms are to be maintained in a neat, clean and presentable condition.
- Full uniform including hat/cap or beanie with council logo must be worn at all times while on duty
- Any non uniform clothing worn under your uniform must not be visible.
- Items are to be replaced as they become worn. Officers need to complete a uniform request form which will be approved by the Team Leader prior to replacement. Fair wear and tear will need to be shown.

- The Senior Officers / Team Leader, will carry out uniform inspections on a regular basis.

2.15 Personal Appearance

- Parking Officers will maintain a clean neat appearance at all times.
- Hair is to be neatly groomed and maintained.
- Faces to be clean-shaven, with the exception of beards and mustaches that are to be neatly trimmed. Beards and mustaches are to be grown while on leave.
- Jewelry is your personal choice. Remember your health and safety is at risk when you wear rings, earrings, bracelets or necklaces that can become entangled. Visible body piercing limited to ears only.

2.16 Ownership of Uniform

- All uniform items remain the property of the Christchurch City Council.
- Staff members that either resign or are dismissed are required to return all items of uniform, and any other property belonging to the Christchurch City Council.

3. Health and Safety Requirements

3.1 Health and Safety Management Plan

- The Christchurch City Council is committed to ensuring that every staff member works within a safe and healthy environment.
- As required under the Health and Safety In Employment Act 1992, the Council and the Inspections and Enforcement Unit provide Health and Safety Management Plans. The Plans include:
 - Hazard Identification and Control
 - Safety Rules and Procedures
 - Processes to follow in the event of an accident or incident.
 - It is every employee's responsibility to read and make sure they understand the Health and Safety Plans. Copies are held in the Office.

3.2 Immediate Reporting Of All Accidents or Incidents

- All accidents or incidents must be reported immediately to the Senior Team.
- All accidents must be reported using the intranet Health & Safety form Council Notice or Record of Accident / Serious Harm / Near Miss Incident Form

3.3 Chalking

- Vehicles must be chalked from the kerb side when vehicles are kerb parked.
- In areas where there is angle parking, then the tyre closest to the kerb should be chalked.

3.4 Working on the Road

- When Officers need to walk onto the road to check vehicles for any reason extreme care must be taken.
- Remain as close as possible to the vehicle, be aware of your surroundings, face the oncoming traffic where possible and gain the information required as quickly as possible.

3.5 Sun Protection

- In accordance with the Councils Health and Safety Policy, Officers should ensure that they apply sunscreen every two hours to any part of their body exposed to the sun.
- Hats and sunglasses are provided for your protection and must be worn at all times when working during the day.

3.6 Personal Safety

- For your own protection officers must be aware of their environment.
- Officers are encouraged to look around to be aware of who is sharing the same street space with them as well as look up occasionally while issuing a notice.
- **Should at any time, an officer feel threatened in any way, walk away from the situation.**
- Press the emergency button on your radio if you feel threatened. (It is better to be safe than sorry).
- Do not escalate the situation by further explanations, having the last say or attempting to deliver the notice (attached/ handed).
- An infringement notice is not worth being assaulted over and if you do happen to have enough details then you can always post out.

4. Enforcement Procedures

4.1 Hours of Work

4.1.1 General Enforcement Hours

- Notwithstanding Clause (a) of the General Conditions of Appointment, the normal hours of work for the position for a Parking officer on an Individual Employment Agreement (IEA) will be 80 hours per fortnight, to be worked 8 hours per day on any four to six consecutive days of the week between the hours of 06:00 and 23:00.
- Current hours of work for officers on an individual employment agreement are:

Monday to Friday 07:00 - 16:00 or 08:00 - 17:00 or 09:00 - 18:00

Saturday & Sunday 08:00 to 16:30

- Notwithstanding Clause (a) of the General Conditions of Appointment, the normal hours of work for the position for a staff member on the Collective Agreement will be 75 hours per fortnight, to be worked 7.5 hours per day on any four to six consecutive days of the week between the hours of 06:00 and 19:00

- Current hours of work for officers on the collective agreement are:

Monday to Friday 07:00 – 15:30 or 08:00 - 16:30 or 09:30 - 18:00

Saturday & Sunday 08:00 to 16:00

- However from time to time these shifts are reviewed in accordance with business needs of the unit.

