
Parking Compliance Training Manual



Auckland Transport

The Copyright of this document remains the property of Auckland Transport. All rights reserved –Version January 2017



Training Content for New Officers

Contents

Parking Induction Overview	2
Operational Standards	13
Providing a Service to the Public.....	23
Health & Safety	29
Statutory Law	51
Signs & Road Markings.....	63
Peak Hour Traffic Management.....	77
Area Management.....	83
Radio Procedures.....	93
Handwritten Infringements	111
Towing & Notebook Procedures	115
Time Restrictions	129
Paid Parking.....	135
Court Procedure	156
Customer Conflict Awareness.....	171



Parking Induction Overview





Auckland Transport Vision

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

Auckland Transport Mission

To Deliver Effective and Innovative Transport Solutions to our Customers

Auckland Transport Values





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



Why we do what we do....

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

Our main objective....

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.

How we carry this out...

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.

Other parts of our role....

- 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.





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

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.

Implementation of the Law.....

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.



When carrying out your duties....

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.



Parking Officer – The Face of Auckland Transport

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.



Quality vs Quantity

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.



Warrant of Appointment

Once you have obtained the skills required and can continue to perform to the standards required by Auckland Transport, your Warrant of Appointment will be granted.

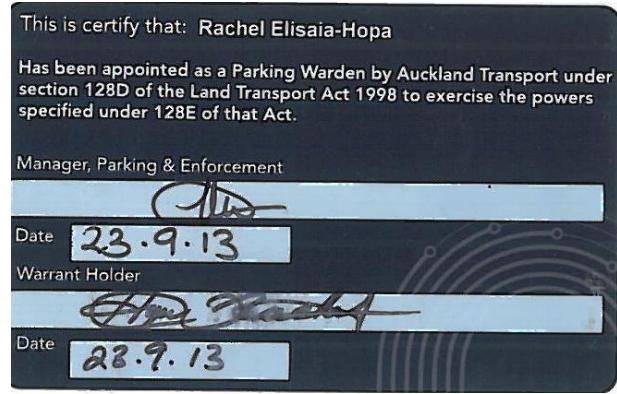
To maintain current standards of appointment it is advisable that a Parking Officer will be required to undergo refresher training to test their knowledge. They are also required to hold a current First Aid certificate.

Here is an example of what your warrant of appointment looks like....

Front



Back





Operational Standards





Communication

It is important that you maintain the integrity of the organisational structure by talking through any issues, ideas or problems with your Team Supervisor.

In some exceptional circumstances you may wish to speak to the Area Leader or the Parking Enforcement Manager directly.

Changes to the operational frameworks are communicated through your daily team briefings with your supervisor. It is imperative that you attend these meetings as the information is vital to your role.

Meetings

You are expected to attend the following meetings as requested

- Transport quarterly meetings (CEO)
- Parking quarterly meetings (Parking Services Manager)
- Staff briefings (Enforcement Manager)
- Team meetings (Supervisor)
- PSA consultative meetings (PSA Delegate)

Conduct on the street....

- It is important to remember that your conduct on the street influences and determines the collective reputation of all members of Auckland Transport.
- As you are in uniform – the average member of the public will judge ALL Parking Officers by the individual officer they come into contact with.
- So remember – each and every action you perform while going about your job reflects on your team, your associates and indirectly the rest of Auckland Transport.
- Our objective is to achieve willing compliance with the regulations; this will only eventuate if the public support our initiatives and can understand the logic behind our actions.
- You should never exercise your duties using prejudice or personal preference as a factor in your decision.
- You must exercise personal restraint when confronted by offensive language and intimidating tactics, never retaliate in a like manner to this sort of conduct.
- Any personal information you deal with whilst performing your duties must remain confidential



Gifts and Favours

To protect the integrity of all officers you are not allowed to accept gifts, favours or gratuities, however large or small.

Requests for Identification

If a member of the public requests your identification – you must provide your officer number to them. It is at your discretion whether you provide your name also.

Unacceptable Behaviour

- The use of obscene language or gestures by a Parking Officer.
- The consumption of illegal drugs and alcohol while a Parking Officer is on duty.

If either of these behaviours are reported and investigated, it may result in disciplinary action.

Ethics and Code of Conduct

We are governed by an operating procedure, which maintains its public integrity through the ethical and equitable enforcement of the regulations.

As an officer in uniform, you are highly visible and this coupled with the enforcement you carry out makes you vulnerable to criticism.

- An officer must never take advantage of their position by using knowledge gained in the line of duty for their own advantage.
- You must not park your vehicle in areas, which you know to be unenforceable for example – sign faults, meter faults – where the intent of the law is clearly known it is expected that a Parking Officer will respect that intent.
- You must not park in an area in which you are patrolling and then neglect to enforce the restrictions on your vehicle.
- You must always be fair and equitable in your enforcement of the law and you must not try to influence other officers into overlooking offences you may have committed

It is expected that these codes of conduct apply to the information provided to and the enforcement of vehicles belonging to family members and friends



Starting and Finishing Times

Officers must be in uniform ready to commence work at their rostered start time and all officers should be out on the road no later than 10 minutes after their start time. Officers must remain in uniform until their rostered finish time and must return to the office no earlier than 10 minutes before their rostered finish time.

Meal Times

Lunch breaks must be strictly adhered to as to the times outlined on the area board.

Morning and afternoon breaks are optional if you wish to return to the office or take these in your assigned area.

If you do choose not to come back to the office for these, you can claim a \$5.00 AM break or a \$5.00 PM break (Up to 2 per day maximum).

Misc.

- Leave applications (please provide two weeks' notice - if possible)
- Reporting in sick or reporting of accidents (Personal injury)
- Court appearance
- Assigned work area
- Filling in your time sheet daily
- Road crossing behaviour – only cross on the green man

Media Enquiries

If ever asked your views on anything whilst in uniform by any media organisation you are not permitted to make any comment.

You may direct any enquiries for media comment to the Communications Department who are authorised to do this.





Uniform and grooming standards

- Look after your personal hygiene – perspiration, body odour etc.
- Always wear your Auckland Transport officer Identification Badge
- Keep your hair and facial hair tidy
- Shoes, socks, uniform, accessories
- Hats, belts
- No smoking or chewing gum in uniform
- No headphones (prohibited)
- Use your Officers' back-pack (patrol use only)
- Prepare for a Court appearance - high uniform presentation
- Fill in a uniform requisition for replacement gear





Auckland Transport Vehicles

- Remember when you are driving an Auckland Transport vehicle you are highly visible in the eyes of the public. You will know if you have been assigned a vehicle by checking the area board.
- Each mobile / community area is allocated a specific vehicle; therefore, do not take a vehicle allocated to a different area without first seeking permission from the Scheduler.
- Vehicle checks must be carried out to note down any new damage that is not on the previous damage check sheet, before driving the vehicle.
- Log books in the vehicles must be filled out.
- All receipts for petrol must be returned to the office.
- Torches and Sealed First Aid Kits are also provided. Nightly checks will be carried out on vehicle boxes, books, and check sheets.
- If you are assigned mobile / community patrols, you will need to ensure that you take the correct area book for that area which must be filled out throughout the day.
- Failure to complete any of these things may result in a stand down period from driving.
- If you need roadside assistance the communication room will call the AA to come to your assistance.
- You are responsible for the vehicle you are driving at all times and for any damages incurred (unless accidental).
- You are also responsible for any speeding, red light camera or Bus lane infringements incurred whilst in possession of a council vehicle.

You will receive the following when signing out a vehicle, which is standard procedure:

- A box file containing a map book and other items.
- 1 x set of keys.
- 1 x downtown access car park card.
- 1x handwritten infringement notice book
- 1x accident report form
- 1 x BP fuel card (you are responsible to ensure the vehicle is above half full on your RTO) produce the BP card and current odometer reading to the service station attendant.
- A check sheet (VIR) which must be completed correctly otherwise you will be held responsible for any damage attributed to that vehicle on your return to the office.





Mystery Parker Programme

One of Auckland Transport's parking objectives is to provide high quality customer service for all our parking patrons.

We make every effort to closely monitor this service with quality improvement, but there are times when incidents do go undetected unless they are brought to our attention.

The mystery parker programmer is a tremendous help with individual officer reports that identify any concerns or training needs. The reports will assist the officer in his or her future performance on-street, recognising the required skills needed in daily interactions with members of the public and providing excellent customer service.

To accomplish the task of helping provide better service and quality in the parking industry, officers will have frequent interactions with "Mystery Parkers" at least one every month in various scenarios designed to test the customer service and knowledge skills of the officer.



Mystery Parker Report Criteria

The officer's performance is measured on the following criteria

- Enhances Auckland City's reputation
- Provides relevant, accurate and concise information
- Is a good listener
- Has respect for people
- Can resolve conflict
- Has good knowledge of legislation/area/information

*** The report has a scoring system from A+ to D- with A+ being the highest***



Sample Mystery Parker Report

Mystery Parker Report Jun-2014

Officer Number	[REDACTED]	Total Score
Area / Location	GB1-2	
Report	1 of 1	
Attributes Evaluated	5	
Situation	General bus lane related question.	A+

Enhances Auckland City's Reputation A

The officer was neat and tidy in the correct uniform and his badge was clearly visible. The officer was busy checking the camera and concentrating on his work when I approached. He representing Auckland Transport positively. His overall attitude came across as focused and effective.

Improvements

Has Respect for People A

When I approached the officer he turned and greeted me politely with acknowledgement and asked if he could help me. He demonstrated respect by using polite manners. He gave me focused attention and his voice was clear and audible.

Improvements

Is a Good Listener A

The officer's body language and eye contact showed he was attentive. He gave me sufficient time and did not try to hurry me along. His answers indicated to me that he comprehended what I was asking and he checked with me whether I was satisfied with his suggestions.

Improvements

Provides Relevant, Accurate and Concise Information A

The officer responded immediately to my query. He checked that expectations had been met. His delivery of information was concise, clear and to the point. The information he conveyed was relevant and helpful. The overall response was a positive one.

Improvements

Has Good Knowledge of Legislation/Area/Situation A

The officer appeared to be very knowledgeable about the rules and procedures pertinent to my question. He also appeared to be familiar with my line of questioning. He took the time to explain the information to me and solved my problem.

Improvements



Quiz Time



Who would you approach in the first instance if you would like to discuss an issues, ideas or problems?

Identify four types of unacceptable behaviour by a parking warden....

What are you required to wear on your uniform to identify you to any members of the public?

Are you permitted to make any comments to the media?

Are people allowed to film you without your permission?





Providing a Service to the Public





Providing a professional service to the public

As a parking officer, providing excellent service to the public will involve the following attributes:

- A professional attitude and neat and tidy appearance.
- Knowledge of the business
- Knowledge of the legal requirements
- An understanding of the importance of your job e.g. improving traffic flow
- Knowledge of parking restrictions within each area.
- Knowledge to inform customers of alternative parking areas.
- Honesty, helpful and courteous behaviour
- If you have made a mistake when issuing an infringement to a customer, and the driver returns, ensure you apologise and retrieve the infringement. Inform your team leader as to the invalidity of the infringement.
- Ability to answer questions if a tourist needs directions.
- An awareness of the various options open to customers.
- A cultural awareness that encompasses the many people visiting and our city

Creating a good impression

The following attributes is what the members of the public will first notice of you as a parking officer:

- Appearance/body language
- Do you look professional
- Are you approachable
- Do you portray knowledge in what you are doing?
- Your sunglasses
- The tone of your voice
- Are you courteous
- Ensure you display signs that you are listening
- The use of “Active and Reflective” listening techniques

Controlling the conversation

Do

- Remain calm.
- Listen to the person you are interacting with. Do not interrupt.
- Empathise – let the person know that you can understand their situation, but explain the consequences of their vehicle being parked there.
- Give the customer options
- Know when to walk away. If the situation is getting out of control, ensure to remove yourself from the scene.

Do not

- Raise your voice or lose your temper.
- Display aggressive behaviour.
- Sympathise with the person; ensure to empathise.
- Talk in jargon, for example, do not use the acronym GV, and instead give the full name, that is, goods vehicle.
- Take the person's comments personally.





The options available after receiving an infringement notice

Refer to the reverse of the infringement notice to view the summary proceedings act, which advises people that they have the following three options:

- 1) Make a payment (within 28 days).
- 2) Requesting a review of the notice.
- 3) Request a court hearing.

The role of the Infringement Adjudicator – Customer Response Team

The infringement adjudicator undertakes a review and assists the member of the public through every step of the process, to ensure they have a fair hearing. The infringement adjudicator's role is to ensure that if the end result is not what the member of the public wanted, that they feel they have had a fair hearing.

Infringement adjudicators also support the Parking Officers by upholding valid tickets and providing advice on details required to support a waiver.

It is also their role, in conjunction with the wardens to ensure members of the public are informed as to why restrictions are put in place.

Types of contact with members of the public

Written

Explanations must be in writing for auditing purposes as verbal explanations are open to miscommunication and hearsay.

Parking officers issue many notices per month, so approximately one in four people will write in to dispute their infringement.

Each person's explanation must be reviewed and a personal response from the infringement adjudicator team must be sent.

Investigations

These arise from written correspondence and often need to be investigated further such as:

- Officer error
- Signs obscured
- Vehicle sold



Telephone Enquiries

Escalated queries from the public are referred through from the Council's customer call centre to an infringement adjudicator.

Some calls will be further escalated to the manager and team leaders.

Request for a Court Hearing

If a person needs to dispute a notice, he/she can request a court hearing.

There are two types of court hearings:

1. **A written submission**, where the customer admits guilt, but wants the court to consider his/her written explanation in closed chambers. The customer is not required to appear for these types of hearings.
2. **Defended hearing**, where the customer pleads "not guilty". The person is required to attend court and the parking officer is called to give evidence.





Quiz Time



What should you do if you have made an error on an infringement and the driver returns?

Which 3 options does the customer have after an infringement has been issued?

Which 3 activities are prohibited whilst in uniform?

How many types of court hearing are there?

Which action should you take if a conversation with a customer is getting out of hand?



Health & Safety

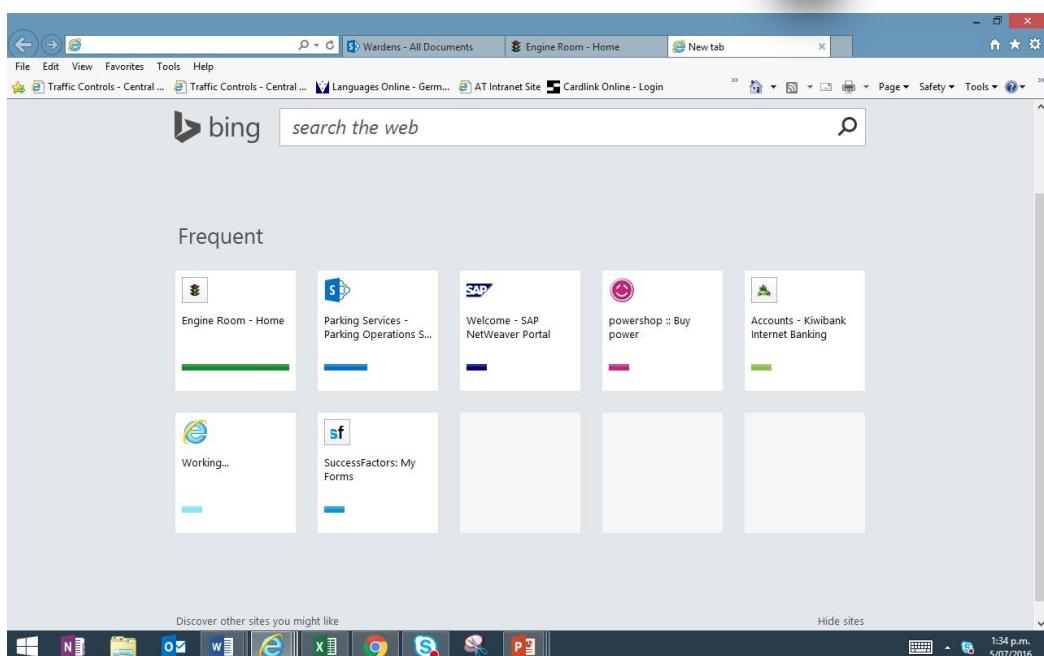




How can you find out more about Auckland Transport's Health and Safety Policies and procedures?

Log on and follow the steps

1. Click internet symbol at the bottom of your screen  then click  top right of screen



2. Once in the AT Engine Room Page scroll down until you see Health and Safety Icon

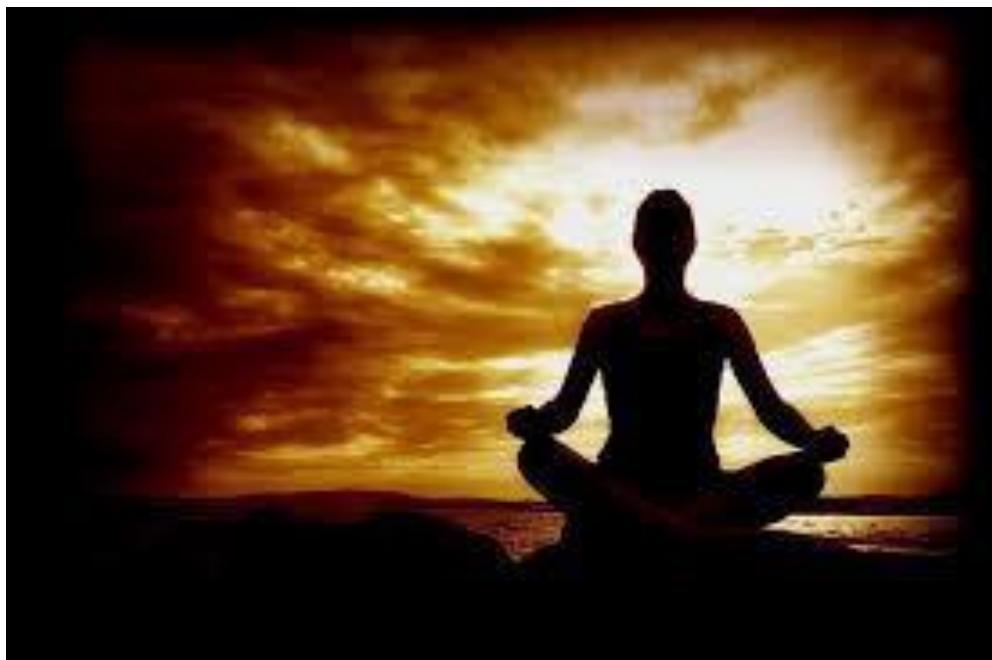
The screenshot shows the AT Engine Room homepage. Key elements include:

- Brand guidelines:** Guidelines to help you stay 'on brand!'. [Read more](#)
- Cycle options:** Tell us how we can get more people cycling in New Lynn and Avondale areas. [Read more](#)
- CE update:** Message from David Warburton.
- Quick News:** Get Licensed, Get Legit. AT is launching a new video encouraging Māori drivers to 'Get Licensed, Get Legit'. [Read more](#)
- Sidebar:** Links to Training calendar, Henderson cafe menu, and AT careers. A red circle highlights the "Health & Safety" link.
- Footer:** Marketplace section with links for For sale, Wanted, Free, Lost & found, and a 130% zoom link.



Maintaining a Healthy Work / Life Balance

- Do not work excessive hours. No more than 48 in any week.
- Ensure that you take Annual Leave in the year that it is due. You must take at least a block of 10 working days off each year.
- 10 working days sick/domestic leave is available to you each year so that you have time to recover from sickness or deal with 'home problems'.
- Paid Parental Leave is available to help with the pressures of a new addition to the family.
- Counselling and family support is available to all staff.
- If you have any problems with your working environment discuss them with your Manager.
- Where possible all rosters will be 'user friendly'.
- Managers should ensure that overtime is spread evenly across the work force to keep individual overtime to a minimum.
- Training should be targeted to ensure that all staff have the necessary skills to undertake the required work.
- All employees have the right to refuse to carry out work that they feel may cause harm to them.
- If unwell and symptoms persist, consult your family GP.
- Employees should be encouraged to maintain a balance between work and home.
- Please also refer to the EEO Policy.





Emergency Planning and Readiness

Overview

Auckland Transport has planned responses for major types of emergencies so that it can identify and minimise hazards and risks, keep employees safe and secure and maintain service levels for customers.

Responsibilities (All employees)

- be familiar with the Emergency Procedures for your work area
- know who the Fire Wardens and First Aiders are for your work area
- identify ways to minimise risks and hazards in your work area
- know who your Health & Safety reps are

Surviving an Emergency

Auckland Transport has emergency procedures for the workplace. The principles outlined in these procedures apply to all fixed council workplaces. However, individual buildings have their own specific evacuation plans. Some council workplaces may have additional emergency plans for the work activities they undertake - for example, Auckland Zoo and Westhaven Marina. This information is held at those workplaces, not on Intranet. All employees must be familiar with the specific evacuation plans for the buildings they work in. These plans are displayed in each building. For more information, please contact your Health & Safety Representative.

Health and Safety and Contractors

Under the Health and Safety at Work Act 2015 (HSWA), a contractor or subcontractor is a **worker** who carries out work for Auckland Transport. Auckland Transport engages a large number of contractors to carry out a wide range of activities. Each time a contractor is called to carry out work, Auckland Transport becomes responsible for their Health and Safety under the Health and safety at Work Act 2015. (HSWA).



Section 36 of the HSWA Act 2015 requires that PBCU's like Auckland Transport must ensure as far as is reasonably practicable, the health and safety of workers who work for the PBCU while workers are at work in the business or undertaking and workers whose activities in carrying out work are influenced or directed by the PBCU while the workers are carrying out work. Therefore, it is essential that we have effective procedures in place to manage contractors and take reasonable steps to ensure they are 'safe'.

If Auckland Transport does not effectively manage health and safety in contracts, it is potentially exposed to significant legal and financial risk.



Section 47 of the HSWA 2015 covers Offence of reckless conduct in respect of duty.

A person commits an offence against this section if the person has a duty under subpart 2 or 3 and without reasonable excuse engages in conduct that exposes any individual to whom that duty is owed to a risk of death or serious injury or serious illness and is reckless as to the risk to an individual of death or serious injury or serious illness.

An individual who is not a PBCU or an officer of a PBCU is liable on conviction to a term of imprisonment not exceeding 5 years or a fine not exceeding \$300,000 or both.

An officer of the PBCU is liable on conviction to a term of imprisonment not exceeding 5 years or a fine not exceeding \$600,000 or both.

For any other person Auckland Transport, to a fine not exceeding \$3 million.

Section 48 of the HSWA 2015 covers Offence of failing to comply with duty that exposes individual to risk of death or serious injury or serious illness.

A person commits an offence against this section if the person has a duty under subpart 2 or 3 and fails to comply with that duty.

A person who commits an offence against this section is liable on conviction.

An individual who is not a PBCU or an officer of a PBCU is liable on conviction to a fine not exceeding \$150 000.

An officer of the PBCU is liable on conviction to a fine not exceeding \$300,000

For any other person Auckland Transport, to a fine not exceeding \$1.5 million.

Section 49 Offence of failing to comply with Duty

A person commits an offence against this section if the person has a duty under subpart 2 or 3 and fails to comply with that duty.

A person who commits an offence against this section is liable on conviction:

An individual who is not a PBCU or an officer of a PBCU is liable on conviction to a fine not exceeding \$50 000.

An officer of the PBCU is liable on conviction to a fine not exceeding \$100,000

For any other person (Auckland Transport), to a fine not exceeding \$500,000.



Safe Work Practices

Section 83 of the HSWA 2015 states that a worker may cease or refuse to carry out work if the worker believes that carrying out the work would expose the worker or any other person to a serious risk to the workers or other person's Health or Safety arising from an immediate or imminent exposure to a hazard.

Section 84 states; A Health and Safety Representative may direct a worker who is in a work group represented by the representative to cease work if the representative reasonably believes that carrying out the work would expose the worker, or any other person, to a serious risk to the worker's or other person's health or safety, arising from an immediate or imminent exposure to a hazard.

Auckland Transport Vehicles

Getting to the various job sites will invariably involve travelling/driving in an AT vehicle. Vehicles are clearly marked with the AT logo and are advertisements for the organisation. It is important that they are driven sensibly and courteously and within the Road Code at all times. The insurance excess is excessive of \$10,000 so accidents are expensive as well as a waste of time. Defensive driving will lower the accident rate.



Hazards

- Other vehicles on the road being driven irresponsibly.
- Wet weather, slippery roads, loss of control.
- Pedestrians and cyclists.
- Faulty vehicle.
- Parking.
- Reversing.
- Hand held cell phones and radio telephones



Concentrate on your driving at all times

- Before making a manoeuvre, indicate your intentions clearly.
- Know and follow the road code.
- Do not be provoked by inconsiderate drivers.
- Wet weather
- Slow down.
- Keep your distance from the vehicle in front.
- In foggy or poor visibility, ensure that the headlights are on.

Pedestrians and Cyclists

- Slow down around schools and kindergartens especially during school hours.
- Give cyclists a wide berth.
- Be aware of the width of your vehicle including wing mirrors.
- Faulty Vehicles
- Complete a vehicle check sheet.
- If there is something incorrect, inform your supervisor as soon as possible.
- Visually check WOF and registration to make sure they are up-to-date.

Parking

- When working on the road, park your vehicle so as to protect the job site.
- In built up areas where parking is not available parking on the footpath is permissible providing there is still adequate room for pedestrians.
- Make provision for pedestrians to safely pass your work site.

Reporting

- Complete a vehicle check sheet for your assigned vehicle (available from the communication room.) Advise your supervisor of all panel damage and minor repairs (broken lights etc.). Complete accident forms where necessary
- If driving a diesel vehicle check that road user licence has sufficient mileage. Report if a further licence is required.

Reversing

Reversing is a common driving activity yet one that has a high incident of accidents. With trucks the field of vision when reversing is limited and extra care is required:

- The passenger in the vehicle should get out and check for obstacles before the reversing of the vehicle takes place and guide the driver as the vehicle is reversed.
- Make sure that the rear vision and wing mirrors are correctly aligned.
- Make sure all tools are well stored and will not catch obstacles during reversing.
- Ensure the reversing beeper is operating (if fitted).
- Ensure the reversing lights are operating.
- Check for and wait until pedestrians are well clear of the reversing area.



Exposure to the sun

The breakdown in the ozone layer has led to an increase in UV radiation. With less ozone in the upper atmosphere, the amount of harmful radiation that reaches the earth's surface will increase. This could result in an increase in sunburn, melanoma and eye diseases.

The best protection against the effects of sunlight is also the simplest - keep out of it.

While employers have a responsibility to minimise the risk faced by those who are required to work outdoors, employees also have an individual responsibility to look after their own health. Exposure to the sun occurs outside of work hours and the intensity of exposure time to solar radiation will vary considerably within the occupational groups of the City.

A consultative approach should be taken in determining how far the responsibility of the employer extends.

Hazards

- Sunburn
- Skin problems i.e. melanoma, skin cancer
- Eye damage

Procedure

Steps should be taken to ensure that the risk faced by exposure to solar radiation is minimised. In some instances, this may be achieved by taking actions such as simply changing the time of day when a task is carried out. This is the preferred option but when this is not practical, adopting the following steps should provide protection:

Job Organisation

Where the job involves some work that does not have to be conducted outdoors, the potential for excessive solar exposure may be able to be reduced by working under-cover when the sun is most intense, that is, between 10am and 3pm (11am and 4pm during daylight saving).

Shade

Wherever possible, use should be made of natural shade, such as that provided by buildings and trees. If there is no natural shade available, then it may be feasible to create temporary shade in the form of a canopy or screen.





Personal protection equipment (PPE)

Tightly woven fabrics provide the best protection but are warmer so a balance must be reached permeability of the material to assist the evaporation of sweat design.

A reasonable compromise between coolness and UV protection is offered by your allocated uniform.

Dark coloured wide brimmed hats will protect the scalp, ears and forehead and partially protect the lower face. This is also provided by Auckland Transport

Sunscreen

(Supplied within requirements refer also Exposure to the Sun)

Sunscreens provide additional protection to skin not effectively covered by clothing

Ensure that the sunscreen is broad spectrum and has an SPF rating of 15+.

Where the job may involve working with water, use a water resistant sunscreen.

Apply sunscreen at least 15 minutes before going out in the sun. More frequent applications may be required if sweating is profuse

Put sunscreen on dry skin by wiping on, not rubbing it into the skin

Ensure that sunscreen is applied to all exposed skin including the face, neck, arms and the back of the hands.

Sunglasses

(Uniform supplied within requirements)

Wear sunglasses with EPF 10 which guarantees overall UV absorption greater than 95%. There are sunglasses available, which double as safety glasses.



Protect yourself in five ways from skin cancer



Violence in the Workplace

Responsibilities

It is the responsibility of management to monitor the safety of employees in the workplace. However, ultimately employees must be responsible too, making certain that a pro-active approach to problems ensures prompt remedies for the benefit and safety of everyone.

