

DEPARTMENT OF REGULATORY SERVICE

Car Parks – Car Parking Attendant Enforcement Guide



Car Park Attendant Enforcement Guide



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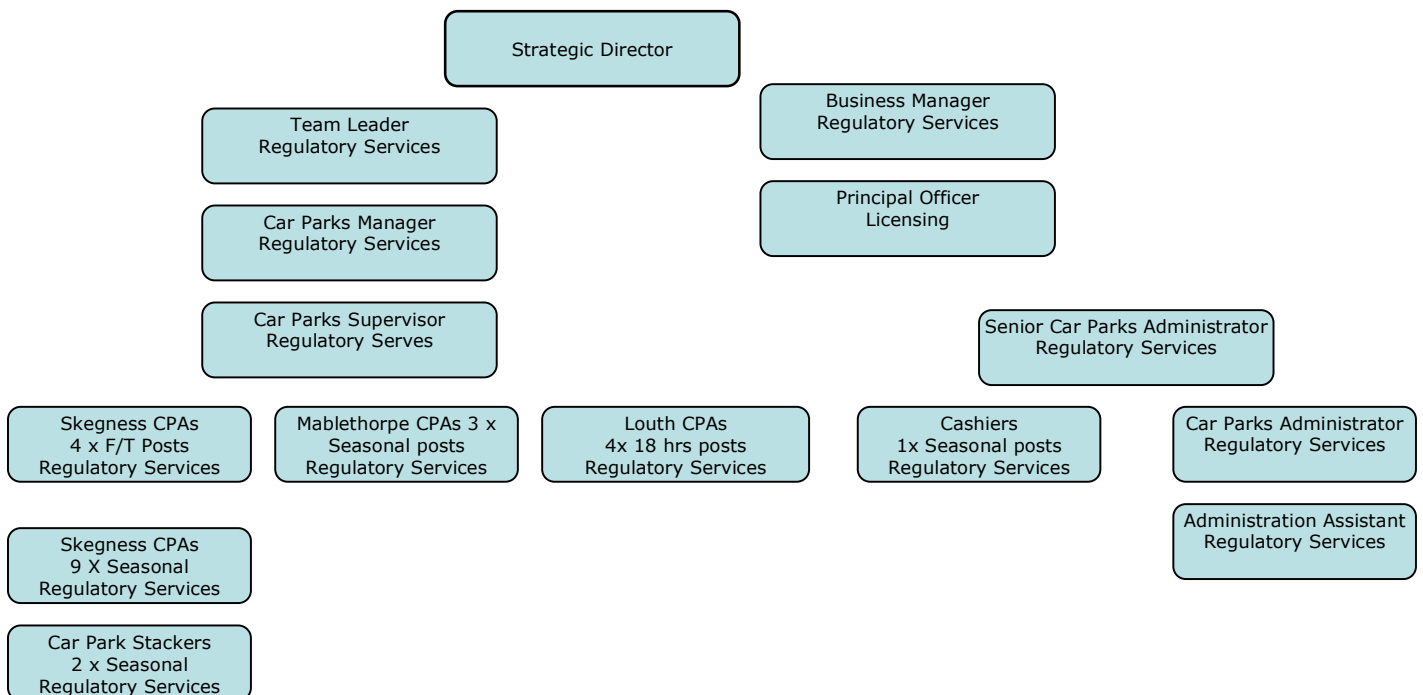
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1. Introduction

1.1 General

Procedures are necessary to ensure that the East Lindsey District Council enjoys consistent enforcement and maintains a high standard in all aspects of parking control

The procedures are broken down into Personnel Matters, Operational Matters e.g. briefings, shift patrolling, beats and Equipment Matters such as handheld computers, radios and pay and display machines. The enforcement is carried out by Car Park Attendants (CPAs) who are based in the operational accommodation at Skegness, Mablethorpe and Louth Town Hall. The organisation of the department is shown below.