4.1.2 Bus Lane Enforcement Hours

- Notwithstanding Clause (a) of the General Conditions of Appointment, the normal hours of work for the position for a staff member on an Individual Employment Agreement (IEA) will be 80 hours per fortnight, to be worked 8 hours per day on any four to six consecutive days of the week between the hours of 06:00 and 23:00.

- Current hours of work for officers on an individual employment agreement are:

Monday to Friday 06:30 – 15:30 or 09:30 – 18:30

- Notwithstanding Clause (a) of the General Conditions of Appointment, the normal hours of work for the position for a staff member on the Collective Agreement will be 75 hours per fortnight, to be worked 7.5 hours per day on any four to six consecutive days of the week between the hours of 06:30 and 18:30

- Current hours of work for officers on an individual employment agreement are:

Monday to Friday 06:30 – 15:30 or 09:30 – 18:30

- However from time to time these shifts are reviewed in accordance with business needs of the unit.

4.1.3 Shift Start

- Officers will be in the meeting room for the start of shift briefing ready to go on street by their rostered start time.

4.1.4 Lunch Breaks

- Early: 11:45 to 12:45
- Late: 13:15 to 14:15
- Please notify the staff in the Enforcement Office when you come off street and prior to going back out.
- If you are going to be late for your lunch break please notify the Enforcement Office.

- Officers must return to base and log off air for lunch (Call code 8). You are required to take a full hour for lunch.

4.1.5 Tea Breaks

- Parking Officers are entitled to two 15-minute tea breaks per day, officers are to notify civic base when taking their tea break (One prior to lunch and one after lunch)
- Morning and afternoon tea breaks cannot be added on to your lunch break or be used at the end of your shift.
- Officers can not leave 15 minutes early at the end of shifts unless prior permission is given by management.
- Morning and afternoon tea breaks can not be carried over to the next day.

4.1.6 Time off Street

- When Officers are off street for any reason during working hours they must ensure that the staff in the Enforcement Office are aware that they are off street and the expected time frame.
- Officers must first seek permission, from Team Leader or Senior Parking Officer to leave their assigned beat.
- Appointments and meetings – Prior to arranging any appointments or meetings all officers must first seek permission via an e-mail (to be written in your admin time) to Team Leader or senior, requesting the time off street.

4.1.7 End of Shift

- Parking Officers and Bus Lane Enforcement Officers may return to base 15 minutes prior to the end of shift.
- This is to allow time for doing daily paper work i.e. Completing daily activity sheets, completing C.A.T. sheets, checking the complaints database etc. Officers must report to the Enforcement Office before leaving the premises. No officer is to leave the Enforcement Office area prior to their rostered finish time!

4.1.8 Overtime

- Overtime is paid when a staff member has worked in excess of their Ordinary hours.
- Staff members are not automatically given the right to overtime, overtime is a privilege.
- All overtime must be authorized in advance by the Team Leader.

4.1.9 Special Events

- These are assigned on an 'as required' basis, using Officers already working or volunteers.
- Officers will be advised individually of their hours and duties, prior to the event.

4.2 Cat Time Sheets

- Officers must record their hours/allowances (if applicable) on the CATS sheets weekly.
- To access your timesheet log onto the SAP Production system.
- Complete the full week's CATS sheet by 18:00 Thursday (unless otherwise directed) Adjustments can be made to your CATS sheet after you have completed them, so if you have a sick day etc after entering your time sheet you can go back and adjust codes.
- CATS sheets are to be completed during the 15 minutes administration period each day, or in your own time.
- Complete CATS sheets in advance if you are taking Annual Leave.

4.3 Radio & Cell Phone Procedures

4.3.1 General

Refer CCC policy document

- All Parking Officers must carry a portable radio telephone (RT) and cell phone with them, at all times, while on duty.
- The radio & cell phone will be turned on.
- The portable radio telephones are issued to individual officers and are not to be swapped/loaned/given to any other officer or individual without the approval of the Team Leader or Senior Parking Officer.
- Portable radio telephones are not to be left in any vehicle and should remain on your person at all times except during your lunch breaks.
- Radios are to be switched off when entering the office to avoid disruption to other staff who are working on the phone.
- Each officer is responsible for placing their RTs in their assigned charging space within the Enforcement Office.
- Prior to leaving the morning briefing officers are to ensure that they have the correct radio, it is fully charged, volume is appropriately set, radio is switched on and a test call to civic base has been completed
- When communicating by radio, Parking Officers will be referred to by their Officer number.
- The RT emergency button is to be used in an emergency only. (example code 9 or code 10).
- Keep all radio communications clear and to the point. Users must minimise chatter.
- More detailed calls should be made by cell phone i.e. requests for information, engaging tows
- If seeking advice in relation to on street enforcement matters officers should in the first instance contact a Senior Parking Officer on the street.