Definition of Violence at Work

Any incident, in which an employee is abused, threatened or physically assaulted by fellow employees or by a member of the public with the intent to inflict physical injury in circumstances relating to the course of his or her employment.

What is the cause of Violence at Work?

It is impossible to determine the reason for every violent outburst but there are common factors that may apply to all places of work. A combination of personal and/or environmental factors often influences the situation.

Violent or threatening behaviour at work may involve many factors, including the following:

- random violence with no clear intent or under influences of drug or alcohol
- intimidation/harassment used to achieve a desired end expression of uncontrolled irritation such as dissatisfaction with poor service or prolonged discomfort
- displaced anger from past situations applied unreasonably to the issue at hand
- verbal abuse to intimidation and low-level threatening behaviours
- violence related to mental health problems
- violence related to criminal activity, thrill seeking or revenge
- violence related to cultural or religious differences between subgroups in society.
- Forms of violence such as verbal abuse, intimidation and threatening behaviour may not result in physical injury but have significant effects on the psychological wellbeing of employees.



Safe Chalking Posture

- Keep your back straight as possible when chalking
- Keep bending to a minimum
- Do not twist as you regain full posture
- Push up with your leg muscles
- Watch out for sharp foreign objects protruding from tyres or guards.
- Be mindful of the height of the kerb and foot placement
- Be mindful of lamp posts and other possible kerbside hazards
- Ensure your vision is not obscured
- Watch for stray threads on tyres

Crossing the Road

- Ensure to cross the road safely -look before you cross
- Use pedestrian crossings when convenient
- Only cross when signaled at controlled crossings (green man)
- Do not use your radio or cell phone while crossing a road
- Do not run – walk safely

Hazardous Surfaces

- Be mindful of road surface conditions at all times
- Avoid stepping on man hole covers or road plates when wet
- If wet conditions prevail extra care is needed when working on grass areas
- Be aware of loose gravel on roads or foot paths
- Watch out where you step in relation to kerb height
- Avoid stepping in puddles, pot holes etc.
- Watch out for greasy surfaces

Equipment Supplied

- Ensure your radio telephones battery is fully charged
- Take your water bottle with you
- Do not walk and operate your Android at the same time
- Ensure when in confined spaces your equipment is not protruding as to cause harm to members of the public
- Make sure you carry your Hi-Vis vest at all times & it is compulsory to wear it whilst doing a tow
- Do not carry equipment in such a way that it can be easily dropped
- Wear appropriate clothing supplied for weather conditions

Personal Hygiene

- Remember to wash your hands after returning to office (chalking)
- Be mindful when using public conveniences for health and safety



Accident and Injury Reporting and Investigation

Reporting of accidents (including near misses) is extremely important, as the information gained from reported accidents contributes to the development of a safer working environment.

The term "accident", in the context of these procedures, includes all "near miss" or "near hit" events, work related illnesses and injury events that harmed or might have harmed any employee during the course of their work.

Managers and Team Leader responsibilities

- Ensure all accidents are reported and investigated.
- Report any accidents likely to result in serious harm to the Health and Safety Manager in the Human Resources group as soon as possible.
- Ensure recommendations from investigations are considered and implemented, where practicable, to prevent recurrence.

Employees Responsibilities

- Section 45 of the health and Safety at Work Act outlines the Duties of workers.
- While at work a worker must – take reasonable care for his or her own safety; and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- While at work a worker must comply as far as the worker is reasonably able, with any reasonable instruction that is given by the PBCU to allow the PBCU to comply with this ACT or regulations; and
- Cooperate with any reasonable policy or procedure of the PBCU relating to health or safety at the workplace that has been notified to workers.

Auckland Transport requires its workers to:

- Report all accidents (including near misses) to their team leader or manager and health and safety representative as soon as possible following the accident. (*fill out Synergi form online*)
- Participate fully in accident investigations.



Accident and injury reporting procedure

Employees must report all accidents to their team leader or manager and health and safety representative regardless of whether they result in injury.

The team leader or manager should also ensure that the accident is recorded online on Synergi.

Depending on the nature of the accident, other people may also need to be notified. The following table is a standard guide.

Serious Harm Incident

Work Safe NZ 0800 030 040

Report Immediately

Minor Injury (involving less than 1 day off work)

Manager or Team Leader

Report within 1 hour

Near miss (no injury)

Manager or Team leader

Report within 24 hours



Health and Safety Incident Notification Form

Person Reporting:					
AT Employee	<input type="checkbox"/>	Contractor / Consultant / Operator	<input type="checkbox"/>	Member of Public	<input type="checkbox"/>
Name:					
Phone:					
Email:					
Auckland Transport Managers Name:					
Date of Notification:		Time of Notification:			
Person/People Involved (If different from above):					
AT Employee	<input type="checkbox"/>	Contractor / Consultant / Operator	<input type="checkbox"/>	Member of Public	<input type="checkbox"/>
Name of Person(s) directly Injured/Involved:					
Company / Employer:					
Contact for further Enquiries:					
Auckland Transport Managers Name:					
Incident Details:					
Location /Address:					
Time:		Date:			
What Happened?*					
<i>*Detail the facts leading up to and including the incident, describing the incident and the outcome.</i>					



Injury Details:

Is the injury 'Notifiable'? *	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/K <input type="checkbox"/>	<input type="checkbox"/>	Have Worksafe been advised?	Yes <input type="checkbox"/>	<input type="checkbox"/>	No <input type="checkbox"/>	N/K <input type="checkbox"/>	<input type="checkbox"/>
-------------------------------	------------------------------	-----------------------------	------------------------------	--------------------------	-----------------------------	------------------------------	--------------------------	-----------------------------	------------------------------	--------------------------

*Notifiable injury is currently defined as "Serious Harm", as laid out in the Health and Safety In Employment Act, 1992

Medical Treatment Given?	Nil <input type="checkbox"/>	<input type="checkbox"/>	On-site <input type="checkbox"/>	<input type="checkbox"/>	Medical clinic <input type="checkbox"/>	<input type="checkbox"/>	Hospital <input type="checkbox"/>	<input checked="" type="checkbox"/>
--------------------------	------------------------------	--------------------------	----------------------------------	--------------------------	---	--------------------------	-----------------------------------	-------------------------------------

Was there potential for permanent or fatal injury?	Yes <input type="checkbox"/>	<input type="checkbox"/>	No <input type="checkbox"/>	N/K <input type="checkbox"/>	<input type="checkbox"/>	Has the incident limited the person's capacity to work?	Yes <input type="checkbox"/>	<input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>
--	------------------------------	--------------------------	-----------------------------	------------------------------	--------------------------	---	------------------------------	--------------------------	-----------------------------	--------------------------

Injury Type	Injury Location			Agency of injury			
Strain/Sprain <input type="checkbox"/>				Eye <input type="checkbox"/>	Machinery and fixed plant		<input type="checkbox"/>
Laceration <input type="checkbox"/>				Ears <input type="checkbox"/>	Mobile plant and transport		<input type="checkbox"/>
Dislocation <input type="checkbox"/>				Face <input type="checkbox"/>	Powered equipment, tools and appliances		<input type="checkbox"/>
Fracture <input type="checkbox"/>				Skull <input type="checkbox"/>	Non-powered hand tools, appliances and equipment		<input type="checkbox"/>
Concussion <input type="checkbox"/>				Upper Back <input type="checkbox"/>	Chemicals and chemical products		<input type="checkbox"/>
Piercing <input type="checkbox"/>				Shoulders <input type="checkbox"/>	Materials and substances		<input type="checkbox"/>
Degloving <input type="checkbox"/>				Lower Back <input type="checkbox"/>	Environmental agencies		<input type="checkbox"/>
Amputation <input type="checkbox"/>				Chest <input type="checkbox"/>	Animal, human and biological agencies		<input type="checkbox"/>
Poisoning <input type="checkbox"/>				Stomach <input type="checkbox"/>	Other and unspecified agencies		<input type="checkbox"/>
Crushing <input type="checkbox"/>				Upper Back <input type="checkbox"/>	Machinery and fixed plant		<input type="checkbox"/>
Open wound <input type="checkbox"/>				Upper Arm <input type="checkbox"/>	Mobile plant and transport		<input type="checkbox"/>
Internal injury <input type="checkbox"/>				Forearm <input type="checkbox"/>	Powered equipment, tools and appliances		<input type="checkbox"/>
Bruising <input type="checkbox"/>				Elbow <input type="checkbox"/>	Non-powered hand tools, appliances and equipment		<input type="checkbox"/>
Inter-cranial injury <input type="checkbox"/>				Wrist <input type="checkbox"/>	Chemicals and chemical products		<input type="checkbox"/>
Multiple injuries <input type="checkbox"/>				Thigh <input type="checkbox"/>	Materials and substances		<input type="checkbox"/>
Deafness <input type="checkbox"/>				Knee <input type="checkbox"/>			<input type="checkbox"/>
Blindness <input type="checkbox"/>				Calf <input type="checkbox"/>			<input type="checkbox"/>
Graze <input type="checkbox"/>				Shin <input type="checkbox"/>			<input type="checkbox"/>
Puncture <input type="checkbox"/>				Ankle <input type="checkbox"/>			<input type="checkbox"/>
Systemic <input type="checkbox"/>				Palm <input type="checkbox"/>			<input type="checkbox"/>
Non Physical <input type="checkbox"/>				Finger <input type="checkbox"/>			<input type="checkbox"/>
				Rear <input type="checkbox"/>			<input type="checkbox"/>
				Top <input type="checkbox"/>			<input type="checkbox"/>
				Bottom <input type="checkbox"/>			<input type="checkbox"/>
				Toe <input type="checkbox"/>			<input type="checkbox"/>

Management:

Is this a lost time injury? *	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/K <input type="checkbox"/>	<input type="checkbox"/>	Have ACC been advised or involved?	Yes <input type="checkbox"/>	<input type="checkbox"/>	No <input type="checkbox"/>	N/K <input type="checkbox"/>	<input type="checkbox"/>
-------------------------------	------------------------------	-----------------------------	------------------------------	--------------------------	------------------------------------	------------------------------	--------------------------	-----------------------------	------------------------------	--------------------------

*An injury where an employee is unable to undertake their normal work duties for at least one day.

Manager Name:		Manager Signature:		Manager Date:	
---------------	--	--------------------	--	---------------	--



Near Miss Report

(Unsafe behaviour or unsafe condition, Close Call, Hazard, Safety Observation or concern)

Person Reporting				
AT Employee	<input type="checkbox"/>	Contractor / Consultant / Operator	<input type="checkbox"/>	Member of Public
Name of Person Reporting:				
Company / Employer:				
Contact for further Enquiries:				
AT Project Manager/Line Manager Name:				
Details				
Location /Address:				
Date of Observation:			Time of Observation:	
Describe circumstances and situation leading up to identifying issue:				
What could have happened?				
Could this have resulted in a serious injury or a death?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Risk Factors				
Potential Mechanism – “what kind of potential incident was this?” (Select one that applies)				
Contact with machinery	<input type="checkbox"/>	Drowned or asphyxiated	<input type="checkbox"/>	
Struck by moving object	<input type="checkbox"/>	Exposure to harmful substance	<input type="checkbox"/>	
Struck by moving vehicle	<input type="checkbox"/>	Exposed to fire	<input type="checkbox"/>	
Struck against something	<input type="checkbox"/>	Exposed to explosion	<input type="checkbox"/>	
Lifting and handling injuries	<input type="checkbox"/>	Contact with electricity	<input type="checkbox"/>	
Slip, trip, fall same level	<input type="checkbox"/>	Injured by an animal	<input type="checkbox"/>	
Fall from height	<input type="checkbox"/>	Physical assault	<input type="checkbox"/>	
Trapped by something collapsing	<input type="checkbox"/>	Another kind of incident	<input type="checkbox"/>	



Employee Participation in Health and Safety

Auckland Transport is committed to involving employees in matters that affect their health and safety at work. This section explains the agreed Auckland Transport system for allowing employees to participate in health and safety.

Part 3 Worker engagement participation and representation covers this.

Subpart 1 – Engagement with workers and worker participation practices.

Section 58: Duty to engage with workers

Section 59: Nature of engagement

Section 60: When engagement is required.

Section 61 of the Health and Safety at Work Act 2015 sets out the PBCU's Duty to have worker participation practices: A PBCU must have practices that provide reasonable opportunities for workers who carry out work for the business or undertaking to participate effectively in improving work health and safety in the business or undertaking on an ongoing basis.

Section 62 Outlines the Election of Health and Safety Representatives.

Section 63 Sets out requirements around conducting elections.

Section 64 outlines Determination of work groups

Section 65 Determines numbers of health and Safety Representatives for work groups

Section 66 Outlines Health and Safety Committees.

Emergency Planning and Readiness

Auckland Transport has planned responses for major types of emergencies so that it can identify and minimise hazards and risks, keep employees safe and secure and maintain service levels for customers.

Responsibilities (All employees)

Be familiar with the Emergency Procedures for your work area

Know who the Fire Wardens and First Aiders are for your work area



Rehabilitation Process

Rehabilitation.

Rehabilitation is defined as the process whereby a person who has suffered personal injury or ill health regains or acquires the skills necessary to optimize physical, mental, vocational and social functionality.

The different types of rehabilitation services are called interventions, and include:

Social. Interventions.

These include aids and appliances, modifications to residential premises and educational support.

Vocational interventions.

These include vocational guidance, work trials and workplace modifications.

Medical interventions.

These include referral for specialist or medical assessment through to participation in physiotherapy programmes.

Interested parties.

Interested parties may, in relation to rehabilitation, include any medical practitioner, employee support person, employee's immediate supervisor, employee representative, health and safety advisor, health and safety manager, human resources advisor, payroll, ACC, and/or rehabilitation case manager.

Responsibilities of the Employer

Auckland Transport.

Auckland Transport will:

- Ensure meaningful suitable duties are available that can be carried out depending on the injury or medical assessment; and
- Assist whenever possible in return to work, following the agreed rehabilitation plan.

Managers.

Managers will:

- Immediately inform the health and safety team of any injury or illness that may affect an employee's ability to carry out their role or, at the latest, by the end of the working day or shift on which the situation is recognised;
- Liaise with appropriate supervisors, other relevant interested parties and ACC



regarding the injured or ill employee;

- Manage the workplace rehabilitation of employees; and
- Ensure that the privacy of the individual is maintained.

Injured or ill employee.

The injured or ill employee is responsible for:

- Demonstrating a commitment to, and for taking, personal responsibility for their own rehabilitation, through active participation in carrying out the requirements of their individual agreed rehabilitation plan;
- Keeping in regular contact with the ACC case manager throughout the rehabilitation process;
- Safeguarding their own health during the rehabilitation process so as to not cause further injury or re-injury;
- Keeping their manager informed of changes in their condition, including when they will be fit to resume duties or cease work;
- Attend the Auckland Transport's preferred medical provider, and in some instances, the employee may be accompanied by a suitable Auckland Transport employee;
- Return to work after medical assessment to agree a rehabilitation plan with their manager;
- Indicating if they wish to bring a support person of their choice; and
- Being aware of the consequences of failing to comply with the agreed rehabilitation plan may result in loss of benefits and even disciplinary action.

Health and Safety Manager.

The Health and Safety Manager is responsible for:

- Providing advice and support for the manager regarding this procedure and rehabilitation of the employee; and
- Assisting, where requested to do so, in the rehabilitation process.

Health and Safety Representative

The Health and Safety Rep is responsible for:

- Providing advice and support for the employee as their representative regarding this procedure and rehabilitation of the employee, and
- Assist the employee where requested to do so, in the rehabilitation process.



Quiz Time



What are some of your responsibility as a worker under section 45 of the (HSWA) Health and Safety at Work Act 2015 as a worker?

State two key points in the Auckland Transport Health and Safety Policy that you identify with.

Name Auckland Transport's Health and safety Manager and Parking Services Advisor?

What is a Hazard? (Use section 16 Interpretation of the HSWA 2015)

Where and to whom are health or Safety risks, hazards or situations reported for Auckland Transport?

During which timeframe must you report an accident or incident?

A serious harm accident.....

A minor injury accident.....

A near miss incident.....



Quiz Time continued.....



Who is responsible for the Health and Safety of Contractors?

As a Parking Officer which contractor will you primarily be responsible for?

Name at least 6 risks or hazards that you might encounter as a Parking Warden.

What is Work Safe NZ?

Rehabilitation:

Are you allowed to be at work when you have a medical certificate that you should be off work today?

Is it AT policy to provide you with light duties?

Name 3 of your responsibilities under rehabilitation should you be off work





Statutory Law





All Transport Legislation, Acts, Rules and Regulations referred to in this training manual can be referenced in the Parking Officers Guide to Acts, Rules, Regulations & Bylaws.

ACTS AND REGULATIONS

1.1 The Appointment of Parking Wardens

[Land Transport Act 1998 Section 128 D](#)

1.2 Powers of a Parking Warden

[Land Transport Act 1998 Section 128 E](#)

1.3 Liability for Special Vehicle lane Offences

[Land Transport Act 1998 Section 133 Owner liability for special vehicle lane offences](#)

1.4 Liability for stationary vehicle offences

[Land Transport Act 1998 Section 133A Owner liability for stationary vehicle offences](#)

1.5 5 Infringement Offences

[Land Transport Act 1998 Section 138 Infringement offences](#)

1.6 6 Issuing Infringement Notices

[Land Transport Act 1998 Section 139 Issue of Infringement offences](#)

1.7 Land Transport (Offences and Penalties) Regulations

[Land Transport \(Offences and Penalties\) Regulation1999](#)

1.8 Other offences enforceable by Parking Wardens

[Land Transport Act 1998 Section 167\(1\) \(i\)](#)

For the purpose of **SECTION 167(1)(i)** of the Act, the offences set out in **Schedule 7** are offences that a parking warden may enforce.



Important to know....

The activities carried out by Parking Wardens are governed by legislation called the Land Transport Act 1998.

As legislation is difficult to follow and interpret unless you are a lawyer, this module gives you the important things you need to know about parking legislation.

The Hierarchy of how laws are made and who can change them

ACT	Parliament
Rule	Minister of Transport
Bylaw	Local Authority

Below is an example of how these may be applied:

Act	No vehicle may park contrary to this Rule or any Bylaw made under the Authority of this Road User Rule
Rule	No vehicle may stop, stand, or park on a broken yellow line
Bylaw	Broken yellow lines are to be established on the south side of O'Malley Street West from King Street to Queen Street"



The Legal Requirements to Prove Non-Compliance

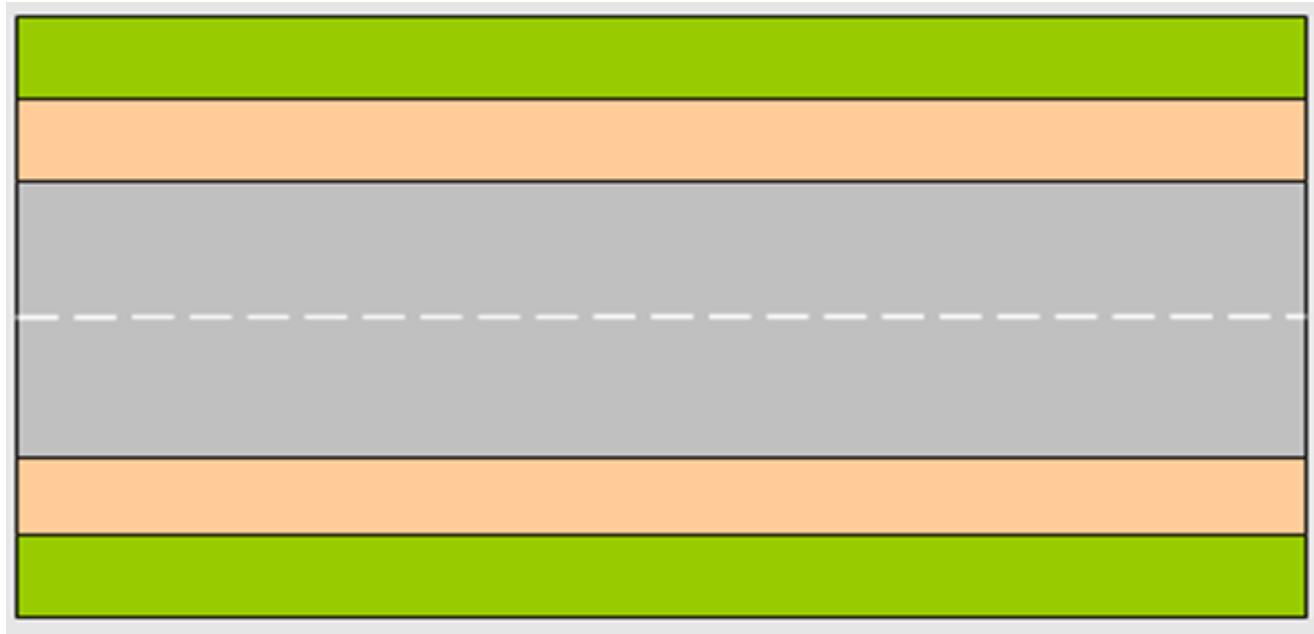
As a Parking Officer, you are required by law to prove non-compliance by ticking the following 3 boxes.

- **It is a Motor Vehicle**
- **It is on a Road**
- **It is Committing an Offence**

It sounds pretty simple, however to establish this we need to consider the definition of a road, the definition of a motor vehicle and we need to be familiar with the identification of the different types of offence.

Remember, apart from Bus Lane infringements; we are only warranted for Stationary Vehicle Offences.

Let's discuss the definition of Road.....





The 3 Es' of Parking....

We say that the following things need to be considered to enable us to do our jobs effectively and fairly:

Engineering

First, our Engineers need to put in the appropriate research and consultation to ensure that our parking restrictions have purpose. They need to also ensure that the signs and road markings that accompany these restrictions, comply with the law so that we are able to legally enforce these restrictions.

Education

It is our practice to keep our road users as informed as possible about the law. Should you have an opportunity to warn members of the public without issuing an infringement notice, please take this opportunity to ask the customer politely to move on.

Enforcement

Enforcement is a necessary tool used to deter those who are unwilling to adhere to the education you have provided or the law.





Serving an Infringement Notice Land Transport Act 1998 Section 139

There are three ways an infringement notice may be served:

- By attaching it (or a copy of it) to the vehicle.
- By handing it (or a copy of it) personally to the driver
- By posting it (or a copy of it) by post



When a vehicle is parked in an area with a maximum parking time limit, the following penalties apply:

Length of time the vehicle has exceeded the restriction time	Penalty Amount
Up to half an hour	\$12.00
Over half an hour not more than 1 hour	\$15.00
Over 1 hour not more than 2 hours	\$21.00
Over 2 hours not more than 4 hours	\$30.00
Over 4 hours not more than 6 hours	\$42.00
Over 6 hours	\$57.00



Match the situation detailed below with the correct offence from your P-Code Help card and the description of the offence.

Situation	P-code
1. A car is parked on the road with no current (EVI) Evidence of Vehicle Inspection (WOF)	
2. A car is parked over a fire hydrant	
3. A car is parked on the foot path	
4. A car has its registration plates displayed in the front and rear window of the vehicle	
5. A truck is parked on the road with no current (EVI) Evidence of Vehicle Inspection (COF)	
6. A car is parked on the roadway over broken yellow lines (BYL's)	
7. A car is displaying an expired license label (rego)	
8. A car is parked in a mobility parking space without displaying a mobility card	
9. A car is parked on a Bus stop	
10. You can find no visible evidence of a pay & display receipt for a car parked in the pay & display area	



Auckland Transport
An Auckland Council Organisation

A friendly reminder

Your vehicles warrant /registration is about to expire. The fine for having a non compliant vehicle on the road is \$200.

If you have not already taken steps to have this updated, it may be a good time for you to do so.

A friendly reminder from Auckland Transport to deliver safe and efficient public transport.



When to issue a warning notice (less than 28 days):

A warning notice can be issued from the 1st to the 28th day of the calendar month following the month in which the hole is punched out on the Evidence of Vehicle Inspection.

When an officer issues a warning notice, it will be recorded on a hot list.

When to issue an infringement notice within the 28-day period of the month following

The month of which the hole is punched out on the Evidence of Vehicle Inspection. If the vehicle appears on the hot list, an infringement notice can be issued. This can be repeated each time the vehicle is seen on the road.

When to issue an infringement notice after the 28-day period of the month following

The month of which the hole is punched out on the Evidence of Vehicle Inspection (WOF):

On the 29th day of the following calendar month of which the hole is punched out on the Evidence of Vehicle Inspection and thereafter, an infringement notice can be issued.

This can be repeated each time the vehicle is seen on the road.

Warning Notice for Licence Label

Post-expiry of license label (less than 28 days):

A warning notice can be issued and it will be recorded on a **hot list** on the Android.

If the vehicle is seen on the road after a warning notice has been issued, it will show on the hot list and a live infringement notice can then be issued. This can be repeated each time the vehicle is seen on the road.

Post-expiry of license label (more than 28 days):

On the 29th day, and thereafter, the officer can issue a live infringement notice. This can be repeated each time the vehicle is seen on the road.

Handy Hints.....

Officers are required to attach the infringement notice with a rubber band on the left handle of the motorcycle or in the case that the driver/owner is present **HAND** it to the driver.



Do not issue (EVI) infringement notices to MOPED Motorcycles; these are not required to have an EVI as they are under 50cc rating. However, they do have to be registered as a vehicle and display a **current (L/Label)**.

The Legal Definition of Parking

(a) in relation to any portion of a road where parking is for the time being governed by the location of parking meters or vending machines placed pursuant to a bylaw of a local authority, the stopping or standing of a vehicle on that portion of the road for any period exceeding 5 minutes:

(b) In relation to any other portion of a road, the stopping or standing of a vehicle on that portion of the road





Quiz Time



When are you authorised as a Parking Warden to enforce stationary vehicle offences and special vehicle lane offences?

Does your warrant give you the power to ask someone if they have been drinking?

Under the Land Transport Act 1998 which sections define the appointment and powers of a Parking Warden?

How long does the customer have to pay a parking infringement from the date of issue?

Can you direct someone to move his or her illegally parked vehicle when you are off-duty?

What are the 3 Es' of Parking Management?

List the three legal ways to serve an infringement

What size engine must a motorcycle have to be to require an EVI?



Parking Officer Guide to Acts, Rules, Regulations and Bylaws

Under the Land Transport Act 1998, identify which 2 sections deal with EVI's

Under the Land Transport (Offences & Penalties) Regulations 1999, identify which schedule outlines the fine penalty incurred for "Parked on a Clearway"

Under the Land Transport (Road User) Rule 2004 Part 1 (1.8) Preliminary provisions. Identify the sub clause, which relates to the defence for parking wardens to park illegally in the execution of their duty?

Under the Land Transport (Road User) Rule 2004 Part 6. Stopping & Parking, identify which rule and sub-clause informs drivers not to park on a footpath.

Under the Land Transport (Road User) Rule 2004 Part 6. Stopping & Parking identify which rule and paragraph deals with "Exceptions to rules" for drivers of Goods Vehicles?

Under the Land Transport Rule Traffic Control Devices 2004 Rule 54002 Section 12 identify the rule and sub clause, which relates to application of parking restriction signs and their hours and days of operation?

Under the Land Transport New Zealand Definitions complete the following definition of a Goods Vehicle.

A motor vehicle that is:

..... , or for the carriage of goods; or used for the collection or delivery of goods in the course of trade





Signs & Road Markings



Legislation

The legislation that covers Signs and Road markings is the **Land Transport Traffic Control Devices Rule 54002 and amendments (sections 12 and section 5)**.

This Rule works in conjunction with the Land Transport Road User Rule 2004.

What is a Traffic Control Device.....?

A device used on a road for the purpose of traffic control and includes any:

- Sign, signal, or notice; or
- Traffic calming device; or
- Marking or road surface treatment.

Purpose of traffic signs

Regulatory - Instructs road users by requiring or prohibited specified actions in using a road.



Warning - Informs road users of hazards requiring a safe response on or near a road.



Advisory - Provides road users with information





Safety requirements for the installation of traffic control devices

Traffic control devices, whether used singly or in combination, must contribute to the safe and effective control of traffic, and must:

- Be safe and appropriate for the road, its environment or the use of the road; and
- Not dazzle, distract or mislead road users; and
- Convey a clear and consistent message to road users; and
- Be placed so as to be visible to road users; and be legible to road users, if of a type that includes written words or symbols
- Allow adequate time for the intended response from road users
- Comply with the relevant requirements in schedules 1, 2 and 3
- Be maintained in good repair.