2. Personnel Matters

2.1 CPA Duties

CPAs are employed to enforce:

- a) Waiting and Loading Restrictions (On Street) **TMA 2004**
- b) Designated On Street and Off Street Parking Place Orders (Car Parks)
- c) The Footway Parking Ban Obstruction under **TMA 2004**
- d) Non-ECN or PCN enforcement of local by laws when promulgated
- e) Reporting of Excise License offences
- f) Reporting of Abandoned vehicles
- g) Reporting signs and lines that are defective
- h) Health and Safety Checks on Council Car Parks
- i) Support Crime initiative partnerships

Parking CPAs at present have no powers to enforce and issue PCNs

Current CPA powers are under the 1984 Road Traffic Act, the scheme adopted by East Lindsey District Council. These enforce Off Street Pay and Display, Free and Council general use car parks.

2.2 Service Number

ID number identifies each CPA, which is unique to that CPA. ID numbers must be used on all records, reports, documents and communications. CPAs must give their ID number when asked to do so by a member of the public.

2.3 Uniform and Appearance

CPAs will be issued with the following uniform:

Item	Description	Quantity
Shirts	2 Long sleeved and 2 short sleeved	4 Light Blue Logo ELDC
Trousers/Skirts	Lightweight or heavyweight	2 Black
Hi Viz Coat	Logo Heavy Duty	1
Hi viz Jacket	Logo Lightweight	1
Waterproof Trousers		1 Light Blue
Sweater	Logo ELDC	1 Dark Blue
Cap/Hat	Protective cap Logo	1 Dark Blue Logo ELDC
Tie/Cravat	Black	2
Scarf	Black	1
Epaulettes	Jumper/Shirt and Jackets	3 Pair
Gloves		1 Pair Black
Shoes	Comfortable Safety	1 Pair
Belt		1
Utility Belt		1
Pouch		1
Radio Harness		1
Key Fob		1
Pocketbook holder	For Pocketbook	1 Black
Machine Keys-Token	Checking Machines	1 Set
Louth Town Hall Keys	For Office	1 Set

- a) Uniform must be worn whilst on duty, including appearances in a court or adjudication hearings, but not at other times unless the CPA is travelling to and from work.
- b) Uniform must be kept clean and tidy at all times.
- c) CPAs must adhere to the Council's dress code for Regulatory Services and be of an approachable and presentable appearance whilst on duty.

2.4 Dress Code

It is essential that the service gains and maintains the confidence of the public and sustains a professional image. The Dress Code is intended to

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provide guidance to all staff that are expected to maintain a high standard of personal appearance whilst on duty.

- a) Sunglasses are worn at the owner's own risk but, as they prevent eye contact and therefore inhibit effective communication, they should be removed when talking to members of the public.
- b) All CPAs will carry identity cards with them at all times.
- c) CPAs should wear minimal make-up; nail varnish should be of a discreet colour.
- d) CPAs are not permitted to wear excessive amounts of jewellery, or anything that may cause injury to themselves or others, or which is not in keeping with the role of CPA.
- e) Earrings should be small, discreet and of a minimal number.
- f) Full uniform must be worn at all times whilst on duty. This includes epaulettes with identifying number.
- g) Only items of uniform issued or agreed by the Department may be worn on duty.
- h) CPAs have complete discretion as to whether they wear long or short-sleeved shirts. If CPAs choose to wear a short-sleeved shirt they may do so without a tie or cravat. If CPAs choose to wear a long-sleeved shirt a tie or cravat must be worn, long-sleeved shirts will not be worn with the sleeves rolled up. A tie or cravat must be worn with pullovers.
- i) Female staff who are issued with both trousers and skirts may wear either at their own discretion.
- j) Where it is necessary for CPAs to wear protective clothing or equipment eg reflective jackets, this will be provided and must be worn as directed by policy/guidelines unless it has been decided that the wearing of a particular item is optional.
- k) CPA's hair should be kept neat, tidy and trimmed off the collar. CPAs that wear their hair long must have it tied up off the collar whilst on duty.
- l) Issued headgear must be worn at all times whilst on duty. Hat/cap may be removed when driving.
- m) Shoes/boots must be black and of plain appearance, polished, serviceable, comfortable and substantial. They should have low heels.
- n) Socks, tights and stockings must be plain black.