4.3.2 Radio Codes

The following abbreviations are to be used:

Code	Meaning
Code 1	Back on Air.
Code 8	Going off Air <i>Give reason and location.</i>
Code 9	Urgent message to all stations and Officers. Trouble pending, assistance may be needed. <i>Give location and details.</i> Officers to respond and head towards location. Listen, a Code 10 may follow.
Code 10	I NEED URGENT ASSISTANCE. (Use emergency button) <i>Give location if possible.</i> Officers maintain radio silence, prepare to assist.

4.3.3 Emergency Procedures

- When a Parking Officer calls a Code 9 or 10, all other officers are to stay off air and listen.
- Civic Base/ Senior Officers will answer immediately and gather all the necessary information.

- Once the location is established, all Officers in the immediate area and those assigned to motorcycles will proceed to location to assist and support.
- **Maintain Radio Silence** - only the Officer calling the code and Civic Base/ Senior Officers should be using the radio.

4.4 Instructions for Issuing Infringement Notices

- All Officers have been issued with instructions for issuing infringement notices.
- Failure to follow these instructions will result in performance review and could result in disciplinary action
- Officers will be notified of any amendments to these instructions and provided with an updated copy of such applicable amendment.

4.5 Request for Service (Complaints)

Complaints regarding illegal parking of vehicles on the road are received from the Public via the phone or email. All complaints received are to be acted on within expected timeframes

4.5.1 Procedure

- The Officer receiving a complaint from a member of the public will obtain maximum possible information regarding the complaint (i.e. location, description of vehicle, offence and complainant's name/phone numbers where possible).
- A request for service will be logged on the Complaints database in the office for all requests received.
- As complaints are received through the office, they will be allocated to the nearest available Parking Officer to attend.
- Officer's will advise Civic base of the outcome of all requests.
- If a notice has been issued, ask civic base for a "complaint number" and record in the officers comments box on your handheld. (e.g. AOC CN 1234)
- If you receive a complaint on the street do not tell the customer (complainant) to call the office to register their request. Take the details and either attend yourself or call base to have another officer attend.

4.6 Customer Rights

If a driver returns to a vehicle while an Officer is issuing a notice, the Officer is to ensure that they understand the nature of the offence committed, and to draw their attention to their rights (which are summarised on the back of the notice):

- They may pay the infringement fee within 28 days without further prosecution.
- They may write to the Inspections & Enforcement Unit if they wish to:
 - Raise a matter concerning the circumstances of the offence for consideration by the adjudication team, or
 - Deny liability for the offence and request a court hearing, or
 - Admit liability for the offence, but make written submissions to the Court.

4.7 Post Outs

Whenever possible, infringement notices should be either attached to the vehicle or handed to the driver at the time they are issued. On occasion, however, it is not possible to complete the notice before the vehicle leaves the scene. In these cases, complete the notice, and bring it back to the Office to be posted to the registered owner of the vehicle.

- Post-out notices must be completely error free. If you make any mistakes, the notice will be cancelled and you will need to rewrite the notice.
- Write the reason why the notice had to be posted, in the officers comments box

- At the end of the day, put the notice in the Post-Out Tray in the Office.
- Any hand written comments/diagrams recorded at the time on the officers note pad must be attached to the ticket that is to be posted out (these details are then scanned into the TRIM data base)

4.8 Reporting Pay & Display Machine Faults

Report the fault via your cell phone to 8666. Give the details of the machine number, street number, street name and location, also the type of fault.

4.9 Reporting Road Hazards

Officers are to make themselves aware of the general environment while conducting their enforcement duties. This includes noting the general condition of the roads, road markings, signs, any road hazards, and any unusual traffic or pedestrian activities.

