

Resident Parking Operational Guidelines

1. Introduction

The following operational guideline is intended to outline the primary stages to be followed when an issue related to Residents parking is raised.

The exact sequence will vary on a case-by-case basis, and should be treated as such.

Residents parking schemes may apply to a specific street or a clearly defined geographically zoned area.

In all cases, the appropriate legal resolutions, signs and markings must be put in place prior to any enforcement.

The end-to-end sequence, from the point of an issue being raised by a Resident, or their representative, through to a scheme being consulted on, implemented and then enforced will typically take 3 months. It is important that all through this process regular communication with all affected / interested parties and stakeholders is maintained.

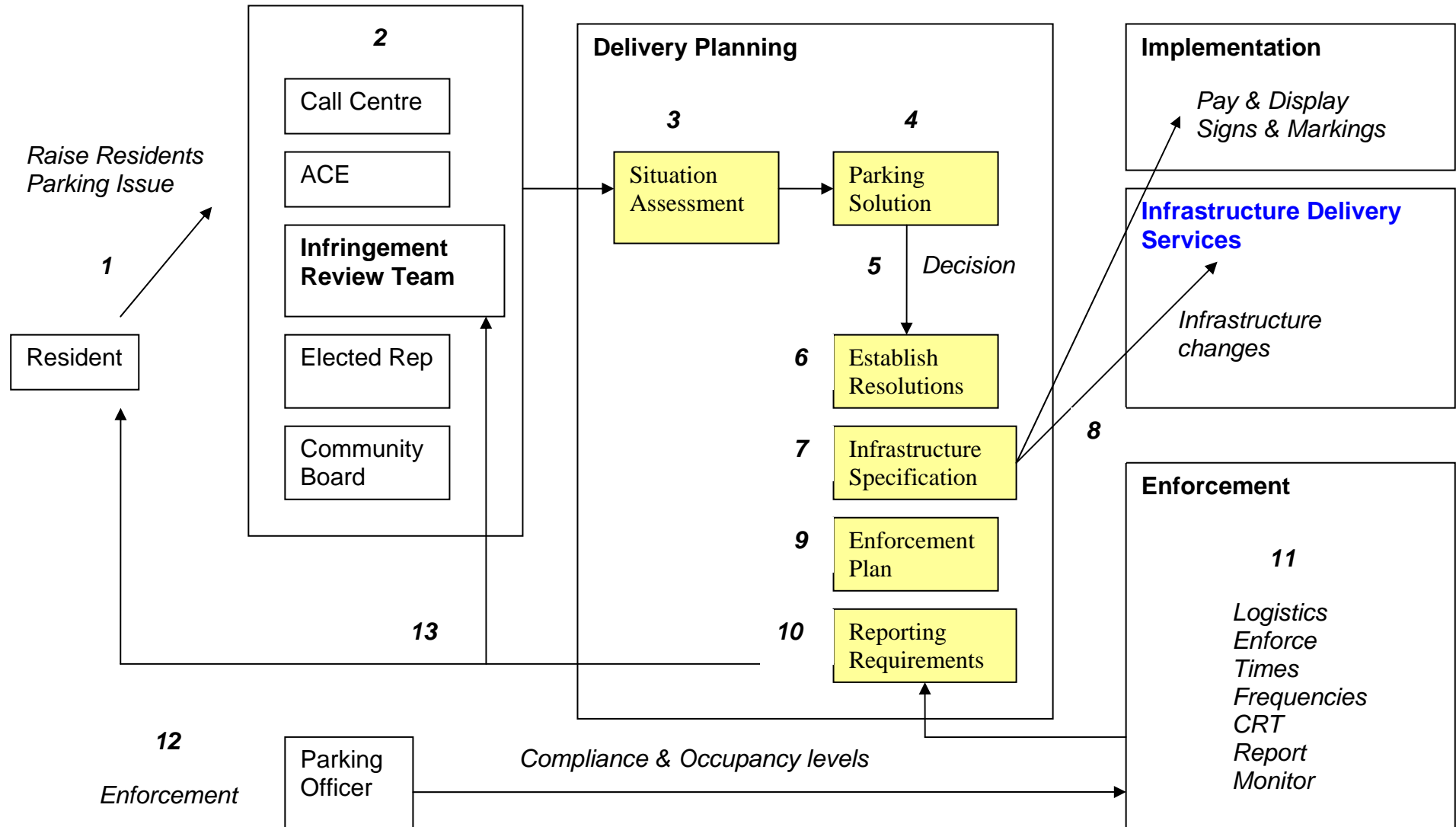
2. Residents Parking Business Process

The following are the 13 steps of the Residents Parking Business Process

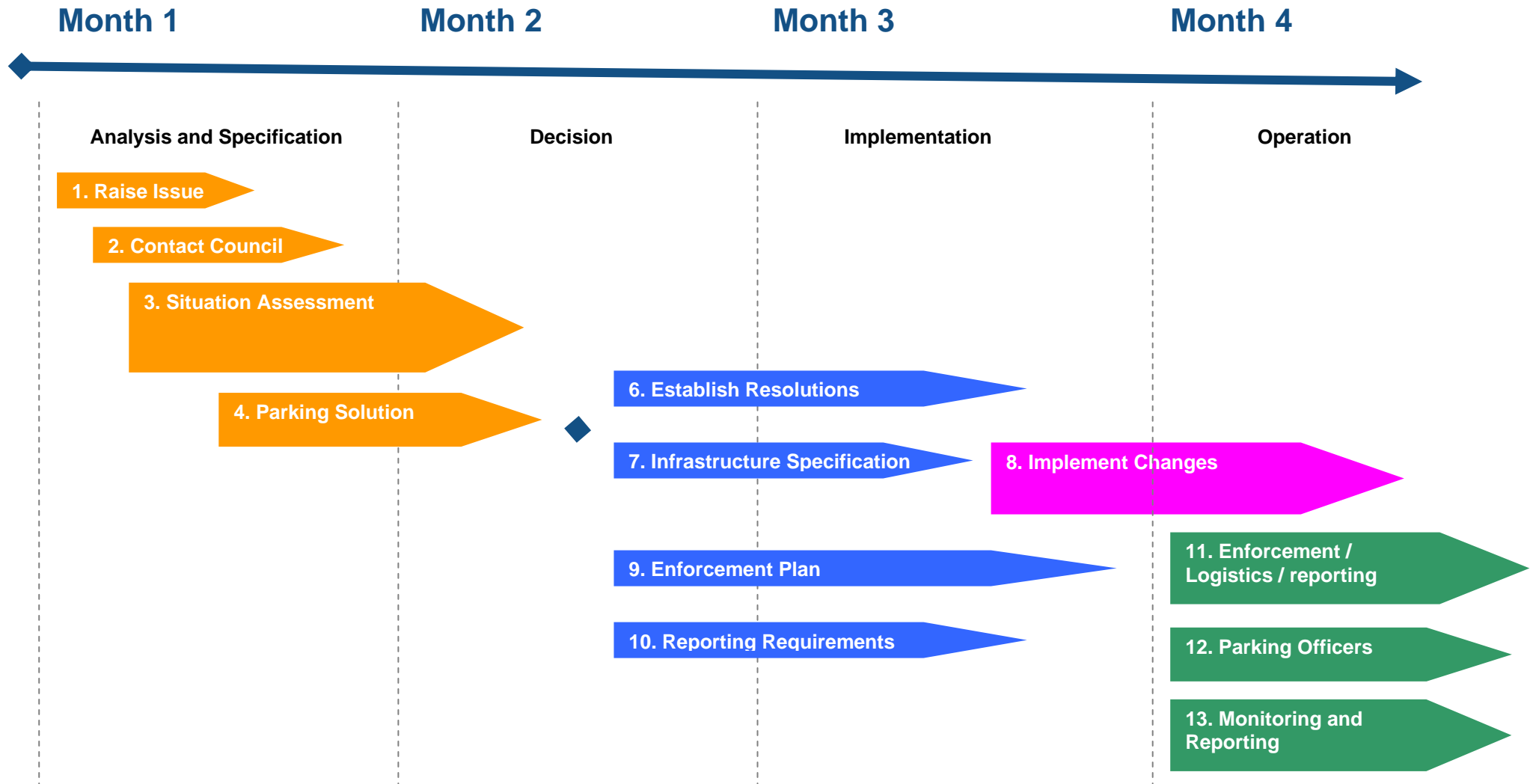
1. Raise Residents Parking Issue
2. Contact Council / Process Issue
3. Situation Assessment
4. Develop Parking Solution (includes consultation on proposal)
5. Decision
6. Establish Resolutions
7. Infrastructure Specification (includes signs and markings)
8. Implement Changes
9. Enforcement Plan
10. Reporting Requirements
11. Enforcement / Logistics / Resources
12. Parking Officers
13. Monitoring and Reporting

The following diagrams illustrate these process steps, conceptually and in time.

Residents Parking Business Process – Process Steps



Residents Parking Business Process – Typical Timeline (will vary on case-by-case basis)



3. Description of process stages

1. Raise Residents Parking Issue

An issue with respect to Residents parking is raised.

2. Contact Council / Process Issue

The person raising the issue contacts council, and eligibility is looked at ie if street is on an arterial road it is not eligible.

3. Situation Assessment

The specific situation is assessed, on a case-by-case basis

Determine eligibility

- As per Residents Parking Policy, but to be reviewed on a case by case basis

