Pay parking
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Special Note:

As of 17 January 2011, the former Roads & Traffic Authority (RTA) now Roads and Maritime Services (RMS), adopted the Austroads Guides (Guide to Traffic Management) and Australian Standards (AS 1742, 1743 & 2890) as its primary technical references.

A supplement exists for each part of the Guide to Traffic Management and relevant Australian Standard. The supplements document any mandatory Roads and Maritime Services practice and any complementary guidelines which need to be considered.

The supplements must be referred to prior to using any reference material.

This document is a complementary guideline. Therefore if any conflict arises, the supplements, the Austroads Guides and the Australian Standards are to prevail.

The supplements are located on the Roads and Maritime Services website at www.rms.nsw.gov.au
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1.0 Introduction

Roads and Maritime Services (RMS), formally the Roads and Traffic Authority (RTA), is a NSW State Government agency established on 1st November 2011.

These guidelines provide the policy and operational framework within which parking authorities may establish and operate pay parking schemes on roads and road related areas as provided for under the Road Transport (Safety and Traffic Management) Regulation 1999. It outlines aspects of responsibility, planning, pricing principles, establishment, operation, approval process, signs and markings, funding and enforcement.

The Road Rules 2008 referred to in this manual mainly prescribe the driver’s obligations and the relevant offences and penalties.

The objects of these Rules are:

(a) to consolidate in a single instrument the road rules that are applicable in New South Wales, and

(b) to provide road rules that are based on the model Australian Road Rules so as to ensure that the road rules applicable in this State are substantially uniform with road rules applicable elsewhere in Australia, and

(c) to provide for other road rules to be observed in this State in relation to matters that are not otherwise dealt with in the Australian Road Rules.

The Road Transport (Safety and Traffic Management) Regulation 1999 under the Road Transport (Safety and Traffic Management) Act 1999 only prescribes the regulations governing non-driver requirements including the establishment and operation of various parking schemes.

Clause 113 of the Road Transport (Safety and Traffic Management) Regulation 1999 authorises RMS to establish guidelines for the purposes of Part 4 (Pay Parking Schemes) of the Regulation.

These guidelines (Pay Parking Version 4.0) and any amendments to them are the guidelines referred to in Clause 113 of the Regulation. They contain guidelines which constitute the mandatory guidelines referred to in Clause 113 of the Road Transport (Safety and Traffic Management) Regulation 1999 and other material which is not mandatory but recommended as good practice.

Pay Parking Version 3.1 issued in June 2009 is superseded by these guidelines.

These guidelines have been prepared by Roads and Maritime Services (RMS):

(i) in accordance with current NSW legislation including the Road Rules 2008 and the Road Transport (Safety and Traffic Management) Regulation 1999; and

(ii) in the light of representations and feedback from stakeholders including the public and the parking industry.
Four types of pay parking schemes are covered in these guidelines, namely meter, ticket, coupon and phone parking schemes.

Under the current legislation only declared organisations (eg. universities, hospitals, and organisations controlling sporting, recreational and entertainment venues) as listed in Schedule 3 of the STMR as well as councils, are eligible to establish and operate pay parking schemes on roads and road related areas.

A government department or a statutory corporation that is not listed in Schedule 3 of the STMR as a declared organisation, cannot establish and operate a pay parking scheme on roads and road related areas within their area of operations.

Pay parking schemes may also be established and operated within a restricted parking area scheme only by an organisation as listed in Schedule 3 of the STMR. Refer to the RMS guidelines Restricted Parking Areas.

At present some organisations, including universities, hospitals and councils, operate private parking schemes within their area of operations under their own legislation. These schemes mainly involve electronic boom gates installed at the entry/exit points to the car park/campus which are activated by obtaining a parking/entry ticket from a ticket machine installed at the entry to the car park. The operation of these schemes including enforcement is entirely the responsibility of the relevant organisation. The current transport legislation and these guidelines do not cover such schemes.

The principles and practices outlined in this manual have been framed with urban locations in mind, particularly in and around central business districts (CBDs). Their application to other locations such as recreational and sporting areas, educational institutions and hospitals may warrant some adjustments in view of the different nature of those areas and the different values that users (motorists) would place on their time.

As pricing of parking on roads and road related areas is an important issue concerning the motorist as well as the parking authorities, a separate section on ‘Pricing principles’ has been included in these guidelines to address the issue, particularly with respect to declared organisations.

The section on ‘Effectiveness audit’ outlining the procedures to carry out an effectiveness audit of pay parking schemes would ensure the appropriateness and effectiveness of pay parking schemes implemented by parking authorities and also assist in the planning and implementation of future schemes.

The selection of locations and the type of pay parking schemes for implementation are at the discretion of the parking authority and outside the scope of this manual. However, there is a requirement that any pay parking proposal must be supportive of the Council’s parking policy and local traffic management plans and regional transport objectives and strategies while conforming with these guidelines.
The requirements and procedures in this manual are
(i) mandatory where indicated by the word ‘shall’ or ‘must’
and
(ii) recommendations of good practice where indicated by
the word ‘should’.

2.0 Definitions & abbreviations

area of operations – defined in the Definitions in STMR.
common pay parking scheme – a scheme which two or more councils have adopted by agreement to apply within their respective areas, with agreed reciprocal operational arrangements, and an agreed basis for revenue sharing.
Council – the council of a local government area.
coupon parking area – an area designated by coupon parking signs. Refer to RR rule 207-5.
coupon parking scheme – a scheme of the kind established in accordance with clause 107 of STMR.
coupon parking sign – a permissive parking sign on which the word “COUPON” is added. Refer to RR rule 207-5.
coupon parking space – a parking space as referred to in RR rule 207-6.
declared organisation – means a body constituted by or under an Act or a Government Department specified in Column 1 of Schedule 3 in the STMR.
meter parking area – an area designated by meter parking signs. Refer to RR rule 207-1.
meter parking scheme – a scheme of the kind established in accordance with clause 97 of STMR.
meter parking sign – a permissive parking sign on which the word “METER” is added. Refer to RR rule 207-1.
meter parking space – a space referred to in RR rule 207-2.

mobility parking scheme authority – an authority as referred to in clause 125 of STMR.
motor bike – any motor vehicle that has 2 wheels or if a sidecar or sidebox is attached to it, has 3 wheels and includes a motor tricycle. Refer to the Definitions in STMR.
motor vehicle – a vehicle that is built to be propelled by a motor that forms part of the vehicle.

multi-space parking meter – a parking meter that applies to more than one meter parking space.
must – indicates that a statement is mandatory
**park, parking or parked** – driver stops a vehicle and allow the vehicle to stay (whether or not the driver leaves the vehicle).

**parking authority** – a council or a declared organisation as defined in the Definitions in STMR.

**parking coupon** – a voucher, card or similar article issued by a parking authority (otherwise than by means of a parking ticket machine) for display in or on a vehicle as evidence of the pre-payment of a parking fee. Refer to clause 110 of STMR.

**parking meter** – a device designed to indicate, or capable of indicating whether the fee determined by the parking authority concerned in respect of any vehicle parking in a meter parking space to which the device applies has been paid, and includes the stand on which such a device is erected.

**parking ticket** – a ticket issued by a parking authority (by means of a parking ticket machine) for display in or on a vehicle as evidence of the payment of a parking fee.

**parking ticket machine** – a device designed to issue parking tickets and includes the stand on which such a device is erected.