4.9.1 Procedure

- Record the Street location and type of road hazard.
- Take any possible actions to reduce the road hazard, e.g, move spilled goods off road.
- IF URGENT: Call Civic Base with details. Stay at scene, deflecting traffic/pedestrians away from hazard until further instructions from Civic Base.
- Record the type of hazard, and any time you have spent on averting vehicular or pedestrian traffic away from it, to the operations officer.

4.10 Reporting Road Marking and Sign Problems

- Officers are expected to report any problems with either signage or road markings.
- 5.10.1 Procedure
- Record the problem(s) you have identified with road markings or road signs
- Take any possible actions to correct the problem yourself, e.g. remove sticker covering sign.
- IF URGENT: Call Civic Base with details. Stay at scene, advising traffic/pedestrians of problem and suggesting appropriate alternatives until further instructions from Civic Base.
- Record the type of road marking, sign problem, location etc, the more details the better, and the time you have spent to the operations officer.

4.11 Bus Lane Enforcement

Procedures surrounding the enforcement of 'Unauthorised use of a Special Vehicle Lane' (D719) are documented in a separate Bus Lane manual.

4.12 Abandoned Vehicles

Complies with section 356 of the Local Government Act 1974

Officers will be assigned to investigate reports of Abandoned Vehicles. It is important that the following procedure is followed

4.12.1 Procedure: Investigation by Abandoned Vehicle Officer.

- a. Preparation before going on street
 - i. Collect that days AV's from tray
 - ii. Mark each location on map.
 - iii. Ensure map grid reference is on the front of the AV file highlighted (this saves time on 2nd look).
 - iv. Complete AV cover sheet showing order in which vehicles will be visited. (2 minutes per vehicle to mark up)

- b. Locate vehicle on street
 - i. Vehicle gone – record date and circle NO in the On Site? Section
 - ii. Vehicle on site – continue
- c. If First Look
 - i. Ensure that all vehicle and address details are correct. Record the between streets in locality section.
 - ii. Write AV number on whiteboard and place on ground leaning against bumper of vehicle
 - iii. Put a yellow sticker on windscreen if vehicle is both unregistered and unwarranted and has identification. Make sure you fill in all required details.
 - iv. Photograph vehicle front & rear
 - v. Vehicle has identification.
 1. If yes – Issue infringement notices for all offences being committed. Record the notice numbers in the Notice No. section of the AV file Remember to put the AV number in the officer comments field on your infringement notice
 2. If no -Attempt to find the VIN number, look for window etchings etc. Once found contact base for Motochek and further instructions. If unable to establish identification call base and request that the vehicle be removed from the road today Record date in AV file.
 - vi. Put fliers in mailboxes of houses in the surrounding area if there is to be further investigation.
 - vii. Record which houses got fliers in Flyers At: box
- d. If Second look
 - i. Check if vehicle still on site
 1. If no – record date and circle No in the On Site? Box
 2. If Yes – continue
 - ii. Check that the vehicle is still meets criteria
 1. If no – record date in No Further Action section and Does not meet criteria in the reason section
 2. If yes – continue
 - iii. Photograph only if condition of vehicle changed (check attached photo)
 - iv. Replace yellow sticker if necessary put the date first visited on sticker.
- e. When all reports allocated have been investigated return to base
- f. Advise that you have finished and give all reports & camera to Senior Support Officer

Trailer / caravan and Campervan Investigation Process

After receiving a complaint (either by CSR or by phone / email) about a trailer/caravan or campervan being stored on the roadway the following process is to be followed.

An investigation cover sheet and first look sheet is to be filled out with the following information.

- Date received
- CSR number or complainants first name
- Location
- Vehicle details (where available)

The complaint is then put into the Parking Enforcement Investigation Database (Trim folder number 14/439871) and given a complaint number, the number is then added to the investigation paperwork.

When the officer firsts visits the Trailer/Caravan or Campervan they are to fill in any missing information on the investigation sheet not provided by the complainant. The officer will also need to issue any infringement notices and note the infringement notice numbers on the investigation form.

The vehicle is to be chalked with the date visited and three photographs taken on the assigned camera, one taken from the rear showing the vehicle and plate, one of the date chalked on the tyre and one from opposite side of the road (where possible) showing background.

Fliers are to be filled in and placed in the letter boxes of the three properties either side of the vehicle where practical and the property numbers noted in the fliers field of the investigation sheet.

