

Editorial

Robert Burns once said;

'It is important to remember that there is no one predetermined future but a range of potential futures depending on which purposeful decisions and actions we take. There is a past that is gone forever but there is a future that is still ours to determine.'

(Burns, R. 1991)

There are many important and exciting things happening in parking Australia-wide at present. This newsletter gives many examples of the innovation and energy that the people involved in parking in Australia are investing in their work. While it is important to celebrate our successes, it is also crucial to remember that only by continuing to make good 'purposeful decisions and actions' can we maintain the bright future that promises to be.

It would be fitting to welcome on board our three new participants Casey and Hume Councils from Victoria, Australia, and Auckland City from New Zealand. We look forward to having some interesting parking-related stories from across the Tasman in future issues.

ACT GOVERNMENT

Parking Officer Recruitment

In June 1998 representatives from a number of cities met at the National Parking and Traffic Conference in Melbourne. One item of discussion was the practices used by the various cities to recruit new staff. This discussion highlighted the many different approaches and the benefits each city obtained from their recruitment practices.

This discussion encouraged the ACT to try and further improve our recruitment process. We had previously rewritten selection documentation to focus on customer service and communications skills. This started to draw a new breed of applicant to the job, one that had demonstrated customer service skills. It appeared however that applicants, in many cases, were still unaware of the difficulties of the job.

We picked up on the success Melbourne City representative spoke of with their information nights and decided to provide applicants with a document "Parking Inspector, Is This a Job For

You ?".

The aim of the document was to draw perspective applicant's attention to the real challenges of the job. The document gets people to ask questions about themselves in order to consider if they feel they would be successful in the position of a Parking Inspector.

It covers issues such as;

- * wearing a uniform;
- * enforcing the law;
- * carrying equipment;
- * walking and chalking;
- * working in extreme weather conditions;
- * appearing in court;
- * the possibility of being assaulted, abused, verbally intimidated etc; and
- * the type of training and support provided to assist people perform this demanding job.

Roger G S Viney

(Continued from page 1)

Feedback from many applicants suggested that this provided a worthwhile insight to the job with a number of people deciding not to apply and other applicants actually addressing these issues in their applications, although this was not a requirement. Maybe it should be next time.

Congratulations to Debbie Corbin, Cheryl Sizer, Greg Patterson and Tim Martin on their successful application for ACT Parking Inspector positions. These officers were the

first selected using the new approach and have now completed their induction training and been performing their new jobs for just over three months. All the early indications are that we have another group of enthusiastic inspectors with outstanding customer service skills. Keep up the good work.

Brett Swale
ACT Parking Operations

Hand Helds

Canberra Parking Operations went out to tender last year for Hand Held Terminals (HHT's). We found AutoCITE was still the most suited for our needs.

We have upgraded the hardware to the 2D01 model which has a larger memory and back lit screen and key board. This has made the life of inspectors, who work at night, so much easier and hands free.

We also made a number of changes to the software. Data entry of the PIN has been cut by half which has shortened the issue time and potentially dangerous time for the inspector at the vehicle. The new software includes the ability to issue warning notices and permits to park. This will save the inspector carrying two separate preprinted books and the expense of printing them. The warning notice details will be retained in the HHT to assist inspectors (e. g.: if a certain vehicle has received a warning in the past and warrants a PIN for the same location and offence).

At the present time, Canberra appears to be the only parking authority who cancels PIN's if the driver returns before the PIN is printed and resolves the illegal parking matter (whether by moving the vehicle, feeding the meter etc). We have found that introducing this new procedure, the number of assaults and sick leave have dropped and the number of PIN's have slightly increased. The new hand held software has been modified to accommodate this process.

We are also in the process of introducing a barcode printed at the top of the PIN so payment can be accepted at Australia Post. This will lighten the work loads of our ACT Government Shopfronts and Motor Vehicle Registry as well as being more accessible for the public. To assist motorists in paying their PIN's, TIN's and Registrations the Motor Vehicle Registry have just established a phone pay facility. This has been in operation for only 4 weeks and is already averaging 150 payments per day.

Michelle Fiedler
ACT Parking Operations



MAKING A SPACE

MELBOURNE CITY COUNCIL

1999 Australian Tennis Open

During the month of January, the City of Melbourne hosted the 1999 Australian Open. Hot summer weather drew huge crowds to this annual event. Over 104,000 patrons were attracted to the precinct thousands more than in previous years when the Open coincided with a day/night cricket match at the MCG.