2.5 Smoking

CPAs must not smoke on duty.

2.6 Alcohol

CPAs are not permitted to consume alcohol whilst on duty. CPAs must not have consumed alcohol before attending for duty such that it makes them unfit for work e.g. over the legal limit for driving or smelling of alcohol.

2.7 Offers of Money

CPAs may not accept money or gifts proffered by any person, nor must they solicit such gifts. If a gift is pressed upon a CPA without an opportunity for it to be returned, the matter must be recorded in the CPA's pocket book. The CPA must report the matter to the duty supervisor on their return to the office.

2.8 Crime

CPAs have no greater powers than the general public in respect of arrestable offences.

CPAs should not exacerbate or provoke violent incidents by their own behavior, attitude or actions. A CPA who witnesses an arrestable offense should only take action to enable the offender to be detained and ensure there is no personal risk involved.

CPAs who witness anything which gives rise to suspicion that a crime has or is about to be committed should take immediate steps to notify the police or Enforcement Unit via the radio or telephone.

2.9 No Public Comment

CPAs must not comment officially, or unofficially, to a representative of any section of the press, radio or television media on any matter relating to parking enforcement unless authorised by the Council to do so. For example CPAs must obtain permission before writing to a paper about anything of which they have acquired knowledge in the course of official duty.

2.10 Road Traffic Accidents

If an accident involving damage/injury arises, or is alleged to have arisen, as a result of a CPA's actions whilst on duty, a police officer shall be called to investigate the matter immediately. In addition the CPA must make a full

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note of the incident in their pocket book and report the matter to their supervisor.

3. OPERATIONS

3.1 CPAs Equipment Requirements

- a) Handheld Computer
- b) Printer if not integral to HHCT
- c) Pocket Book
- d) Radio
- e) Mobile phone
- f) Manual ECN pad
- g) Spare ticket role
- h) Pad of CLE 2/6
- i) Accurate watch
- j) Pay and display test token and keys
- k) Map of Louth or any other area patrolled

3.2 Shifts

The number, duration and shift start times can be varied from time to time by the Parking Manager, depending on the charging periods and other operational requirements as requested by East Lindsey District Council. The operating hours are those laid down by the Council to make certain the parking operations remain effective.

CPAs will be informed of their shift and be appropriately dressed in full uniform and in their place of work for the start of their shift

3.3 Beats

Beats are sections, areas or Car Parks contained within a District Parking Area. A beat is a manageable area which may be patrolled at the requisite frequency by a CPA whilst logging vehicles and issuing Excess Charge Notices (ECNs). The beat will be manageable and defined by street or car park names. Beats are defined under the auspices of the Car Parks Operation Manager. Beat area books will be produced and regularly reviewed in the light of changing circumstances

4. CUSTOMER CARE

4.1 Customers

The customers of East Lindsey District Council's Parking Enforcement Operation are members of the public and motorists. CPAs should treat each person with whom they come into contact with courtesy and helpfulness, even when working under pressure. CPAs should be familiar with the Council's Customer Care Policy at all times.

4.2 Behavior

A CPA's behaviour must reflect a positive attitude to his/her customers and project the good image of East Lindsey District Council. CPAs must be fully conversant with the Council's Equality Policies and be approachable, polite and helpful at all times.

CPAs have a duty to do all in their competence and their authority to meet the needs of the motorist, and at all times must handle parking issues both sensitively and fairly.

If an ECN is issued and a motorist returns, the CPA should explain the contravention and how to pay the charge or submit proper representations to the Notice Processing Team at any Town Hall in Skegness, Louth or Mablethorpe, or in writing to the address on the Notice. E-mail appeals are also permissible.