If the trailer/caravan is attached to a vehicle, note the registration number of the vehicle in the notes field on the cover sheet, any discussion with the owner or person who claims to know the owner is also to be noted.

The trailer/caravan or campervan is to be visited daily for eight days, photographed and any changes noted. If on site for eight days the file is to be given to the Senior Support Officer for the appropriate exceeding seven days letter to be sent to the registered owner and the date noted at the bottom of the investigation sheet.

Daily site visits are to continue with the second investigation sheet to be filled out as with first investigation sheet.

On the sixteenth consecutive visit (trailer/caravan) if on site and photographed an infringement notice is to be issued for P116 Parked a Trailer on a roadway over seven days and notice number noted at the bottom of the investigation sheet. File will then be closed and complainant advised of outcome.

PARKING ENFORCEMENT INVESTIGATIONS (cont)

INVESTIGATIONS NUMBER 2014/		
COMPLAINANT'S NAME		DATE / /
COMPLAINT TYPE		TIME
VEHICLE DETAILS		
Regn No.	Type	Colour
Make		Model
LL Expiry	LL No	WOF
Street Number.....Street.....		
Block To.....		Side.....
From.....		Suburb.....
INVESTIGATING OFFICER'S REPORT		
Notice Numbers:		
Eighth Visit:		Vehicle on Site Yes / No
Officer number		Photographed / /
Chalked Yes / No		
Ninth Visit:		Vehicle on Site Yes / No
Officer number		Photographed / /
Chalked Yes / No		
Tenth Visit:		Vehicle on Site Yes / No
Officer number		Photographed / /
Chalked Yes / No		
Eleventh Visit:		Vehicle on Site Yes / No
Officer number		Photographed / /
Chalked Yes / No		
Twelfth Visit:		Vehicle on Site Yes / No
Officer number		Photographed / /
Chalked Yes / No		
Thirteenth Visit:		Vehicle on Site Yes / No
Officer number		Photographed / /
Chalked Yes / No		
Fourteenth Visit:		Vehicle on Site Yes / No
Officer number		Photographed / /
Chalked Yes / No		

4.13 School Patrol

The areas outside schools become extremely busy prior to the start, and after the end of each school day. As many parents arrive to drop off or collect their children, parking becomes limited, and traffic congested. Unfortunately, some parents choose to park illegally during this time, by parking on Bus Stops, broken yellow lines, vehicle entrances and double-parking. Such parking poses a major safety risk for the children and other pedestrians, and it blocks the vision of passing drivers.

Parking Officers on mobile duty will be dispatched to patrol a selected school, which they **must** attend unless it clashes with a high priority complaint. Usually the allocated school will be within the beat they have been assigned to. It is important that the Parking Officer is visually obvious and wears an orange vest with the wording "Parking Enforcement." It is important that drivers have an opportunity to see the Parking Officer, and choose safer parking options.

4.13.1 Procedure

- In the morning arrive at the school at least 25 minutes prior to the scheduled start time of school (this will normally coincide with the road patrol setting up for the morning)
- In the afternoon arrive 10 minutes prior to the end time of school.
- Walk around the area surrounding the school crossing so that you are familiar with all broken yellow lined areas, bus stops, no stopping areas, etc.
- While wearing an orange high visibility vest stand in an obvious position near the school crossing, with a note book and camera. Record all details of an offence in the notebook, and mark location of offending vehicle on corresponding map if one is available.
- Most of these offences last for a short time only – make sure that the driver has stopped to drop off or collect a child, and is not momentarily waiting for a legal park.
- Photograph or draw diagram of any offending vehicles that stop, stand, or park on
 - yellow lines
 - double park
 - footpath
 - no stopping area
 - inconsiderate park
- Vehicles parking on a time limit can be observed
- All offences must have an observed time
- Remain at the school until the school road patrol have removed their signage, or until the road is clear – which ever is the latest.
- Complete an infringement notice for each offence, and assign it as a "Post out". Make sure offence times and observed times are correct. Retain notes and map as evidence attaching them to your infringement notice for posting.
- If completing a diagram include – north direction, location of school, traffic flow arrows, applicable road markings, applicable road signs, and location of yourself.
- Try and obtain vehicle registration, type, make, colour, male/female driver, number of children who got in or out of vehicle.
- Place the notice in the "Post out" tray in the Office at the end of your working day.