Definition of a traffic sign

A board, plate, screen or other device, whether or not illuminated, displaying words figures symbols or other material intended to instruct, advise, inform or guide traffic on a road; includes a “children crossing” flag, a hand-held stop sign, a **parking control sign** and variable message signs; but does not include a traffic signal

Installation of traffic signs

A road controlling authority must install traffic sign on the left-hand side of the road from the point of view of a person approaching the sign, except if a different position:

- would be safer and more effective in the circumstances; or
- is specified in any enactment

Parking Sign Components

Every parking sign is comprised of up to four components defining the restriction

Type of restriction

Class of vehicle affected or type of parking

Period of application

Area of road affected

Sign Colours

Signs where a no stopping symbol or a no parking symbol is used have a white background with a red border and:

- The legend may be red or black; and
- Any symbol used is red.

Signs where a 'P' or 'P\$' is used have a blue background with any symbol used

- The legend and border white

Sign Format

Either vertical or horizontal as depicted....



Number of Signs on One Pole

More than one but no more than four parking signs, or a special vehicle lane sign and no more than three parking signs, maybe erected on the same pole or in the same location on the same building, wall or fence

No Stopping Signs

Drivers may not stop, stand or park in the area designated by this sign at all times unless a lesser time is indicated on the sign or supplementary sign.



No parking signs

Drivers may not stop, stand or park in the area designated by this sign at all times unless a lesser time is indicated on the sign or supplementary sign



Order of Signage

A special vehicle lane sign installed on a panel must appear above all parking signs on that panel.
No stopping clearway has preference over all other no stopping signs



Supplementary Signage

Means sign, plate or notice installed below or in combination with another sign to provide additional information that relates directly to the other sign, and that has no clear independent meaning.

There is no limit on the number of supplementary signs.

When a sign and supplementary sign are displayed together (as per example below) the parking restriction applies for the normal 8am – 6pm hours Mon-Sun other than public holidays, and in addition to that 6pm – 9pm Friday because of the supplementary sign.



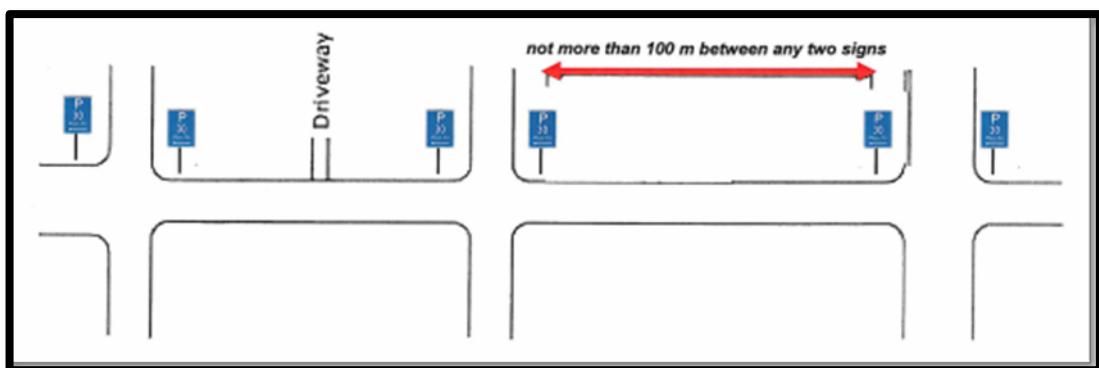
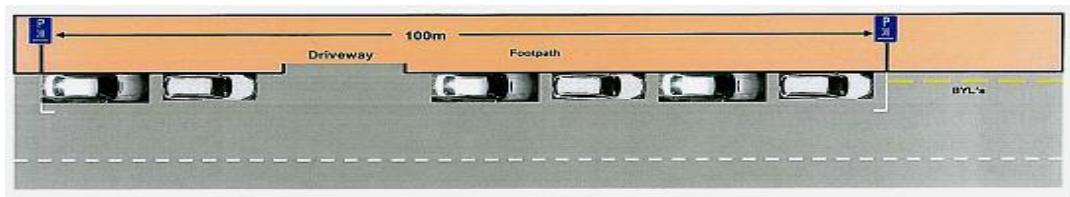


Installation of Special Vehicle Lane signs



General Requirements for Signing Parking Restrictions

- At each end of the section of roadway affected; and
- At or near both sides of any intervening intersection; and
- At distances of not more than 100 m between any two signs.



General Requirements for Signing Parking Zones

Where the zone starts with the words “Zone Begins”; and where the zone ceases and no other zone parking restriction applies with the words “Zone Ends”;

Within the zone:

At intervals sufficient to notify road users, but not more than 200m apart unless the zone is interrupted for more than 200m by an area subject to a different restriction; and

After an area where a different restriction applies.

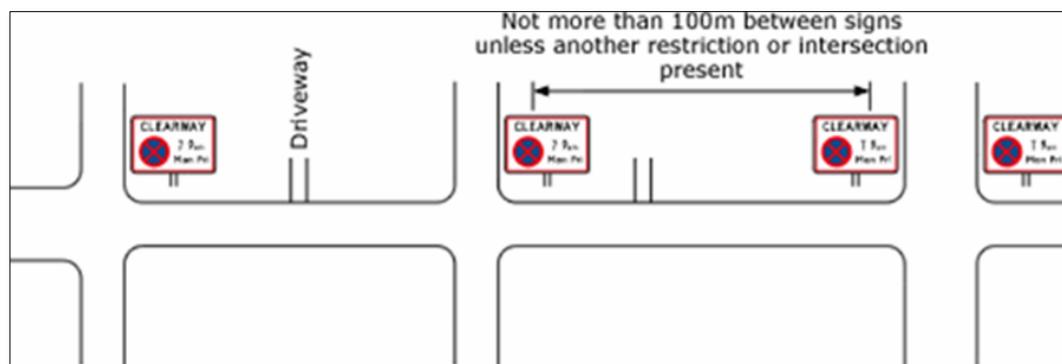


Angle of Parking Signs

This is the same for All Traffic Control Devices except No Stopping and Clearway

A road controlling authority must install traffic sign on the left-hand side of the road from the point of view of a person approaching the sign, except if a different position:

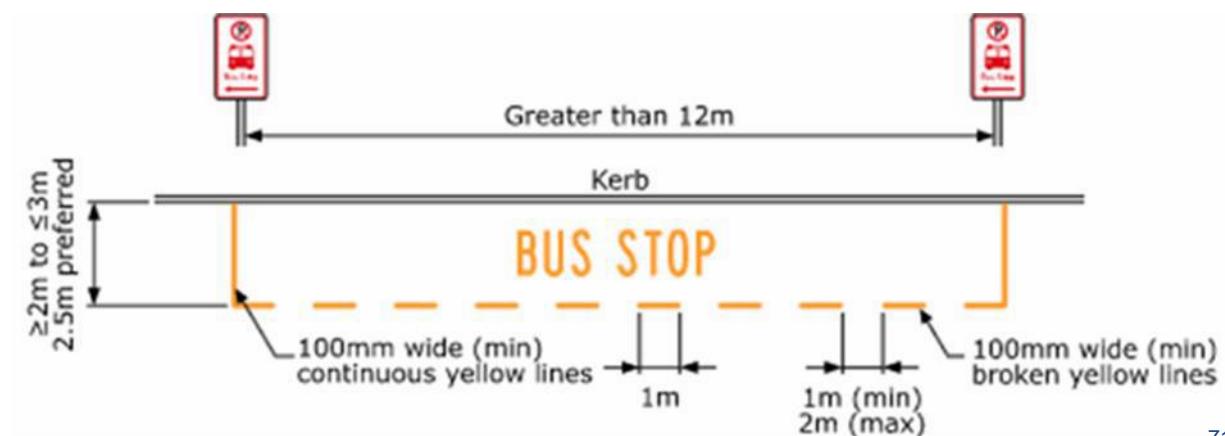
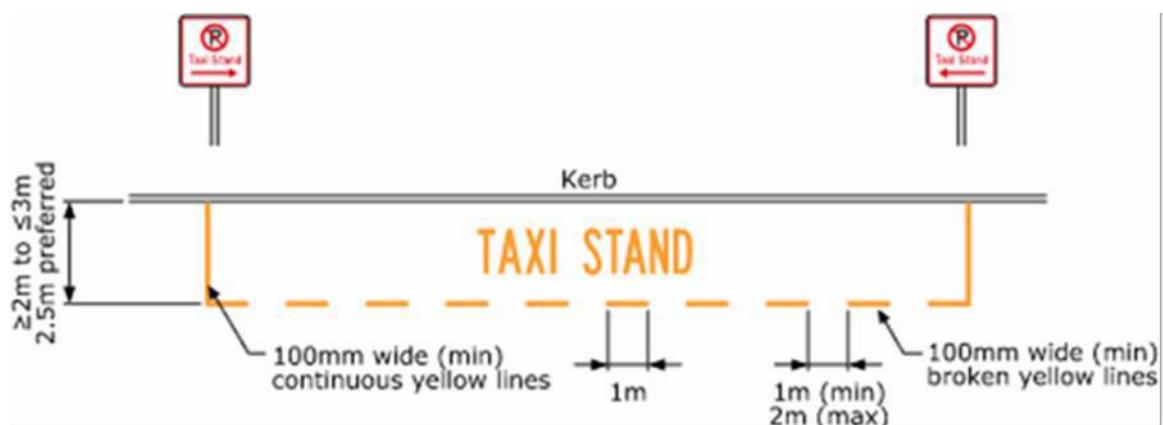
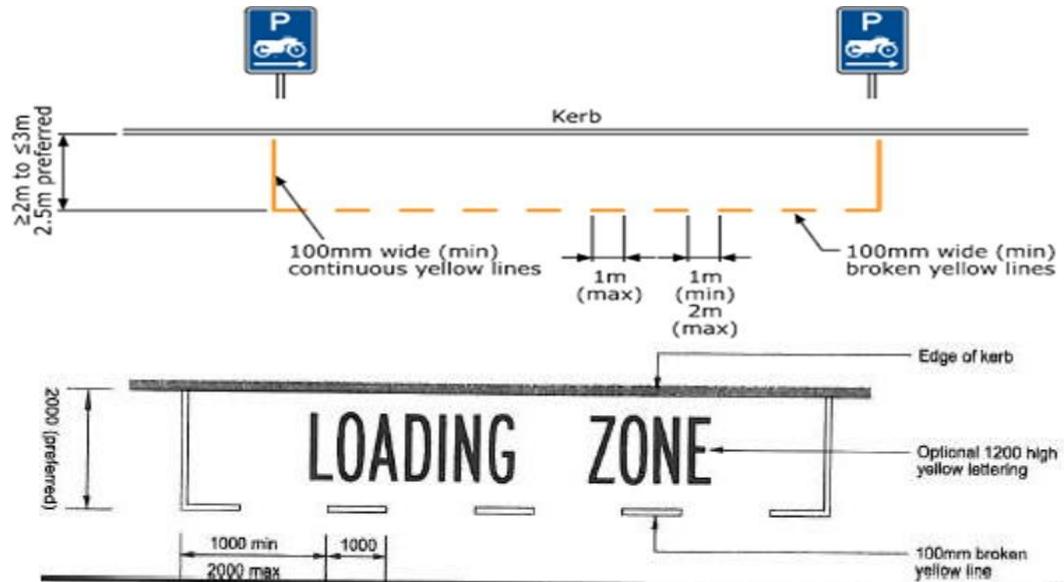
- Would be safer and more effective in the circumstances; or
- Is specified in any enactment



Road Markings and Signs Required

While the majority of parking restrictions are controlled by parking signs, some restrictions require road markings in addition to signs. Those restrictions that require road markings and signs include:

Bus stops, taxi stands, loading zones, motorcycle parking, Special Vehicle Lanes, Residential Permit Zones and mobility parking. The road needs to be marked out in yellow.



Areas Where Road Markings Only Are Required:

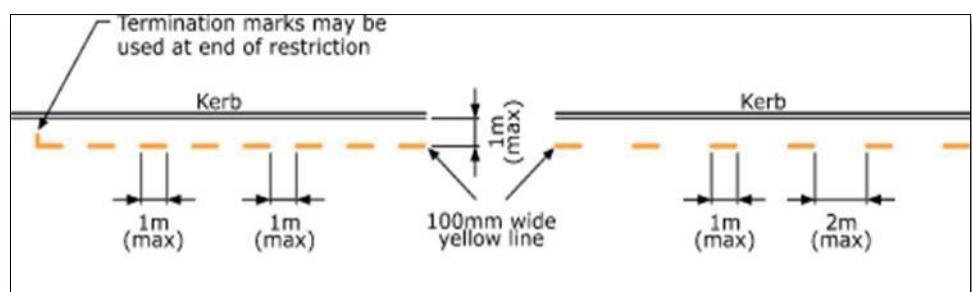
Fire Hydrants

Two markings only required to be painted yellow for enforcement purposes

- Triangle
- Fire hydrant Plate



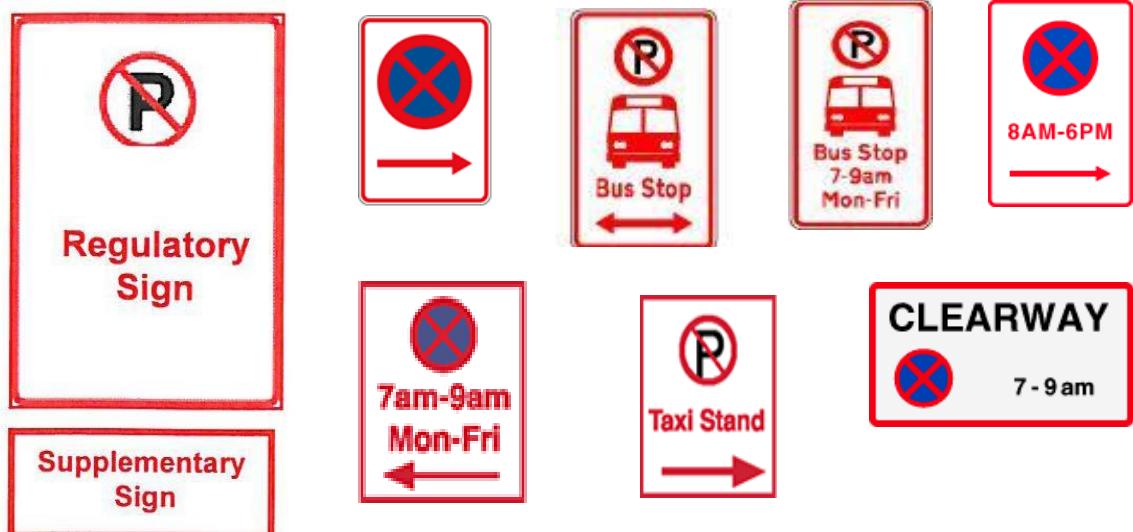
Broken Yellow Lines





Regulatory Signage - Red and White

Means parking is **not** permitted. Apply 24/7 unless otherwise stated on the sign.



Regulatory Signage - Blue and White

Means parking **is** permitted. Apply Mon-Sun, 8am-6pm, excluding public holidays, unless otherwise stated on the sign.



Approximating Distances

A good way of guessing distances is to think in terms of standard car sizes.

A car length is about 5 metres and a car width is 3 metres.

When entering distances to signs in your enforcement device (PDA) Remember – if a vehicle is parked right next to a sign – record the distance as 1 metre – never zero metres.





Quiz Time



What colour is an advisory road marking?

Name 2 restrictions that require both signs & road markings?

Which 2 restrictions require road markings only?

At which angle should a clearway sign be erected?

What is the maximum distance between signs in a Parking Zone?

During which days and times are blue and white signs operational unless otherwise stated?

If a Bus Stop has more than one sign with corresponding arrows, at what angle should the signs be to the kerb?

What is the maximum distance between signs in an ordinary time restricted area?

Give two examples of a red and white regulatory sign?





Peak Hour Traffic Management





Clearways

Throughout Auckland City there are many morning and afternoon clearways. Clearways are essential for the safe and convenient movement of traffic flow at peak times during the day. They operate **Monday to Friday** and the times are particular to the needs of the areas in which the clearway is located....



Morning Clearways
7am to 9am
Afternoon Clearways
4pm to 6pm
4.30pm to 6pm
4pm to 6.30pm
4.30pm to 5.30pm (Stokes & Mt Eden Rd)
3pm to 7pm

We give a 5-minute grace time at the beginning of a clearway.

This should be observed only at the beginning of the clearway time.

Tow procedure for removing vehicles from clearways

1. Check the signage is correct
2. Allow 5 minutes' grace time only from the clearway start time before issuing an infringement notice.
3. Make sure your issue time is after 5 minutes. *E.g.: 4.06pm.*
4. Commence towing the vehicle, record in your notes the vehicle was removed for **Road Safety**, as the vehicle was a potential obstruction.



Bus Lane /Transit Lanes

Peak Hour special vehicle lanes hours of operations

6am to 10am

7am to 9am

3pm to 7pm

4pm to 6pm

Information: '**Bus Lane Ahead**' signs are required in advance of the lane to advise motorists of an approaching lane reserved for particular types of vehicles.

Signs shall be erected at the start of the bus lane and after any intersecting road (Repeater signs).

The infringement fee for driving in a bus lane is \$150.00 and the fine can go up to \$1,000 if imposed by the court. These infringements are being issued by the bus lane team.

Vehicles can legally travel in the Bus Lane for the purpose of exiting the main road (driveway, turning off on to another street) as long it is no more than 50 metres.

Enforcement of this offence follows similar guidelines to clearways. You must give 5 minutes' grace time only at the beginning of the enforcement period, but at all other times a notice can be issued.





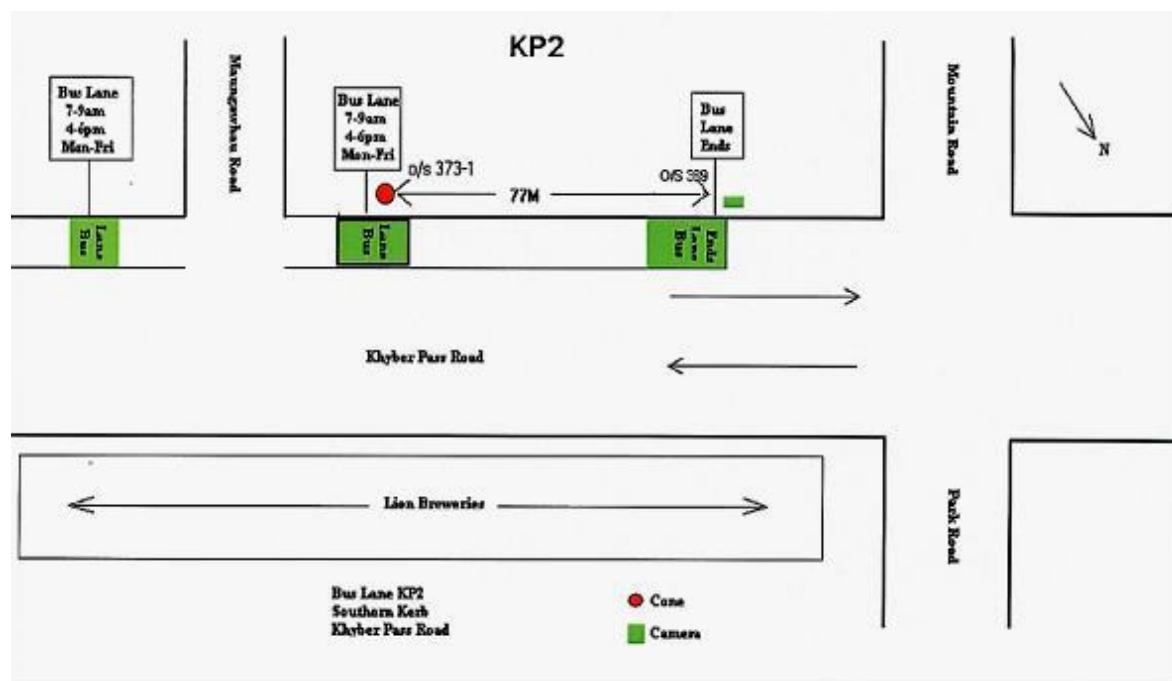
Parking Officer/AT Vehicles travelling in the Bus Lane

There is only one reason you may travel in the bus lane in an AT vehicle:

The Officer can see an offending vehicle on the Bus Lane and
the beacon lights on the patrol car MUST BE FLASHING ON ENTRY TO THE LANE.....



Bus Lane Layout





Peak Hour Bus Stops

Peak hour bus stops are essential for the safe and convenient movement of buses and passengers during peak times of the day.

They operate **Monday to Friday** and the times are particular to needs of the areas in which the bus stops are located.

Allow 5 minutes' grace time only from the peak-hour start time (unless it's a 24/7 Bus Stop) before issuing an infringement notice.

Peak Hour Bus Stop Times

3.00pm - 6.00pm

3.00pm - 6.30pm

3.00pm - 7.00pm



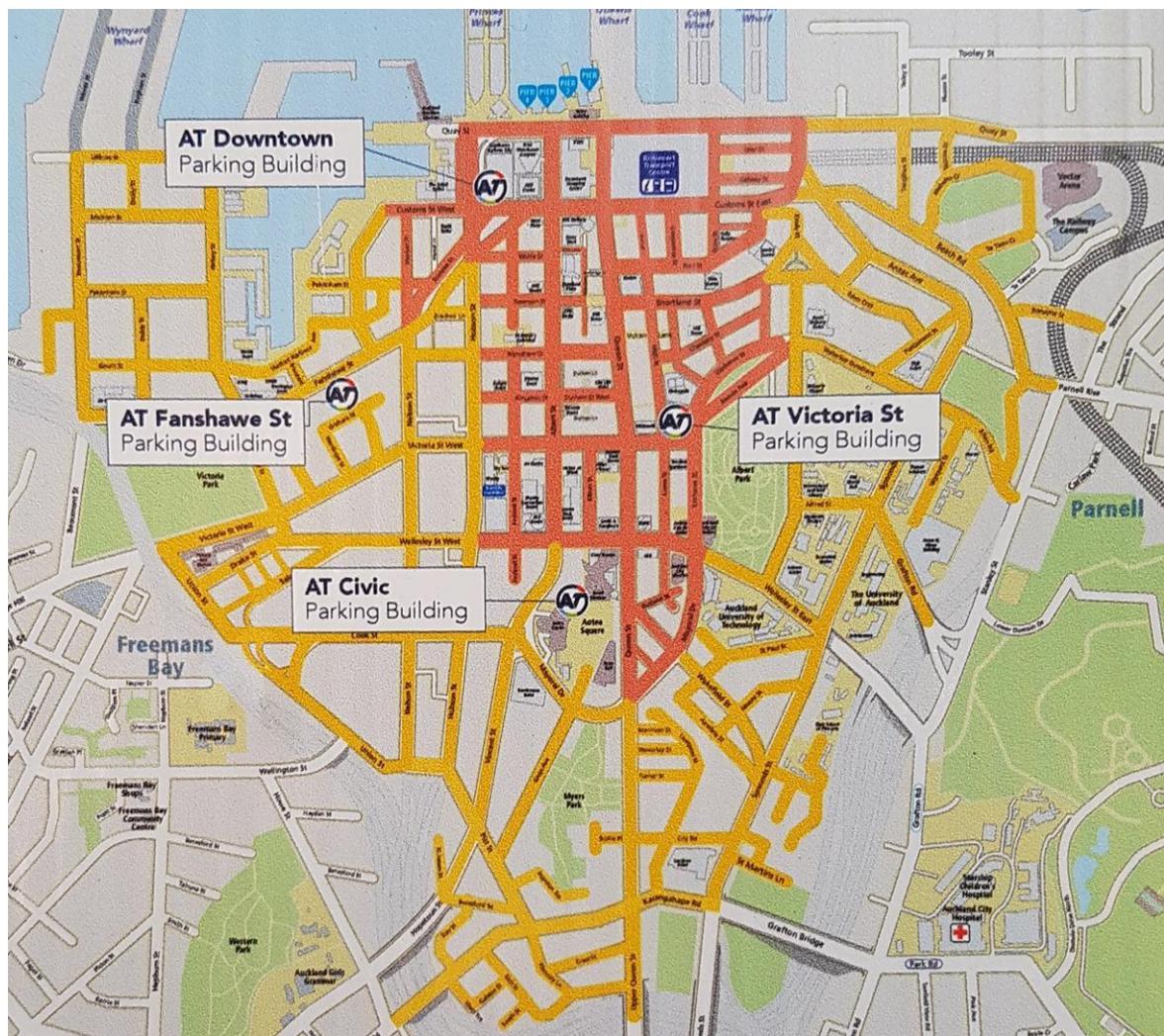
Tow procedure for removing vehicles from Bus Stops

1. Check the signage is correct
2. If vehicle unattended, issue infringement notice immediately.
3. If vehicle and driver present – warn driver to move if feasible – if driver fails to comply after 1-minute issue infringement notice
4. Commence towing the vehicle; record in your notes the reason why the vehicle was removed. In this case, “Public Interest” as the vehicle was a potential obstruction. Record the registration / Bus number of any bus you observe being obstructed.





Area Management





Pre-departure checklist

Before leaving the office, make sure you have everything you will need and make sure it is working.

Android Device

Printer and small spare roll of notices

Area maps loaded on Android

Radio Telephone / RT

Parking officer notebook

Pen or Pencil (ideal if it is raining)

Chalk

Hat / Sunscreen / Sunglasses

Hi-Vis Vest / Jacket

Radio pre-check

Ensure to check that you have your assigned radio with you before leaving the office and that the battery is fully charged.

If your radiotelephone ever stops working while you are on patrol - you need to return to the office immediately. This is for your own safety.

Report the faulty RT to the administration officer and pick up a spare one. Make sure you tell the Communications Room that you are operating a different RT.

Entering your Area

Many areas have unique situations and particular issues to be aware of – ask your Team Supervisor for advice if you are patrolling an area for the first time.

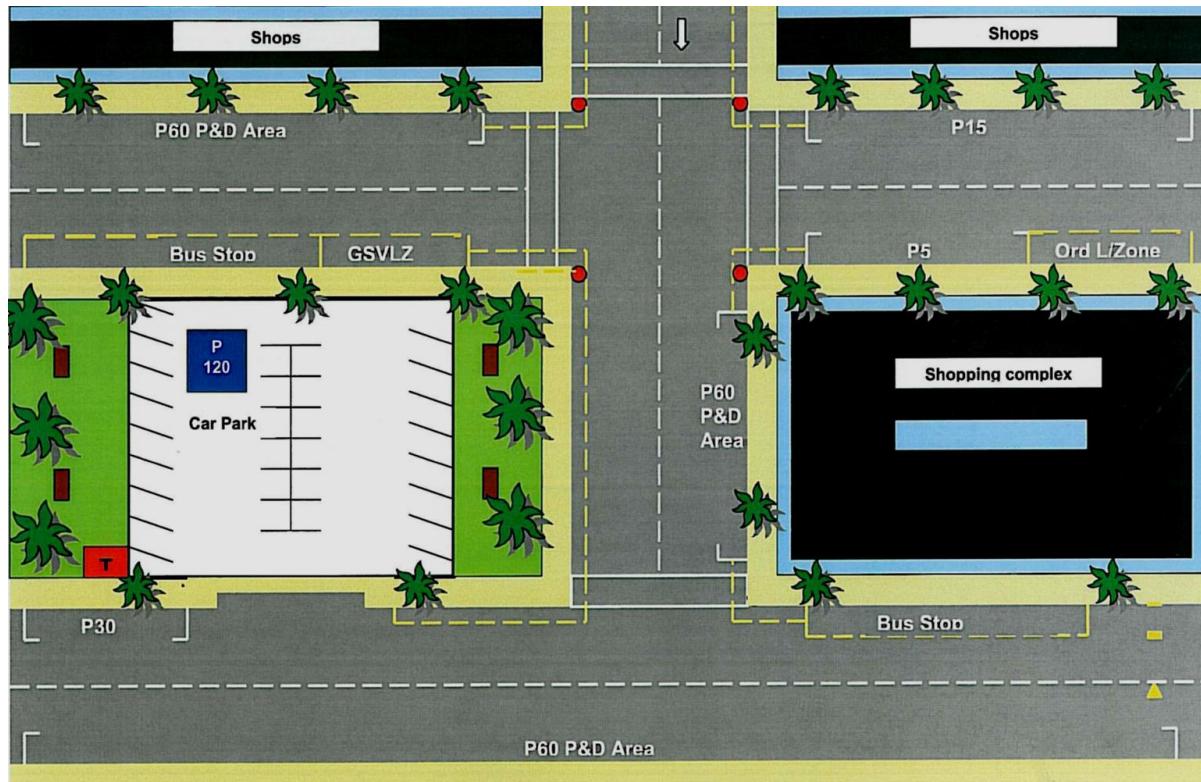
If you have a Log complaint to respond to, do this before commencing your normal duties. Make sure your pay and display machines are operational and there are no signage or road marking problems, which need attention. Report any issues into Traffic as soon as possible.