Key initial considerations to take into account

- Occupancy levels
- Determine the properties that are eligible ie driveways and off-street parking
- Determine the unique usage of the street / geographical area
- Determine weightings, usually on the following basis Residents (50%), Business (30%), Community usage (15%) and Commuters (5%)
- Balance these often conflicting requirements

Toolset includes:

- Time restrictions, e.g. P60 Mon – Fri 8am-6pm, P60 Mon – Fri 6pm-10pm (Residents exempt)
- Pay and Display
- Use of Customer Response Team to focus / target enforcement
- Rostered enforcement
- Residents only restrictions between certain hours
- Infringement fee - Residents

4. Develop Parking Solution

A specific solution is developed for the street or clearly defined geographical area*.

5. Decision

The solution is presented/consulted with the appropriate stakeholders for consideration, and then a decision is made whether or not to proceed.

6. Establish Resolutions

Develop and establish the required resolutions.

7. Infrastructure Specification

Depending on the solution developed, if infrastructure changes are required, these are specified and handed on to the Implementation department (if Pay & Display) and /or Infrastructure Delivery Services (if more infrastructure is required).

8. Implement Changes

Implementation and / or IDS deliver the changes, according to the specification.

9. Enforcement Plan

Specification of the enforcement regime required.

* Once the design has been reviewed this will not be revisited for a period of one year

10. Reporting Requirements

Specification of the monitoring and reporting to be done.

11. Enforcement / Logistics / Resources

Detailed planning of what is required to implement the Enforcement Plan.
This will include logistics, resource requirements, etc.
If additional resources are required, these should be proposed and secured.

12. Parking Officers

Undertake enforcement, according to the Enforcement Plan.

13. Monitoring and Reporting

Monitoring and reporting, according to the Reporting Requirements.
Includes reporting back to Residents and Community board (on a 6 monthly basis) on enforcement being carried out