**pay parking area** – a meter parking area, ticket parking area, phone parking area or a coupon parking area.

**pay parking scheme** – a meter parking scheme, a ticket parking scheme, a phone parking scheme or a coupon parking scheme.

**pay parking space** – a meter parking space, a ticket parking space, phone parking space or a coupon parking space.

**phone parking area** – an area designated by phone parking signs. Refer to RR rule 207-8.

**phone parking scheme** – a scheme of the kind established in accordance with clause 111A of STMR.

**phone parking space** – a space referred to in RR rule 207-9.

**phone payment scheme** – a scheme to facilitate payment of parking fees by means of a mobile phone and has the same meaning as in Division 3A of Part 4 in STMR.

**permissive parking sign** – a traffic sign of the kind referred to in RR rule 204.

**RMS** – Roads and Maritime Services

**road and road related area** – have the same meaning as in RR rules 12 and 13. Each reference to a road includes reference to a road related area unless otherwise expressly stated.

**RR** – Road Rules 2008.

**RTGR** – Road Transport (General) Regulation 2005.

**shall** – indicates that a statement is mandatory.

**should** – indicates that a statement is a recommendation of good practice.
**smart card** – a stored-value card that keeps a record of financial transactions made using the card as defined in the *Definitions* in STMR.


**STMR** – Road Transport (Safety and Traffic Management) Regulation 1999.

**ticket parking area** – a road or part of a road that is set aside as a ticket parking area in accordance with *RR rule 207-3*.

**ticket parking scheme** – a scheme of the kind established in accordance with clause 101 of STMR.

**ticket parking sign** – a sign that designates a ticket parking area as referred to in *RR rule 207-3*.

**ticket parking space** – a space referred to in *RR rule 207-4*.

**vehicle** – has the same meaning as defined in *RR rule 15*.

### 3.0 Objectives

Pay parking schemes are intended primarily:

- To ensure both safety and traffic efficiency within the overall context of travel demand management and the management of traffic on the road system.

- To provide equitable access to parking spaces for road users on roads and road related areas where demand for parking exceeds the available parking spaces through increased parking turnover.

- Where demand exceeds supply, ration the use of both on-street as well as off-street car parking spaces on roads and road related areas, to allow short to medium term parkers to gain access to parking during business hours by removing competition from all day parkers.

- To ensure that any parking demand strategy is consistent with any land transport strategy for the area, and to support and complement the transport objectives, especially public transport, rather than working against them.

While the management of transport demand through pricing mechanisms is an objective, where parking demand is adequately met by the available parking spaces there is generally no need for time limits to be placed on parking, or for fees to be charged to restrict demand.

Time limits and fees for parking need to be determined by a study of the parking supply and demand characteristics and also the parking turnover of the area.

Where demand for parking outstrips parking supply or competition is intense and satisfactory enforcement difficult to maintain, meter, coupon, phone or ticket parking schemes may be considered.
The specific operational and enforcement objectives of pay parking schemes covered by these guidelines are to ensure that schemes will be practicable and effective in the following respects:

- Elimination of visual pollution.
- Elegant and attractive design to enhance the streetscape.
- Easy for the motorist to understand.
- Simple to use and user friendly.
- Easy to enforce.
- Cost effective.
- Administratively simple.
- Adaptable to either small isolated areas or to larger areas whether on-street or off-street involving more than one parking authority.

To achieve these objectives, parking authorities are strongly encouraged to keep the schemes introduced as simple and as consistent as possible. This principle is particularly important with coupon schemes within metropolitan areas where a number of parking authorities may introduce such schemes.

Accordingly, within the metropolitan areas of Sydney, Newcastle, the Central Coast and Wollongong, if adjacent or nearby parking authorities wish to introduce coupon schemes, they shall have RMS assess whether or not those parking authorities should adopt a common pay parking scheme.

Further, if it becomes apparent that there will be widespread use of coupon parking, a metropolitan wide common scheme may become a necessity.

### 4.0 Legislation

#### 4.1 Metered parking schemes

**STMR clauses 97 to 100B** deal with meter parking schemes.

*STMR clause 97* empowers a parking authority to establish and operate a meter parking scheme using (a) coins or notes or both and (b) any other methods of paying the parking fees (subject to RMS guidelines) on any road within its area of operations. A parking authority may also establish and operate a scheme without cash on a trial basis in accordance with the approval of RMS.

*Clause 97* also allows councils to fix fees for parking in metered parking spaces by resolution of the council and to charge different fees for different areas, days or times of day. In the case of a declared organisation, the fees for parking in a metered parking area must be fixed in accordance with the pricing principles set out in the RMS guidelines.

*STMR clause 98* empowers a parking authority to set aside the whole or any part of a road in its area of operations as a meter parking area.
STMR clause 99 (1) prescribes the information that must be shown on the parking meter, being (a) the fees fixed for the space, (b) that the fee may be paid using cash (notes or coins or both) and the denomination of notes or coins that may be used and (c) any other method that may be used to pay the fee such as a smart card or another device and how to use that payment method.

STMR clause 99 (2) prescribes that a parking meter must clearly show the status of the metered parking space(s) and in the case of a multi-space parking meter, must identify each metered parking space by its number.

STMR clauses 100, 100A and 100B deal with misuse of parking meters, damage to parking meters and the temporary closure of metered parking spaces.

RR rules 207-1 and 207-2 create offences in relation to the use of meter parking spaces by motorists.

4.2 Ticket parking schemes

STMR clauses 101 to 106 deal with ticket parking schemes.

STMR clause 101 empowers a parking authority to establish and operate ticket parking schemes using (a) coins or notes or both and (b) any other methods of paying the parking fees (subject to RMS guidelines) on any road within its area of operations. A parking authority may also establish and operate a scheme without cash on a trial basis in accordance with the approval of RMS.

Clause 97 also allows councils to fix fees for parking in a ticket parking area by resolution of the council and to charge different fees for different areas, days or times of day. In the case of a declared organisation, the fees for parking in a ticket parking area must be fixed in accordance with the pricing principles set out in RMS guidelines.

STMR clause 102 prescribes as an offence the use of false or damaged parking tickets.

STMR clause 103 prescribes as an offence the misuse of ticket machines.

STMR clause 103A empowers parking authorities to temporarily close ticket parking areas and spaces.

STMR clause 104 prescribes the information which must appear on a ticket parking machine being, (a) the fees fixed for the space, (b) that the fee may be paid using cash (notes or coins or both) and the denomination of notes or coins that may be used and (c) any other method that may be used to pay the fee such as a smart card or another device and how to use that payment method.

STMR clause 105 prescribes the information which must be printed on a parking ticket.

STMR clause 106 prescribes the duration of parking tickets.

RR rules 207-3 and 207-4 create offences in relation to the use of ticket parking spaces by motorists.
4.3 Phone parking schemes

STMR clauses 111A to 111D deal with phone parking schemes.

STMR clause 111A empowers a parking authority to establish and operate phone parking schemes for the whole or any part of any road within its area of operations on which a metered parking scheme, a ticket parking scheme, or a coupon parking scheme is operating. This clause also requires the phone parking scheme to comply with RMS guidelines (these guidelines).

STMR clause 111A also allows councils to fix fees for parking in a phone parking area by resolution of the council and to charge different fees for different areas, different days or times of the day. In the case of a declared organisation, the fees for parking in a phone parking area must be fixed in accordance with the pricing principles set out in these guidelines.