Familiarise yourself with the locations of the bus stops, loading zones, mobility spaces and other restricted areas as these may require more frequent monitoring than the pay and display zones.

Managing different restrictions within your area

It is likely your area will be made up of a variety of restrictions. The best tactic is to divide your area into manageable chunks and to spread your time among all the different restrictions. It is not feasible to try to chalk up your entire area all at once.

Let's discuss your ideas for managing this area.....





Transport Parking Officer Chalking Guidelines

Method 1

Parking Officer places a clear chalk mark displaying the current Android time on the centre of a vehicles tyre. Normally the front left tyre is marked, as it is accessible from the footpath and easiest to reach.



Method 2

Parking Officer places a clear chalk (slash) mark on the centre of a vehicles tyre. Normally mark the front left tyre as it is accessible from the footpath and easiest to reach. Parking officer is then required to record the time of chalking in the parking officer notebook for future enforcement reference.



Chalking start times

It is not feasible from a legal perspective or permitted for a parking officer to have the same chalk start times recorded in two different streets at the same time.

Returning to chalked area

When returning to a previously chalked-up area the parking officer is required to check the tyres of the parked vehicles that the chalk marks are still clearly visible. If the chalk marks are still visible, this indicates that the vehicle has not moved since the chalk mark was applied. The best indication that a vehicle has not moved is to check for chalk dust in the tread of the tyre. This will fall out after one rotation – while the chalk mark itself will be completely removed if driven around the block while the vehicle travels along the road depending on the road surface and conditions at the time.

Transferred chalk mark

Parking Officers should be aware that a chalk mark could be transferred from a tyre onto a dry road surface when a vehicle is exiting a parking space and picked up again by an incoming vehicle (more prominent on angle parking areas). Consistency in your chalking technique can overcome this problem. Always be aware of this issue especially on smooth road surfaces and if in doubt – re chalk the tyre.



Other issues

Constantly monitor road safety offences such as parking on broken yellow lines and double parking, Bus stops etc. Check areas of construction or public works and make sure pedestrian areas are marked and consideration for safety is being observed.

Other Areas

Do not enter another parking officer's allocated area, unless you are responding to a complaint or responding to a road safety issue. If you need to enter another warden's area, inform the Duty supervisor / Traffic by RT. This is for safety reasons.

Narrow Streets

For a street to be classed a narrow street it must be 6.5 metres or less.

Mobility Concessions for Mobility Permit holders

- Mobility permit holders parked in an **Ordinary Time restriction** are given 'Double the time' displayed on the parking sign. The 'Double time' concession only applies to the following Time Restrictions: P2, P10, P15, P30, P60, P120.
- If parked in **Paid Parking Areas** with no time restriction, as long as the minimum tariff or Paid Session has been paid, the permit holder is given an 'Extra Hour' (Cannot park all day).
- If parked in **Paid Parking Areas with a Time Restriction** (P\$60, P\$120) if minimum fee has been paid, they get an 'Extra Hour'.

Management of Mobility Spaces

Mobility signage usually states "At All Times" so can be enforced 24 hours a day, seven days a week. If a mobility permit is not expired, you may issue a notice.

Under no circumstances tow the vehicle.

Enforcement of Mobility Spaces

If vehicle attended parked in a mobility parking space and is **NOT** displaying a mobility permit, ask the driver if they have a permit, if no permit presented, ask them to vacate area immediately or an infringement will be issued. If the vehicle is unattended issue notice immediately, tow vehicle only if there is no sign of the mobility permit visible anywhere inside the vehicle.

Loading Zones

A normal loading zone is for goods or passengers and any type of vehicle can use these as long as the time limits are adhered to.



A GVO (Goods Vehicles Only) Loading Zone is only for vehicles designed **exclusively** or **principally** for the carriage of goods.





Registration plates for official vehicles

Crown

- In the case of any motor vehicle other than a motor cycle, moped, or trailer, **DC** followed by a series of numerals from 1 onwards.
- In the case of any motor cycle, moped, or trailer, **DCC** preceded by a series of numerals from 1 onwards

Diplomatic

- In the case of any motor vehicle other than a motor cycle, moped, or trailer, **CC** followed by a series of numerals from 1 onwards.
- In the case of any motor cycle, moped, or trailer, **CCC** preceded by a series of numerals from 1 onwards.

Consulates

- In the case of any motor vehicle other than a motor cycle, moped, or trailer, **FC** followed by a series of numerals from 1 onwards.
- In the case of any motor cycle, moped, or trailer, **FCC** preceded by a series of numerals from 1 onwards.

Glass Contractor Vehicles

Contractor vehicles carrying glass will be given consideration by parking officers as to where they park for the safety of carrying sheets of glass.

If parked in Paid Parking areas they will still be required to purchase a receipt and display; however, that is all that is required. If the vehicle is unattended and there is no glass visible on the vehicle, then enforce as per normal procedure. Use your discretion and common sense for in the first instance public safety comes first.



Cash Handling Vehicles

These vehicles carry large amounts of cash around to various banks etc. or collect cash from Paid Parking machines or businesses etc. They may need to double park or park directly outside of where they are picking cash up.

Be aware that they have a defence to do this in the course of their job. If the vehicle remains unoccupied and is still there after a total of 15 mins or more call Traffic and arrange for the security cash company to be asked to move the vehicle or call police. (Robbery).





What are trade/dealer plates?



Vehicles displaying dealer plates may travel up to 50km from the yard.
It is only a requirement to display one plate on the rear of the vehicle.

Vehicles displaying dealer plates do not have to display a License Label as the fee for this has been paid within the purchase of the dealer plate.

However, the vehicle should have a current EVI displayed or a safety check sheet.
This may not be possible if the vehicle has been brought straight off a ship on its way to a car yard.

Vehicles that display dealer plates are issued to car dealers

The plate must be attached to the rear of the vehicle only and must be visible.

If you have issued an infringement notice for no EVI do not cancel the notice because the driver has returned with an excuse as to why they do not have one. The driver will have to write in to the council with the appropriate paper work to prove what has been stated for a review of the infringement notice.

Motorcycles

Motorcycles are required to have only one number plate only (on the rear of the vehicle).

Dealer plates

Vehicles displaying a dealer plate are required to have only one plate (on the rear of the vehicle).

Trailers

Trailers are required to have only one number plate only (on the rear of the vehicle).



Quiz Time



Identify the two different types of loading zones

What is the fine amount for each?

Should cash handling vehicles be issued with parking infringement for parking on a broken yellow line?

Which letters are at the beginning of number plates belonging to the crown?

What are the 3 E's of Parking Management?

How long should you visually observe a vehicle parked in a loading zone for, before issuing an infringement?

Are vehicles with dealer plates required to display an EVI?

What must you do if you return to a vehicle you chalked earlier to find no chalk mark?



Radio Procedures





Standard Radio Procedures

Your Radiotelephone (RT) is your lifeline – it connects you with everyone else on your team and should an emergency occur, it will be your primary means of communicating with others and asking for assistance. In order to maintain the integrity and efficiency of our RT system there are strict guidelines about how the RT's are to be used.

Always use your officer number to identify yourself and never use someone's name to identify them, as this can pose a security risk. When calling acknowledge the person you want to speak to first, and then identify yourself.

Examples:

Officer calling Traffic

(Traffic - 1100)

Traffic calling Officer

(1100 - Traffic)

Officer calling Officer

(1100 - 1455)

Never turn your radio off or turn the volume down so low that you cannot hear it.

Your aim is to send a message that is received and understood in the shortest time possible. Remember, your RT is not a telephone – you can never speak at the same time as someone else.

What will you use your RT for?

- To call in tows
- To contact your supervisor for assistance
- To report sign or road marking faults
- To report meter faults
- To query a vehicle registration
- To report an emergency



Phonetic Alphabet

The phonetic alphabet needs to be used when communicating registration plates and confirming names or locations. It prevents confusion and misunderstandings.

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-Ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu



RT Phrases

These phrases are designed to conserve time – you need to use them whenever you can.

Phrase	Meaning
Affirmative	Yes / Copy / Message Received
COA	Clear On Arrival
Correction	I've made an error – the correct version is
Disregard	Ignore last communication
ETA	Estimated Time of Arrival
Go Ahead	Proceed with your message
Radio Check	Is my transmission signal clear
Do you copy	Do you understand
Copy	Understood / Message Received
Negative	No or permission not granted
BVE	Blocked Vehicle Entrance
QVR	Query Vehicle Registration
NVI	No Vehicle of Interest
RTO	Return to Office
ABV	Abandoned Vehicle

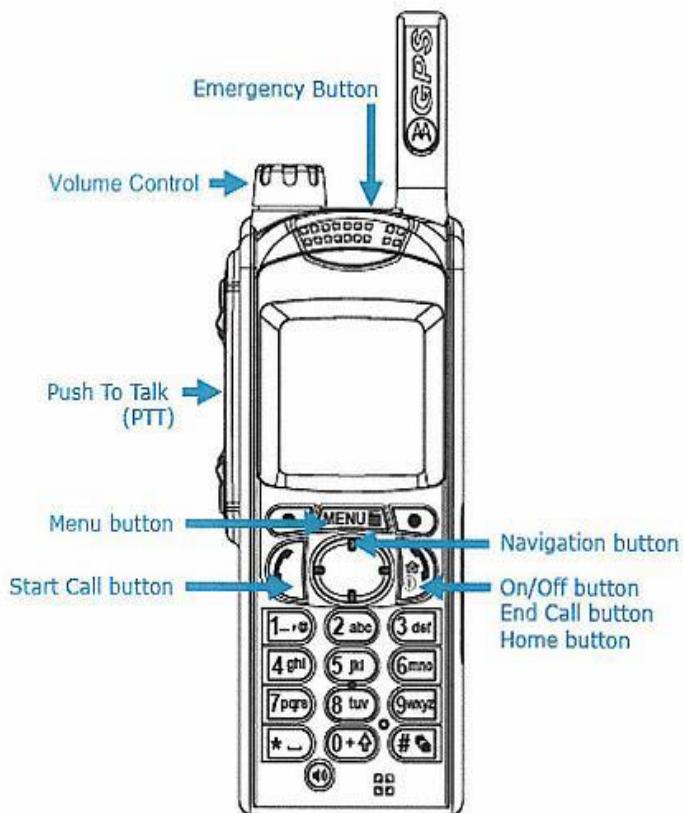


RT 10 Codes

These codes are specific to Auckland Transport and they communicate common messages quickly and efficiently. These are essential for reducing the airtime need to communicate standard messages and requests for assistance.

10.0	Off Duty
10.1	Stand By
10.2	Message Received
10.3	Clear from incident
10.4	Please repeat message
10.5	Arrived at scene
10.7	Off the air at ... (time)
10.9	Urgent back-up required
10.10	Police Assistance Req.
10.12	Meal Break
10.13	Signing on for patrol
10.14	Accident (specify injury or non-injury)
10.19	Radio Silence
10.20	Location-Where are you?
10.21	Tow Away
10.22	Owner Return
10.23	Can public overhear radio?
10.25	Are you all right?

RT Functions



Turning the radio on and off

Press and hold the on/off button. Note – to turn the radio off, the on/off button must be pressed for approximately 3 seconds.

Making an Open Channel Call

Turn the radio on.

Press and hold the Push to Talk Button (PTT), wait for a Beep.

When you have finished talking, release the PTT to listen.



Making a Private Call

- Press the  button and scroll through the Contacts list until the required number is displayed.
- Press and hold the PTT switch on the side of the radio
- When you have finished the conversation, use the navigation keys, to return the unit to the open channel.

When making or receiving transmissions you must ensure to maintain privacy on the air.

- Do not use people's names on the open channel
- Always be aware of who is listening around you

Receiving a Private Call

As the recipient of a private call, the unit will emit two high-pitch tones (depends on setting).

Press the **PTT** button as per normal operation

Use the Navigation keys to return to the open channel.



Communicating Towing Details

Conveying radio tow details is an essential part of your role – if you fail to call through a tow and the vehicle is listed as stolen – Council is liable for the entire amount.

You need to call Auckland Transport's Tow Company when you require a tow wagon to remove a vehicle from the road for one of the following reasons.

- Obstruction
- Road safety
- In the Public interest

Procedure for radio communication to the Tow Companies

When calling for a wagon use the following procedure on the open channel:

Officer: Tow company from [officer number]
99 / 1455

Tow Company: *Go Ahead*

Officer: I need a wagon on
Victoria Street West CBD
Opposite 35,
For a Hatch Back
Toyota
Camry
Manual.

Tow company: Copy /10.2



Radio Procedure advising Traffic of a Tow

Requirement	Example
1. Officer no	Traffic - 1455 (Pause)
2. Location	10.21 from Albert St CBD (Pause)
3. Towed to	Tow yard / Address (Pause)
4. Registration no.	Foxtrot, Papa, 3, 6, 2, 3.
5. Type of vehicle	Car
6. Make	Toyota
7. Model	Corolla
8. Colour	Colour - Blue
9. Fee	\$113.60
10. Offence P-Code	P508

Note: It is mandatory to record in your notebook the time you radio, the initials of the Comms Room operator who takes your call and the reference number. If you have given all standard information required, Comms should respond with '10.2' or 'Copy That'.

Radio Procedure for a Log Complaint

- Traffic will contact you (officer number -Traffic)
- Traffic will advise you of a log complaint (street name)
- Job Number + (Location) + (Vehicle Details – make, model, colour, ergo and offence or nature of complaint) – sent via RT
- On arrival you will advise (Traffic – officer no :) - 10.5 on Log No or Street name.
- Traffic will respond 10.2
- You will deal with the complaint and advise traffic of what action if any taken including how many notices issued
- On completion you will then update Traffic on the log and let them know when you are 10.3



Radio Procedure for a sign fault to your supervisor

- Make a private Call
- Central 9 – Officer Number”
- (Pause) – wait for Duty Sup to respond
- “Sign Fault” on (street name)
- (Pause) – wait for Duty Sup to respond
- Outside / Opposite(address) “it’s the Entry/Middle/Exit Sign & Full wording on the sign

Example

- “Entry sign, P60 Pay & Display Mon-Sun, sign turned facing footpath”
- “Exit sign, P120 Mon-Sat, sign bent – needs replacing, pole OK”
- “Entry sign, P15 Mon- Sat, sign faded needs replacing, pole OK”
- “Exit sign, P30 Mon – Fri, sign and pole on the ground – need replacing.”
(Also the problem or type of damage (sign & pole, sign only, pole only, remove, replace, change angle etc.)

Radio Procedure for a meter fault to Traffic

- Traffic - Officer Number”
- (Pause - wait for Traffic to respond)
- Meter fault on (street name) & (Suburb)
- (Pause - wait for Traffic to respond)

Example

- Meter number..... (& what's wrong with the meter)
- “Meter number 1234, Blank Screen”
- “Meter number 4567, Not accepting credit card”
- “Meter number 1143, Coin jammed in slot”
- “Meter number 2334, Not printing out receipts”



Radio Procedure for road marking fault to Traffic or duty supervisor

Fire Hydrant Road Marking Fault call into Traffic, other Road Marking Faults call into Duty Supervisor.

- Traffic / Central 9 – Officer Number (**Pause – wait for response**)
- Road Marking Fault on Federal Street CBD (**Pause – wait for response**)
- O/S or Opp 49 or From O/S 44 to O/S 68
- Fire Hydrant marking needs repainting or 10m of BYL's need repainting.

Radio Procedure for QVR to Traffic

- “Traffic – Officer Number”
- **(Pause) – Wait for traffic to respond**
- “Can I have a QVR on a vehicle – reason being

Example

- L/Label and plates don't match
- Suspected Stolen
- Wait for traffic to respond
- Registration details, make, model, colour and location.
(Alpha Tango 3868, Mitsubishi Galant, Colour – Red)

Personal Safety and Radio Care

- If your radio is faulty – return to base immediately.
(See the Logistics Co-coordinator about any problems with your radio)
- Make sure you dock your radio for recharging every day.
- Ensure if you use a replacement R/T to advise your Supervisor and the Comms operator (for personal safety reasons)



	REQUIREMENT	EXAMPLE
1.	Officer number	"Traffic - "Officer no" (Pause)
2.	Location	"10.21 from Albert St,CBD (Pause)
3.	Tow to	*230 Symonds St, Eden Tce(Pause)
4.	Registration number	"Foxtrot Papa 3 6 2 3"
5.	Type of vehicle	"Car"
6.	Make and model	"Toyota*
7.	Model	*Corolla*
8.	Colour	"Colour - Blue"
9.	Fee	"\$113.60
10.	Offence precedent code	"P128"

1.	Officer number	"Traffic - "Officer no (Pause)
2.	Location	10.21 from Federal St, CBD (Pause)
3.	Towed to	Opp 45 Wellesley St CBD(Pause)
4.	Registration number	Xray Charlie 3 8 6 8
5.	Type of vehicle	Hatchback
6.	Make	Holden
7.	Model	Commodore
8.	Colour	Colour - White
9.	Fee	\$113.60
10.	Offence precedent code	"P508"

1.	Officer number	"Traffic - "Officer no (Pause)
2.	Location	10.21 from Hobson St, CBD(Pause)
3.	Towed to	O/S 9 Wyndham St CBD (Pause)
4.	Registration number	Alpha India Lima 3 2 6
5.	Type of vehicle	Hatchback
6.	Make	Honda
7.	Model	Accord
8.	Colour	Colour - Red
9.	Fee	\$93.60
10.	Offence precedent code	"P110A"

1.	Officer number	"Traffic - "Officer no (Pause)
2.	Location	10.21 from Victoria St CBD (Pause)
3.	Towed to	230 Symonds St, Eden Tce (Pause)
4.	Registration number	Quebec Kilo 7 6 6 7
5.	Type of vehicle	Station Wagon
6.	Make	Mitsubishi
7.	Model	Magnum
8.	Colour	Colour - Yellow
9.	Fee	\$113.60
10.	Offence precedent code	"P107"

- Private call Central 9...your Officer number ([Pause – wait for response](#))
 - Sign Fault Airdale street CBD ([Pause – wait for response](#))
 - Outside 16
 - GSV – Loading Zone sign is facing backwards
 - Pole is bent – needs replacing
-
- Private call Central 9...your officer number ([Pause – wait for response](#))
 - Sign Fault Victoria street west CBD ([Pause – wait for response](#))
 - Opposite 35
 - It's the entry sign
 - Clear Way sign 4pm to 6pm & pole are lying on the ground
 - Both need replacing





What is an Emergency?

In your opinion, what constitutes an Emergency?

An emergency is one where you feel your personal safety is in jeopardy.

However, we encourage you to pre-empt the escalation of a situation by calling in an emergency earlier rather than later. The **safety** and **well-being** of you and your fellow officers is of paramount concern.

Why we have Emergency Procedures

Due to the nature of your role – you, or one of your team members, may be faced with members of the public who are irate, abusive or maybe even violent.

By the end of this section, you will understand the process to follow and how to confidently and competently handle any crisis with the assistance of your team. We hope that by you knowing that support and assistance is just the touch of a button away, will help you remain calm and to think clearly.

To Make an Emergency Call

Press the **Top Orange button and hold down for 3 seconds until you hear the beep.**

In this mode you can transmit hands free without using the PTT.

After 30 seconds the unit will revert to normal PTT operations; however, the unit will remain in emergency mode.

To deactivate this – press the EXIT button on the top right side of the screen.

In this mode only the Com's operator will be alerted that there is an emergency broadcast, the officer's ID number will also be shown on the units display. The group channel will still be in operation.





Emergency Procedure Response

- When the emergency button is activated by an officer, the alarm is automatically activated in the radio room on the R/T base set.
- The Comms operator will acknowledge your call and confirm the following information (the Comms operator will manage the emergency with you)
- Confirm your current location (10.20) if possible
- Depending on the response (10.25) “are you all right”
- Can you update the situation?
- Due to the situation, you are unable to communicate this then the absolute minimum is ...

“(10.9 or 10.10)”

Once the situation has been assessed the Comms operator will call police if required
The radio room will direct and control the flow of information and manage the incident as much as possible – they will inform the officer involved of any developments and they should be able to give timeframes of when back-up can be expected to arrive.

ON THE OPEN CHANNEL

The Comms operator will also respond on the open channel the following

“Traffic to all patrols, Traffic to all patrols 10.19 – 10.19”

“10 code in progress”

“Location / Suburb only”

Radio silence (10.19) shall remain in place so the radio room can monitor and co-ordinate the crisis until it has been resolved. Obviously emergency calls take priority over all other functions.

Compulsory Response

It is every officer's responsibility to respond to an emergency call only if you are in close proximity to the emergency (within 5mins walking distance). The radio room will continue to manage the situation; they may issue instructions or directions. However, it is imperative you do not wait for instruction if you are nearby respond immediately maintaining radio silence (10.19). Only respond if you have arrived at the scene.

Primary Objective

Upon arrival at the scene – make your presence and support visible, but do not rush in as this may make the situation worse. Your **Primary Objective** is

“To assist the officer in need to safety”

- Leave the scene if possible / asap
- Do Not get involved with the offender
- Do Not follow the offender
- If you have the opportunity, make notes about the assailant's appearance etc.



What Constitutes a 10.9 Situation?

A 10.9 call is defined as "**Urgent Back-Up Required**" – the officer has been threatened and requires urgent support from another parking officer.

Generally, the warden involved feels the situation is out of control and urgent outside intervention is required.

What Constitutes a 10.10 Situation?

A **10.10** call is defined as "**Police Assistance Required**" – the officer has been physically assaulted and requires immediate police assistance as well as Parking officer support.

A 10.10 incident will be monitored until:

- a) The police arrive on scene, who will then take control of the situation.
- b) The offender has left the scene.
- c) Another officer arrives on scene and confirms to the Comms room that the situation is resolved and they are accompanying the officer back to the office.

Minimum requirement with Orange Emergency Button Pressed (press and hold for 3 seconds minimum)

1. **10.9! - 10.9! or Back Up! Back Up!**
2. **Outside or Opposite 52 Hobson Street CBD**
3. **1100! – 1100! (Officer Number) (Repeat at least twice before you depress PTT.)**

Traffic will respond after 30 seconds OR as soon as you depress the PTT and let it go again.

Open Channel **DO NOT let go of the PTT *until you have communicated this information twice through.**

1. **10.10! - 10.10! or POLICE! POLICE! Or HELP! HELP!**
2. **Outside or Opposite 52 Neilson Street Onehunga (x2)**
3. **1100! – 1100! (Officer Number) – ***Repeat from 1-3*****

Traffic will respond as soon as you let go of the PT and will call 10.19 to all patrols)



Procedure for Parking Officer Post 10 Code Incident

The purpose of the following procedure is to allocate the parking officer **mandatory** stand-down time to clear their head, gather their thoughts, and analyse what has happened to prevent a repetition of a potentially confrontational situation occurring in the near future. The stand-down period is non-negotiable by the officer.

On experiencing and reporting a 10 code incident

- Following a 10 code incident, the officer shall be debriefed by their Team supervisor or the duty supervisor on the incident.
- The officer is to be stood down from duties for a period of 2 hours.
(Mandatory Health & safety)
- The officer will be required to pair up with a buddy for the rest of the day.
(Mandatory Health & safety)
- At their supervisors' discretion they may be required to attend to light duties or depending on the severity of the incident, the officer may be sent home. The officer will be re-evaluated the following morning as to their confidence and willingness to return to full duties.
- Should the officer not be fully confident they will be paired up with another officer or supervised by their supervisor.
- This will be repeated until the officer is fully confident they have the ability to deal with future situations they may come across.
- The officer will not be placed back in the area the incident occurred for a minimum period of 2 weeks and depending on the circumstances may be longer.
- The team supervisor will meet with the officer on a weekly basis the following (4 weeks) for peer support and to ascertain if there are any residual effects on the officer's performance.

Your manager will give you their full support and he/she will make you aware of the availability of EAP the **Employee Assistance Program** and its services.



Quiz Time



What do the following codes 10.9, 10.10 relate to?

If you were asked to 10.4 what does this mean?

If asked if you were 10.25 what information is being asked?

If you heard over the open channel “all patrols 10.19” what does this mean?

What/who must you identify at the start of a radio conversation?

Using the phonetic alphabet write out full examples below:

AO1279

TKTMEE

QS9732

UFL1NG

ZT1270

HOTT1E

Handwritten Infringements





FRONT
OF
NOTICE

Stationary Vehicle Offence INFRINGEMENT NOTICE <small>(Issued under the Land Transport Act 1998)</small>		Auckland Transport  <i>An Auckland Council Organisation</i>
Enforcement Authority: Auckland Transport		
Infringement Number: 1001422010		
To: The user or person entitled to possession of, or the person registered under part 17 of the Land Transport Act 1998 in respect of, the vehicle described below: The infringement fee is payable within 28 days after the service of this Notice.		
Registration: _____		
Make: _____		
Date: _____		
Officer: _____		
Locality: _____		
Street: _____		
Suburb: _____		
Offence: _____		
Restriction: _____		
Offence Start Time: _____		End Time: _____
Time Notice Issued: _____		
Distance Of Signage (Approx)		
Front Sign: _____	Rear Sign: _____	
Infringement Fee: _____		
Towage Fee: _____		
Total Fee: _____		
Payment Options Online: aucklandtransport.govt.nz/pay By phone: (09) 337 5000 Cheques by Post: Auckland Transport Parking Infringements Private Bag 92250, Auckland 1142 <small>(Cheques payable to Auckland Transport should be crossed not transferable)</small>		
<small>If you wish to query the notice email: http://www.aucklandtransport.govt.nz/online-services/infringement/infringement-exemption-request.aspx</small> <small>By Phone: (09) 355 3553</small>		
In person during normal business hours: At Postshop/Kiwibank branches anywhere in New Zealand BNS Auckland Branches Your local service centre		
IMPORTANT: Please read the information on the back of this form.		

TO REVIEW
NOTICE:

Write original
notice number in
here

Eg. MONDAY
21.12.2010

Where there is
restriction,
Write:P60,
P120, P5
Loading zone
GSV only, Bus
stop, Taxi
stand, No
stopping etc.

Start Time
Eg. 9AM / 2.07 PM
Visual/Chalk/
receipt expiry+1min

END TIME AM/PM
Visual observation
complete, calculated
excess time, instant
issue time.

Eg. 5m or 12m

Eg. \$40, \$60, \$150,
\$200, \$12, 15, 21...

Infringement
only or
infringement
fee+towage fee
if applicable
 $\$40.00 + \$3.60 = \$43.60$

O/S or OPP
53

OFFENCE:

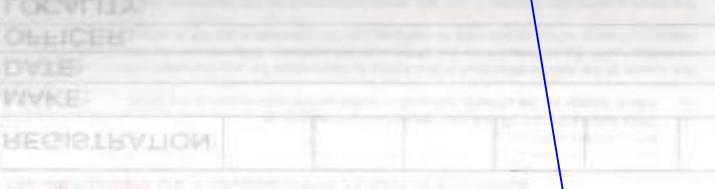
Write full
wording. Eg

Incorrect
Kerb
Parking –
Left side of
road

Eg. \$53.60,
\$71.50, \$132.80,
\$204.40



REAR OF NOTICE

ANY VISIBLE VALUABLES	Values	1001129518								
RECORDED	Issue mode:	Vehicle condition: G F R								
ISSUE MODE	<input type="checkbox"/> attached <input type="checkbox"/> posted <input type="checkbox"/> handed	Damage before towing: 								
Name of tow company	Vehicle OS/opp:	Called/roving								
Address towed to:	Removed by:	Arrived:								
TYPE OF TOW (circle one)	Removed to:	Lift time:								
Front cradle, rear cradle, transporter, dolly	Tow details:	Departed:								
Door Entered (circle one)	Entered:	<table border="1" data-bbox="643 795 838 857"><tr><td>FC</td><td>RC</td><td>T</td><td>D</td></tr><tr><td>RF</td><td>LF</td><td>RR</td><td>LR</td></tr></table>	FC	RC	T	D	RF	LF	RR	LR
FC	RC	T	D							
RF	LF	RR	LR							
Right Front, Left rear etc.	E.V.I exp date:	/								
	L/label exp date:	/ /								
	L/label No:									
	D/R V/U V/C SIGO C/V RF LF RR LR									
	DIAGRAMS			Diagram/Notes made at the time:						
										

V/U = VEH UNATTENDED

V/C = VISUAL CHECK

SIGO= SIGNS/ROAD MARKINGS IN GOOD ORDER

C/V = CHAI KED VFH

BE= RIGHT EBT

| E=EFFT FRT

RR= RIGHT REAR

113





Towing & Notebook Procedures





The three legal reasons to tow a vehicle

OBSTRUCTION to traffic, for example, a blocked vehicle entrance or a car parked in a loading zone.