PARKING COMPLIANCE AND SAFETY
AT SCHOOLS

Attach
ticket
here

DIAGRAM

DATE; _____, SCHOOL; _____

LOCATION; _____

SIDE STREETS; _____

SIDE OF STREET; _____

REGISTRATION; _____, MAKE; _____

MODEL; _____, COLOUR; _____

OFFENCE; _____,

OBSERVE TIME / TIME FROM; _____, TIME TO; _____

ISSUE TIME; _____,

NOTES; _____

4.14 Towing Vehicles

Officers will regularly be required to tow an offending vehicle for safety or inconsiderate reasons, such as parking in a dangerous position, or blocking access to a vehicle entrance.

4.14.1 Procedure

- Complete the notice for the offence, leaving the total fine blank until the tow is engaged.
- Call base on the radio, and request an enforcement tow. You will be asked to provide the following vehicle details:
 - Registration number
 - Colour
 - Make
 - Model
 - Type of vehicle (Car, SW, HB, or other)
 - Location
 - Whether it is towable or not
 - Reason for the tow
 - Your notice number
 - The offence time you have recorded on your notice.
- Base will telephone the Towing Company, and advise you of the time that the tow truck was engaged. Record this on your notice.
- Complete the notice, adding the appropriate tow fee:
- If vehicle removed
 - \$52 weekdays (7 am – 6.00 pm) and Saturday 8 am – 12 midday.
 - \$60 all other times
- Make detailed notes in the officers comments box, including the usual appropriate details for the offence (refer Section 5.6.3), as well as: Any goods in the vehicle
- Any instances where other people's safety or convenience has been compromised by the offence, that you have observed.
- Any existing damage on the vehicle. This is in case the owner claims the vehicle has been damaged during the towing process.
- Remain with the vehicle until the tow is completed.
- When the tow truck arrives:
- Note the time the tow truck driver or tow truck makes contact with the vehicle (This is the 'Tow Arrived' time and is also the point when a \$40 or \$60 tow fee is added to the ticket and the ticket can be printed)
 - Complete the tow truck driver's tow form
 - Bring the owners copy of the tow form back to the office at the end of your shift and pass on to the OOE.
 - Note how the tow truck driver entered the vehicle, and any damaged sustained during entry
 - Note the time that the car was removed.
- Call base to inform the Office staff of the time that the tow was removed.

- Base will advise the Police of the tow details, so that the driver can locate their vehicle later.
- At the end of your shift, give the owners copy to the Senior Support Officer.

5. Motorcycle Use

The main function of a mobile beat Officer is to enforce time limits and respond to customer complaints and safety offences in an efficient and timely manner. To ensure fair and equitable parking for all our customers, Officers must provide consistent and effective enforcement of all time limits in the outer suburbs of Christchurch city and balance their days work between the following.

- Time Limits
- Safety offences
- Bylaws

5.1 Daily Operational Requirements

- Sign out bike each morning – register is kept in the Enforcement Office.
- Collect the bike bag relating to the motorcycle your are assigned

5.2 Safety Check/ Maintenance

- Daily safety check
- Officers must complete the Motorcycle Check Sheet before commencing motorcycle duty (refer Appendix 6). This is a safety issue that ensures that the motorcycle is in a roadworthy condition
- Clean motorcycle at end of shift on a Thursday
- Refuel motorcycle if fuel tank is less than half full.

5.3 Riding Requirements

- Motorcycle helmets must be free from damage. The chin straps must be fastened firmly under the chin, prior to riding. It is recommended that you ride with the visor down to prevent objects flying into your eyes.
- Leather gloves are to be worn at all times to protect the hands.
- Motorcycle boots are to be worn at all times.
- A 'glow vest' or a high visibility jacket recommended
- Regardless of the current weather conditions, officers need to (where practical) take with them all wet weather gear
- Obey all road rules, at all times.
- Avoid painted road markings, steel plates and oil spots, especially during adverse weather conditions, to minimise the risk of sliding on the road.
- Ride with headlights on dip at all times to ensure that other traffic is aware of your presence.
- Brake gently, using both brakes.
- Avoid sudden moves or turns, to maximise road safety.
- Dismount from motorcycle to chalk car tyres. It is both unsafe to remain on the motorcycle in the line of traffic, and inefficient as it prevents you from checking each vehicle for a current Warrant of Fitness and Licence Label. Chalking from the motorcycle is regarded as serious misconduct and will result in disciplinary action.