STMR clause 111B prescribes the information which is to be displayed on either the phone parking signs by which a phone parking area is designated or on a parking meter or a parking ticket machine.

STMR clauses 111C and 111D deal with temporary closure of phone parking areas and spaces and the duration of parking in phone parking areas and spaces respectively.

RR rules 207-8 and 207-9 create offences in relation to the use of phone parking spaces by motorists.

4.4 Coupon parking schemes

STMR clauses 107 to 111 deal with coupon parking schemes.

STMR clause 107 empowers a parking authority to establish and operate coupon parking schemes in accordance with RMS guidelines.

STMR Clause 107 also allows councils to fix fees for parking in a coupon parking area by resolution of the council and to charge different fees for different areas, days or times of day. In the case of a declared organisation, the fees for parking in a coupon parking area must be fixed in accordance with the pricing principles set out in the RMS guidelines.

STMR clause 108 prescribes as an offence the use of false or damaged parking coupons.

STMR clause 109 empowers parking authorities to temporarily close coupon parking areas and spaces.

STMR clause 110 prescribes the information to be printed on a parking coupon.

STMR clause 111 prescribes the duration of parking coupons.

RR rules 207-5 and 207-6 create offences in relation to the use of coupon parking spaces by motorists.
4.5 Miscellaneous regulations

(i) Councils' common pay parking schemes

STMR clause 112 prescribes that a council may, in accordance with RMS guidelines, agree with one or more other councils concerning the operation of ticket parking schemes or coupon parking schemes on a common payment basis.

Also under STMR clause 112 councils must by resolution, fix fees on a common basis that are to be charged for parking in the ticket parking areas or coupon parking areas covered by the agreement.

(ii) RMS guidelines and approval

STMR clause 113 (1) prescribes that RMS may, by order in writing, establish guidelines for the purposes of the legislation and STMR clause 113 (2) requires a parking authority to comply with RMS guidelines or the approval given under STMR clauses 97, 101, 111A or 107 of the STMR.

The parking authority is not entitled to provide or to charge for parking in pay parking spaces if it fails to comply with the RMS guidelines.

(iii) Other powers to provide pay parking, overlapping schemes, application of money from parking, disputes and parking fee for trailers

STMR clauses 114, 115, 116, 117 and 118 respectively deal with these aspects.

(iv) Penalty notice offences

The Road Transport (General) Regulation 2005 deals with penalty notice offences. Authorised officers and the penalty notice offences are prescribed under Schedule 2 ‘Authorised officers’ and Schedule 3 ‘Penalty notices offences’. Clause 170 of the RTGR gives the monetary value of the various penalty levels.

The RTGR also defines the various classes of authorised officers conferred with the powers to issue penalty notices for offences listed in Schedule 3.

5.0 Payment methods

Road Transport (Safety and Traffic Management) Regulation 1999 – Part 4, ‘Pay parking schemes’ clauses 97, 101, and 111A:

i) Confirm that metered parking or ticket parking schemes must allow payment of fees for parking in cash (notes or coins or both), even if such schemes allow other methods of payment (such as credit card, smart card or mobile phone).

ii) Make it clear that other methods of payment of fees for parking such as credit cards, smart cards, mobile phones or phone payment scheme (pay by phone) may be provided for by such a scheme, but only in accordance with RMS guidelines.
iii) Permit a parking authority to establish and operate a metered parking scheme, or a ticket parking scheme, within its area of operation, that does not facilitate the payment of parking fees in cash, on a trial basis, but only in accordance with the approval of RMS and any conditions of that approval.

iv) Permit a parking authority to establish and operate a phone parking scheme within its area of operations using a system approved by RMS in accordance with the RMS guidelines.

6.0 Free parking in pay parking areas

Generally free parking is provided in council controlled off-street car parking areas. However, a period of free parking may also be provided in on-street or off-street pay parking areas.

RR rules 207-1(8), 207-3(6) and 207-5(7) permit a driver to park in a metered parking area, ticket parking area, phone parking area or coupon parking area without payment of a fee if the vehicle is not parked in the area for a period exceeding the period for which no fee is payable or a coupon is required.

To support this, information regarding free parking and the duration of free parking shall be indicated on the parking signs, pay parking devices (parking meters, ticket parking machines, parking coupons or phone parking signs) or at the entrance to the car parking area.

7.0 Meter parking schemes

7.1 Features

• Meter parking is the oldest form of pay parking. It has been in use for a number of years and hence is familiar to all road users.

• Metered parking schemes may be approved by a parking authority but the scheme must comply with the relevant legislation and these guidelines.

• Meter parking requires a motorist to “buy” the time to park in a designated meter parking space. The motorist parks the vehicle in the designated meter parking space and “buys” the time from the parking meter.

• Generally the motorist is required to insert coins into a parking meter. In recent times more sophisticated parking meters with electronic and computer technology providing features such as multi-space control, use of smart cards (stored-value card), credit cards, and mobile phones with central auditing have become available.

• All parking meters which accept coins can also accept other payment methods such as a smart cards, credit cards or mobile phones.
• A meter parking space/area is designated by permissive parking signs on which the word “Meter” is added. The motorist is generally not allowed to exceed the time limit indicated on the parking sign.

• It is not an offence to park a vehicle in a metered parking space before paying the relevant parking fee, so long as the motorist pays the fee immediately after parking.

• Motorists are permitted to park a vehicle in a metered parking space, when the parking meter for the metered parking space is displaying unexpired time.

• Parking spaces for both single space and multi-space parking meters must be designated by means of studs, pads, plates or strips. In the case of a meter parking space controlled by a multi-space parking meter, the number for the space and an arrow indicating the direction of the meter must be marked in, or adjacent to, the space.

• Signs related to a metered parking scheme are prescribed traffic control devices and therefore require the normal approval process prior to installation. Refer to the RMS document A Guide to the Delegation to Councils for the Regulation of Traffic (including the operation of traffic committees).

• Parking authorities may introduce a concurrent permit parking scheme and issue a permit authorising the parking of a vehicle without charge or time restrictions in a meter, ticket or coupon parking space. Refer to the RMS guidelines Permit Parking.

It is desirable to ensure the turnover of car spaces without proliferation of unsightly parking meters at every parking space. Multi-space parking meters are designed to ensure that parking controls operate in the most environmentally responsible way. A standard 4 bay multi-space parking meter will reduce the number of parking meters by a significant 75 per cent thereby reducing visual pollution and providing significant cost savings.

Parking authorities should consider the advantages and disadvantages of metered parking schemes before such schemes are implemented.

The advantages are as follows:

• Modern electronic parking meters are so easy to use that public acceptance and compliance improves.

• Access to the parking meter is instant and time can be “bought” simply by inserting the appropriate coins into the parking meter or by using another payment method, eg. smart card, mobile phone or credit card.

• The time available for parking is displayed on the machine continuously.

• Enforcement is easy as expiry of parking time is displayed.

• Meters are convenient for all road users especially for visitors to the area as coins can be used.
• Improved efficiency since there is no need to purchase a parking ticket from the ticket parking machine and then walk to the vehicle to display it in the parked vehicle.

The disadvantages are as follows:
• Correct denomination of coins is required if another payment method is not available.
• Equipment failure can sometimes lead to unfair breaching and economic loss.
• Vandalism of parking meters may render the meters inoperative and lead to economic loss. However, the new generation electronic parking meters may provide safeguards against vandalism.
• A steady increase in the numbers of parking meters or a high pricing structure may lead to serious community concerns.
• Pavement marking for the meter parking bays and marking the bay numbers are mandatory, involving additional installation and maintenance cost.
• The requirement to mark meter parking bays means potentially less parking spaces are available compared to other schemes.