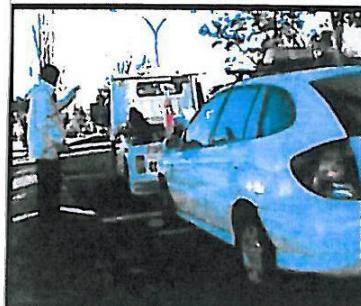
ROAD SAFETY for example, a car is parked on broken yellow lines or clearway. Therefore, cars are forced to change lanes, causing an increase in accidents, which is a hazard to traffic.

PUBLIC INTEREST, for example, car parked on the footpath, which is a problem for pedestrian access or a car parked on a Bus stop.

Please follow the list for your reference when towing a vehicle.

CODE	Offence	Towing Reason
P101	Parked within an intersection	Road safety
P102	Parked within 6meters of an intersection	Road Safety
P103	Parked near corner bend rise dip traffic island or intersection	Road Safety
P104	Parked on or near pedestrian crossing	Road Safety
P105	Parked in Prohibited area	Obstruction/Public Interest (Depending on signs)
P107	Parked in area marked by a broken yellow lines	Road Safety
P108	Parked in area reserved for Hire or Reward vehicles	Obstruction/ Public Interest
P109	Parked a Vehicle within 6 meters of a bus stop	Obstruction/ Public Interest
P110	Parked across vehicle entrance	Obstruction
P111	Parked near fire hydrant	Public Interest
P113	Double Parked	Road Safety
P114	Incorrect Kerb Parking- Left side of road	Road Safety
P115	Parked on Footpath or Cycle path	Obstruction/ Public Interest
P117	Inconsiderate Parking	Depending on the situation (RS/Obst/PI)
P119	Parked on a Loading zone	Obstruction
P119A	Parked on a Loading zone	Obstruction
P119B	Parked on a Loading zone	Obstruction
P120	Incorrect angle parking	Obstruction/ Public Interest
P124	Parked facing the wrong way in one way street	Road Safety
P128	Parked on a special vehicle lane	Obstruction/ Road Safety
P133	Incorrect kerb parking- one-way road	Obstruction/Road safety
P508	Parked in a Clearway	Road Safety
P969	Parked in area reserved for disabled persons	Public Interest

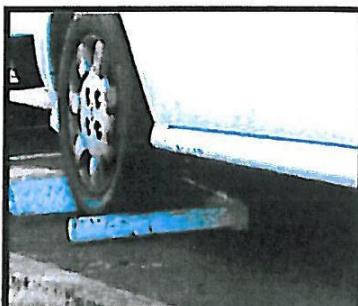
1.2 Ordinary Tow (10.21)- Vehicles (gross weight less than 3500kg)



1. Wagon arrives, warden signals driver to lift vehicle



2. Wagon lowers cradle and places under vehicle



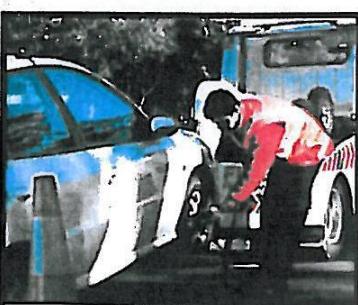
3. Automatic grabs lock under vehicles wheels



4. Vehicle lifted tow driver places cone on road



5. Tow driver enters vehicle



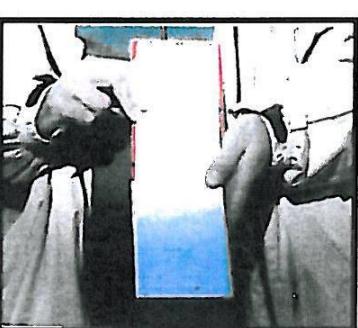
6. Tow driver straps and secures vehicle



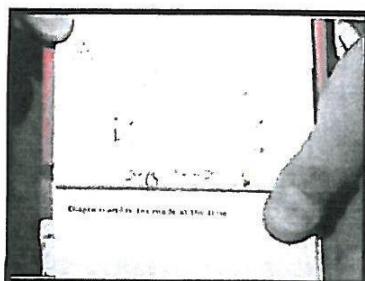
7. Warden notes any pre-tow damage to vehicle



8. Warden and tow driver exchange notebooks



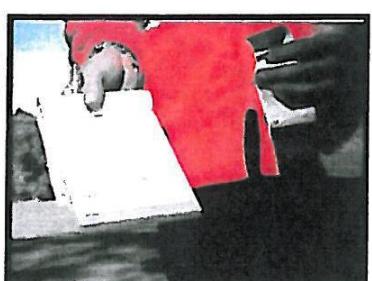
9. Tow details recorded in parking warden notebook



10. All damages and valuables recorded signed by tow driver



11. All fields filled in correctly and signed by warden



12. Tow drivers notebook signed by warden Legal requirement

Special Note: Towage fee vehicles (gross weight less than 3500kg)

In some instances the tow fee can be added as soon as the tow wagon has been called and has accepted the job, the tow fee is then added the reason being that the tow wagon has been specifically called out for this tow. This means the tow wagon has been "called" not "roving".

1.3 Owner Return (10.22)

The following images demonstrate an owner return scenario.



1. Person stating they are the driver returns. Warden requires driver to show keys and open vehicle as proof of ownership

2. Warden asks driver to Supply details of their Name and address

3. Warden explains offence notice and drivers rights. Then informs tow driver to return vehicle to driver

Special Note:

You are required by law to release a vehicle back to the driver on proof of ownership

- Land Transport Act 1998 section 117 2 (b) Moved vehicle not to be damaged and to be returned to person entitled to possession
- Land Transport Act 1998 section 50 Contravention of section 117 (2)

Failure to comply with the above is an offence that can result in the parking officer being prosecuted. The maximum penalty on conviction is up to \$2,000

1.4 Dolly Wheel Tow

The following pictures show a vehicle being "Dollied" for towage.



1. Tow driver places small dolly wheels assembly under the rear wheels of the vehicle to be towed.

2. Tow driver then jacks the vehicle up on cradle attached to dolly wheels lifting rear of vehicle off the ground

3. The vehicle is then ready to tow.

Note: The vehicle is not entered in this case by the tow driver.

1.5 Skates

The following images show a vehicle being moved on skates away from the kerb for towing.

Occasionally vehicles park too close to the kerb for a tow wagons cradle grabs to get underneath to lift the vehicle. So skates are used to raise the vehicle enough for the tow driver to push the vehicle away from the kerb so it can be towed as in the example below.



Below: skates placed under the rear wheel driver's side of the vehicle, tow driver then jacks it up, then goes on the other side of vehicle and pushes it away from the kerb.



Special note:

Work already started on vehicle by tow driver

If work has already been started to the vehicle – i.e. moved on skates or has been raised up to place blocks under the vehicle, then the tow fee can be charged. (The wheel or wheels must be off the ground)

Owner Return

If a driver returns to the vehicle before the tow wagon arrives, the parking warden is required to contact the tow company and stand down the tow truck.

If the tow truck, when lifting a vehicle releases it to the ground, as the tow driver needs to lift the other end of the vehicle instead, and the owner returns whilst the vehicle is on the ground the tow is invalid and the tow fee will not be charged to the vehicle owner. (Parking warden needs to inform the tow driver of this) parking officer must reissue this notice again without the towage fee. Make good notes.

1. TOW FEES for ordinary vehicles (gross weight under 3500kg)

Monday – Friday, 7am - 6pm	=	\$53.60
----------------------------	---	---------

Nights, Weekends, including public holidays	=	\$71.50
---	---	---------



Heavy Haulage Tow (gross weight 3500kg or more)



TOW FEES for Heavy Haulage (gross weight 3500kg or more)	
Monday – Friday, 7am - 6pm	= \$132.80
Nights, Weekends, including public holidays	= \$204.40

If it is essential to tow a vehicle weighing 3.5 tonnes *or* more you need to contact Traffic to request a Heavy Haulage tow wagon.

You will need to give the tare weight of the vehicle as well as any other details requested.

In this instance, wait for confirmation from Traffic the heavy haulage tow wagon has been called and is on the way.

Traffic will liaise with tow company to qualify if Heavy Haulage is the most feasible option due to costs incurred / truck availability etc. Officer may also be asked not to process Heavy Haulage tow. Only then can the officer reissue the infringement notice adding the heavy haulage tow fee. The reason being that the tow wagon has been “Called” specifically for this tow only.....

Officer can leave site once notice is attached to vehicle, however the officer must return before ETA of Heavy Haulage truck to complete tow process. (Traffic will give ETA of Heavy Haulage truck)



Car damage

If the owner/driver queries any damage to their vehicle that has been lifted by a tow wagon, advise them that they need to raise the issue with the tow company.

Necessity to Complete Notebook Entries

As well as recording the standard details below when you tow a vehicle.

- Registration number
- Type of Vehicle
- Make
- Model
- Colour
- Fee
- Precedent Code

You will also need to record the following in your notebook:

- Vehicle's condition
- Any visible damages
- Any valuables sighted
- Name and address of driver (should they return)
- To correct time, date and location

Legibility

It is vital your handwriting is neat and legible whenever you write in your notebook. The customer service team, team supervisors, council solicitors, JP's and district court judges may view your notes so ensure to record all essential details along with your signature.

IMPORTANT: You are legally required to sign the tow authority form (Tow driver's book) to authorise the tow including your parking officer number, and your signature



Tow Contractors and Adding the Tow Fee to the Original Fine

Auckland Transport Agency uses different Tow Contractors, in different areas and in some cases more than one, so ensure you know who the tow contractor is and where they are located. The procedure of adding of a tow fee to a vehicle can also differ from area to area so you will need to check what procedures your area follows.

- 1) The warden calls traffic for a heavy haulage tow, then adds the tow fee only on conformation that the tow contractor has accepted the job and is on the way to tow the vehicle.
(This is a "Called Tow")
- 2) The warden notifies the tow contactor that they have a vehicle for towing then waits for the tow wagon to arrive and adds the tow fee only when the vehicle is lifted off the ground.
(This is a "Roving Tow")

Parking Officer Notebook

You need to use your notebook in the following situations:

- For any offence, not restricted by signage, may require notes and diagrams.
(Never remove pages from your notebook)
- To make notes on any conversations you held with anyone connected with the issuing of a notice needs to be accurately recorded – e.g. alleged offenders, witnesses, complainants. Include instructions or directions given to the driver or verbatim abuse towards you.

Drawing Diagrams in your Notebook

Sketches of an incident or investigation can easily be made in your notebook.

When drawing a sketch, ensure the drawing is accurate and clear.

Use the whole page for your diagram and include relevant information and approximate measurements about the scene and location.

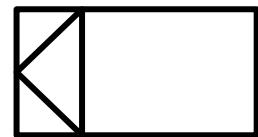
Ensure the sketch is orientated correctly.

To help other departments fulfil their function, especially prosecutions and customer service, all diagrams require the following details:

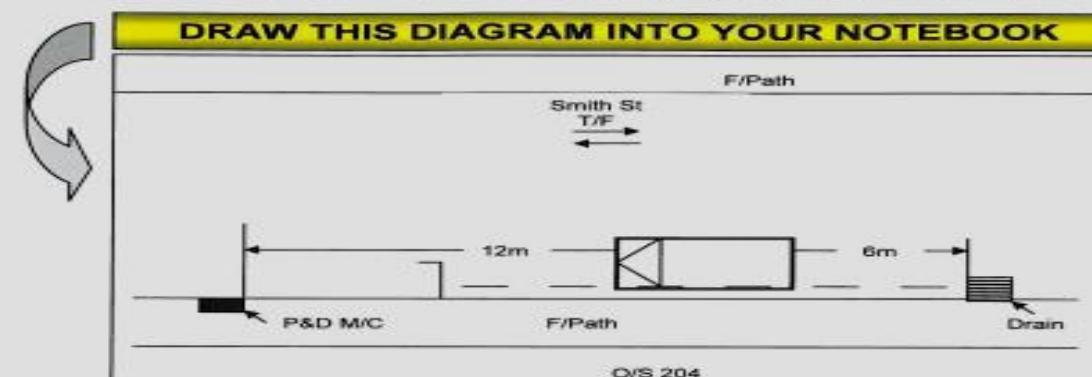
1. A minimum of two (2) measurements to fixed points
2. Location address O/S (outside) or OPP (opposite) #
3. Street name
4. Direction of street traffic flow
5. Direction the vehicle is facing
6. Identifying the Road, Roadway

The vehicle drawing must appear like this.

The arrowhead indicates the direction the car is facing.



Example Below: Broken Yellow Line offence
Land Transport (Road user) Rule 2004 (6.4 Parking contrary to notice, traffic sign, or marking) para (4)



Now, most importantly - is it accurate? Clear and easily understood?

NOTE: Ensure there is no reference to anything that could be disproved

Measured Distances

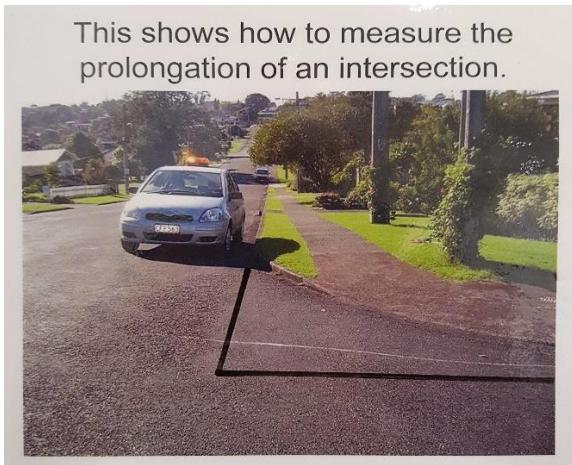
Many offences are committed based on measurements, in any situation where there is reference to distances the offending vehicles location relative to fixed points must be recorded in your notes.

Your diagram does not have to be to scale. Ideally, diagrams are required to be drawn at the time of the offence to remove the chance that you cannot remember vital details. Only one diagram per page, per offence in your notebook is allowed.

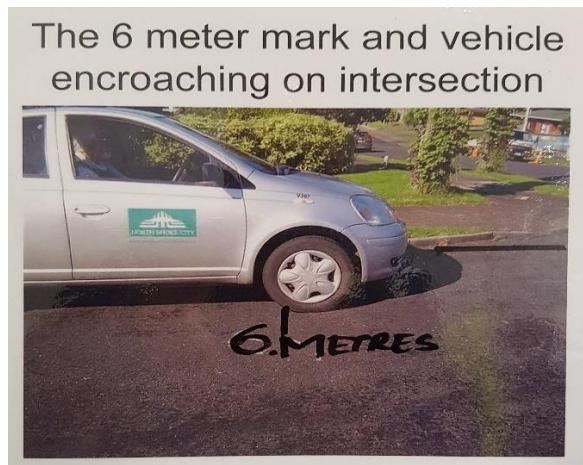
Measuring and use of Prolongation

When measuring distances for vehicles the parking officer will be required to use prolongation. In simple terms, using an imaginary line to continue where there is no visible defining line to achieve an approximate measurement.

In the example below, this is shown by the red dotted prolongation lines in respect of measuring the vehicle shown to determine if the vehicle is within 6 metres of an intersection. The intersection is determined at the crossing points of the prolongation lines. The measurement is then taken from that cross point back 6 metres. The vehicle shown in the photo below is well within the 6 metres and therefore received an infringement notice.



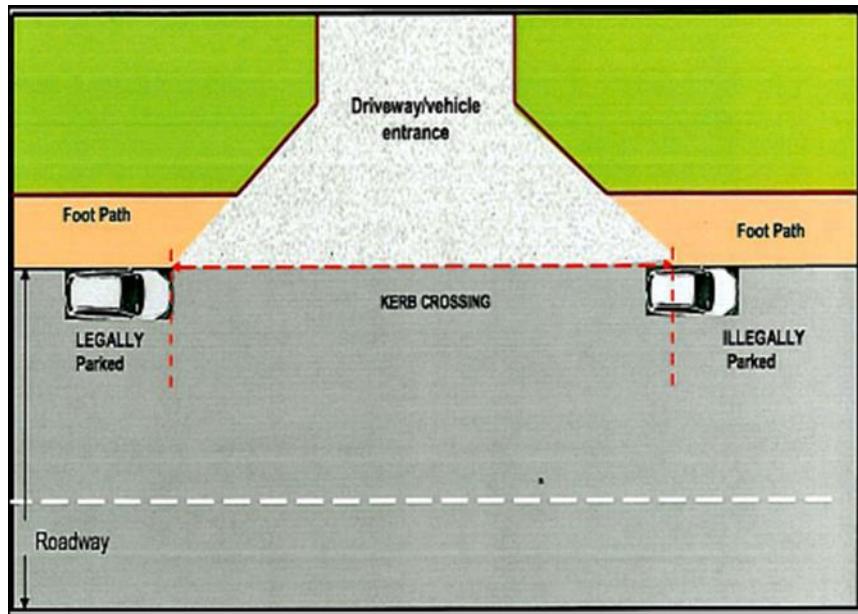
This shows how to measure the prolongation of an intersection.



The 6 meter mark and vehicle encroaching on intersection

Vehicle entrance prolongation measurement

(1) A driver or person in charge of a vehicle must not stop, stand, or park the vehicle so as to obstruct entry to or exit from any driveway.



(2) For the purposes of this clause, a vehicle parked alongside any part of a kerb crossing provided for a driveway or within 1 m of the prolongation of the side of a driveway must be regarded as obstructing entry or exit.

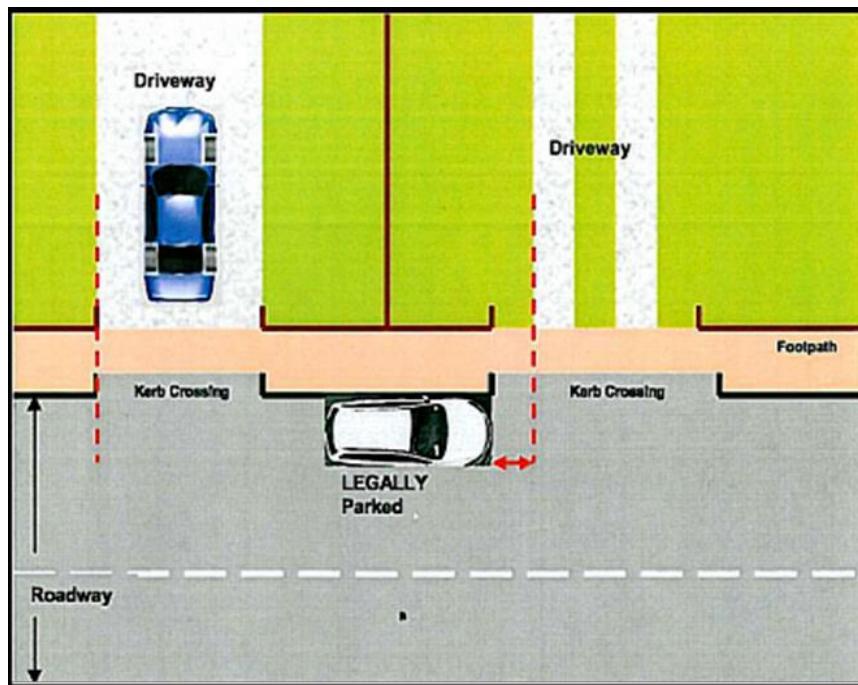


Photo Evidence

Photo Infringement Minimum Requirements

- One photo which clearly identifies the vehicle (registration number)
- One photo, which clearly identifies the offence being committed
- A single photo, which clearly identifies the vehicle and the offence, is ideal.
- Best practice is to take as many photos needed to help support the infringement issued.

See the examples below:



Health and Safety

Please ensure your health & safety is paramount when obtaining photographs, do not stand on the roadway or put yourself in any danger to get that shot!



Safety Tows

Safety Tows are undertaken where a vehicle is not committing an Infringement offence but needs to be moved in the Interest of the Public, Road Safety, or Obstruction.

When completing a Safety Tow, ensure all tow information is recorded in Pinforce accurately with the most appropriate Safety Tow Code selected.

NOTE: When calling in Safety Tow details to Coms / Traffic, ensure to stipulate the correct Safety Tow Code.

These are the **Safety Tow Codes**

Code: RW-ST: Roadworks – Safety Tow: Purchase Order #

Tows are only conducted where a Purchase Order Number is available to on charge any storage costs (if any)

Code: SF-ST: Sign Fault – Safety Tow: Fault details. Why tow was necessary? Who authorised it?

Code: ST: Safety Tow – Safety Tow – Other: Why tow was necessary? Who authorised it?

Only use this code where other codes are not more appropriate.

(Your On-Street Trainers will cover this in more detail with you out on the beat).

Relocations

Relocating vehicles is permitted up to 500m from the original site of the vehicle (to a free parking spot).

The same gradient of road is required.



Time Restrictions





Why Time Restrictions Are Imposed

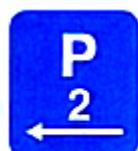
Time Restrictions are introduced into areas where parking space is in demand and there is evidence of difficulty when looking for a park.

The length of time allocated to parking areas is decided by strength of demand and commercial imperatives in the area.

When this period has expired, a system of six fine increasing fine levels are based on the length of time a vehicle has overstayed.

Length of time the vehicle has exceeded over the restriction time	Penalty Amount
Up to half an hour (P106A)	\$12
Over half an hour not more than 1hr (P106B)	\$15
Over 1 hour not more than 2hrs (P106C)	\$21
Over 2 hours not more than 4hrs (P106D)	\$30
Over 4 hours not more than 6hrs (P106E)	\$42
Over 6hrs (P106F)	\$57

Explanation of Different Time Restrictions



P2 located at
public commuter
terminals for fast
drop off



P15 pick up, drop
off and quick short
term shopping



P30 short term
stopping
Parking for 30 mins
only



Tracking Vehicles in Restriction Areas

Returning to chalked area:

When you return to the restricted area after the time of the restriction has elapsed, you need to check the tyres of the parked vehicles that the chalk marks are still there. If marks are still visible, this indicates that the vehicle has not moved since the chalk mark was applied.

When a vehicle is moved the chalk mark is automatically worn off as the vehicle drives along the road. The best indication that a vehicle has not moved is chalk dust in the tread of the tyre.

Report any sign faults that you find. Remember, if there is no correct (legal) signage then there can be no offence.



Procedure for Issuing First Available Infringement Notice

Check the Signage is Correct

Chalk the Vehicles in a selected restriction area

Leave area and return when restriction time for area is exceeded

Once the restriction time has been exceeded then you may issue an infringement notice.

Remember: Vehicles are allowed to legally park for the restriction time displayed on the sign

Note: The restriction time for area must be entered in your Android when issuing a time restriction infringement notice you must ensure to check and insert the correct restriction in the Notes field i.e.: P60, P10, P30, P60, P120 etc.

Let's discuss how to work it out.....

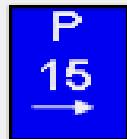
Replacing and upgrading an Infringement Notice (Review Mode)

If you issued a “\$12 FINE” to a vehicle and you return 1 hour later to find the vehicle still there – you can replace and upgrade the original “Notice” with the appropriate fine level in this case a “\$21 FINE”.

Skills Test



Chalked tyre at _____ Using the signs displayed below.



1 What time should the vehicle have left this area?

2 What is your return time now on your Android? 3

What is the Precedent Code?

4 What is the Fine Amount you would Issue?

What is the earliest time you would return to an area you chalked at 9:50am in a P120 area?

.....

What is the earliest time you would return to an area chalked at 11.21am in a P15 area?

.....

What is the earliest time you would return to an area you chalked at 15.20pm in a P30 area?

.....



Let's have a go.....

Time you chalked vehicle	Time Restriction	Your return time to the vehicle	Fine amount
9.35AM	P 10 →	9.55am	\$
10.42AM	P 60 →	1.41PM	\$
8.52AM	P 15 →	9.17AM	\$
10.37AM	P 30 →	11.48AM	\$
9.56am	P 180 →	4.40PM	\$
8.44AM	P 120 →	3.20PM	\$
8.32AM	P 5 →	2.46PM	\$



Enforcement Scenario:

You issue a \$15 fine to a vehicle at 10am. You are patrolling the same street two and a half hours later and you realise the same vehicle is still parked in the same place along with your original chalk mark which is still clearly visible. The vehicle has not moved, however the \$15 fine is missing from the windscreen where you attached it.

Do you....

- A) Just review the original \$15 fine stored in your Android and increase it to a \$30 fine then attach the upgraded notice to the vehicle.
- B) Process a new \$15 fine using the original chalk mark.
- C) Leave the vehicle alone and move on.
- D) Re-chalk the vehicle on a different tyre and start the whole process over again.
- E) Wait for the owner to return, ask for the \$15 fine back so you can replace it while they wait.



Paid Parking





Paid Parking Areas



By the end of this module, you will understand the:

- Rationale for using Paid Parking machines
- Land Transport Act Paid Parking
- What is a Paid Parking machine
- Procedure for checking Paid Parking machines
- Enforcement of Paid Parking Areas
- Procedure for vehicle entrances within Paid Parking Areas

Key Points

- What is Paid Parking
- Key Points of a Paid Parking Receipt
- Different Tariff Areas
- Paid Parking / Mobility Permit Holders



1.0 Rationale for Using Paid Parking Machines

Using Paid Parking machines are one way of rationing the use of on-street parking spaces, which are in constant demand. Where demand exceeds supply it is necessary to impose some form of rationing to increase turnover, thereby allowing more vehicles to use the parking spaces available.

This rationale is clearly stated in parking objectives:

"To fairly distribute the available on-street parking and ensure regular turnover wherever appropriate." Or in the case of some Paid Parking Areas to allow customers to park in the same spot for as long as they are willing to pay for.

Paid Parking utilises financial cost to optimise the popular on street parking areas. Spaces in greatest demand are charged at a more expensive rate than spaces further out. This is to encourage some users to park further away and leave the closer spaces vacant for those who are prepared to pay more for the privilege of parking in the CBD centre.

Land Transport (Road User) Rule 2004

Part 6 Stopping and Standing

6.4 Parking contrary to notice, traffic sign, or marking

(1) A driver or person in charge of a vehicle must not stop, stand, or park a vehicle on any part of a road contrary to the terms of a notice, traffic sign, or marking that-

- (a) indicates that stopping, standing, or parking vehicles is prohibited, limited, or restricted; and
- (b) is on or adjacent to the road; and
- (c) is authorised by a road controlling authority under the Land Transport Rule: Traffic Control Devices 2004.

P Code Offences

- **P380 A - F**
- **P381**
- **P382**

- **P106 A - F**

**Only in Time Restricted Paid Parking Areas
(P\$60, P\$120)**





1.1 What is a Paid Parking Machine?



Global Pay and Display machine

The EZiPark GLOBAL Pay and Display machine was brought to the market in 2002 and was the parking machine that heralded the first ON-LINE credit card payment for a self-service parking machine device in Australasia.

The first pay & display parking machine to be housed in a solid aluminium cabinet and finished in silver the GLOBAL out shined other machines for good looks and durability.

This machine burnished appearance brought machines into line with current conventions as "street furniture" fashioned for truly modern towns and cities.

The machine function is to take payment for parking in an allocated area for a specified time limit.

The GLOBAL machine allows more payment options for the customer as outlined below. This is the only type of pay & display machine presently used by Auckland City Parking.

Additional user information



AT Park

Step 1
Register for AT Park
• Download the AT Park mobile app
• Or online at AT.govt.nz/ATPark
• Or call 09 528 7275

Step 2
Enter the Area ID and vehicle registration
Start parking

AT Park app – the easy way to pay

Conditions of use:
• If paying by AT Park you must provide the correct Area ID (found on machines and signs) and vehicle registration plate, then start your session
• Stop your session when you return to your vehicle
• Minimum purchase of 15 minutes
• No transaction fees

If paying by the methods below you must display the machine receipt on your dashboard

TXT-A-Park (Only available through Spark and Vodafone)
Press the TXT-A-Park button
Text the machine number and payment code to 7275
Example: 1234 1
MACHINE # CODE

Payment Code
1 = \$2.00 8 = \$9.00
7 = \$4.50 9 = \$18.00
50c transaction fee applies

Credit Card
• Credit card minimum purchase \$1.00
• 50c transaction fee applies

Coins
• Cash minimum \$1.00
• No change given
• Accepts all coins

- 4 x Payment Options**
- Coins
 - Credit Card
 - Text-A-Park
 - AT Park App



1.2 How to Initiate a Paid Parking Machine Check

General Check

The time on the Paid Parking machine must be within 2 minutes of the Android device time to be deemed as correct. If more than 2 minutes out, inform your supervisor and see Tech team asap. The machine faceplate should be checked to ensure that operating times correspond with times on surrounding signs, for example, clearways 4pm - 6pm or Peak hour Bus stop 3pm - 6.30pm etc.

Testing for coin operation (Auckland Central):

1. Hold a coin in the coin slot so it is open
2. When the machine beeps press and hold the OK within 2 seconds
Expected result: Display reads **Machine Number / CHS Test**

3. Remove the token, release the OK button
4. Reinsert the coin and a test receipt will print.
5. Coin will drop through and be returned testing the coin mechanism
Expected result: Display reads **No Errors Found**

Your On-Street-Trainer will demonstrate this process.