5.4 General

5.4.1 Use of motorcycle

- The motorcycle is to be used only as a form of transportation from point A to B. It is not to be used for private use or to carry unauthorised passengers. (Refer CCC Vehicle Policy).

- It is expected that motorcycles are to be used in enforcing in the suburbs and during the weekend when tasked to act on complaints.
 - Exceptions to the above are limited to:
 - No motorcycle licence or restrictions on use
 - Assigned to phone on a weekend
 - Assigned to phone after 1630 week days
 - Special permission from Team Leader
 - Weather conditions (refer 6.4.6)

5.4.2 Mechanical faults

Mechanical faults are to be recorded on the Motorcycle Check Sheet. If a fault affects the safe operation of the motorcycle, it is to be reported immediately to the motorcycle co-ordinator or Senior Parking Officers

5.4.3 Accidents

All accidents, no matter how minor, must be reported, as soon as possible, at which time the appropriate forms are required to be completed.

If a bike has been involved in an accident it must not be ridden until it has been checked by a mechanic to ensure it is safe. Base will arrange for both you and the bike to be collected,

5.4.4 Motorcycle Breakdowns

In the case of motorcycle breakdown, contact Civic Base immediately. Report your location, and the possible cause or nature of the fault. Remain with the motorcycle until Office Staff have organised the recovery/repair of the motorcycle.

5.4.5 Servicing

Motorcycles are to be serviced every 3000 km, or six months – whichever is the sooner. Contact the motorcycle supervisor to arrange.

5.4.6 Weather Conditions

In the event that weather conditions are such that it becomes a Health and Safety issue to continue riding the motorcycles, please raise the issue with either the seniors or the Team Leader. If the conditions are deemed to be an issue then officers could be transferred to a car to continue their duties.

Wet weather gear must be taken and stored in the side pannier boxes regardless of weather conditions. In the event of deteriorating weather while on a motorcycle it is expected that the officer wear their wet weather gear.

6. Court Procedures

6.1 General

- All recipients of notices have the right to request a Court hearing if they are not willing to accept the decision of Inspections and Enforcement Unit adjudicators.
- Court hearings are held in the District Court building.
- The Inspections and Enforcement Unit uses its own trained Court Prosecutors.

6.2 Case Preparation

- One of the Inspection and Enforcement Unit Prosecutors will inform you, as the issuing Officer that a notice that you have written will be heard in Court.
- Type a Court Affidavit. Only details that were recorded on the ticket at the time of the offence can be included in the affidavit. Template is available on the “S” Drive under templates folder.
- When complete save the affidavit to enable the Prosecutor to check and process it
- The prosecutor will arrange a time to discuss the details of the case with you, prior to the Court hearing.
- As the issuing officer, you are responsible for ensuring that:
 - You are completely familiar with the background of your case(s), and all details pertinent to it, and
 - You are clear about everything necessary to prove the charge, including the following essentials:
 - That it was a motor vehicle (including the make, type, model, registration number and colour (where possible))
 - That the alleged offence occurred on a road including specifics such as the name of the road and the approximate location of the vehicle on that road.
 - That an offence occurred. This requires all officers to have an in-depth knowledge of the legislation they are enforcing and the ability to interpret and apply it. Officers should thus be able to answer questions from the bench, defense and prosecutor relating to the application of legislation relevant to their cases.

6.3 Presentation in Court

- Officers must be immaculately presented in Court.
- Shirts or jerseys are to be worn – no jackets in Court.
- Wear pressed long trousers– no shorts.
- Wear black socks.
- Shoes or boots must be polished.
- Take your Parking Officer and Litter Officer warrants, in case you are challenged to prove your authority to issue notices.
- Leave radio / jackets/ pouch/ hat/ helmet at base.

