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# *Parking Induction Overview*

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## *Auckland Transport Vision*

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Delivering transport choices to get you where you want, when you want.

## *Auckland Transport Mission*

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To Deliver Effective and Innovative Transport Solutions to our Customers

## *Auckland Transport Values*

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Our values describe what's important to us – how we lead, how we work, how we behave. They provide a shared way of doing things, including the way we work with each other and how we do business.



- We have a can do attitude
- We seek win-win outcomes
- We are proud of our work and workplace
- We are positive ambassadors for Auckland Transport
- We are a positive role model for others
- We celebrate success
- We give credit where credit is due



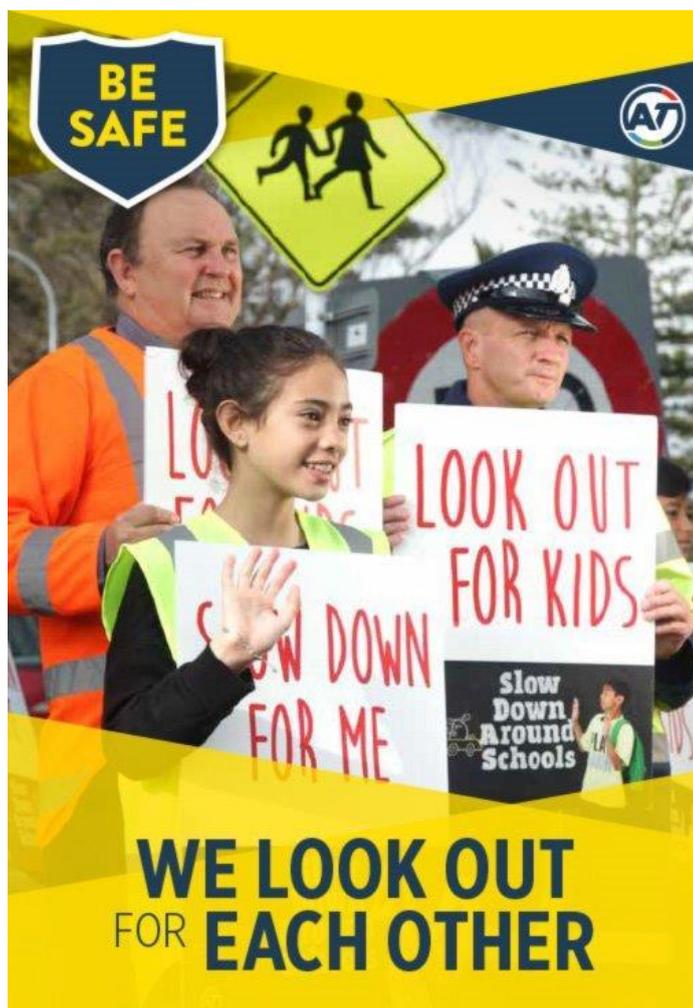
- We work together as an effective team
- We participate constructively in own, cross-organisation and external teams
- We seek input from others
- We share knowledge, resources and expertise
- We help and support others
- We inform others appropriately
- We are supportive and encouraging



- We build positive relationships
- We treat others with respect
- We take interest in the work and wellbeing of colleagues
- We say what we mean
- We are open and honest
- We communicate a consistent message
- We do what we say
- We walk the talk
- We lead by example
- We can be counted on
- We are trustworthy and reliable
- We instill confidence



- We take ownership and accountability
- We are proactive
- We take responsibility
- We do what needs to be done
- We respond to the needs and expectations of customers
- We use good judgement and make decisions
- We use common sense
- We provide solutions
- We take calculated risks
- We learn from experience
- We try new things
- We look for ways to improve what we do and how we do it
- We are open to accepting new ways of doing things



- We keep ourselves and others safe in every way we can
- We work to deliver safe, innovative and sustainable transport for a growing city.
- We consider safety and wellbeing paramount
- We all have a responsibility to prevent harm to ourselves, our staff, our customers, or anyone – where we work, in whatever we do



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### *Why we do what we do....*

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Your role as a Parking Officer is to ensure a fair and equitable distribution of parking services for all users.