CPAs are not to discuss the merits or otherwise of the Traffic Orders, the Road Traffic Act or general government legislation with the public.

Important: If an ECN is being challenged the CPA should:

- a) Give the reason why an ECN was issued pointing out the information available to him/her at the time, and what constitutes a contravention of the parking regulations. The CPA should also state that he/she is now unable to cancel the ECN and suggest that if the complainant still wishes to contest the ECN he/she should contact the Notice Processing Team with the details provided. The address and all relevant information is on the reverse of the ECN

- b) Should the CPA be pressed they are to maintain a suitable space between themselves and the person, use open hand gestures, conduct the conversation in an adult non-confrontational manner and if the matter becomes heated inform the person that they cannot comment further but will record any information in their pocketbook or notes. The CPA will ensure that all such conversations are recorded in their notes/pocketbook and include brief comments from the complainant.
- c) **Important Note:** The CPA should in no way indicate or infer that the ECN will be cancelled and should not enter into discussion or offer an opinion on the following:
- The need for parking regulations.
 - The effectiveness of parking regulations
 - The reliability of parking equipment, positioning or design of signing
 - The level of ECNs issued at a particular car park
 - The level of charges on an ECN
 - Other matters prejudicial, or possibly so, to the CPA and East Lindsey District Council

In all these cases the CPA should know the appeal procedure and direct the member of the public to contact the Council's Car Parking Department. The CPA should always make a brief note of the conversation in their notes/pocketbook and if they were polite and courteous make a note of the fact.

Any allegation that there was a fault with any equipment, markings or signs should be investigated at the time and where practicable be communicated to the duty supervisor on your phone, or by e-mail once you return to base. The person you reported the incident to will arrange for it to be investigated as soon as possible on the same day or the next day.

5. Daily Procedures

5.1 Briefing

All CPAs at each location will report promptly and appropriately dressed at the start of each shift.

All CPAs will:

- a) Book out a radio, mobile telephone, hand-held (HHCT) and beat area. Check your appearance is smart and tidy.
- b) Carry out a check of the radio and mobile phone, log onto the hand-held and synchronise the time with your watch with the correct time in the office (use the speaking clock if necessary).
- c) Check that the HHCT has sufficient paper for the shift. Produce a test ticket which should be left in the office to be filed with the other ECNs at the end of the day. Check the clarity of the test print ticket, any faults must be reported to the duty supervisor and a replacement HHCT can be issued.
- d) Check that the personal alarm is operating and ensure this is carried at all times.
- e) Check that pocket books (PB's) have sufficient blank pages for the shift and that the PB is carried at all times.
- f) If a torch is necessary check that this has charged batteries and is operating.
- g) Check the beat information folder and notice board.
- h) Finally, check that mobile phone is switched on and operating and remember that: THE PHONE AND RADIO ARE TO BE CARRIED AT ALL TIMES, AND PERSONAL CALLS ARE NOT TO BE MADE.
- i) The CPA will then leave promptly and either walk or drive to the beat assigned.

5.2 Patrolling

CPAs will patrol the area they are assigned at the required frequency. You should aim to cover a 300-space car park in one hour. To be effective, this means, you should visit long stay car parks at least twice and short to medium car parks 4-5 times a day.

Whilst patrolling CPAs are to note all parking contraventions, any hazards (such as loose paving slabs or potholes) any missing/incorrect signs and/or lines and any noteworthy incidents. Any potential health hazards should be reported immediately to a supervisor or control via the radio or phone. Make sure you make a note of the incident.

On arrival at a car park the HHCT is to be logged on appropriately. The CPAs are to check the pay and display ticket machines are working correctly by using the supplied test token. You will obtain a test ticket which is signed with your CPA number and returned with your paperwork at end of shift. Any faults are to be reported immediately and access to parking must be maintained at all times.

Check tariff boards to ensure they are correct and make sure they have not been vandalised. Report any damage, vandalism or graffiti.