6.4 Court Protocol

REMAIN PROFESSIONAL AT ALL TIMES

- Arrive at Court no later than 9.45 am.
- Before entering the Courtroom, see either the Team Leader or Senior Parking Officers or Prosecuting Officer for the following checks:

- Clean shaven
- Uniform inspection
- Carrying your Warrants
- Any 'last minute' clarification of details about your case(s).
- Remember that you are in the public eye even while you are in the waiting room. Therefore, keep conversation to a quiet level, and in no circumstances make derogatory comments to or about defendants.
- Do not discuss your case with witnesses, the defendant, or the Defence Counsel without first consulting the Prosecuting Officer. If a Defence Counsel tries to "short cut" correct procedures by "chatting" to you about a forthcoming case, advise him/her to consult with the Prosecuting Officer.
- Be seated in the back of the Court by 9.55 am.
- No talking or gesturing in Court.

NOTE: Never, in any form, demonstrate your displeasure/ pleasure of the outcome of a case. This includes actions, words, emotional responses, facial expressions etc. Showing displeasure / pleasure (in any form) may well constitute contempt of Court. It is unprofessional and is likely to discredit Parking Officers in the eyes of whoever is presiding on the bench – which in turn is highly likely to lead to the Unit's credibility being questioned and brought into disrepute.

Therefore, such behavior cannot and will not be tolerated. Any indiscretion will be considered as serious misconduct that will result in disciplinary action, up to and including dismissal.

- Remember that your role in Court is simply to present the facts as they stand to the Court, in order for the presiding JPs or Judge to weigh the evidence of both sides and make a just decision.
- No eating or chewing gum in Court.
- Remain in Court until your case has been completed, unless the bench requests you to leave the Courtroom while other witnesses involved in your case give their evidence. Remain in the waiting area until called.
- Officers are to remain in Court until dismissed by a Senior or Court prosecutor.

6.5 Giving Evidence

- The Registrar will "swear" you in. You can choose to do this by Oath (holding a bible), or by repeating an Affirmation.
- Direct your answers to the Justices of the Peace (JPs) even when the prosecutor, defendant or defense counsel asks the questions.
- Refer to the JPs as "Your Worships", and thereafter as "Sir" or "Ma'am".
- Introduce yourself to the JPs by stating your full name, employer and position, e.g.
- *"Good morning, your Worships. My full name is Peter John Meterman. I am employed by the Christchurch City Council as a Parking Officer".*
- Stand or sit as directed by the JPs. In either case, hold yourself erect – do not slouch or lean on the witness box.
- The Prosecutor will lead you through your evidence. It will follow the same format as the affidavit you prepared before the hearing. You may not take the affidavit with you to give evidence, but you may take a copy of the notice, and refer to it after seeking permission of the JPs, i.e.
- *"May I refer to notes taken at the time of the offence?"*

- Speak distinctly. Your words are being recorded either by a stenographer or by a recording device. State the facts clearly and simply.
 - Do not introduce evidence the prosecutor does not know about.
 - Always remember to identify the defendant if you saw him/her at the time of the offence. Point him/her out to the Court.
 - Think about the answer to any questions you are asked. Do not allow anyone to rush you.
 - Stick to the facts. DO NOT make statements based on your own personal opinions/ prejudices. Such statements are likely to be construed as the opinions or policy of the Inspections and Enforcement Unit or Council as a whole, rather than your personal views. Failure to do this will be considered as serious misconduct that will result in disciplinary action, up to and including dismissal.
 - Be truthful and respectful. Every conscientious Judge/JP wants to avoid convicting an innocent defendant because of dishonest testimony. If you give the Judge/JP any reason to doubt your truthfulness, even in a minor matter, he and his colleagues may never trust you again. If this should happen, your value to the Department is lost. *NO CASE EVER JUSTIFIES DEVIATION FROM THE TRUTH TO OBTAIN A CONVICTION.*
 - If you don't know the answer to a question, say so.
 - At the conclusion of your evidence, wait until excused by the JPs before leaving the witness box.
 - During cross examination:
 - Do not make smart or stupid remarks.
 - Answer only the questions put to you.
 - Don't feel that you need to fill silences left by the defence.
 - If you don't know the answer to a question, say so.
 - Keep your self control at all times.
 - Resist the efforts of defence who try to anger you, by maintaining your composure in spite of insinuations and bluster.
 - Give him/her as little excuse as possible for finding fault with your conduct or picking flaws in your testimony.
 - Maintain your poise.
 - Answer questions frankly and courteously.
 - If he/she misquotes or misinterprets your answer, correct him/her politely, quickly and firmly. Such attitude on your part will win the respect of the Judge/JPs and enhance the value of your testimony.
-