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### *Our main objective....*

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To assist the safe and effective flow of traffic by the public's voluntary *compliance* with the law achieved through a combination of education, enforcement, engineering and research.

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### *How we carry this out..*

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Transport Parking Management consists of many diverse activities which are directed toward the attainment of its objectives. Activities such as patrolling, investigation and issuing Infringement Notices are not objectives in themselves; rather, they are methods of achieving the real objectives of safety and traffic flow.

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### *Other parts of our role....*

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- Traffic Direction and Control
- Civil emergencies
- Special Events (Sports/Parades etc.)
- Attending to road hazards
- Assistance to Fire/Police/Ambulance
- Removing abandoned vehicles
- Assistance to motorists
- Traffic Control of VIP Services
- Education and Public Relations



Parking Officers are in the unique position of being able to influence, one on one, the public's perception as to the reason for parking compliance and thereby influencing parker behaviour.

If Parking Officers have a good understanding of the objectives and philosophy behind parking compliance and accordingly support and endorse these objectives, they can articulate more convincingly to the public with whom they come into contact that they are, in fact, providing a constructive service.





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### *Interesting facts about the need for enforcement.....*

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Enforcement is affected by a variety of other activities relating to road safety, legislation, education, highway and traffic engineering, driver licensing and vehicle parking/traffic inspection.

Enforcement programmes intelligently applied can bring greater compliance with regulations within a matter of weeks.

Part of parking management is setting and providing levels of service that are appropriate to community needs in accordance with approved parking policies.

The community's acceptance of this service is reflected in compliance levels and indirectly, effectiveness of enforcement.

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### *Implementation of the Law.....*

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Councils throughout New Zealand are bound by statute to carry out various compliance duties. Amongst them is Parking (or more correctly) Stationary Vehicle Offences.

Councils 'adopt' these laws through Council meetings and resolutions. In the case of parking matters, the requirements are:

- To administer the Acts Regulations and Bylaws controlling Parking and Stationary Vehicle Offences.
- To regulate street parking in those areas where Council has determined a time limit to encourage the efficient use of the parking areas.



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### *When carrying out your duties....*

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Always provide a fair and courteous service.

Administer the regulatory controls so that the rights of the public are not infringed.

Deal with people in such a way that their personal dignity is not questioned.

Elicit the cooperation and willing compliance of the public in observing the parking time limits as first principal.

Be aware of the public's reaction and response to the implementation of any regulatory controls and communicate these to the appropriate body.

The place of the infringement notice in enforcement is often confused. Our main objective must stay at the forefront of your mind.



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## Parking Officer – The Face of Auckland Transport

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Remember that all those who work in Parking will be judged by the approach and behaviour of one officer, think about your colleagues before you act, they may suffer abuse or assault as a result of your previous actions.

Your knowledge of the whereabouts of toilets, garages, cinemas, banks and medical centres etc. is important.

Keep yourself informed of activities in the city to enable you to assist readily.

The ability to provide pertinent information is positive and professional, use your Android to assist if needs be.



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## Quality vs Quantity

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Experience has shown that certain quantities of enforcement activity are necessary to produce desired levels of compliance.

Closely related to the question of 'how much' enforcement is the question of 'how well is it applied'.

Even a limited amount of enforcement applied where it does the most 'good', will achieve better results than large quantities of enforcement indiscriminately applied.

This experience has led the principle of 'Selective Enforcement' as opposed to undirected, unplanned enforcement activity.

Two patterns that have great significance in assigning personnel for enforcement purposes are *time* and *location*.

By utilising experience and research, it is possible to predict in advance where and when the largest proportion of problems will occur. This permits directed patrolling that produces greater results with a smaller number of personnel.

Another way of maximising the value of enforcement effort is to direct it towards types of traffic offences that occur most frequently.