7.2 Planning

Meter parking may be introduced by a parking authority on any road, other than classified roads, within its area of operations but it must comply with the STMR, the RR and these guidelines.

The parking authority (council or declared organisation) or the manufacturer/distributor shall apply to RMS for approval of a new pay parking device (parking meters) prior to its first use in NSW. Therefore parking authorities shall notify RMS of their intention to implement a pay parking scheme and indicate the type of parking meter proposed to be used. Refer to the list of approved parking devices on the RMS website.

To ensure that meter parking is not seen to be introduced in an area solely for the purposes of revenue raising, parking authorities shall undertake a parking study to establish the justification for the proposal. See Section 12, Parking studies. Consideration will also be required as to the need to implement a concurrent permit parking scheme for local residents in accordance with the RMS guidelines Permit Parking.

Where the parking authority is a council, the parking study shall be submitted to the Local Traffic Committee for its consideration and advice. Declared organisations shall submit their parking study to either the local council, for the consideration of the Local Traffic Committee, or the local Regional RMS office for their consideration and advice.
7.3 Operation

- A parking meter may serve one or more meter parking spaces. Where multi-space meters are used, no parking space should be more than 30 metres from the meter. This will allow a multi-space meter to serve up to 10 spaces with parallel parking or about 20 spaces with angle parking, without unduly inconveniencing the motorist.

- At locations where long term parking is involved, a distance of about 50 m may be acceptable, enabling a multi-bay parking meter to serve a larger number of spaces.

- Longer distances may be acceptable in sporting, recreational and entertainment areas where the dollar value placed on walking times is not as high as in commercial areas.

- All the spaces should be continuous, so that the motorist does not have to cross major lanes of traffic or side streets to access the meter.

- Where there is a meter to serve more than one space, each space must be marked by lines, studs, pads, plates or straps and numbered together with arrows on the footpath to indicate the direction to the meter (see Figure 3). Corresponding numbers must be indicated on the meter.

- The denomination of coins or any other payment method to be used, and the corresponding time which can be “bought” must be clearly displayed on the meter.

- On insertion of the required number of coins or by the use of another payment method, the meter must show the time “bought”/available for parking. The maximum time displayed by the meter shall not exceed the period of time shown on the meter parking signs regardless of how much money is paid.

- A meter may accept coins of a value higher than that required to “buy” the maximum time.

- On expiry of the time, the meter must display a clear indication that the parking time has expired.

- Motorists must not park in a metered parking space (i) while another vehicle is parked in the space and (ii) in such a manner that any part of the vehicle lies over the markings for the space.

- Where meters are installed in angle parking areas, each space must be marked clearly.

- Where a number of multi-space meters are installed to serve a large number of spaces on a common basis (ie. a motorist may use any meter for any marked space within the area), each meter shall be capable of providing a printout or some alternative means of reporting the status of all marked spaces for the motorists as well as the enforcement officers.
• For the convenience of motorists, a contact phone number should be marked on meters to help motorists report faults or seek assistance.

7.4 Meter parking signs

7.4.1 Linear parking signs

• Normal signposting practice is to define the length of a meter parking zone by a pair of linear permissive parking signs on which the word ‘METER’ is added. These signs must be of the type shown in Figure 1.

• Where the length exceeds about eight car spaces, repeater signs should be provided with double headed arrows.

• The signs must indicate the hours and days during which the meters are in force, the maximum period of time permitted and any other necessary information.

• If the scheme is to apply on public holidays, the words ‘INCLUDING PUBLIC HOLIDAYS’ must be included on the sign.

Figure 1

7.4.2 Area parking signs

• Where parking meters are used over a well defined area or precinct, it may be appropriate to define the area using area parking signs of the type shown in Figure 2.

• If the situation allows the use of area parking, area parking signs must be used at all entry points, and ‘END’ signs must be used at all exit points. Because these signs are regulatory they must show all the information necessary for enforcement. See Figure 2.

• The ‘EXCEPT AS SIGNED’ plate must be attached to the area parking signs. See Figure 2. This allows the enforcement of other restrictive parking zones within the area (eg. ‘No Parking’, ‘Bus Zone’, ‘No Stopping’).
• Exceptions to the area parking restrictions nominated on the entry signs (eg. 1 hr meter parking within the 2 hr meter parking area) should be allowed only if necessary and kept to a minimum to avoid confusion. Where it is necessary, only linear permissive parking signs shall be used.

• The use of advanced and internal/repeater area parking signs of the type shown in Figure 2 depends on the nature and size of the area concerned. Their placement or spacing is a matter for the parking authority but generally a motorist should be able to see a sign to refer to when they alight from their vehicle.

Figure 2
7.5 Enforcement

Enforcement of pay parking schemes is carried out by authorised officers in accordance with the Road Transport (General) Regulation 2005.

The persons referred to in Schedule 2 of the regulation are prescribed as authorised officers for the purposes of paragraph (c) of the definition of authorised officer in Section 3 (1) of the Road Transport (General) Act 2005, but only in relation to the functions conferred on authorised officers by Section 15 of that Act.

The penalty notice offences under the STMR and RR are listed in Schedule 3 of the Road Transport (General) Regulation 2005.
Parking enforcement officers are required to have knowledge of all aspects of parking infringement, penalties and issue of penalty notices for non-compliance with the parking regulations.

Enforcement of an offence is effected by the issuing of an “infringement notice” and the administration is carried out under the Self Enforcing Infringement Notice System commonly known as SEINS operated by the State Debt Recovery Office (SDRO) of the Office of State Revenue (OSR).

Where enforcement is carried out by prescribed officers, training in respect of issuance of infringement notices, penalty levels and penalties is to be arranged with the SDRO.

The following constitute some of the offences in meter parking schemes:

- Insert in a parking meter anything other than coins or other means of payment, as specified on the meter.
- Deface any parking meter or affix anything (such as advertising matter) to any parking meter.
- Damage a parking meter.
- Do anything that interferes with (or is likely to interfere with) the proper working of a parking meter.
- Fraudulently operate a parking meter.

For other meter parking offences refer to the STMR and RR.

8.0 Ticket parking schemes

8.1 Features

- Ticket parking requires a motorist, after parking the vehicle in the ticket parking area or space, to obtain a ticket from a centrally located ticket parking machine in the vicinity by inserting coins or using another payment method as indicated on the ticket machine.
- The ticket parking machine must display the necessary information on the front regarding the use of the machine and the denomination of coins or any other payment method to be used.
- A single ticket must be obtained from the ticket parking machine and displayed in or on the vehicle. The ticket must show the current date and the expiry time.
- Parking bay markings are optional for ticket parking spaces.
- Ticket parking must always be combined with permissive parking schemes where a motorist is only allowed to park for the period of time indicated on the permissive parking sign.
- Any new ticket parking machine not already approved by RMS must be approved by RMS prior to its use for the first time in New South Wales (See Appendix A). Therefore parking authorities must notify RMS of their intention to implement a ticket parking scheme.
and indicate the type of ticket parking machine proposed to be used.

- Ticket parking schemes may be approved by a parking authority but the scheme must comply with the relevant legislation and these guidelines.