As always, it was imperative that the Parking and Traffic Regulation Branch participated in the co-ordination of the operational activities to ensure that people, taxis and buses were able to access the area, as well as assisting in the maintenance of traffic flows.

A committee comprised of representatives from the Victoria Police, the Public Transport Corporation, Vic Roads, the Taxi Directorate, private carpark operators and the City of Melbourne's Street Activity Branch, Parking and Traffic Regulation and Park Rangers met with the Australian Open co-ordinators to plan for the smooth running of the Open.

Each year, this meeting starts with a debriefing/feedback session regarding the previous year's traffic management. It then focuses on key issues for the impending event. Throughout the year, the committee meets regularly to co-ordinate traffic management in relation to other major events in the precinct, such as football, cricket, major concerts and others.

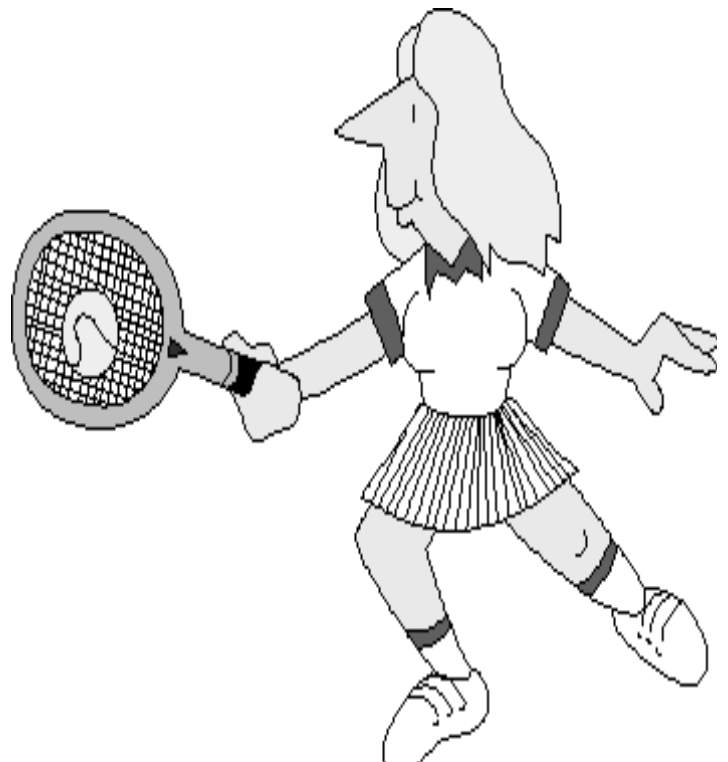
The Parking and Traffic Regulation Branch upheld its commitment to ensure access to disabled, bus, taxi and pick up/set down parking areas and played a preventative role by deterring would-be offenders with constant officer presence patrolling the area in vehicles and on foot. City of Melbourne Local Laws Officers were also kept busy chasing off unauthorised vendors and traders selling t-shirts and tennis memorabilia coin collectors

and the ever-present scalpers.

With the help of the organising committee, success was gained through good advertising (radio, print and electronic media), clear signage and abundant public transport to ensure that this year's Open ran smoothly.

All in all, the 1999 Australian Open proved to be a tremendous success worthy of international recognition for Melbourne.

Kathryn Walker
Enforcement Team Leader
City of Melbourne



Neighbourhood Watch

I'm sure that most people in this business have a few stories to tell and I'd like to share one with you from night shift duties

It happened one warm Saturday night around 11 30 pm as my partner and I were using narrow carriageways as short cuts to patrol a light industrial/residential area We stumbled over a vehicle blocking the entire laneway and proceeded to issue a ticket for failing to leave 3 metres of clear carriageway

As my partner issued the PIN, we noticed a torch light moving inside an adjacent factory and then, in front of the offending vehicle, spotted a ladder leading to the roof of said factory Curiosity getting the better of me, I climbed to the top, peered through a hole in the roof and discovered **that** the people inside had definitely not got inside by using the front door or a key

Making as little noise as possible, I made my way back down and my partner phoned the local police and was told to expect them in

about 10 minutes So, to make things difficult for the intruders, we decided to remove the ladder With all the care of a herd of stampeding elephants, we sent it crashing onto a paling fence The crooks appeared on the roof and, seeing their only avenue escape gone, began cursing us and begging us to replace the ladder "Get a real job", they said, and "This is not your job" Then a little bribery was tried, "There's some good stuff here Do you want some?"

