

Policy Number:	6.19
Policy Name:	Service Level Policy – Parking Control
Classification:	Public – Council Policy
Adopted:	October 2015
Frequency of Review:	Biennial
Last Review:	October 2015
Next Review Due:	October 2017
Responsible Officer(s):	Team Leader – Environment & Regulatory Services
Policy and Code of Practice Manual File Ref:	CC10/2601
Council File Reference:	CR14/43658
Legislation Authority:	Expiation of Offences Act 1996
Related Policies and Codes:	Policy: 6.13 Service Range Policy
Related Procedures:	N/A

1. BACKGROUND / POLICY OBJECTIVES

- 1.1 The purpose of this Policy is to outline the various service levels at which Parking Control activities are provided.
- 1.2 In determining these service levels, Council has taken into account public safety, appropriate use of carparks to assist local business operations, and targets it has established for its financial performance and other competing demands for Council's financial resources.
- 1.3 Parking Control is categorised as a *regulatory* service within Council Policy 6.13 (Service Range Policy), based on monitoring of compliance with various parking control measures.

2. SERVICE LEVELS

- 2.1 The level of service for the various Parking Control activities is disclosed in **Appendix 1** (including recent non-financial data statistics).

3. REPORTING OF SERVICE LEVEL ACHIEVEMENTS

- 3.1 Council's performance in meeting the specified service levels will be reported on an annual basis.

4. MEANS OF DELIVERY OF THE SERVICE

- 4.1 Council will deliver the Parking Control activities disclosed in **Appendix 1** by employing suitably qualified and experienced staff.
- 4.2 The level of staff required to deliver the activities will be reviewed on an annual basis, as part of Council's annual budget / business plan deliberations.
- 4.3 The review will take into consideration performance against the various Service levels, legislative changes, and relevant benchmarking.

5. HOW THE SERVICE IS FUNDED

Operating expenses associated with the delivery of Parking Control activities are funded from revenue derived from the issue of Parking Expiations (i.e. the service is based on being a cost-neutral activity).

6. REVIEW AND EVALUATION

The effectiveness of this Policy will be reviewed on a biennial basis.

The Chief Executive Officer will report to Council on the outcome of the evaluation and if relevant make recommendations for amendments, alteration or substitution of a new Policy.

The Policy will not be altered or substituted so as to affect a process already commenced.

7. FURTHER INFORMATION

Further information about this Policy can be obtained by:-

Telephone: 8522 9211
Fax: 8522 9212
Email: council@gawler.sa.gov.au
Appointment: Town Hall, 89 – 91 Murray Street, Gawler
Letter: PO Box 130, Gawler SA 5118

7. AVAILABILITY OF POLICY

The Policy is available for inspection during ordinary business hours at the Council principal office, Gawler Town Hall or Library Council Offices, 89 – 91 Murray Street, Gawler or is available on the Council website at www.gawler.sa.gov.au.

A copy of this Policy will be provided to interested parties upon request, for a fee as contained in the Register of Fees and Charges.

	Activity	Legislative Reference	Council Resources	External Resources	Level of Service
	Monitoring of parking activities – School zones, CBD, Private carpark, Street parking	Australian Road Rules	Staff, Vehicle		<ul style="list-style-type: none"> • Daily
	Monitoring of parking for special events (e.g. Gawler Show, Rally SA)	Australian Road Rules	Staff		<ul style="list-style-type: none"> • As required
	Issuing of Expiation Notices – to assist public safety and promote turn-over of parking	Expiation of Offences Act 1996	Staff, Pinforce Mobile devices	Pinforce software	<ul style="list-style-type: none"> • Daily • Budget based on volume of expiations funding Parking Control activities
	Uploading of Expiation Notices data into corporate software			Software providers	<ul style="list-style-type: none"> • Daily (automated process from October 2015)
	Issuing of Expiation Reminder Notices	Expiation of Offences Act 1996	Staff		<ul style="list-style-type: none"> • Weekly (manual process)
	Recovery of outstanding expiations	Expiation of Offences Act 1996	Staff	Fines Enforcement & Recovery Unit	<ul style="list-style-type: none"> • Data sent electronically to Unit. Cost of \$18 per claim
	Assessment of requests to waive expiations	Expiation of Offences Act 1996	Staff		<ul style="list-style-type: none"> • Weekly - Assessment is made by a panel of staff, including staff independent of the Expiation process

Staff allocation to Service: 2.10 FTE (from October 2015)

Direct cost recovery of Service: 100% (per 2015/16 adopted Budget)

Non-Financial Data Statistics