- Approval of a ticket parking machine by RMS must not be taken by any parking authority to be approval by RMS to a specific pay parking scheme. Parking authorities will still be required to seek RMS approval to any proposed pay parking scheme other than in accordance with these guidelines.

- Ticket parking machines which accept other payment methods must also accept coins or notes or both.

- Parking signs related to ticket parking schemes are prescribed traffic control devices and therefore require the normal sign approval process prior to installation. Refer to the RMS document *A Guide to the Delegation to Councils for the Regulation of Traffic (including the operation of traffic committees)*. Parking authorities may exempt authorised motorists' vehicles from ticket parking schemes by introducing a concurrent permit parking scheme. Refer to the RMS guidelines *Permit Parking*.

Parking authorities should consider the advantages and disadvantages of ticket parking schemes and consult with stakeholders before such schemes are proposed and implemented.

The advantages of ticket parking schemes are as follows:

**Compared to meter parking:**

- Fewer machines are generally required to serve a given number of parking spaces.

- Parking spaces do not need to be marked and therefore parking spaces are optimised and maintenance costs reduced.

- Environmental advantages due to less visual intrusion of ticket parking machines and a reduced hazard for pedestrians.

- Better enforcement using the prima facie evidence of the ticket number recorded on the infringement notice.

**Compared to coupon parking:**

- Signposting is simpler because there is no necessity to show the council name or parking rate on the signs.

- Use is simpler because motorists do not have to purchase coupons from a sales outlet, for a specific council area, scratch the correct boxes or display a number of coupons.

The disadvantages are as follows:

- Motorists need to have the correct denomination of coins or be able to use any other payment option available.

- Motorists need to walk to the ticket parking machine to obtain the ticket and then return to the vehicle to display it, which can be inconvenient.
• If a ticket parking machine is out of order, there is a loss of control over a number of spaces.

• Vandalism of ticket parking machines may render them inoperative and lead to economic loss. However, the new generation electronic ticket machines may provide safeguards against vandalism.

• Ticket parking schemes provide more issues for motor bike riders.

• They are less friendly to the environment than coupon parking schemes as ticket parking machines must be installed to dispense parking tickets.

8.2 Planning

Ticket parking schemes may be introduced by a parking authority on any roads and road related areas within its area of operations provided that the scheme is in accordance with the current legislation and these guidelines.

A ticket parking scheme may be seen as an extension of a meter parking scheme, as each area can function independently, unlike coupon parking which may require cooperation between councils if they wish to introduce coupon parking schemes in adjacent areas.

As ticket parking is most beneficial where it serves a large number of spaces, careful consideration needs to be given in the planning and selection of ticket parking areas and location of the ticket parking machines.

To ensure that ticket parking is not seen to be introduced in an area solely for the purposes of revenue raising, parking authorities shall undertake a parking study to establish the justification for the proposal. See Section 12, Parking studies. Consideration will also be required as to the need to implement a concurrent permit parking scheme for local residents, in accordance with the RMS guidelines Permit Parking.

Where the parking authority is a council, the parking study shall be submitted to the Local Traffic Committee for its consideration and advice. Declared organisations shall submit their parking study to either the Local Traffic Committee or RMS for consideration and advice.

Ticket parking machines and the payment methods must be approved by RMS prior to their use for the first time in New South Wales (see Appendix A). The parking authority (council or declared organisation) or the manufacturer may apply to RMS for approval of pay parking machines and their payment methods. Therefore parking authorities must notify RMS of their intention to implement a pay parking scheme and indicate the type of ticket parking machine proposed to be used. A list of RMS approved pay parking devices can be found on the RMS website.
8.3 Operation

- Ticket parking areas must be clearly identified by appropriate signs indicating the parking area name or code if required.

- The location of the ticket parking machine serving the spaces concerned must also be suitably identified. This aspect is very important where continuous areas are served by different ticket parking machines.

- The parking fee rate, denomination of coins or any other payment method to be used, operational instructions, and how to display the ticket inside the vehicle, must be clearly shown on the ticket parking machine and/or on the signs.

- Tickets must show the following information:
  - Year, month, date and expiry time,
  - Council name and ticket parking area, eg. an area name or code if required,
  - Serial number (to assist in enforcement), and
  - Instructions on 'how to use' on the back of the ticket.

- Tickets must be designed to be clearly legible and capable of being easily displayed on the left-hand side of the vehicle on the dashboard or window.

- Ticket machines should be located in positions convenient to motorists. In general, no space should be more than about 50 metres from its ticket machine. This will allow a machine to serve up to about 17 spaces with parallel parking or 40 spaces with angle parking without unduly inconveniencing the motorist.

  At locations where long term parking is involved, a distance of about 60 metres may be acceptable, enabling a ticket machine to serve a larger number of spaces.

  Longer distances may be acceptable in recreational areas where the dollar value placed on walking times is not as high as in commercial areas.

- Areas served by the same ticket machine should be continuous so motorists do not have to cross major traffic lanes or side streets to access the machine. If the machine is not readily visible, its location must be indicated by signs.

- Ticket parking areas do not need to be marked into individual parking spaces as with meter parking. This practice can result in greater efficiency of usage of a parking area owing to the high proportion of small vehicles in the vehicle fleet. However, vehicle spaces may be marked if desired.

- In the case of motor bikes, the parking tickets should be displayed in a special holder secured to the vehicle and the onus is on the rider. However, this is subject to a great deal of risk for the rider through the accidental loss or theft of the ticket.
• If parking of motor bikes is of concern, council should consider making alternative arrangements such as by the provision of special metered spaces within the ticket parking area.

• A ticket machine may accept coins or notes or both of value higher than that required to “buy” the maximum time.

8.4 Ticket parking signs

8.4.1 Linear parking signs

• Normal signposting practice is to define the length of a ticket parking area by a pair of permissive parking signs on which the word “TICKET” is added. These signs must be of the type shown in Figure 4.

• Where the length exceeds about eight car spaces, repeater signs should be provided with double headed arrows.

• The signs must indicate the hours and days during which the ticket parking is in force, the maximum time permitted and any other necessary information.

• If the scheme is to apply on public holidays, the words ‘INCLUDING PUBLIC HOLIDAYS’ must be included on the sign.

8.4.2 Area parking signs

• Where ticket machines are used over a well defined area or precinct, it may be appropriate to define the area using area parking signs of the type shown in Figure 5.

• If the situation allows the use of area parking, area parking signs must be used at all entry points, and ‘END’ signs must be used at all exit points. Because these signs are regulatory they must show all the information necessary for enforcement. See Figure 5.

• The 'EXCEPT AS SIGNED' plate must be attached to the area parking signs. See Figure 5. This allows the enforcement of other restrictive parking zones within the area (eg. 'No Parking').

• Exceptions to the area parking restrictions nominated on the entry signs (eg. 1 hr ticket parking within the 2 hr ticket parking area) should be allowed only if necessary and where used should be kept to a minimum to avoid confusion. Where it is necessary, only linear permissive parking signs shall be used.

• The use of the advance and internal/repeater area parking signs of the type shown in Figure 5 depends on the nature and size of the area concerned. Their placement or spacing is a matter for the parking authority but generally a motorist should be able to see a sign to refer to when they alight from their vehicle.
8.5 Enforcement

Enforcement of pay parking schemes is carried out by authorised officers in accordance with the Road Transport (General) Regulation 2005.