*****Special Note: Also be aware and check for sponges blocking the coin return shoot (cancelled coin transactions) or take note of any tampering / damage to the locks of the Paid Parking Meters. Note Meter number and take photos of damage / tampering if needed and inform Duty Supervisor***.**

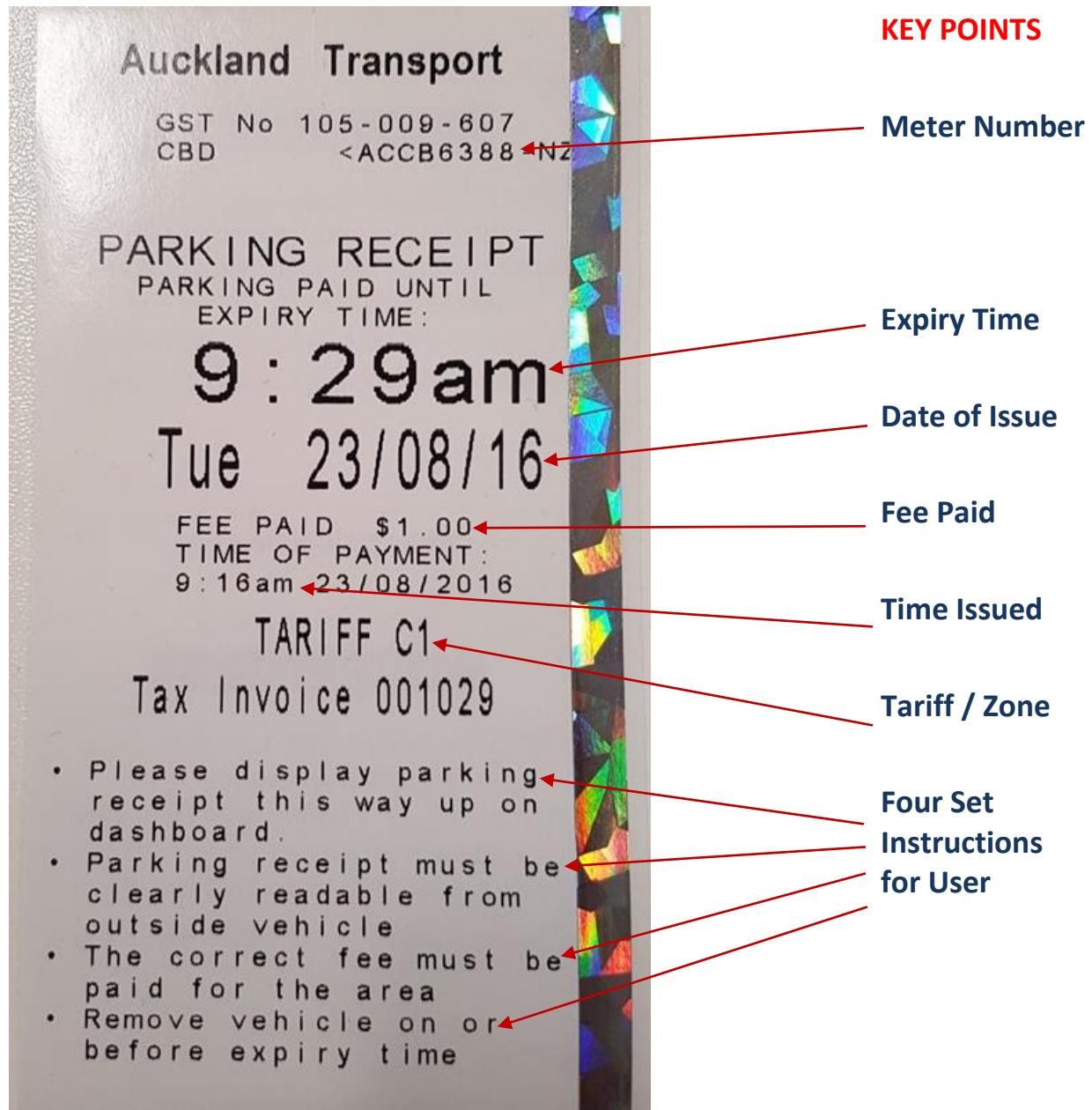
1.3 Paid Parking Area Offences

Parking officers enforcing for Paid Parking Areas use the below P-code offences for vehicles which are in breach of the Land Transport (Road User) Rule 2004 Part 6 Stopping and Parking.

- | | |
|-----------------|---|
| P380 A-F | Used when parked in Paid Parking area longer than paid for. |
| P381 | Used when parked in a Paid Parking area without paying correct fee. |
| P382 | Used when parked in a Paid Parking area without following payments. |
| P106 A-F | Used when parked over time limit.
(Exceeded the maximum time in a Paid Parking Area - P\$60, P\$120) |



1.4 Key points of the Paid Parking Receipt





1.5 Procedure for Enforcing Paid Parking Area

P381 Parked in Paid Parking area without paying correct fee.

- Check Paid Parking machine and AT Park are operational, the surroundings signs are in good order – look at the time, date, and correct tariff labels – check the machine is issuing receipts and the coin slot is clear.
- Check Receipt or active AT Park session is of a lower tariff than area vehicle is parked
- Chalk the tyre.
- Return on the 11th minute and issue a P381 notice – fine of \$40.
- Record in your notes relevant details and abbreviations, take good photos.

P382 Parked in Paid Parking area without following payment requirements.

- Check Paid Parking machine and AT Park are operational, the surroundings signs are in good order – look at the time, date and correct tariff labels.
- Check vehicle does not have a Receipt displayed or evidence of an active AT Park session.
- Chalk the tyre
- Return on the 11th minute and issue a P382 notice – fine of \$40.
- Record in your notes any relevant abbreviations and any other relevant details.

P380 A-F Parked in Paid Parking area longer than paid for.

You can issue the above offence in the following two circumstances:

- The Receipt or AT Park session is expired on first viewing (chalking);
- The Receipt or AT Park session is current on first chalking but on subsequent visit the receipt or AT Park session has expired.

Receipt or AT Park session not expired - Chalk the tyre first.

- Return when receipt or AT Park session is expired, your start time will be 1 minute after the Receipt or AT Park session expiry time displayed, issue notice on the 11th minute.

Receipt or AT Park session already expired -

- Chalk the tyre first, your start time is taken from your chalk time.
- Return on the 11th minute issue notice. **It is mandatory to record the receipt or AT Park session expiry time in your notes field.**



1.6 Increasing Offence Levels P380 A-F

P – Code P380	Fine	Parked a motor vehicle in a Paid parking area past the expiry time printed on the receipt or AT Park session.
A	\$12	Up to half an hour (Up to and including 30min)
B	\$15	Over half an hour not more than 1 hour (31 - 60mins)
C	\$21	Over 1 hour not more than 2 hours
D	\$30	Over 2 hours not more than 4 hours
E	\$42	Over 4 hours not more than 6 hours
F	\$57	More than 6 hours

Android Work

NOTE: If the Receipt or AT Park session has just expired – you must chalk.

There must be a full 10mins or more between start time and return time to issue an infringement notice. Issue notice on or any time after the 11th minute.

Start time will always be based on the later time.

Ask yourself - Which is the later time?

- **Is the chalk time on tyre the later time?**
- **Is the Receipt or AT Park session expiry time the later time?**

- **If chalk time is the later time – your start time is the time written on tyre.**
- **If the Receipt or AT Park session expiry time is the later time – your start time will be receipt expiry time plus 1 minute. (Receipt not expired fully until it turns over to next minute)**

DON'T FORGET – Never stand and wait for a receipt or AT Park session to expire, carry on patrolling and chalking your area then return in due time



1.7 Skills Test

Paid Parking

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT
PARKING PAID UNTIL
EXPIRY TIME
1:47pm

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:46pm 06/05/2008

PAY & DISPLAY TARIFF 4
Tax Invoice 007588
GST No 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 1.30pm
Return Time: 2.10pm
Start Time:
P-code:
Infringement fee:

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT
PARKING PAID UNTIL
EXPIRY TIME
2:36pm

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:46pm 06/05/2008

PAY & DISPLAY TARIFF 4
Tax Invoice 007588
GST No 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 2.27pm
Return Time: 2.52pm
Start Time:
P-code:
Infringement fee:

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT
PARKING PAID UNTIL
EXPIRY TIME
12:01pm

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:46pm 06/05/2008

PAY & DISPLAY TARIFF 4
Tax Invoice 007588
GST No 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 11.55am
Return Time: 12.13pm
Start Time:
P-code:
Infringement fee:

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT
PARKING PAID UNTIL
EXPIRY TIME
9:27am

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:46pm 06/05/2008

PAY & DISPLAY TARIFF 4
Tax Invoice 007588
GST No 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 9.18am
Return Time: 3.25pm
Start Time:
P-code:
Infringement fee:



Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT PARKING PAID UNTIL EXPIRY TIME

10:03am

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:40pm 06/05/2008

PAY& DISPLAY TARIFF 4

Tax Invoice 007588

GST No 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 9.30am

Return Time: 11.15am

Start Time:

P-code:

Infringement fee:

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT PARKING PAID UNTIL EXPIRY TIME

8:29am

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:40pm 06/05/2008

PAY& DISPLAY TARIFF 4

Tax Invoice 007588

GST No 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 8.15am

Return Time: 4.20pm

Start Time:

P-code:

Infringement fee:

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT PARKING PAID UNTIL EXPIRY TIME

11:29am

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:40pm 06/05/2008

PAY& DISPLAY TARIFF 4

Tax Invoice 007588

GST No 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 10.41am

Return Time: 12.22pm

Start Time:

P-code:

Infringement fee:

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT PARKING PAID UNTIL EXPIRY TIME

3:47pm

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:40pm 06/05/2008

PAY& DISPLAY TARIFF 4

Tax Invoice 007588

GST No 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 3.31pm

Return Time: 4.17pm

Start Time:

P-code:

Infringement fee:



**NO RECEIPT
DISPLAYED
ON VEHICLE**

Chalk Time: 8.29am
Return Time: 8.51am
Start Time:
P-code:
Infringement fee:

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT
PARKING PAID UNTIL
EXPIRY TIME

4:17pm

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:40pm 06/05/2008

PAY & DISPLAY TARIFF 4

Tax Invoice 007588

GST No. 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 4.25pm

Return Time: 4.31pm

Start Time:

P-code:

Infringement fee:

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT
PARKING PAID UNTIL
EXPIRY TIME

5:29pm

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:40pm 06/05/2008

PAY & DISPLAY TARIFF 4

Tax Invoice 007588

GST No. 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 5.15pm

Return Time: 5.38pm

Start Time:

P-code:

Infringement fee:

Auckland Transport

Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT
PARKING PAID UNTIL
EXPIRY TIME

1:38pm

Tue 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:40pm 06/05/2008

PAY & DISPLAY TARIFF 4

Tax Invoice 007588

GST No. 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 1.02pm

Return Time: 3.22pm

Start Time:

P-code:

Infringement fee:



1.8 Procedure for Enforcing Time Restricted Paid Parking areas

P106 - Parked over the time limit, exceeded the maximum time in a Paid Parking Area – (P\$60, P\$120)

1. Chalk the tyre.
2. Return after the maximum time allowed, for example in the P\$60 area return after 70 minutes (P60 + 10 minutes free time due to vehicle parked in Paid Parking Area)
3. Issue a P106A on the 11th minute
4. Record relevant abbreviations in notes, and receipt or AT Park session expiry time if applicable.

Note: Only issue a P106 if the vehicle owner has purchased an additional receipt in an attempt to park over the maximum allowable time. In this instance, the new receipt displayed is null & void, so ignore it and go off your chalk mark.

A P382 and a P106 cannot be issued to the same vehicle at the same time.
Officer's discretion as to which notice they choose to issue. Either issue a P382 or a P106. Do not issue both.

You chalked a vehicle in a P\$60 area at 10.30am – no receipt was displayed as all three surrounding paid parking machines were broken – you reported this to Traffic and left the area. At 3pm you return to the area – the paid parking machines have not been fixed and the vehicle is still parked? What can you do?

Remember Start Time = Chalk Time.

To calculate the **first available** ticket time use the following formula

Chalk Time	+	Restriction Time	Free time only apply in Paid Parking area
------------	---	------------------	---

Increasing Offence Levels (P-Codes: P106)

P Code	Fine	Parked a vehicle in a Paid Parking area and failed to remove vehicle from area before expiry time on parking receipt
A	\$12	Up to half an hour
B	\$15	Over half an hour not more than 1 hour
C	\$21	Over 1 hour not more than 2 hours
D	\$30	Over 2 hours not more than 4 hours
E	\$42	Over 4 hours not more than 6 hours
F	\$57	More than 6 hours



1.9 Skills Test

Based on the signage opposite, you are on patrol and it is Thursday. You come across the receipts below displayed on vehicles that you chalked previously in your area.



Auckland Transport
Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT
PARKING PAID UNTIL
EXPIRY TIME

3:17pm
Thu 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:40pm 06/05/2008

PAY & DISPLAY TARIFF 4
Tax Invoice 007588
GST No. 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 11.30am
Return Time: 3.00pm
Start Time:
P-code:
Infringement fee:

Auckland Transport
Pay & Display
Parking Meter <ACC_6320-NZ>

PARKING RECEIPT
PARKING PAID UNTIL
EXPIRY TIME

1:45pm
Thu 06/05/08

FEE PAID \$2.00
TIME OF PAYMENT
12:40pm 06/05/2008

PAY & DISPLAY TARIFF 4
Tax Invoice 007588
GST No. 53-101-038

- Please display parking receipt this way up on dashboard
- Parking receipt must be clearly readable from outside vehicle
- The correct fee must be paid for the area
- Remove vehicle on or before expiry time

Chalk Time: 11.02am
Return Time: 1.15pm
Start Time:
P-code:
Infringement fee:

What is a P106?

NOTE: If a vehicle has purchased a one hour receipt at 5.30pm – then that ticket is considered valid for the first 30 minutes of the following day.



2.0 Different Tariffs

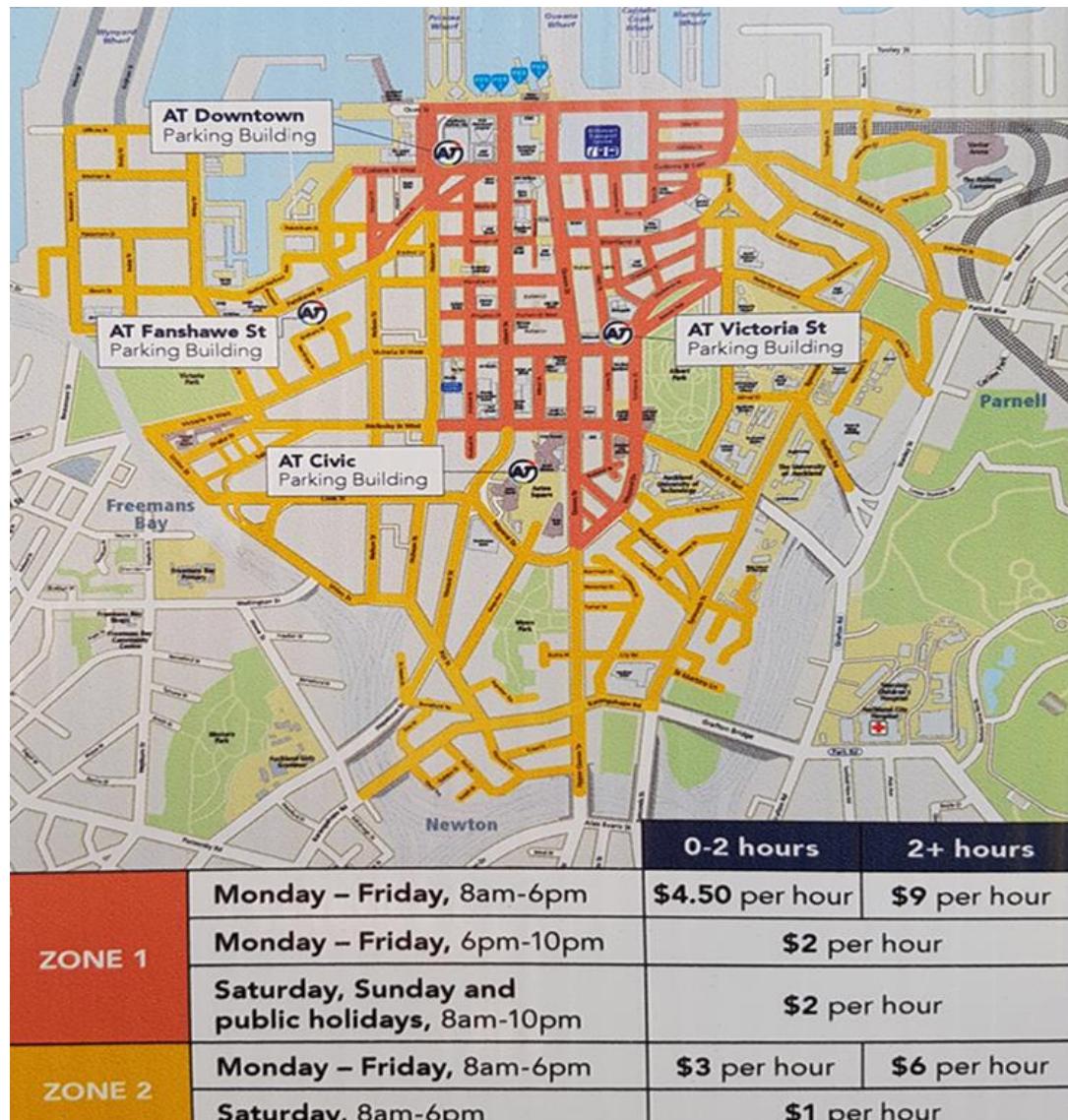
Vehicles can park in a lower tariff Paid Parking area if a higher tariff receipt is displayed or a higher AT Park session is active. However, a vehicle cannot park in a higher tariff area when displaying a lower tariff receipt or lower At Park session.

OK	Vehicle parked in a \$3 per hour area but displays a \$4.50 per hour receipt or AT Park session
Not OK - issue a P382	Vehicle parked in a \$4.50 per hour area but displays a \$3 per hour receipt or AT Park session

Abbreviation to be used when a vehicle has displayed a receipt from a lower tariff area
P&DRIWT - Pay and Display receipt invalid wrong tariff

2.2 Current Tariff for Paid Parking Auckland Central

- Zone 1 – From \$4.50 per hour to \$9.00 per hour
- Zone 2 – From \$3.00 per hour to \$6.00 per hour





2.3 Vehicles parked Obstructing Vehicle Entrances within Paid Parking areas

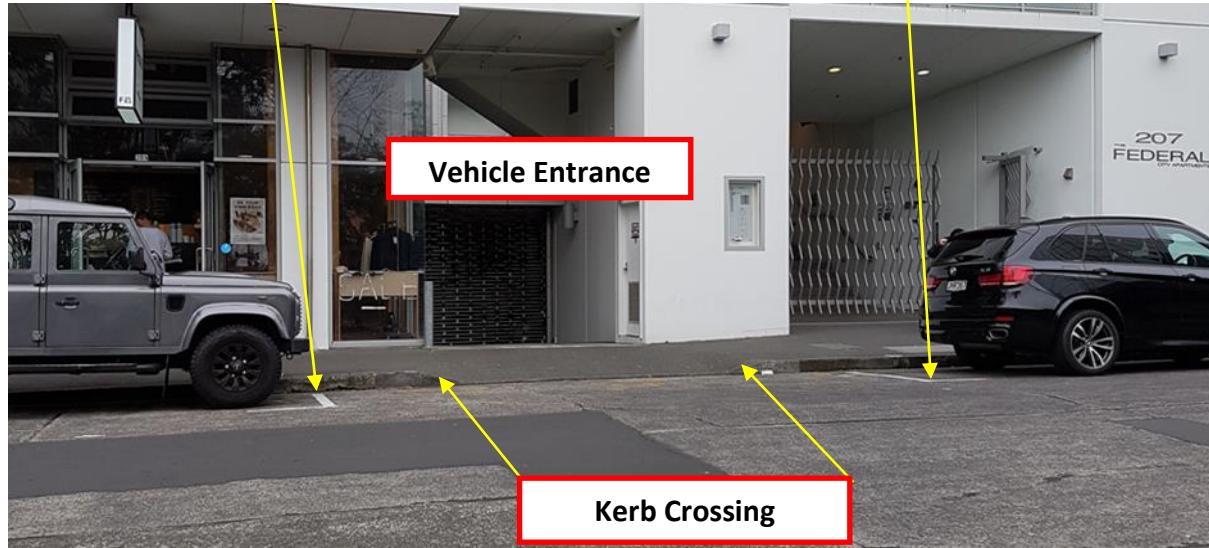
There are some parking spaces within Paid Parking areas that have a vehicle entrance to premises. If you find a vehicle parked obstructing a vehicle entrance.

Do not issue a P380, P381, P382, or a P106.

The offence is a P110A PARKED OBSTRUCTING A VEHICLE ENTRANCE (Diagram or photos mandatory)

White limit lines are marked out to heighten the Vehicle Entrance.

Note: White limit lines are not mandatory



2.4 Mobility Concessions for Paid Parking areas

Mobility parking areas are provided for New Zealanders and international visitors who have mobility difficulties. They are often wider for ease of access and are situated close to facilities. It is worth remembering that many have hidden disabilities, such as heart and respiratory problems and it is not your role to judge whether someone deserves a mobility permit or not.

In Paid Parking Areas, the minimum amount that the machine will accept must be paid or minimum active AT Park session. An extra hour will be granted from the expiry time for mobility card holders.

Note: This is only applicable if a receipt has been purchased – if no receipt has been purchased – issue an infringement notice - **P382.**





P382 Offence Only – Extended Free Parking period.

Mobility card holders parked in a Paid Parking areas are entitled to a **15 minute free parking period** rather than the normal 10 minute free period.

For example:

- No receipt displayed or active AT Park session - chalk the tyre
- Allow 15 minutes free parking period
- Return and issue infringement notice on the 16th minute.

Note: These concessions do not apply to on-street mobility parking areas.

2.5 Motorbike parking within Paid Parking areas

Motorcycles may park at the very ends (entry or exit) of Paid Parking areas without paying for a receipt or AT Park session, but only for the maximum time allowed on the sign (P\$60, P\$120)

NOTE: Ensure the motorcycle is within the limit lines of the restriction – If not then it is unenforceable

If a motorcycle parks anywhere else within the Paid Parking area the driver must purchase a receipt or AT Park session like anyone else.





2.6 Temporary Parking Permits

Customers who have used a faulty Paid Parking machine and are due a refund will be issued following permit in lieu of a refund.

**Temporary parking permit
Pay & Display**

Street

Date of Issue Valid for 6 months from date of issue.

Month				Date			
Jan	Feb	Mar	Apr	1	2	3	4
May	Jun	Jul	Aug	5	6	7	8
Sep	Oct	Nov	Dec	9	10	11	12
				13	14	15	16
				17	18	19	20
				21	22	23	24
				25	26	27	28
				29	30	31	

Year 2012 2013 2014 2015

Serial number 123456

For instructions on how to use this permit, please see reverse.

Auckland Transport
An Auckland Council Organisation

Find out more: phone 09 355 3553 or visit www.aucklandtransport.govt.nz

To validate the permit scratch off the date, month and year of your visit.
Do not scratch off more than one date.

Display this permit clearly in the front windscreens of your vehicle.

By use of this permit I agree to comply with the following terms and conditions:

- This permit is valid for one date only.
If more than one date is selected, this permit becomes null and void.
- This permit only applies in the street or area specified on the permit.
- This permit does not exempt the driver from parking laws. Time restrictions still apply.
- This permit does not apply in any prohibited or no-stopping areas, such as:
Bus stops
Taxi stands
Clearways
Broken yellow lines
- This permit does not guarantee the availability of any parking space.
All parking operates on a "first in, first served" basis.
- This permit may not be used to reserve any space.
- An infringement notice may be issued if the permit is not clearly displayed,
on the vehicle dashboard, face up, with the selected date visible.
- This permit cannot be used in a vehicle that is parked for the primary use
of advertising or promotion.
- Any copies made of this original permit are invalid.
- Permits are not to be used for the direct or indirect purpose of revenue generation.
- Auckland Transport reserves the right to revoke this permit
if any of the above conditions are not complied with.
- This permit remains the property of Auckland Transport and can be revoked at any point.

Find out more: phone 09 355 3553 or visit www.aucklandtransport.govt.nz

**Temporary parking permit
Pay & Display**

Street

Date of Issue Valid for 6 months from date of issue.

Month				Date			
Jan	Feb	Mar	Apr	1	2	3	4
May	Jun	Jul	Aug	5	6	7	8
Sep	Oct	Nov	Dec	9	10	11	12
				13	14	15	16
				17	18	19	20
				21	22	23	24
				25	26	27	28
				29	30	31	

Year 2012 2013 2014 2015

Serial number 123456

For instructions on how to use this permit, please see reverse.

Auckland Transport
An Auckland Council Organisation

Find out more: phone 09 355 3553 or visit www.aucklandtransport.govt.nz

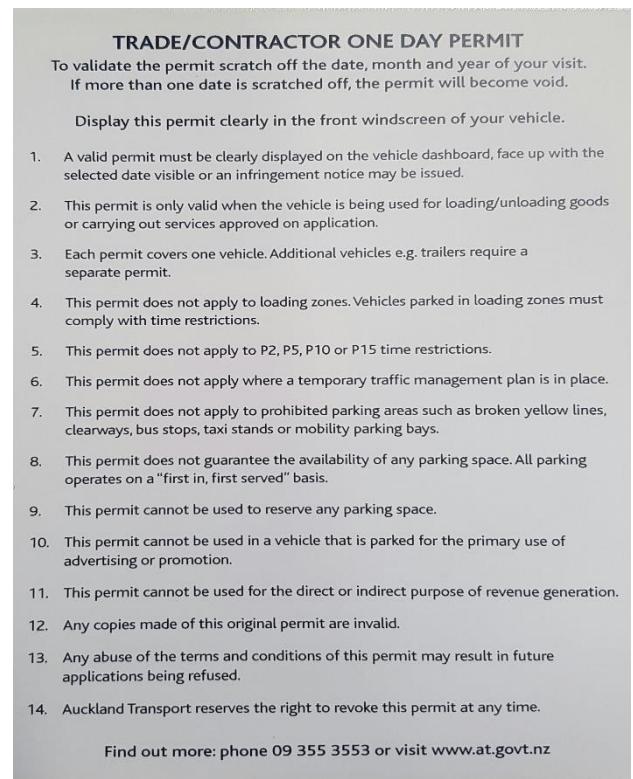


2.7 Trade / Contractor One Day Parking Permits - Coupons

A coupon allows Contractors and Tradespeople 1 day of parking within areas of on-street Paid Parking but does not provide exemption from short-term time restrictions (P30 and below) or Loading Zones. Coupons are easy to use and accurately reflect the cost of using on-street parking. For short stays, paying for the time used at a parking meter may be more economical.

Eligibility

- Goods and Services Vehicles - where regular delivery or pick-up of goods is necessary to keep businesses operating.
- Construction vehicles - maintaining or repairing Auckland's roads, footpaths and buildings.
- Exceptional service providers - delivering or collecting medical supplies or providing medical advice or treatment to people in their homes.
- Inspection staff vehicles - investigating noise, graffiti, animal or environment complaints; security firms carrying out investigations from calls received; bio-security inspections.
- Auckland Council or AT maintenance staff vehicles - maintaining or repairing plant life, street furniture, and any other council or transport assets.
- Cost: Each coupon costs \$20.



PAY AND DISPLAY:



a) State why pay and display meters are required?

.....

b) Explain the procedure for checking pay and display meters?

.....

c) What is the procedure for enforcing a vehicle with no Pay & Display receipt visible?

(list the steps)

(1)

(2)

(3)

d) What is the P-code and fine for this offence ? P..... \$......

e) Explain the two ways for enforcing a vehicle with an expired receipt?

Chalked before receipt expiry time

.....

Receipt already expired

.....

f) What are the P-code and fine levels for this offence?

\$ \$ \$ \$ \$ \$

g) What is the procedure for enforcing a vehicle for over staying maximum time allowed in a P&D area?

.....

h) What is the maximum amount you can be fined for overstaying?

i) A vehicle displaying a mobility permit is parked in a P\$60 Paid Parking Area, they have purchased a receipt for 30 minutes, which expires at 11.03am. What is the first available time you can issue a notice?

j) A vehicle displaying a mobility permit is parked in a P\$60 Paid Parking Area, they have purchased a receipt for 60 minutes, which expires at 11.03am. What is the first available time you can issue a notice?

j) How much payment is required for a Tariff 1 area?