Check the pay and display machine displays the correct time and report any fault codes displayed.

Check for, and if possible, remove from the slots any jammed coins/foreign objects. Deal with any coins found by inserting them into the machine and obtaining a ticket. The ticket must be signed and have your number written on it, and be returned with end of shift paperwork. Insert a coin to check that the correct value is displayed. Press the reject button to check that the correct value coin is returned. Insert your test coin and produce a test ticket and examine for clarity of print and correct details, date, time etc.

An 'off car park' test ticket is to be produced on leaving a car park. All test tickets are to be signed, retained and handed in at end of shift.

CPAs on patrol are to issue ECNs in accordance with training and guidelines in the CPA's manual. Detailed descriptions of national offence codes and the ones used by East Lindsey District Council are contained in (**Appendix A**) to this manual and training literature.

5.2 Mobile Patrol

Mobile patrols or Cash Collections are those where the CPA uses a vehicle to travel between enforcement/collection areas.

At the start of shift CPA will undertake checks and ensure that the vehicle is road worthy in accordance to the Council's Transportation Policy Daily Check List (**Appendix B**). The vehicle should be refueled whenever the tank becomes half empty; to ensure that there is always an adequate supply of fuel.

If the vehicle fails the daily check minor faults (e.g. low radiator water levels) can be remedied by the CPA. More significant faults should be reported to the duty supervisor.

On satisfactory completion of the vehicle check the CPA is to proceed to his area driving carefully and within the law.

On arrival at the patrol/collection area the CPA will park the vehicle legally, wherever possible, before commencing a foot patrol. The vehicle must never obstruct other vehicles nor be pavement parked. Cash collection vehicles should never be left unattended or left with keys in the vehicle or doors left unsecured.

CPAs who are deployed on bicycles will wear safety helmets and high viz clothing only when travelling. Upon arrival at the patrol area the helmet should be removed and stowed. Normal headgear should be worn whilst issuing Excess Charge Notices or Fixed Penalty Charges.

Vehicles used for outlying patrol areas are to be parked on arrival and foot patrols are to be commenced. The vehicle is not to be used simply to drive around and issue ECNs to isolated vehicles which contravene regulations; it must be perceived we patrol the area correctly.

5.3 Static Patrols

There is sometimes a necessity for static patrols to be deployed, for example for an organized event. These types of activities will be conducted on instruction from the Event Organiser.

6. ENFORCEMENT PROCEDURES

Procedures are necessary to ensure that East Lindsey District Council enjoys consistent enforcement and maintains a high standard of parking control. The following matters are the current position for The Road Traffic Act 1984 Policies and Practice in Car Parking Enforcement, and based upon recommendations of good practice – The East Lindsey Car Park Order (as amended) – The Road Traffic Act 1984.

In formulating this policy due regard was paid to the Council's Equality Policy, the Human Rights Act and the Government's Enforcement Concordat currently being reviewed by Regulatory Services. In essence East Lindsey District Councils Car Parking Service will, by use of this policy be able to effectively control and enforce regulations to benefit the wider community.

The procedures outlined below should be used when enforcing car park regulations, a detailed description of the national offence codes and the local codes used by East Lindsey are contained within Appendix A and any training literature.

6-1 On arrival at the patrol area

The CPA will:

- a) Record the time of arrival in the street/car park both in the hand held computer (HHCT) and in the pocket book.
- b) If the area contains Pay and Display machines these will be checked using the correct token provided, and a coin, to ensure they are functioning properly and displaying the correct time. The test tickets are to be identified and returned to base at end of shift for filing as evidence.
- c) Check all signage and road markings are clearly in place and that there is no ambiguity.
- d) Check each parked car for:
 - A Valid Pay and Display ticket
 - A valid disabled persons badge and clock or machine ticket
 - A valid dispensation
 - A valid residents permit
 - A valid business permit

- Any other approved authorisation to park
- e) If none of the above are on display the vehicle still may not be committing an offence if:
- The vehicle is being used on highway maintenance and has been granted permission to use the car park or is attending an emergency.
 - The vehicle is loading/unloading goods in the service road areas or unlocking access gates in Skegness. This should be continuous.
 - The vehicle is picking up or setting down passengers but not waiting in a bay.
 - The vehicle is somehow prevented from moving
 - The driver is obtaining a ticket from a Pay and Display machine.
 - The vehicle is parked in the car park outside the hours to which restrictions apply.