The officers referred to in Schedule 2 of the regulation are prescribed as authorised officers for the purposes of paragraph (c) of the definition of authorised officer in Section 3 (1) of the Road Transport (General) Act 2005, but only in relation to the functions conferred on authorised officers by Section 15 of that Act.

The penalty notice offences under STMR and RR are listed in Schedule 3 of the Road Transport (General) Regulation 2005.

Parking enforcement officers are required to have knowledge of all aspects of parking infringement, penalties and issue of penalty notices for non-compliance with the parking regulations.

The following constitute some of the offences in ticket parking areas:

- a person must not display in or on a vehicle that is parked in a ticket parking area:
  (i) any article or thing resembling a parking ticket that falsely suggests that the relevant parking fee has been paid, or
  (ii) any parking ticket that is altered, defaced, mutilated or illegible.

- a person must not:
  (i) insert in a parking ticket machine anything other than coins or other means of payment as specified on the machine, or
  (ii) deface any parking ticket machine or affix anything (such as advertising matter) to any ticket machine.

For other parking offences refer to the STMR and RR.
9.0 Phone parking schemes

9.1 Features

- Phone parking allows a motorist to use their mobile phone to pay for parking without the need to access on-street infrastructure.

- While phone parking schemes are capable of operating as a standalone system, they are only to be used as a complimentary scheme alongside a new or existing meter, ticket or coupon parking scheme.
The motorist, instead of using coins/notes, a smart card, a credit card or a mobile phone to obtain a paper ticket from a ticket parking machine or to activate the parking meter, uses the phone parking scheme to pay for their parking. Details of where they parked, when they parked and how long they paid for is maintained in the system and accessed electronically by council enforcement officers.

Motorists using the phone payment scheme do not have to carry coins as the parking fee can be charged to the user’s credit card once the user’s mobile phone number, vehicle registration number and credit card details are registered with the phone payment scheme operator. Payment options other than the user’s credit card may also be used.

Parking bay markings are optional for phone parking spaces.

Phone parking schemes may be approved by a parking authority but the scheme must comply with the relevant legislation and these guidelines.

Any new phone parking system not already approved by RMS must be approved by RMS prior to its use for the first time in New South Wales (see Appendix A). Therefore parking authorities must notify RMS of their intention to implement a phone parking scheme and indicate the system to be used.

Approval of a phone parking system by RMS must not be taken by any parking authority to be approval by RMS to a specific pay parking scheme. Parking authorities will still be required to seek RMS approval to any proposed pay parking scheme other than in accordance with these guidelines.

Parking signs (new or modified) related to phone parking schemes are prescribed traffic control devices and therefore require the normal sign approval process prior to installation. Refer to the RMS document A Guide to the Delegation to Councils for the Regulation of Traffic (including the operation of traffic committees).

Phone parking schemes will require additional signposting to provide motorists with the contact phone number and a number/code to identify their location to the system operator. Information such as the phone parking scheme operator’s contact phone number, phone parking fee rate, the phone payment method to be used and operational instructions must also be clearly shown on signposting or on the parking meters or the ticket parking machines for the area.

Parking authorities may exempt authorised motorists’ vehicles from phone parking schemes by introducing a concurrent permit parking scheme. Refer to the RMS guidelines Permit Parking.

Phone parking schemes can be tailored to provide online parking permits such as resident parking permits, resident visitor parking permits and business parking permits for the parking authority.
• Phone parking systems have a built-in feature which can send a reminder to motorists just before their parking limit expires. This may result in fewer motorists overstaying and thus a greater parking turnover rate in the busy areas. However, the phone parking scheme must not allow the motorists to extend their parking beyond the maximum signposted parking period.

9.2 Planning

Phone parking may be introduced by a parking authority on any road or road related area within its area of operations provided the scheme is in accordance with the current legislation and these guidelines.

In accordance with current legislation, parking authorities may use phone parking schemes only as a complementary scheme alongside a new or existing meter, ticket or coupon parking scheme. This will ensure that all pay parking schemes on public roads continue to be available to all members of the public.

As phone parking schemes cannot be introduced as a standalone scheme a parking study is not required for the introduction of a phone parking scheme. The parking study undertaken for the meter, ticket or coupon parking scheme it is being used with, will be sufficient.

Careful consideration needs to be given in the planning, selection and location of phone parking areas and also the appropriate phone parking signs, both regulatory signs and information signs.

As phone parking schemes do not require the display of a ticket or the vehicle may be parked on an expired parking meter, there may be a perception to other drivers that there is an increase in illegal parking or even worse that enforcement is not being carried out consistently. Therefore it is suggested that consideration be given to having the vehicles of ‘members’ of phone parking systems be identified by a label displayed in the vehicle.

Phone parking schemes and the phone payment scheme being used must be approved by RMS prior to their use in New South Wales. The parking authority (council or declared organisation) or the operators of the phone payment system may apply to RMS for the approval of the phone payment system. Therefore parking authorities must notify RMS of their intention to implement a phone parking scheme and indicate the type of phone payment system proposed to be used. A list of the approved phone payment systems is available on the RMS website.

9.3 Operation

• Phone parking areas must be clearly designated by appropriate permissive parking signs. In accordance with the current phone parking regulations, phone parking schemes can only be implemented alongside an existing or new meter, ticket or coupon parking scheme. Therefore when a phone parking scheme is in place, the word ‘PHONE’ must be added to the meter, ticket or coupon parking signs.
- Information indicating the phone parking scheme operator’s contact phone number, phone parking fee rate, the phone payment method to be used and operational instructions must be clearly shown on signposting or on the parking meters or the ticket parking machines for the area. Where the signposting only option is chosen, smaller repeater signs should also be installed at regular intervals in the phone parking area.

- Every permissive parking sign is to have a supplementary plate attached which provides the contact phone number and the area number/code which identifies the location to the system operator.

- Phone parking spaces do not need to be marked into individual spaces as with meter parking. This practice will result in greater efficiency of usage of a parking area owing to the high proportion of smaller vehicles in the vehicle fleet.

- To avoid potential community concerns, consideration should be given to identifying the vehicles of ‘members’ of phone parking systems through the use of a label displayed in the vehicle.

9.4 Phone parking signs

9.4.1 Linear parking signs

- Normal signposting practice is to define the length of a phone parking zone by a pair of linear permissive parking signs on which the word ‘PHONE’ appears. In accordance with the current regulations the word ‘PHONE’ is to be added to every meter, ticket or coupon parking sign for the scheme. Examples of meter/phone and ticket/phone signs are shown in Figures 6 and 7.

![Figure 6](UNCONTROLLED WHEN PRINTED)
9.4.2 Area parking signs

- Where phone parking is to be used over an area, the word ‘PHONE’ is to be shown on all relevant permissive signs. In accordance with the current regulation the word ‘PHONE’ is to be added to every meter, ticket or coupon parking sign for the scheme. Examples of meter/phone and ticket/phone area signs are shown in Figures 8 and 9.

9.4.3 Supplementary parking signs

- A supplementary plate must be displayed above every permissive parking sign which has the word “PHONE” displayed on it. The plate must display the location number and contact phone number for the scheme.

- The following information must also be provided as part of a phone parking scheme:
  a) the phone parking fee,
  b) the phone parking payment method, and
  c) the operating instructions.

- This information must be displayed on a sign which is clearly visible to motorists entering the area or the length of road covered by the scheme.

