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## REVIEW OF COUNCIL PARKING ENFORCEMENT

The Department has completed a review of parking enforcement by local councils at the request of the Minister for Local Government. The review report has now been released and is available for download from the Department's website: [www.dlg.nsw.gov.au](http://www.dlg.nsw.gov.au).

The review included collecting information from a sample of 18 councils. I would like to thank these councils for the assistance they provided.

The review identified a number of elements that are considered to be good practice in relation to councils carrying out their parking enforcement responsibilities:

- **Councils have a parking priority policy that outlines their priorities in regard to achieving an appropriate balance between public safety, traffic flow and equitable access to available parking spaces. This policy should be available and communicated to the public.**

The review found that many sample councils also provide online resources relating to their enforcement policies. One sample council has a comprehensive webpage dedicated to parking issues where all policies, guidelines and information are readily available.

Another council has produced a widely distributed Pocket Parking Guide that sets out parking areas, parking offences and the parking fine review process. Easy to read guides, as well as parking maps and brochures, are also useful tools.

- **Councils include in their parking priority policy information about the use of any covert operations and/or use of technology, eg, cameras.**
- **Parking enforcement managers remind enforcement officers to ensure that they observe parking regulations when undertaking their enforcement functions.**
- **Councils have a publicly available complaints handling policy. This policy should be available and communicated to the public.**

- **Councils use the local media to better inform and educate the community about local parking issues, including available parking facilities, community roles and responsibilities, council priorities and enforcement strategies and the use of revenue from parking fines.**

The review found that several sample councils use local media releases to communicate important information about parking issues to the community, including targeted parking enforcement activities.

- **Councils support the development of their staff through appropriate policies and training to ensure that enforcement officers have the necessary skills and resources to undertake their duties in a safe, fair, transparent, consistent and accountable manner.**

The review found that a group of councils is currently investigating standardised enforcement officer training, based on the City of Sydney training model.

One council reported that it is consulting with other councils and an external education provider to develop a Ranger Diploma comprised of Certificate IV modules. Another council employs an internal training officer to organise staff training on enforcement issues, which may be appropriate for councils with larger parking enforcement teams.

Councils are strongly encouraged to implement these practices. A more detailed summary of examples of good parking enforcement practices can be found in the review report.

Councils are also advised that the Department will include parking enforcement issues in future Promoting Better Practice reviews. This will allow the Department to continue to provide examples of good practice and to gauge the effectiveness of council parking enforcement policies and activities.

If you would like further information about the parking enforcement review, please contact Glen Colley, Acting Policy and Research Officer, on telephone (02) 4428 4183.



**Garry Payne AM**  
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