To cut a long story short, the police arrived, the crooks were arrested and nothing was stolen except for the getaway car blocking the lane.

Lewis Cugura
Parking and Traffic
Officer



Open for Business

City of Melbourne opens 10 millionth payment point

You can now make payment on your City of Melbourne parking fines at any of our 10 million new payment points.

In the last issue of *Making a Space*, we told you about Melbourne's new payment system that allows payments to be taken over the internet, over the phone, or at one of the numerous 'kiosks' that are being installed across Victoria. On the 17th of December, the system went live, making over 10 million telephones in Australia, and every internet connected computer, a payment point.

In the first three weeks of operations, over 1,600 payments were made using the system. The telephone was by far the most popular option, with over 90% of the electronic payments made through that medium. With the added convenience of being able to pay 24 hours a day, 7 days a week, current projections

are for 35,000 to 40,000 infringement payments to be made electronically by the end of 1999.

You are welcome to visit the City of Melbourne website at <http://www.melbourne.vic.gov.au> where you can

make a payment on an infringement, or see a list of locations for kiosks. Telephone payments can be

made by ringing 13 27 23. For further information on our electronic payment systems ring Tony Ljaskevic, Project Coordinator on 9658-8706.



MAKING A SPACE

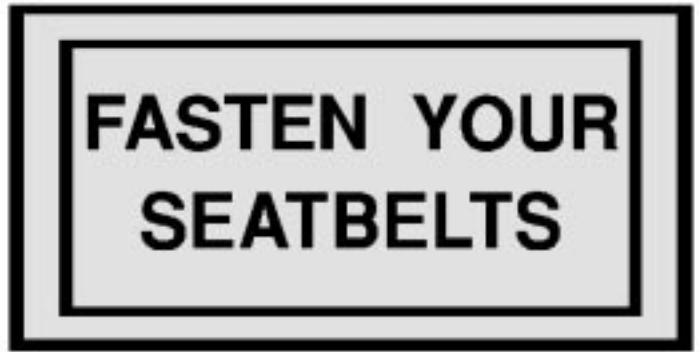
CITY OF ADELAIDE

Looking into the future

It's all go at the Adelaide City Council at the moment, especially in the area of On-Street parking and enforcement issues. As part of a Corporate restructure, all of our regulatory services (parking, by-laws, building assessment, animal control, health, statutory planning, parklands management and on-street services/permits and occupation are being examined with the view that they be moved together into one department

The exact scope and impacts of the project are still being determined, however it will surely have direct impacts upon the On-Street Parking area which has already been amalgamated with what we called the Licencing and Permits Section. This has meant that our Parking Supervisors are already policing a number of by laws that are not parking related.

It is possible (but not decided) that the role of our On- Street Parking Officers may develop into more of a Local Laws or Precinct Liaison Officer role which could encompass a number



of different areas of responsibility and add to development opportunities for all staff.

Its a big project – with at least another 12 months before completion, but it is exciting and will bring many challenges and opportunities for our on-street staff.

P.S. We had a charming Officer visit us from Melbourne City Council recently who spent his time learning about our enforcement, admin, prosecution and correspondence policies and procedures as well as getting a good look around our fair City. His visit was mutually beneficial and we encourage other Councils to participate in the Officer Exchange Program should the opportunity present itself.

Regards,
Thornton Harfield
Manager On-Street Services

HOBART CITY COUNCIL

Changing of the Guard

Hobart's Parking Section has recently seen a changing of the guard with Viv Bradfield who was filling the post of Parking Manager retiring. Those of you who have met or had anything to do with Viv over these past few exciting years I am sure would like to join us in Hobart in wishing both Viv and his family all the best for the future.

In recognition of the changing role of the Parking Section and to better suit a new internal structure within the Customer Services Unit two new positions have been created Matthew Tyrrell has been appointed to the

diverse and demanding role of Manager Customer Services and Parking Operations and Stacey Pennicott slots in as the Customer Service Center Manager.

Matthew is no stranger to Parking Operations filling our Newsletter Editors (Roger Viney) former post of Manager Customer Services in a temporary role for the last 18 months. Matthew was the major driver in the development of our training needs identification program and the success of the

(Continued on page 6)

(Continued from page 5)

Action Learning Program.