- Where the scheme covers a large area, the above information must be regularly repeated. This can be done by including the information on the meters or ticket machines which are operating alongside the phone parking scheme or by the use of repeater signs located so that a sign can be seen from any parking space covered by the scheme.
UNCONTROLLED WHEN PRINTED
9.5 Enforcement

Enforcement of phone parking schemes is carried out by authorised officers in accordance with the Road Transport (General) Regulation 2005.

Enforcement officers use a Hand Held Device (HHD) which communicates with the phone parking scheme operator where all the data such as tariff paid, time of payment and area/location number for a vehicle is stored. The enforcement officer, by entering the area number and/or the registration number of the vehicle parked in a phone parking space into the HHD, can check if the motorist has paid the relevant parking fees.
Penalty notices can be issued on the spot for violators provided that they have not paid using the relevant meter or ticket machine.

The officers referred to in Schedule 2 of the regulation are prescribed as authorised officers for the purposes of paragraph (c) of the definition of authorised officer in Section 3 (1) of the Road Transport (General) Act 2005, but only in relation to the functions conferred on authorised officers by Section 15 of that Act.

The penalty notice offences under STMR and RR are listed in Schedule 3 of the Road Transport (General) Regulation 2005.

Parking enforcement officers are required to have knowledge of all aspects of parking infringement, penalties and issue of penalty notices for non-compliance with the parking regulations.

The following constitute the offences related to phone parking schemes:

- To allow a vehicle to remain parked in a phone parking area if the period for which the driver has paid to park in the area using a phone payment scheme has expired.
- To allow a vehicle to remain parked in a phone parking area for more than the period of time indicated on or with the permissive parking signs that designate the area as the maximum time for which a vehicle may be parked in the area.

For phone parking offences refer to the STMR and RR.

10.0 Coupon parking schemes

10.1 Features

- Coupon parking involves the pre-purchase of coupons from sale outlets either close to the parking area or at remote locations and the display of the coupons in or on the vehicle. Generally on the dashboard on the left-hand side of the vehicle.

- Coupons can be either money based or time based, that is, permitting parking for the time allowed by either the money value of the coupons (eg. 50c coupons, $1 coupons etc.), or the time value of the coupons (eg. 1 hour coupons, 2 hour coupons etc.) at the set fee rate. The most common method of validation is by way of scratching the information to record the time of arrival: month, day, date, hour and minute.

- Coupon parking schemes are operating in several cities around the world (eg. UK and Singapore). To date such schemes have been introduced in isolated areas only and not over large areas involving more than one council. In Australia, coupon parking is not commonly used despite a number of trials.

- Parking bay markings are optional for coupon parking spaces.

- Coupon parking must always be combined with permissive parking schemes whereby a motorist is only allowed to park for the period of time indicated on the sign.
• Parking signs related to a coupon parking scheme are prescribed traffic control devices and therefore require the normal approval process prior to installation. Refer to the RMS document *A Guide to the Delegation to Councils for the Regulation of Traffic (including the operation of traffic committees).*

• Parking authorities may exempt an authorised motorist’s vehicle from coupon parking schemes by introducing a concurrent permit parking scheme. Refer to the RMS guidelines *Permit Parking.*

• The method of payment must be approved by RMS prior to its use for the first time in New South Wales (see *Appendix A*). Therefore parking authorities must notify RMS of their intention to implement a coupon parking scheme and indicate the method of payment proposed to be used.

Parking authorities should consider the following advantages and disadvantages of coupon parking before such schemes are implemented.

The advantages are as follows:

- Flexibility as there is no need to mark each parking space.
- Motorists don’t have to carry the right amount of change.
- Motorists don’t have to search for meters or tickets machines.
- Less visual intrusion making it better suited to sensitive areas, eg. considering architectural and/or environmental factors.
- Better enforcement using the prima facie evidence of the unique serial number of the coupon on the infringement notice.
- No vandalism, as no machines are used for the collection of money.
- *Business-friendly* as coupons can be given as incentives.

The disadvantages are as follows:

- Motorists who do not know the correct date or time may be penalised for not marking the coupons correctly. Providing a calendar on the back of the coupon may be helpful.
- Some people might find coupons awkward to use.
- The hours of operation for a coupon parking area may have to be limited to the hours during which the local coupon sales outlets are open.
- Inconvenient for tourists or other visitors to the area who may not be familiar with this type of parking scheme or how and where to purchase the coupons. Outlets selling coupons will partly overcome this problem if they display a coupon parking logo.
- Where many parkers are irregular visitors to the area, there may be a high level of illegal use of spaces.
- Motor bikes require special holder to display the parking permit.
• Coupon parking may not be practicable or acceptable if introduced in a number of adjoining or nearby council areas unless a common money based scheme is adopted. Otherwise, regular parkers would have to carry a large variety of time based coupons.

10.2 Planning

Selection of areas for implementation of coupon parking requires more detailed planning than meter or ticket parking. This is especially true for large metropolitan areas where a number of councils may wish to introduce coupon parking schemes.

Due to the complexity of the issues, coupon parking is not dealt with in detail in this document. Any parking authority wishing to implement a coupon parking scheme should contact their local RMS office for further details.

11.0 Responsibilities

11.1 Roads and Maritime Services

RMS has responsibility for:

• Administering the road transport legislation which covers pay parking schemes on roads and road related areas.

• Giving approval to implement pay parking schemes on classified roads.
  
  o Any parking arrangements for a classified road must be assessed in the light of the need for implementation or extension of traffic management measures such as clearways, transit lanes and bus lanes.

• Giving advice on matters relating to traffic management, traffic efficiency and safety on roads and road related areas within the area of operation of parking authorities, including proposals involving parking schemes such as pay parking, either directly or through the Local Traffic Committee.

• Developing and issuing pay parking guidelines (this document).

• Establishing pricing principles for pay parking schemes implemented by declared organisations.

• Issuing specifications and design standards for all parking signs erected for pay parking schemes.

• Approving the means and method of payment to be used for meter, ticket, phone and coupon parking schemes prior to their first use in New South Wales (ie. the machines and systems).

• Maintaining a list of approved means and methods of payment for meter, ticket, phone and coupon parking schemes.

• Developing and issuing new guidelines for pay parking schemes which are not in accordance with this manual.
• Auditing and monitoring pay parking schemes as required.

11.2 Councils

A council is a parking authority. Councils are required to establish a Local Traffic Committee (LTC) in accordance with the RMS document *A Guide to the Delegation to Councils for the Regulation of Traffic (including the operation of Traffic Committees)* and the instrument of delegation issued under Section 50 of the *Transport Administration Act 1988*.

The LTC has no decision making powers but provides technical advice and recommendations in relation to all matters regarding traffic control devices and traffic control facilities for which council has the delegated authority. This includes arrangements related to parking of vehicles on road and road related areas.

Councils have responsibility for:

• Establishing and implementing pay parking schemes on roads and road related areas.

• Fixing the parking fees by resolution of the council.

• The recovery of revenue from the parking meters, ticket parking machines, phone parking schemes and parking coupons.

• Ensuring all pay parking proposals are in accordance with these guidelines. Where a council wishes to introduce pay parking schemes other than in accordance with these guidelines, they must consult with RMS.

• Approving regulatory signposting related to pay parking schemes in accordance with the RMS document ‘*A Guide to the Delegation to Councils for the Regulation of Traffic (including the operation of Traffic Committees)*’.

• Ensuring the appropriateness and effectiveness of all pay parking schemes.