A CPA who is satisfied that the vehicle is illegally parked should record all relevant details both on the HHCT and in their pocket book, (include diagrams, photos, notes on the dash and conversations with the driver etc, etc). Once satisfied you can issue an ECN (see 6.2)

When all offences in the street/car park have been dealt with, the CPA is to move on to the next place in his/her beat area and repeat the process. Ensure that all details are recorded in both the pocket book and HHCT.

6.2 Excess Charge Notice ECN Issue Procedure

An ECN for no valid ticket on display will not be issued until the minimum 'casual' or 'constant' observation period (10-minute warnings). For example, the period of grace will allow time for a driver to obtain a Pay and Display ticket or find change, or provide evidence of loading.

An ECN for an expired ticket will not be issued at a Pay and Display bay or in a car park until at least 5 minutes has elapsed, on one hour only car parks, and at least 10 minutes has elapsed on a car park with a longer period of waiting than one hour. The machine should be checked that it is functioning correctly before, and after only if you issue an ECN on the car park. This proves that the machine was checked working.

Data should be recorded and ECN issued whilst the CPA has the vehicle in question in full view.

All relevant details should be entered into the HHCT and pocket book. These details should include:

- Date
- Time
- Street Name/Car Park location
- Make of vehicle
- Colour of vehicle
- Vehicle excise details
- Location vehicle parked ie it was outside marked bay
- Are the lines and signs clear and visible
- Any loading/unloading observed (Access Roads Skegness)
- Disabled badge and clock displayed
- Any permit details
- Expiry time of any Pay and Display ticket
- Time vehicle was observed from and to
- Conversations with driver or anyone else
- Contravention code

Additional notes:

The ECN must be affixed to the windscreen of a vehicle. This must be noted in the HHCT and pocket book.

If the driver moves the vehicle before the ECN can be affixed to the windscreen it will be classed as a drive away and the CPA should retain both parts of the ECN and return them to base, making the appropriate notes and annotations to cancel the Notice with the Notice Processing Staff.

If a CPA needs to cancel an ECN for any reason it is to be returned to base and any appropriate paperwork completed with a full explanation as to the reason for cancelling attached the cancelled ECN.

6.3 When an ECN is challenged

6.3.1 Motorists claim they went for change

CPAs are not to enter into discussion with a motorist but advise them that a contravention has occurred. Once the ECN has been issued the motorist may write to the address on the back of the ECN explaining the circumstances. CPAs should make notes that the driver was seen (DS).

If the motorist said he is going for change, the CPA should tell the motorist that they are allowed a period of ten minutes and no more.

The CPA should observe the vehicle for the period and if the driver fails to return within the 10 minute observation period then an ECN may be issued.

6.3.2 Notice left in the car

Any notice displayed in the vehicle (eg broken down, contractors vehicles, staff permit applied for, working for East Lindsey) should be noted fully and as written in the CPAs pocket book.

The CPA should, however still issue the ECN subject to the normal observation periods.

Lost keys, where it is claimed a vehicle has had the keys lost, stolen or locked in the vehicle, if the owner has not informed the car parks office then it is reasonable to issue an ECN with normal observation periods applied. Contact the office first and make detailed notes of any expired tickets.

6.3.3 Machine out of order

The CPA should check the nearest Pay and Display machine and use the token and coin to ensure it is functioning correctly. If it is not, the CPA will notify the electricians via the mobile phone or contact the office, who will send an electrician to investigate. Place the machine out of order by placing a sticky ticket over the coin slot and direct to another machine. If there are no other Pay and Display machines in the car park then do not issue ECNs until the machine is repaired. Note the times machines are out of service and put back into service.