\$..... per hour

k) Name the 4 payment options for Paid Parking areas?

1)

2)

3)

l) What offence do you use when coming across a vehicle parked over a driveway in a P&D area?

(Circle the correct answer below)

P105

P119

P108

P382

P110A

P103

P114

m) Circle the following on the receipt displayed opposite

- 1) Expiry time
- 2) Amount paid
- 3) Time of payment
- 4) Machine number





Court Procedure





Introduction

As a Parking Warden you may on occasion be asked to give evidence in court regarding an infringement notice you have issued, and this module will assist you in gaining a broad understanding of the district court procedure.

Why you may need to go to court

There are three ways an infringement notice comes before the court:

- The driver/owner of the vehicle requests a court hearing and disputes liability for an infringement offence - a Judge alone trial will be held to decide whether the offence is proven, and you as the officer who issued the infringement notice will need to appear as a witness; or
- The driver/owner of the vehicle requests a court hearing but accepts liability for an infringement notice – this allows the court to consider the appropriate sentence (rather than paying the prescribed infringement fee). The Court will consider their submissions in mitigation and you are unlikely to be required to attend court; or
- The driver/owner does not pay the infringement fee or request a hearing - the matter is filed with the Ministry of Justice for enforcement. This is a matter for the collections department of Ministry of Justice and you will not be required to attend court.

The Prosecutor's role

When a Defendant requests a court hearing and denies liability for an infringement offence an Auckland Transport prosecutor will review the file to determine whether there is sufficient evidence to file court proceedings. The prosecutors are employed by Auckland Transport but have a duty to act fairly and impartially.

If proceedings are filed, it is up to Auckland Transport to prove the offence alleged, this means the burden of proof is always on Auckland Transport to establish every element of the offence beyond reasonable doubt.

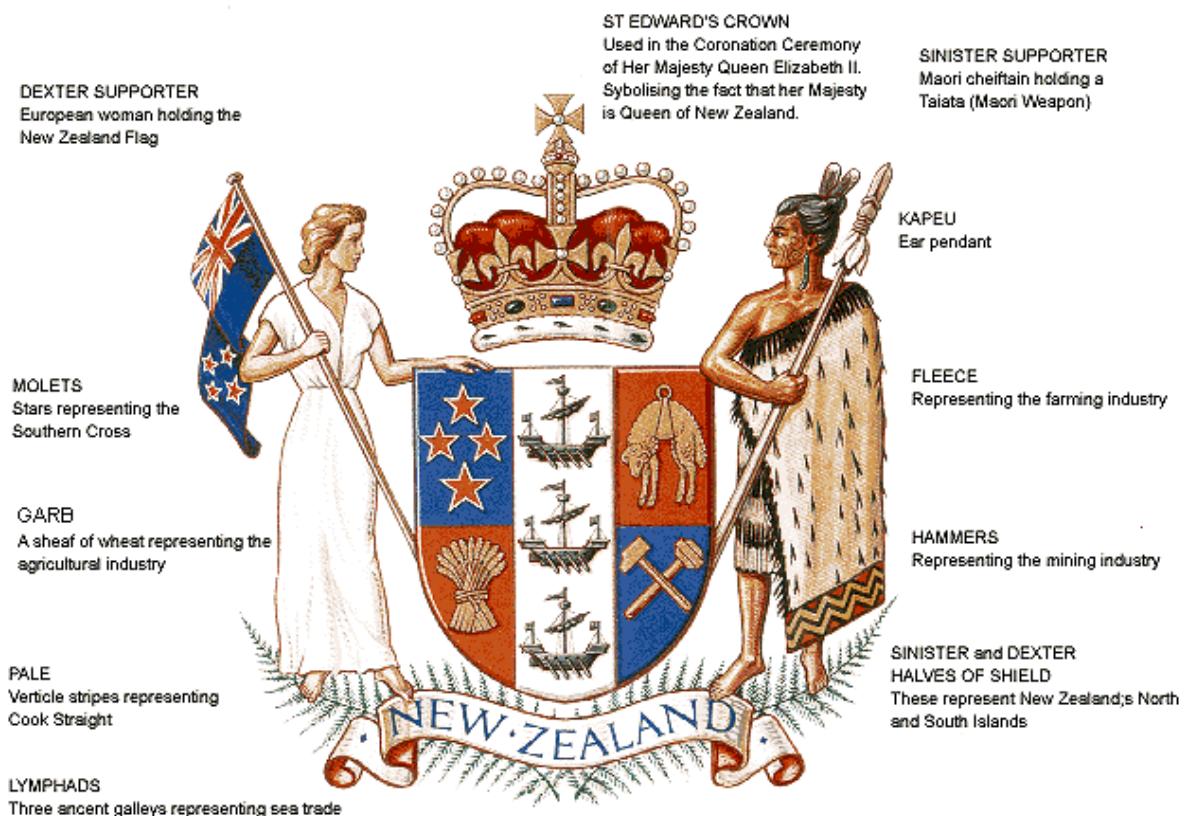
District Courts in the Auckland Region

Auckland District Court
 Manukau District Court
 North Shore District Court
 Papakura District Court
 Pukekohe District Court
 Waitakere District Court

65-69 Albert Street, Auckland
 30 Wiri Station Road, Manukau
 Cnr Don McKinnon & Corinthian Drives, Albany
 245 Great South Road, Papakura
 25 Stadium Drive, Pukekohe
 9-11 Ratanui Street, Henderson

The New Zealand Court system

If you are called to appear as a witness at trial, you will give evidence in the District Court.
 Minor traffic matters are usually heard by two Justices of the Peace (JP's) and not a District Court Judge





Justices of the Peace

The authority of the Justices of the Peace derives from legislation. As officers of the Court they exercise many duties in addition to the hearing of minor traffic offences.

Registrar

This is the person who sits directly in front of the Judges bench. The Registrar is the person who manages the court administrative processes, the person who calls the Court to order, reads the charge and handles any evidence that is presented to the Court. The Registrar records the findings for the Court records and issues the Court documents.

The Registrar is also responsible for monitoring the security in the Courtroom and if he/she notices any dangerous behaviour will contact the court security officers

Prosecutor

This person appears on behalf of Auckland Transport. The prosecutor will call witnesses to give evidence, will cross examine any witnesses for the Defendant and will remind the Court of any relevant higher court decisions that apply to the facts in issue.

Defendant

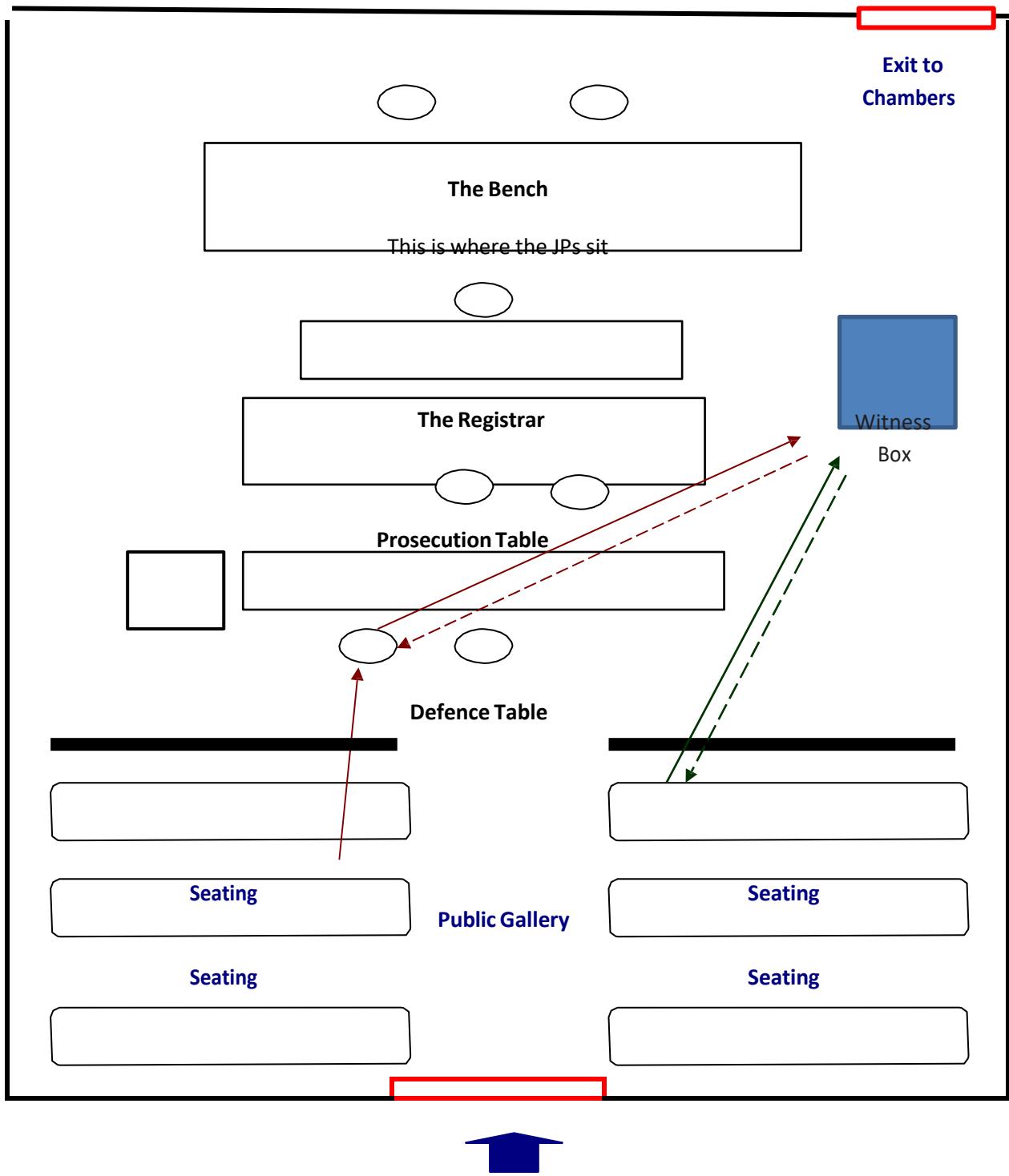
The Defendant is the person who Auckland Transport has taken proceedings against. This will usually be the owner or the driver of the vehicle, but can also be another person entitled to lawful possession of the vehicle.

Witness

In the case of the prosecution, the witness is normally the parking warden who issued the infringement notice.

In the case of the Defendant, the Defendant may themselves choose to give evidence (they cannot be compelled to give evidence) or that may call someone else, such as a passenger, to give evidence relating to the offence/events.

Courtroom layout



Public Entrance



Preparation for Court

You will be notified by your supervisor well before the court date if a trial has been scheduled for an infringement notice that you issued.

A meeting will be scheduled for you to meet with the Prosecutor before the trial. It is important that you attend this briefing to discuss the evidence and process and you may also clarify any questions with the Prosecutor.

Presentation in court

You are a representative of Auckland Transport appointed as a parking warden, and it is expected that you present an appearance that enhances the reputation of AT. Full uniform is required for a Court appearance – Men should wear trousers not shorts, Women should wear either a skirt or trousers.

It is not appropriate for officers to attend court in clothes that are not clean and ironed, with uncombed hair or unpolished shoes – the aim is always to be as smart as you can be to enhance your reputation and boost your self-confidence.

Checklist

- Full uniform
- Uniform ironed
- Long pants or skirt
- Equipment removed from your belt
- Officer badge clearly visible
- Hair tidy
- Shoes polished
- Familiarised yourself with the infringement details
- Carry your warrant of appointment



Always....

1. Familiarise yourself with the details of your infringement printout prior to the trial date.
2. Bring your warrant card to court with you.
3. Make certain that your mobile telephone is turned off. Take off your hat before entering the courtroom. Be quiet & respectful in the courtroom.
4. Stand when the JPs enter & exit the courtroom.
5. Address your answers to the JPs, even if someone else is asking the questions. It is the JPs who need to hear and understand your evidence.
6. Remember - You were at the scene but the prosecutor and JPs were not. While you give your evidence in response to questions, it is your answers that 'tell the story' of what you observed and what you did.
7. Listen to all questions carefully and think about your answer before responding. It is not a race – take as much time as you need.
8. Listen to the question and answer it only if you can – never guess.
9. Answer questions clearly and slowly. Do not speak too fast – the JPs need to take notes.
10. Provide your answer as concisely as possible, and then explain your answer if you have to, but never the other way around. If you start with the explanation you often forget to come back to your answer, and it can come across as evasive.
11. If you don't understand the question, please say so – "sorry I don't understand the question. Can you please rephrase"
12. If you forget or didn't hear the question, please ask for it to be repeated before you give any answer.
13. If you wish to refresh your memory by looking at your notes you made at the time, you must ask the court for permission first – simply ask if you may refer to your notes made at the time.
14. Make sure that you read/ look at all documents handed to you.
15. Address the JP's as "Your Worship" or "Sir" or "Ma'am."



Never.....

1. Lose your temper.
2. Argue with the person asking the questions.
3. Be afraid to admit a mistake in your evidence. This makes you appear unbiased. An uncorrected mistake can have fatal results for the case.
4. Refer to the Defendant's previous offences
5. Speak too fast. You don't need to speak directly into the microphone.
6. Answer a question by asking one.
7. Withhold relevant information - Your duty is to give factually accurate evidence.
8. Take notes in the court room.
9. Take photographs or recordings.
10. Chat with your neighbour in the public gallery whilst waiting to be called. As well as being disrespectful, that person could be a witness for the defendant.
11. Embellish on the facts.
12. Chew gum, eat or drink in the courtroom



Evidence

The purpose of evidence is to reveal what happened.

There are many rules of evidence which the prosecutor must follow. You can assist by truthfully answering the question about what you saw or did, and nothing more. Do not try to volunteer other information you have learnt. The prosecutor will prompt for more information if more is required.

Let's discuss what can be used as evidence in Court.....

- Notes made when issuing the infringement notice
- What someone else told you
- What the defendant said to you
- Notes made the day you learnt you were going to court
- What you saw when issuing the notice
- What you remember about the incident
- What you observed when seeing the vehicle again two weeks later

Although photographs taken at the time of the infringement assist us to tell the story , remember the most fundamental form of evidence is considered to be your word.



Documents

Often documents are entered into evidence.

The Prosecutor may, if appropriate, ask you to produce photographs you took at the time as well as any other documents you obtained during your investigation of the matter.

The most important document that you can and will refer to in court is your notes. If you note everything down at the time of the incident, you can use it to refresh your memory in court. If you don't note it down, you may forget it. All notes you make, even a scribbled registration number on a scrap of paper, MUST be scanned into pathway to become part of the file.

Examples of documentary evidence:

- Certificate of particulars
- Resolution
- Photographs
- Notes made at the time

What is credibility?

Credibility is essentially, whether the JP's trust and believe what you are saying is true. Often your oral evidence is assessed against other known information, and if your evidence is consistent it is likely your evidence will be found to be credible. For example, if you give evidence the vehicle was bright green but the photos show a red vehicle, the JPs may be less likely to believe other parts of your evidence are true.

Opinion Evidence

Opinions are not generally admissible in court. Instead you provide the facts on which your opinion would have been based, rather than provide the opinion itself.

Rather than: *"The vehicle had over-stayed the time limit".*

Your evidence is: *"At 11.06am I chalked the back rear tyre of a grey Toyota Corolla, vehicle registration XX5555, parked on Smith Street. The signage 10m from this vehicle identified the area as P30. When I came back at 12pm I checked the tyre and saw my chalk mark undisturbed on the tyre. I took photographs of the vehicle, my chalk mark, and the signage and issued an infringement notice"*



What is Hearsay?

Hearsay is something that someone else has told you. You cannot use this as evidence in court. An example of hearsay would be:

“The owner of the dairy told me that he had been watching the car the whole time and it had not been moved for over 2 hours”

Exclusion Order

The court may issue an exclusion order at the beginning of the trial. This means all witnesses will be required to wait outside of the courtroom until they have given their evidence. This prevents a witness from listening to what the others have to say before they have given their evidence.

As the parking warden is usually the first witness, an exclusion order is unlikely to affect you. Once you have given your evidence you may wait in the back of the courtroom even if an exclusion order has been issued.

Stages in a judge-alone trial

Opening statement

The prosecutor will briefly outline the offence and indicate the evidence to be called. The prosecutor will then call the first witness, and the following process will be followed for each witness in turn:

Examination in Chief – witness questioned by own advocate

When giving your evidence in chief from the witness box, it should be given as a chain of events in their order of occurrence. You could be called upon to repeat an answer given halfway through your direct testimony. If you have the facts well in mind or at least readily available in your notes, you have nothing to fear. The truth told convincingly is your most effective armour during cross-examination.

Cross Examination – witness questioned by opposing advocate

The purpose of a defendant’s cross-examination of you is to weaken or destroy either the evidence or your credibility. They may try to anger you or to fluster you by asking tricky questions. Should you feel you have been misquoted or misunderstood – correct the error immediately.



Re-examination – witness questioned by own advocate

Re-examination is very limited. The questions can only clarify issues raised in cross-examination. It is not an opportunity to ask a question that was overlooked in evidence in chief.

JP's Questions

The JP's may ask you a question at any time.

Recall of witness

Occasionally a witness needs to be recalled to answer questions that were not put to him/her and should have been.

DO NOT leave the court until your case has been decided unless the prosecutor expressly excuses you.

IMPORTANT NOTE:

The Oath = swear on the Bible to tell the truth

The Affirmation = a promise to tell the truth (without any religious connotation).

Before you give your evidence the registrar will ask you to take the Oath or the Affirmation - It is important that you know, before the time, which one of the options you wish to use.



What happens in a typical hearing...?

- The registrar of the court will ask everyone to stand.
- The JP's will enter the court.
- The registrar will ask everyone to be seated and will call each case, one by one.
- The defendant comes forward when their name is called.
- The court will enquire whether the case is ready to proceed. If more than one case is proceeding, the court will allocate an order.
- The prosecutor will make brief opening remarks then call the witness (who is usually the Parking Warden)
- You will step forward into the witness box and you will take the oath or the affirmation.
- The prosecutor will then ask you questions – firstly your name, occupation etc. then questions designed to elicit 'the story' of what happened. Listen to the question and then answer. The prosecutor may indicate for you to pause or slow down if you speak too fast. The prosecutor's questions will 'pace' your evidence and ensure the relevant information is provided, heard and understood before they move the 'story' along to the next stage.
- Once the prosecutor has elicited the relevant evidence you will be asked to remain and answer any questions from the defendant or the court.
- The Defendant is then given the opportunity to question you (This is cross-examination)
- If the prosecutor wants they may re-examine you on matters arising from the cross examination. Don't worry if there is no re-examination, that is not unusual.
- The JP's may ask you questions at any time.
- Once all prosecution witnesses have given evidence and been cross-examined, the Prosecutor will close their case.
- The Defendant then has the opportunity to present any evidence - the Defendant may or may not give evidence themselves (they cannot be compelled to do so). If they choose to give evidence they will be cross-examined by the Prosecutor and the court can also ask questions.
- The Defendant may elect not to call evidence, but can still make submission on the law.
- The JP's will ask the Prosecution if they have any closing submissions they wish to make, and then the Defendant will have the opportunity to respond to those submissions.
- The JP's will adjourn to consider the matter and return with their decision (occasionally they may reserve their decision)
- Please DO NOT leave the witness box unless the JP's excuse you



Glossary of Court terminology

Affirmation

A promise to the truth of a matter (taken in place of the oath)

Defendant

The person who court proceedings have been taken against.

Dismissed (findings of the Court)

The Court did not find sufficient evidence to prove the offence alleged.

Document

Any material that bears symbols (including words or figures), images or sounds or from which symbols, images or sounds can be derived; and

Information electronically recorded or stored and information derived from that information.

Duty Lawyer

A lawyer available to provide brief, free legal advice to those appearing in court on that day.

Enter a plea

When a Defendant formally says whether he or she pleads guilty or not guilty. The plea is entered in the Court records.

Evidence

The oral and documentary material, which may legally be received in court in order to prove or disprove the alleged offence

Exclusion Order

Witnesses in the matter being heard are instructed to leave the court until they are called to give evidence. Once they have given their evidence they may remain in court during the remainder of the trial.

Exhibit

Something physical produced to the court to be viewed by the Justices of the Peace as part of the evidence. Exhibits may be shown to a witness who is giving evidence.



[Formal Proof Hearing](#)

In instances where the Defendant fails to appear in Court after being notified of the hearing date, the Justices of the Peace may instruct that the matter proceed by way of a “formal proof hearing”. At this hearing the evidence is produced (either by written affidavit, or oral evidence) without the Defendant present. The JPs will then determine whether the offence has been proven.

[Infringement Notice](#)

A legal notice informing the offender of the details of the alleged offence, including when, where and what offence is alleged.

[Judge alone trial](#)

A trial held in the District Court to determine whether an offence has been proven. A Judge alone trial need not be before a Judge – JPs have jurisdiction to hear and determine many offence including infringement offences.

[Section 78B application](#)

Under the Summary Proceedings Act 1957 there are remedies available should an irregularity in the infringement process take place. The prosecutors will respond to any such applications.

[Withdrawn by leave](#)

Permission granted by the Court to withdraw a charge.

Customer Conflict Awareness



Introduction



Understanding what conflict means...

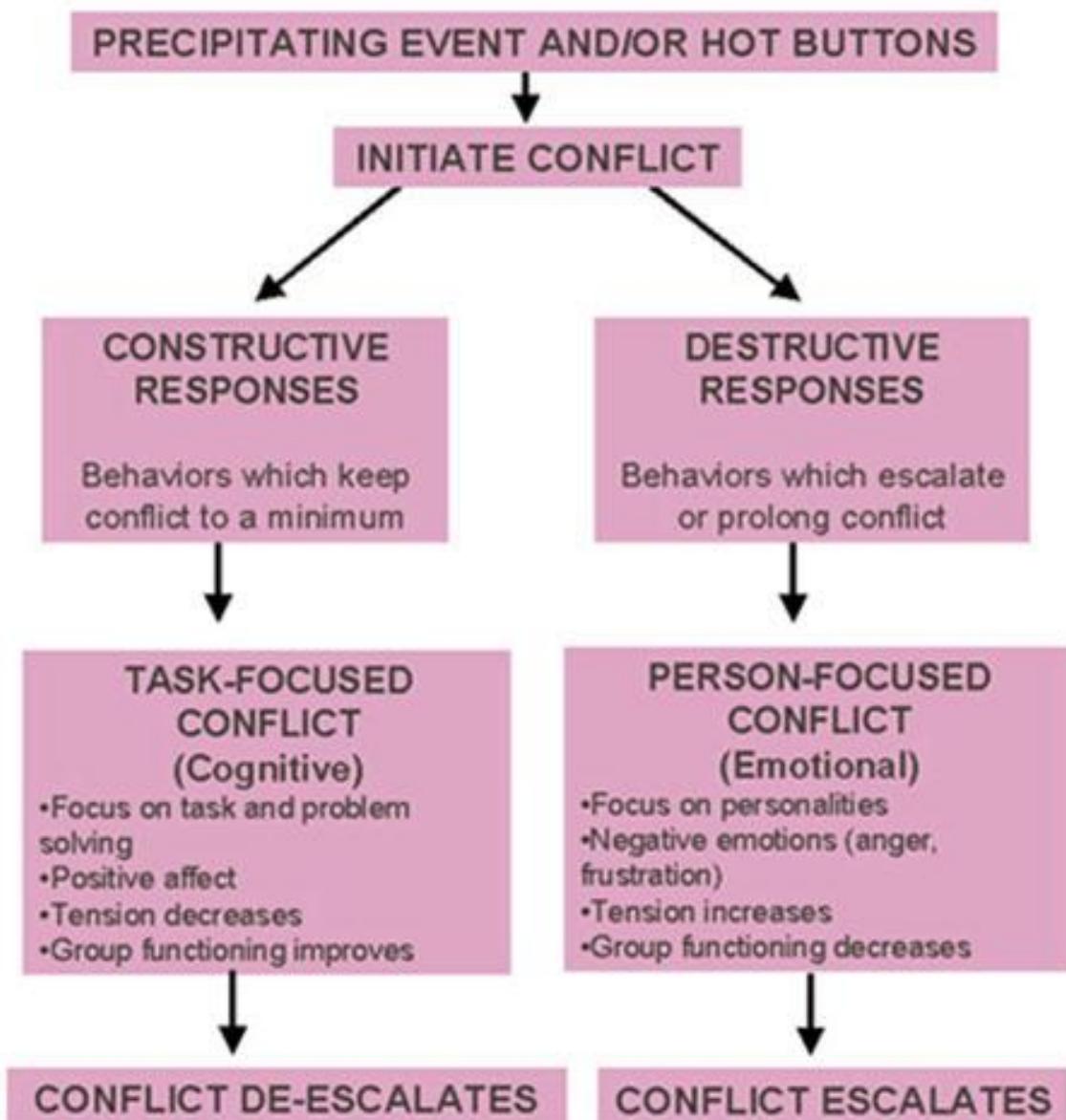
Conflict is a state of discord caused by the actual or perceived opposition of needs, values and interests between people. The result is stress or tension and negative feelings between disputants. A conflict can range from a disagreement, or clash, to a fight, which may consist of harsh words, or may involve the use of force.

Conflict Resolution is the process of attempting to resolve a dispute or a conflict. Successful conflict resolution occurs by listening to and providing opportunities to meet each side's needs, and adequately address their interests so that they are each satisfied with the outcome.

Conflict Prevention - While Conflict resolution engages conflict once it has already started conflict prevention aims to end conflicts before they start or lead to verbal or physical violence.

conflict dynamics profile®

Path of Conflict





Private Sector Vs Public Sector

In this introductory section, we discuss the difference between working in the private and public sectors, and how to use this information to improve your defusing hostility skills. Sometimes within your role, you will be required to deal with people who are unhappy or angry at a situation in which you may or may not be involved. That's what this workbook is about, to provide various options to you and minimise the risk involved and to raise awareness towards possible conflict situations that may arise from time to time.

It was compiled to help you deal more capably with hostile situations so you can reduce your stress levels, protect your time, reduce the occurrences of crisis situations, and enhance the reputation of your organisation.



What's Happening Out There?

A casual observer of our society might conclude that we are becoming more aggressive, more abusive, and less tolerant of frustration. As a local government employee, you probably wonder what the heck is happening with people. It appears that angry, hostile and abusive behaviour is increasing, and local government employees have become convenient targets for the frustrated and angry.

Severe situations are occurring more often, threats of violence, and even physical violence are increasing, although they are still rare. Verbal abuse of employees is on the rise, and while we don't see this kind of abuse reported in the media, it is becoming more common. For those in adversarial or regulatory roles with respect to customers, verbal abuse is often an everyday occurrence. Even worse, this trend is likely to continue.



The Local Government Context

There is no question that local government staff work under different constraints than those in the private sector. You may be in an enforcement position, obliged to identify breaches of legislation or government regulations. You may be in the position of determining financial benefits for people that will have an effect on the wellbeing of those people and their families. Alternatively, perhaps you work in an administrative job within a department that carries out tasks that annoy the public.

Apart from being under the microscope, you don't have the flexibility of private sector employees. While large stores can take the position that the "customer is always right", your customers are not always right, and you can't always meet their requests without breaking the laws you may be charged to enforce. You probably can't give money back, or replace a product for example if the customer doesn't like it. Often you can't forward their comments and suggestions to the mayor or his department.

In a bureaucratic hierarchy, the policy makers and decision makers are not easily accessible to local government employees that deal directly with the public.

Who Pays the Price?

We all pay a price. Employees on the "firing line" have to deal with the stresses, great and small, resulting from having to deal with angry, frustrated customers.

Angry customers can eat up lots of organizational time and energy, particularly when they decide to climb the organisational ladder with their complaints. Employee safety can be threatened by angry customers. It just isn't fun, and it's no laughing matter.

You Can Do Something About It!

It may seem you can do little to defuse the anger and hostility of customers. It seems to be set off by the smallest things, and above all, it seems unpredictable. However, the truth of the matter is that employees can do things to defuse the anger and reduce abusive behaviour. People can learn to act in ways that reduce this kind of behaviour, and ensure that they don't do anything that will result in an unpleasant situation going ballistic.

You should know that it takes some time to learn how to deal with these situations and it takes diligence and effort, but it isn't hard. Most people can learn the defusing skills, and put them into effect. Our goal is to become practiced in defusing hostility so it becomes second nature, so that effective defusing responses replace less effective ones.