Stacey Pennicott who was a member of the original Customer Services Team returns after a stint with Human Resources. Stacey brings a broad range of managerial skills that shall assist the Unit greatly.

We look forward to working with Matthew and Stacey into the future and wish them well



New Roles for Stacey and Matthew

Service Delivery with a Smile

Recently our service delivery reached a new high (or low depending on how you look at it). When our head cashier at Hobart Central Carpark decided to render assistance to a would be motorcycle thief.

It all started when a motorcycle with Queensland plates was called in by our Officers parked in one of those grey areas that pop up from time to time (you know the one's, "is it free or not"). Debate raged and eventually the motorcycle was marked up and left.

Next morning to our chagrin it was still there. We contacted the Tasmania Police "no not stolen" was the response - so the bike remained.

Time passes slowly in Tasmania however it must be said that we do have plenty of enterprising people. So it was that our head cashier was contacted by a young man asking if he could borrow a Helmet to remove "HIS" bike from the space. With commendable efficiency an old helmet was hunted up from our motorcycle area. The youth then went around the corner to the Locksmiths to get a new key cut as he had 'lost' his.

He then returned and asked to borrow some scissors because the locksmith said he would be a half hour. Scissors were promptly provided with a smile and the question "anything else - give me a yell".

An hour passed and to the head cashiers astonishment the police arrived with the young man in tow. "Did you provide this man with a helmet and scissors". "Yes" was the cautious reply. "I think you better have them back" replied the constable before returning to the bike with the youth in firm control.

As it turns out the bike had been stolen a week before in Launceston but not reported. The original thief leaving the bike in this position after riding it from the North of the state. On arrival back at the bike the real owner (an American Tourist) "by sheer fluke" comes down this very road shouting that the bike belonged to him (what are the odds of this occurring).

Readers it gets worse.....

An interested shop owner then says "No that's not the guy who left it here either". So now the policeman has two owners one bike and an embarrassed Head Cashier. Everyone was dragged off to the police station where the truth finally came out.

Our tourist proved ownership, the would be thief was taken in hand, the original thief was never seen again, the Head Cashier has been ridiculed nationally and we still have that grey area.

Any person wishing to know the Head Cashiers name feel free to give me a call.

MAKING A SPACE



From the Internet

This article was picked up on the internet. How far have you come?

by David Rabbitborough A to Z of Australian Species

THE PARKING OFFICER

The Parking Officer is one of the most deadly creatures on the Australian scene Like sharks to which they are related they are a dull grey in colour, and cruise slowly around the streets in pairs in search of their prey, the unprotected motor vehicle.

Australians have learnt to live with Parking Officers and it is quite common for the peace and calm of an Australian office to be shattered by the cry 'There chalking the tyres' whereupon everyone rushes to save their cars. Indeed it is one of the few saving graces of these creatures that they have the strange habit of marking the cars with chalk before returning to savage them.

Despite the threat which they pose to commerce, local authorities are powerless to

eradicate Parking Officers and have had to be satisfied with setting up signs to warn motorists away from areas where parking officers are prone to strike. These zones are marked with red and yellow lines. But even cars left in so called safe areas are at risk if left too long so councils have installed meters which show a red alarm when the safe time has expired.

Ironically, the sight of an expired meter itself is enough to send a Parking Officer into what's called a booking frenzy. Once the Officer begins to write a ticket nothing can stop them. They seem not to be able to hear or understand any form of verbal plea and are impervious to any form of force or reason. There have been incidents reported where the hands of Parking Officers, cut off at the wrists by enraged motorists, have still continued to write the ticket

[Back to A to Z of Australian Species Index.](#)

[Back to David Rabbitborough Home Page](#)

[Back to Ozomedy Home Page](#)

Next Edition July 1999

You are invited to submit an article to the next edition. It would be preferable to develop the articles with an eye to a wider interest. Please phone the editor on (03) 6238 2888 if further information is sought. Closing date for article submission is June 15th 1999.

E mail vineyr@mailnet.hcc.tas.gov.au

Current Distribution List

Hobart City Council

Melbourne City Council

ACT Government

Adelaide City Council

Perth City Council

Brisbane City Council

Glenorchy City Council

Launceston City Council

Devonport City Council

Burnie City Council

Greater City of Geelong

Greater City of Bendigo

Casey City Council

Hume City Council (Vic)

Auckland City