6.3.4 Motorist claims a valid Pay and Display ticket had been purchased

Should the motorist return before an ECN is issued, and the motorist can prove to the CPA that the ticket is available, for example the motorist retrieves the ticket from the floor of the vehicle, then the CPA may decide that the contravention did not take place and will not issue an ECN.

If the ECN has already been issued when the person returns, the CPA should advise the motorist to refer the matter to the address on the reverse of the ECN. The CPA will record the incident fully, including details of the Pay and Display ticket in their pocket book.

6.3.5 Issuing Exemptions, Permits and Passes:

Exemption permits and passes are issued by the administration office to permit a vehicle to park in a car parking bay for a specific period and purpose where continually purchasing a Pay and Display ticket would be impractical.

If a CPA has any doubt as to the validity of a pass or permit they should check the serial number with the administration office. If the pass or permit proves to be invalid then an ECN may be issued to the vehicle and all the relevant details are to be recorded in the pocket book.

If the driver is still with the vehicle and it is in the wrong, or an unsuitable location, the CPA should ask the driver to move the vehicle. Should the driver decline or not be in attendance, an ECN may be issued and completed pocket book notes taken.

6.3.6 Disabled badges:

Disabled (blue) badges allow the holder some leniency in parking in otherwise restricted parking areas. However, they do not offer full immunity against proper enforcement; for example, a disabled badge holder may not park where/when there is a loading prohibition or in a bay for free of charge where they are required to purchase a Pay and Display ticket in addition to displaying the badge

The CPA should carefully check that the displayed badge is numbered and within date. He/she should also ensure that there is such a badge displayed and not just a time clock. CPAs should be aware that EU badges (from Europe), as well as our own existing blue badge holders, are exempted and are allowed to use the designated disabled bays.

The CPA should exercise tact and discretion. If the badge is not clear or if the badge holder has not purchased a ticket where required the CPA may prefer to speak to the motorist if they are there.

6.3.7 ECN Issue and serving

RTA 84 and the Car Park Order authorises a CPA to issue an ECN if he/she believes that a contravention has occurred. The ECN must be properly served by being affixed to the vehicle itself.

Before issuing an ECN the CPA is to ensure that:

- All markings, signs and plates are in place and clear;
- The Pay & Display machine is working and, if not, that there is working equipment within reasonable distance;
- There are no visible and/or recorded tickets/permits/waivers/dispensations/or badges, which permit the parking;
- There is no evidence that the vehicle has broken down;
- There are no ECNs already issued. A multiplicity of such tickets should put the CPA on guard for the vehicle being broken down or abandoned (see below);

6.3.8 Abandoned Vehicles

Abandoned vehicles can be eyesores and potentially dangerous, and may be the result of crime. If a vehicle appears to be abandoned (i.e. displaying an out of date tax disc, or no tax disc), on an off-street car park, then an ECN may be issued if it is contravening the regulations. It will be reported as abandoned by the CPA who serves the ECN.

The office will compile an abandoned vehicles report, which is sent to the appropriate department for action. No more than 3 consecutive ECNs are to be issued to the vehicle if it remains in the same place. If no action has taken place by the 3rd day, the CPA must report the vehicle again. CPAs may on occasions be requested to place notices on vehicles identified as abandoned. If such a request is received from the Council, the notice must be placed on the vehicle within 1 day.

6.3.9 Emergency Vehicles

Police, fire and ambulance vehicles are exempt from the regulations providing they are liveried and are being used in connection with official duties. ECNs will not be served unless it is obvious that the driver is not engaged on official duties.