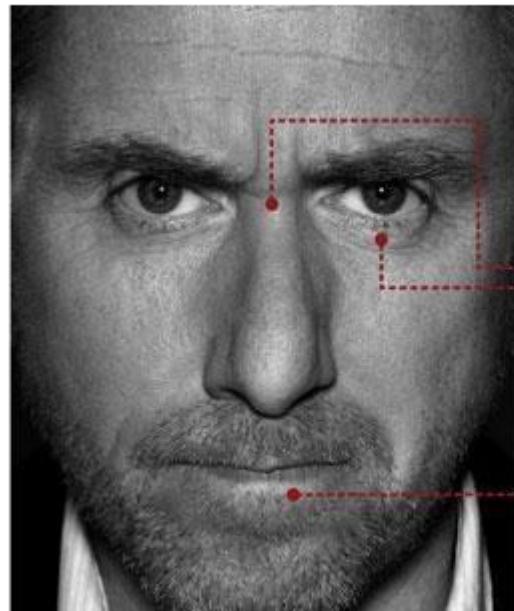


Important Note on Safety

It is very important, that you consider safety as a bottom line. Your safety and the safety of other staff, customers and members of the public is paramount. There will be times when it will be impossible to defuse someone, particularly if he or she is prone to violence, or mental instability. You must always be concerned with safety, and must do what is necessary to keep everyone safe. Always err on the side of safety!



No course or learning material can tell you exactly what to do in each individual situation. There is no standard approach that works each time. You must be very clear that each hostile situation will be different, and that you must use your own judgment to determine what you ought to be doing. The workbook you have includes tactics and techniques you can use, but you must decide how and when to implement the techniques when the time comes. We can't do that for you it's down to you alone.



anger

- ① eyebrows down and together
- ② eyes glare
- ③ narrowing of the lips

Anger

Anger refers to an internal state (feeling) experienced by the person in question. An angry person experiences some physiological changes, some invisible and some visible. There are some important things to note about anger, and angry people.

People choose their own emotional states. That is, their feelings of anger, or for that matter, any other feelings, belongs to them. As such, it isn't your responsibility.

What is your responsibility, however, is to ensure that you do not knowingly do something to escalate the situation to provoke anger.

We need to accept the fact that people will be angry, at times. They have a right to be angry when they choose. What they do not have a right to do is to take out their anger on you, particularly when you have done nothing to contribute to it.

What is important is that you become relatively comfortable with the notion that people will become angry. If you spend all your time trying to make people happy, you are doomed to fail.

Angry Behaviour

People express their anger in various ways. Some raise their voices or become more animated. Others turn red. Mild expressions of anger are simply ways a person vents a little steam. As with the feeling of anger, we need to be reasonable in terms of what offends us, and allow the angry person some latitude in behaviour before we deem the behaviour unacceptable.



There is a clear reason for this. If we allow ourselves to be offended every time we encounter angry behaviour, we are going to be pretty miserable, and pretty ineffective in dealing with other people.

Hostile, Abusive Behaviour

What sets apart hostile, abusive behaviour from angry behaviour is that hostile, abusive behaviour is intended, consciously or unconsciously to have some or all of the following effects to:

- Put you off balance
- Manipulate and control you
- Demean you in some way
- Cause you to feel guilty
- Intimidate you

It is this kind of behaviour that causes the greatest amount of stress for local government employees, because people using hostile, abusive behaviours tend to rant, insult, use intimidating tactics, and simply won't go away.

While we may tolerate some degree of angry behaviour without being concerned, **we need to be concerned about hostile/abusive behaviours.**

We want to stop these behaviours as professionally as possible.

If we can, at the same time, reduce the anger of the client, that's great. If we can't, we need to remove ourselves from the situation.



Verbal Abuse

Verbal abuse takes a great many forms, from very subtle, to obvious. When we talk about verbal abuse, we refer to behaviours like the following:



- Persistent swearing
- Yelling
- Sexist comments (both explicit and implied)
- Racist comments (both explicit and implied)
- Irrelevant personal remarks (e.g. about your appearance)
- Threats (e.g. I'll have you fired, or I'm going to the mayor).
- Intimidating silence
- Accusations of various sorts (e.g. calling you a racist)
- comments about your competency, knowledge, dedication

Non-Verbal Abuse

Non-verbal abuse refers to behaviour that has nothing to do with what is said, but has to do with things like body posture, facial expressions, gestures, etc. Let's make no mistake about it. Non-verbal abuse is intended to send a message or messages to you, such as "I don't like you", or, "I am fed up", or even "In my eyes you are worth nothing". When we talk about nonverbal abuse, we refer to behaviours such as:



- Standing in your personal space staring at you (long eye contact)
- Table pounding (sometimes)
- Throwing things
- Leaning over you (using height)
- Fearsome facial expressions
- Loud sighing
- Pointing, other offensive gestures

Sometimes, these behaviours may not be intended to intimidate or demean you, and may be a relatively normal way of expressing anger. However, we classify them as abusive, because they do tend to have a manipulating effect on you. You will have heard of the phrase "HARDEN UP" this approach rarely works,

"What we want you to do is "SMARTEN UP"

Violence

What causes violence? It is impossible to determine the reason for every violent outburst but there are common factors that may apply to all places of work. We can define violence as any activity that is either intended to cause, or can cause physical harm to another person, be it you, a co-worker, or customer. A combination of personal and/or environmental factors often influences the situation. Violent or threatening behaviour at work may involve many factors, including the following:



- Random violence with no clear intent or under influences of drugs or alcohol
- Intimidation/harassment used to achieve a desired end expression of uncontrolled irritation such as dissatisfaction with poor service or prolonged discomfort
- Displaced anger from past situations applied unreasonably to the issue at hand
- Verbal abuse to intimidation and low-level threatening behaviours
- Violence related to mental health problems
- Violence related to criminal activity, thrill seeking or revenge
- Violence related to cultural or religious differences between subgroups in society.
- Forms of violence such as verbal abuse, intimidation and threatening behaviour may not result in physical injury but have significant effects on the psychological wellbeing of employees.

Your first priority is to ensure your own physical safety, and the safety of those around you. For this reason, most organisations will accept that you have a right to remove yourself from a situation, or request backup assistance in situations where you feel physically threatened. You don't have to be absolutely sure a physical threat exists; you just don't want to take chances.



Learning how to control the environment through angry and hostile behaviour is learned at a very early age. As people get older, they get better at it. The truth is that by the time you're an adult, you are an expert in it. You know how to do it, how to make people mad, how to get people's attention, how to make other people feel guilty, and how to influence the behaviour of others. When people are upset, they revert back to earlier, more primitive learned behaviour.

We have a normal sound-minded regular person who has learned a number of

- communication skills
- is effective in conflict resolution
- problem solving

Normally, when faced with situations where he/she is not overly upset, these skills will be used. The problem comes when the person is very angry, to the point where the adrenaline is pumping. At some point, if they become sufficiently "activated", they will revert back to behaviour learned at an earlier time in life, and behaviour that is well learned and well-practiced.

The more primitive angry, hostile behaviours that worked so well early in life re-emerge in the normally rational, calm adult.

As a little test of this theory, ever notice that adults who are hostile often behave like small children? Some hostile customers are habitually nasty. However, many hostile customers are normally rather polite people, who get sufficiently upset to revert back to the more childish behaviours they have learned during their lives.

This does not excuse abusive behaviour. The point here is that those people are reacting to their internal states and the situation, not to you personally. We will come back to this point when we talk about how you can maintain your own self-control.



The Purpose of Hostile, Abusive Behaviour

Now that we have been explained where and when hostile behaviour is learned, we can clearly see that its major purpose is to **control**, or **manipulate** the environment. Since we are talking about your hostile customers, we can say that the purpose is to **control you** and to **influence your reactions**.

- While we would like people to like us, and not be angry with us, if we choose this as a goal, we are bound to be disappointed. We try to make our customers happy, but the truth is that many local government jobs involve giving bad news that is going to make people unhappy.
- Anger is a feeling that belongs to the other person. It is hard to affect directly. Hostile and abusive behaviour is another story. We want to focus our defusing efforts on reducing the amount of hostile verbal and non-verbal behaviour. This is a realistic goal.
- Later, we will flesh out the notion that abusive behaviour is about control. The hostile or abusive person is trying to manipulate and control you and your decision-making.
- We need to provide some leeway for people to express their anger, provided the expressions are not demeaning, insulting or manipulative. If we react to every four-letter word, twitch, or raised voice, we will go nuts, and we won't be very good at defusing the abusive situation.

You are probably very familiar with the body language, tone of voice, specific words, and specific attacks used, since they tend to be repeated.

The truth is that there are only a finite number of ways people can be hostile. These attack methods are learned very young, and they can vary somewhat from culture to culture.

It almost seems that hostile behaviour follows rules. Just like a game, the behaviour that occurs in hostile situations is characterised by certain patterns that repeat over and over again.

If we consider hostile interactions as a game, albeit a serious one, and understand that it has rules, then it will help us understand what to do when verbally attacked. Before we discuss the two major rules of hostile interaction, we need to introduce the concept of "**bait**".

The Bait Concept

Recall that earlier, we said that the major purpose or goal of the attacker is to control you and your behaviour. The attacker wants to take and hold the initiative, forcing you to react and respond to him, rather than the other way around, so long as the attacker can hold this control over the conversation, it is likely the interaction will continue. This isn't good, because if you are spending your time reacting and responding, you won't be able to help the customer, or even end the interaction in a positive way.

The primary technique the attacker uses to maintain control is the use of bait. Bait consists of behaviours (verbal and non-verbal) designed to get you to react, usually in an emotional manner. If you respond to the bait, you hand over control of the conversation to the attacker, which is exactly what he/she wants. The bait is used to upset you enough so that you will be off balance, as a result of being angry or intimidated.



Take a look at the following brief dialogue....

Customer: What the hell is wrong with you? Every time give me the run around. If you knew what you were doing this is the last time you are going to do this to me.

Employee: How dare you talk to me like that, I do my best to help and you don't even see that we're short staffed!

Customer: I can talk to you any way I want. I pay your salary! You work for me!

Now, look at how the employee responds. He responds with an **aggressive remark** (How dare you talk to me like that) followed by a **defensive remark**. However, the important thing to note is that the employee has **taken the bait**, responded to the attacking remarks, and is **being controlled by the attacker**. By responding in this way, the employee is **giving up control**.

The customer replies with **additional bait**. In addition, the conversation is now going far afield. Whatever the original problem, it has now been lost. If this conversation were to continue, we would find that it would get more destructive, and perhaps even more abusive, as both parties will behave badly.

This is typical of situations where an employee takes the bait. The employee's reaction sends a few "sub messages" to the customer.

First, the customer knows he has found some **gaps in the employee's armour** and now knows that he can maintain control using this kind of **baiting behaviour**.

Second, the customer knows that he can upset the employee. The upshot is that the attacks will probably continue, since the customer is getting what he wants, control over the employee and control over the interaction.



Now, let's take a look at a slightly different scenario.

Customer: What is wrong with you? Every time I come here, you hassle me and give me the run around. If you knew what you were doing, this wouldn't happen. And, this is the last time you are going to do this to me.

Employee: Sir, I can see you're upset about something.

Customer: Damn right, I'm upset. What are you going to do about this?

Employee: Well sir, I need some information from you so *I can help you*. So let's get some details down and see how we go. Will you do that for me sir?

Note the difference. The employee does not take the bait dangled by the customer, and is working to **reassert control** over the interaction. He does this by **acknowledging the person's anger**, but **NOT** exploring any of the bait remarks. At the end of this short dialogue, the customer responds to the employee.

This second conversation is much more likely to be shorter, and more productive. The key point is that the attacker expects you to take the bait ... it's in the rules of the hostile game.

The psychological rule the attack uses goes like this: If I use bait, the other person will react to it in ways that will allow me to maintain control. You are going to set up a new game, with a different set of rules, and the first step is to not play by the attacker's rules, on the attacker's turf. **The main point about bait is that you don't take it.**

Recognise it for what it is- an attempt by the other person to control and irritate you.





What angry people want.....

When you have dealt with an angry customer, you may have asked yourself "What does this person want from me?", or even perhaps asked the customer this question. An important question has a number of answers. Knowing the answers will help you calm down an angry person, and reduce hostile behaviour directed at you.

The most obvious answer to the question is local government customers want their problem **solved**. In other words, the customer interacts with local government with a particular goal in mind. Unfortunately, we cannot always do what the customer wants, since we have to work within the constraints of our jobs. We don't always have the authority, or even the ability to meet the requests of clients.

Most of the time we can't give them what they ask for.

They want help

Angry or hostile people want you to be helpful, even if you can't solve their entire problem. If they see you as making a genuine effort on their behalf, they are much less likely to be hostile towards you personally.

Think about your own experience for a moment. Have you ever had the experience of going into a department store to make a purchase?

You walked in and had difficulty finding the item you wanted? After searching throughout the store, you finally find a staff person. When you ask the employee where you might find the item, you get a response like this:

"Don't know. That's not my department."

Sure, it's aggravating that we can't find the item. But what really sends us through the roof is the ***lack of helpfulness shown by the staff member***.

Maybe if the employee had said:

"Gee, I'm not sure, but if you wait just a moment I'll see if I can find out for you".

That would be an entirely different story. We would appreciate the effort being made for us, and be less likely to harass the employee making the effort.

The same goes for your customers. When you make an effort, or appear to be trying to help, your customers are less likely to strike out at you.



They want choices

Your customers want to feel they have choices and alternatives. They do not want to feel helpless, or trapped, or at the mercy of the "system".

The same is true of your customers. Make them feel they have no options, or they are trapped, and they will tend to strike out at you.

On the other hand, offer choices whenever possible, and you are less likely to be attacked by the upset individual.

Angry or hostile people want you to be helpful, even if you can't solve their entire problem. If they see you as making a genuine effort on their behalf, they are much less likely to be hostile towards you.

Don't offer no option, but try a number of options allowing the customer to choose.

Suggest some other possibility that might be workable. This is much less likely to set the customer off.

There are always choices to offer. And we know that customers respond positively to being offered choices. It reduces their own sense of helplessness.



They Want Acknowledgment

Perhaps one of the most important things an angry person wants is to be acknowledged. People want to feel you are making the effort to understand their situation, and their **emotional** reactions to it. Often, the simple act of acknowledging that a person is upset will help to calm them down, provided the acknowledgment is phrased and "toned" correctly.



The most common error employees make when dealing with an angry customer is to ignore the feelings being expressed and shift immediately into problem solving mode.

Unfortunately, customers perceive this approach as uncaring, unfeeling and unhelpful which can intensify their anger.

It is critically important that you acknowledge the emotions being expressed at the time. Use empathy as well as active and reflective listening techniques to do this.

Active Listening

You listen to others many times in a day, but how well do you listen and how can you do it better? Not listening effectively can make conflict situations worse.

Listening is not the same as hearing. It requires active involvement on your part. The rewards for effective listening are gratitude, respect and closer relationships than before.

People with good active listening skills:

- show respect for the speaker, and are sensitive to their feelings
- empathise with the other person
- pay attention with their whole manner – body, eyes, facial expression
- concentrate on what is being said and are not thinking up a response or interrupting
- encourage the speaker to continue by nodding and murmuring
- Listening is a much-underrated skill. True listening requires practice as well as effort

Reflective Listening

Is a form of listening that encourages the speaker to continue, by paraphrasing or feeding back to the speaker what she or he has said. This is a very useful tool for clarifying the situation from both ends to get the full picture.

You must always act professional in dealing with any members of the public, even in a conflict situation as difficult as it may seem at the time

Communication works best when you ***really listen*** to other people, asking questions and listening allows you to see another person's point of view or understand their needs.



How angry situations escalate

Triggers

Angry situations don't always start with very abusive or hostile behaviour. What happens is that even a calm situation can escalate very quickly as each person "**triggers**" the other. Of course, when one or both people are angry in the first place, there is a far greater chance of escalation.

Crisis Cycle

The escalation/crisis cycle is a process where an individual becomes hostile or enters in an angry state of mind, and by virtue of less than optimal treatment, becomes more and more frustrated and abusive. In a typical escalation cycle, the employee overreacts which in turn, increases the anger of the client. If the cycle is not interrupted, the situation becomes a crisis situation, out of control, where people may be put at risk.

Escalation doesn't have to happen. It is important the employee be aware of his or her own behaviour in contributing to this cycle, particularly because the employee will bear the stress problems that crises bring with them.

When the situation moves to crisis; the probability of violence increases, as does the probability that the person will cause unpleasantness after they leave.

- Swearing
- Sudden silence
- Personal space invaded
- Fist Clenching
- Aggressive stance
- Interrupting
- Not listening



In many cases, the cycle can be stopped provided the employee is able to step back from the situation, handle it professionally, and not get sucked into arguments or other behaviour that will contribute to the cycle. What is important is that you are able to stop, or prevent escalation right from the beginning. It is a lot easier to prevent hostile behaviour than to deal with it once it has emerged, full-blown.

Communication

Communication is the major make-or-break factor in handling conflict, as it is in handling life. We are so used to trying to get our message across, and judging and interpreting the meaning of what other people say that we tend to respond too quickly, often without having any significant understanding of the other person.

The key factor in effective communication is maintaining openness. This means speaking in a way that will keep the communication flowing, rather than causing your audience to close off or become defensive.





Assume that the customer has a right to vent

If you are working in any capacity that directly interfaces with customers, you are going to encounter an irate customer at some stage. The most common response is to evaluate the merit of the complaint while you are listening to it. Try to curb that common response and replace it with the assumption that the customer has a right to vent, even before you know the details.

- The customer may be angry because he or she made incorrect assumptions that led to improper expectations.
- The customer may be angry because of previous experiences, or simply because the problem occurred at a very inconvenient time.
- Regardless of the circumstances, acknowledge the customer has the privilege to be irate.
- Listen carefully to how the anger is expressed so you can find the root cause of the emotion

Listen to emotion without emotion

Listen to the inflections and emphasis that the customer places on specific topics to identify the emotional catalyst. Listen to the emotion as well as the words. This will help you to identify the specific item or items that need primary attention. Resolving a technical issue may be only partially effective if it does not also address the customer's emotional concern. It may not be possible to completely resolve the emotional distress, but it is appropriate to acknowledge it.

Do not respond with emotion. Remember that the customer's anger is not directed at you personally, even if the customer's language is directed at you. If the customer's language is attacking and borderline abusive, it is because the customer is looking for acknowledgement and response to the emotional distress. It may be necessary to repeatedly acknowledge the customer's emotion to diffuse the situation.

Be Patient

Customer conversations come in waves. When the customer is at the peak of expressing anger, sorrow or distress, be patient and listen. It is not effective to interrupt the customer when he or she is venting combustible sentiments. It is like pouring petrol on a raging fire. Rather, wait for the waves of emotion to recede and then use that opportunity to interject with reassuring comments.

Sometimes the customer's anger will erupt and return like another set of waves. When that happens, be patient and wait for the customer to run out of petrol before you approach the fire again. Take quiet deep breaths and wait patiently for your turn to speak.



Speak softly

If you encounter a loud and abusive customer, respond by speaking softly and with a very steady tone. If you try to shout over the customer or interrupt, then the customer will concentrate on the verbal battle for attention and will not pay attention to the importance of your message.

If you want your message to be heard, wait for a pause from the customer. Silence is your golden cue that it is time to speak your important message in a soft voice. Eventually the customer will have to lower his or her voice to hear what you are saying.

Even though it may seem that the customer does not care about what you have to say at first, remember that the customer approached you for resolution. The customer may have built up a considerable amount of emotion before reaching you, but ultimately the customer does want your advice and assistance to resolve the problem. Once the customer remembers why he or she contacted you, the customer will be receptive to your soft spoken conversation.

Reiterate

After you have listened carefully to the customer, reiterate the priorities that you believe that you heard from the customer perspective. This will assure that you are focused on the appropriate issues and reassure the customer that you are concentrating on the proper priorities.

Use a soft, firm and inquisitive voice. Ask the customer to confirm that you have restated the facts and priorities accurately, and in some cases write them down.

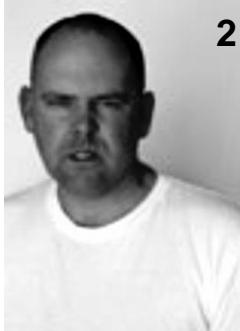
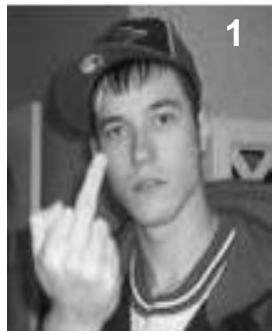
Own the Problem

Sometimes it may be tempting to distance yourself from the problem by stating that you are not responsible for it, that another department will need to handle it, or that you are just a messenger.

Put that temptation in a can and put a lid on it. Expressing that you do not have ownership of the problem or the potential resolution gives the customer a feeling of being adrift and powerless. If the customer senses that he or she is communicating with someone who is powerless, it will create yet another reason to be frustrated and angry.

Facial & Body Language Visual Observation

View these pictures below and tick the ones that you find that portray the signs of negativity, anger or intimidating body language.



Circle the number below to match the numbered picture above of which person you would feel comfortable staying and holding a conversation with.

Body language

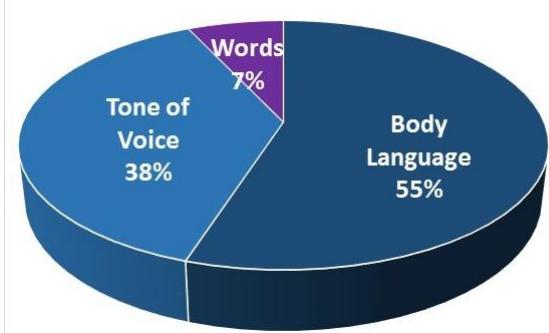
Body language is the meaning behind the words or the “unspoken” language.

Studies show we use the following ways to communicate:

7% is verbal -what we say

38% is voice – tone, pitch and volume

55% is body language



The majority of the rest of communication is unspoken. This unspoken language isn't rocket science. However, there are some generalisations or basic interpretations that can be applied to help with the understanding or translating of these unspoken meanings. Here are some basics below.

Eyes / Arms

If you don't look someone in the eyes while speaking, this can be interpreted as dishonesty or hiding something. Do not fold your arms whilst in conversation with another person, this can be seen as defensive, so have your arms free.

Attention Span / Attitude

Other people can tell what type of attitude you have by your attention span. This shows through and makes you seem disinterested, bored, possibly even uncaring.

Attention Direction

If working a group, ensure everyone is included in the conversation and angle of view. (Avoid people moving in behind you) If need be, single a person out and ask them to move aside with you so you can speak to them on a one on one basis.

Personal Space / Distance

Give people room and keep out of their space. Entering too close can be intrusive and viewed as aggressive.

Shaking hands



As a rule, we generally try to avoid shaking hands or any form of physical contact with our customers for obvious safety and perception reasons.

Shaking hands, although basically a ritual, may also contain significant acts of domination.

The '**power grip**' grabs the other person's hand firmly and shakes vigorously.

The '**vice grip**' does this to extreme, intending to demonstrate strength by causing pain.

The '**hand on top**' method offers the palm down, using the principle that being above the other person in any way symbolises superiority. This is often combined with an elbow grab.

The '**not letting go**' method - If you do not let go within the prescribed period, then you are taking control. Even for a second, this can send power signals.

Possible Threat Signals

Attack signals

When somebody is about to attack, they give visual signal such as clenching of fists ready to strike and lowering and spreading of the body for stability.

Invasion

Invading the space of the other person in some way is an act of aggression that is equivalent to one country invading another. Touching the person is another form of invasion even social touch zones, such as arm or back can be construed as aggressive.

False friendship

Invasion is often done under the cloak of familiarity, where someone acts as if they are being friendly and moves into your space, but *without being invited*. This will cause a dilemma of whether to repel a 'friendly' advance or to accept dominance of the other.

Use Your Senses

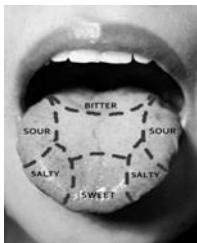
The Five senses – Use them to your advantage as an early warning system



The **ear** (an organ) is specially made to receive sound waves that are sent out by vibrating objects and converts them into sensations we call sound.



The **nose** contains the nostrils and organs of smell. The stimulus that excites smell is chemical, for example onion and garlic give off different chemical sensations.



The **tongue** is the organ that controls taste. Taste is also a chemical stimulus. Things to be tasted must touch the tongue, sometimes, taste become combined with smell because of the connection between the mouth and the back of the nose.



Touch is created by stimulating the skin (the largest organ of the body) through the sensations of touch, pressure, pain, heat and cold



The **eye** (an organ) acts like a camera. Human vision is stereoscopic, which means seeing in three dimensions. When we look at objects two slightly different images are transmitted to the brain, and are merged so the brain can interpret the image that we see. This allows us to see objects which stand away from the background, not flat like you see in a photograph.

Recognise the Signals

Each one of these images below contains potential conflict that could be applicable to you on any given day or night, ranging from a mild form of intimidation through to possible fatal conflict encounter.

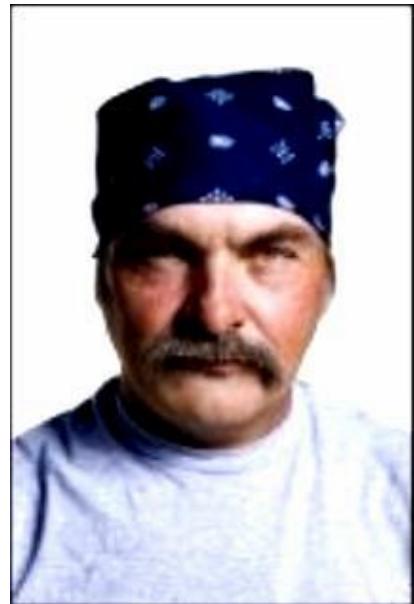


- **Do Not** stay and try and **Defend Your Honour** or the fact that you are right
- Remember body stance for your own balance
- Use distractions around you to your advantage
- When walking away keep an eye on where the person is and if they are trying to follow you
- Use the nearest exit point to leave the area
- If need be place yourself between something and the aggressor until help arrives

Describing an Offender

If you are involved in a conflict situation, which has escalated out of control, you may need to provide a good description of the offender, outlined below are the basic points to recall the information required later.

- Gender
- Nationality (e.g. European or Caucasian, Polynesian, Maori, Indian, Asian etc.)
- Age 10 year blocks
- Appearance (Body build, height, weight, scars, tattoos, hair style, jewelry)
- Clothing
- Vehicle Registration, make & model colour and what direction the vehicle has gone





How good are your observation skills?

Using the picture you looked at on the previous page describe the man in the photo in the way you would describe an offender from memory.

Gender	
Nationality	
Age	
Physical appearance	
Clothing	
Vehicle	



Offensive Weapon

As an employee and a member of the public yourself, you must always be aware of any life-threatening situation that may present itself. This may involve a person brandishing a weapon. Hopefully this may never occur, however in today's current climate you should keep a constant vigil towards your own safety and be prepared to deal effectively with this type of scenario, should it present itself.

What procedures would you follow if you encountered someone that pulled out a knife and displayed it in a threatening manner?

When notified of a possible bomb threat in the area you are working why is it necessary not to use a radio telephone or cell phone close by to the location?





Drugs and Alcohol

How to cope when dealing with alcohol or drug induced people

Identify the potential for conflict quickly and take swift and tactful action to prevent any escalation.

- Be as understanding as possible.
- People that become angry when they are drunk often have a difficult time coping with anger when sober. Understanding this will help you when diffusing the situation.
- Always stay calm. Getting equally upset and angry will only escalate the situation.
- Avoid subjects that trigger their anger.
- Avoid trying to yell over them. They will only get louder and the situation will only get worse. Instead, use a low and calm voice.
- Don't be bossy.
- Do not demand that they leave or that they stop talking. This will only make the person defensive causing their anger to intensify.
- Stay safe. Know when it is time to leave them alone or you may end up bearing the brunt of all their anger either through hurtful comments or worse, physical violence.

Identifying the effects of common drugs

Methamphetamine AKA 'P'

- Energy and alertness
- Talkativeness, increased confidence, excitement
- Difficulty sleeping
- Feelings of power and invincibility
- Aggression, paranoia, irritability
- Increased heart rate, breathing and blood pressure
- Sweating, dry mouth, dilated pupils
- Reduced appetite



Marijuana

- Increased appetite
- Red eyes
- Slow movement
- Paranoia



LSD

- Unpredictable behaviour
- Extreme changes in mood
- Delusions
- Dilated pupils
- Increased blood sugar
- Tremors
- Sleeplessness



Cocaine

- Angry
- Hostile
- Psychosis
- Extreme addiction
- Dilated pupils
- Panic
- Violence
- Erratic behaviour
- Tactile hallucinations



Heroin

- Confusion
- Nausea and vomiting
- Light sensitivity.
- Slowed respiration.
- Slowed heart rate.
- Bluish hands, feet, lips, etc.
- Damaged teeth and skin



Ecstasy AKA MDMA

- High energy levels
- Euphoric state
- Desire for physical contact
- Elevated alertness
- Heightened empathy
- Sweating or chills
- Tension in mouth, face and jaw