6.3.10 Obscured/incorrectly validated Permits

If a valid parking permit is not clearly displayed in a vehicle, or displayed so that it cannot be read, an ECN may be served. The CPA will make a note in their pocket book about the obscured section of the permit and ensure that the appropriate photograph is taken. An ECN may not be served if the permit is not displayed in accordance with the regulations, but can nevertheless be clearly seen and all the details read. Where a permit has been incorrectly dated, or the vehicle number altered or entered incorrectly an ECN will be served.

6.3.11 Overseas Registered Vehicles

ECNs will be served where vehicles are registered overseas if they are parked in contravention.

6.3.12 Parking Outside Bay markings

Car Parks - An ECN will only be served if two or more wheels are observed outside the bay markings, or if one wheel is substantially outside the markings and the vehicle is causing a possible obstruction.

Where appropriate, the service of the ECN may be supported by a sketch in the CPA pocket book showing the bay and the position of the vehicle and the appropriate photograph.

6.3.12 Photographs

When a CPA serves an ECN to a vehicle, at least one digital photograph of the contravention should be taken. More may be taken if necessary, normally up to a maximum of five photographs for any one vehicle. These photographs should show –

- The windscreen of the vehicle (showing whether or not there are any permits/badges displayed).
- A close-up of any badge/permit that is expired or incorrectly displayed, so that the details may be seen from the photograph.
- The immediate surrounding area in which the vehicle is parked, with signs and lines (where applicable), sufficient to identify that the contravention has occurred. The plate (if any) defining the parking space
- The PCN attached to the windscreen of the vehicle showing the Vehicle Registration Mark (VRM).

7 Evidence and pocketbooks

The HHCT has limited facilities for recording information other than that that requested by the computer programme. The function of the pocket book is:

- a) To backup and extend the note taking facility of a computer.
- b) To guard the CPA against false allegations.
- c) To provide information in appeals.

Appeal's staff or a Magistrate will request as much additional information as is available before deciding on a case.

The information entered into the pocket book covers a wide range of possibilities. In general all information explaining the circumstances at the time of issuing the ECN which could be needed in the future should be entered into the pocket book.

Examples of notes recorded in pocket books include:

- a) Any conversations with the motorist. The CPA must give an accurate record of words and circumstances.
- b) Details of any notes displayed on windscreen.
- c) Location of vehicle, including diagram if necessary

Entries in pocket books should be made either at the time or as soon as practicable after the issue of an ECN or the incident. The information must be accurate, legible, and not written from memory at a later time.

Pocket books are legal documents and must be stored in the car parks office and accessible to the appeals staff.

Appendix A**Off-Street National Contravention Codes**

80		Parked for longer than the maximum period permitted – Applies to vehicles parked in restricted areas such as access roads	Not used by ELDC	Off-street car parks
81		Parked in a restricted area in a car park	Not used by ELDC	Off-street car parks
82		Parked after the expiry of paid for time		Off-street car parks
83		Parked in a car park without clearly displaying a valid pay & display ticket** ☹		Off-street car parks
84		Parked with additional payment made to extend the stay beyond time first purchased	Not used by ELDC	Off-street car parks
85		Parked in a permit bay without clearly displaying a valid permit	Not used by ELDC	Off-street car parks
86		Parked beyond the bay markings		Off-street car parks
87		Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge®		Off-street car parks
88		--- DELETED ---		
89		Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area	Not used by ELDC	Off-street car parks
90		Re-parked within one hour* of leaving a bay or space in a car park	Not used by ELDC	Off-street car parks
91		Parked in a car park or area not designated for that class of vehicle		Off-street car parks
92		Parked causing an obstruction	Not used by ELDC	Off-street car parks
93		Parked in car park when closed	Not used by ELDC	Off-street car parks
94		Parked in a pay & display car park without clearly displaying two**** valid pay and display tickets when required	Not used by ELDC	Off-street car parks
95		Parked in a parking place for a purpose other than the designated purpose for the parking place	Not used by ELDC	Off-street car parks
96		Parked with engine running where prohibited	Not used by ELDC	Off-street car parks - this contravention may occur in certain coach bays.