• Monitoring and reporting on pay parking schemes.

• Implementing concurrent permit parking schemes in accordance with the RMS guidelines *Permit Parking*.

• Bearing all costs associated with the implementation of pay parking schemes within their area of operations. This includes administration and the provision and maintenance of parking signs and pavement markings and advertising.

• Conducting parking studies, undertaking planning and appropriate advertising for pay parking schemes.

Councils’ parking enforcement officers are required to have knowledge of all aspects of parking infringement, penalties and issue of penalty notices for non-compliance with the parking regulations.

RMS approval is required for implementing pay parking schemes on classified roads.
Councils may retain any surplus revenue from the pay parking schemes and use it at their discretion.

### 11.3 Declared organisations

A declared organisation is a parking authority. Declared organisations are listed in *STMR Schedule 3*.

A declared organisation may issue a declared organisation parking permit in accordance with *Clause 124* of the *STMR* authorising the parking of a vehicle without charge or time restrictions in a pay parking or permissive parking space within its area of operations.

A declared organisation is responsible for:

- Establishing and operating pay parking schemes on roads and road related areas within their area of operations.
- Conducting parking studies, undertaking planning and appropriate advertising for pay parking schemes.
- Bearing all costs associated with the implementation of pay parking schemes on road and road related areas within their area of operations. This includes administration and the provision and maintenance of parking signs and pavement markings.
- Enforcement of pay parking schemes on roads and road related areas within their area of operations.
- The recovery of revenue from the parking meters, ticket parking machines, phone parking schemes and coupons.
- Ensuring all pay parking proposals are in accordance with these guidelines, especially with regard to pricing principals. Where a declared organisation wishes to introduce pay parking schemes other than in accordance with these guidelines, they must consult RMS.
- Obtaining council approval to regulatory signposting related to pay parking schemes.
- Ensuring the appropriateness and effectiveness of all pay parking schemes.
- Monitoring and reporting on pay parking schemes.
- Implementing concurrent permit parking schemes in accordance with the RMS document *Permit Parking*.

Declared organisations’ parking enforcement officers are required to have knowledge of all aspects of parking infringement, penalties and issue of penalty notices for non-compliance with the parking regulations.

Declared organisations may retain any surplus revenue from the pay parking schemes and use it at their discretion. However, as required by *Section 121* of the *Fines Act 1966*, all parking fines and non-compliance fees collected by declared organisations must be paid to the Consolidated Fund unless subject to the provisions of any other Act.
11.4 NSW Police Force

The NSW Police Force is responsible for ensuring consistency in traffic and parking controls and uniform application of traffic and parking enforcement across the State.

Under the *Road Transport (General) Regulation 2005* parking authorities can enforce the *RR* and *STMR* governing pay parking and permit parking schemes on a road and road related area subject to appropriate training by the officers of the *State Debt Recovery Office (SDRO)* which is administered by the *Office of State Revenue (OSR)*.

Enforcement of parking schemes on roads and road related areas is carried out by authorised officers in accordance with the *Road Transport (General) Regulation 2005*.

In addition to the overall responsibility for the enforcement of the *RR* and *STMR*, the NSW Police Force will provide expert advice to parking authorities on traffic and parking management, safety and efficiency either directly or through the Local Traffic Committee.

11.5 State Debt Recovery Office (SDRO)

The SDRO, a department under the Office of State Revenue, NSW Treasury is the primary source of appeal for those motorists wishing to contest fines issued by parking authorities (councils and declared organisations) including those relating to parking offences.

12.0 Pricing principles

*The STMR* requires that:

(a) in the case of councils, the fees for parking in pay parking spaces are to be fixed by resolution of the council; and

(b) in the case of declared organisations, the fees are to be fixed in accordance with the pricing principles set out in the RMS *Pay Parking* guidelines (this document).

One of the objectives of pay parking is to enhance available parking spaces by increasing parking turnover. In addition there may also be other higher transport objectives such as management of travel demand or changing travel mode through pricing mechanisms. In this regard it is important that the pay parking schemes implemented by declared organisations support and complement these objectives.

From a declared organisation’s perspective, the objectives of implementing pay parking schemes within its area of operations may also include:

- Improved parking control.
- Improved customer/public access.
- Improved safety and traffic efficiency.

The objective of the declared organisation in implementing pay parking schemes along with stakeholder imperatives will influence the selection of appropriate pay parking schemes and pricing strategies.
It is important that declared organisations consult with all stakeholders (councils, Police, RMS, public transport authorities and the community) during the proposal stage.

The declared organisations must comply with the following general pricing principles:

- The pricing strategy must generally accord with the principle of user pays, based on recovery of resource cost attributable to implementing the pay parking scheme. Where appropriate, a margin may be included in the parking fees to reflect the commercial risk and the required rate of return on investment.

- When determining the level of parking fees, consider:
  - The NSW Government's overall transport objectives.
  - Consulting with other parking authorities operating in the surrounding areas to gather information on the general traffic conditions, the supply of and demand for parking spaces, and the fees levied.
  - Undertaking financial analysis to establish the feasibility of the proposed pay parking scheme taking into account: start up, operational, maintenance, enforcement and personnel training costs.
  - Whether the proposed parking fees are compatible with pay parking schemes operating in the surrounding areas.

13.0 Parking studies

A parking study must be carried out for any new pay parking proposal or any extension of an existing parking arrangement. The study should establish the supply and demand situation applying in the area concerned, the appropriate time limits and parking fee rates. Such a study is important to assure the community of the justification for the proposal and hence that it is not intended simply as a revenue raising mechanism for the parking authority.

The parking study also needs to place the proposal in the context of transport management objectives for the area to establish that it supports those objectives rather than being in conflict with them.

Parking authorities are required to specifically address the following parking issues in the parking study, even if they may not be relevant in the particular circumstances:

Existing parking supply to include:

- Number of available unrestricted, restricted and permissive parking spaces.
- Location of parking spaces (ie. on-street and off-street).
- Type of parkers (eg. residents, commuters, businesses, visitors, students and shoppers).
- Number of spaces with parking restrictions (eg. ‘No Stopping’, ‘No Parking’ etc).
• Parking occupancy and turnover.
• Parking demand.
• Extent of illegal parking (ie. exceeding time limits, double parking etc.).
• Enforcement levels and difficulties.
• Parking authorities’ current parking control strategies (eg. treatment of commuters, residents, visitors, students and businesses).
• Type and details of the proposed pay parking scheme.
• How the proposed pay parking scheme will address the parking authority’s and RMS objectives.
• Impact on choice of travel mode and public transport.

The level of detail of the parking study will depend on the characteristics of the location and the magnitude of the proposal.

The results of the parking study must be supplied to RMS or to the Local Traffic Committee with any pay parking proposal needing approval or concurrence.

14.0 Approval procedure

14.1 Pay parking schemes

Parking authorities may establish and operate pay parking schemes on roads and road related areas under Part 4 of STMR.

Implementation of any pay parking scheme on roads and road related areas by parking authorities must also be in accordance with these guidelines.

Implementation of any pay parking scheme on roads and road related areas by parking authorities using methods of payment for parking fees other than cash (notes or coins or both) must be in accordance with these guidelines.

Parking authorities may be allowed to establish and operate pay parking schemes on roads and road related areas that do not facilitate the payment of parking fees in cash, but only on a trial basis and only in accordance with the approval of RMS (and any conditions of that approval).

Approval of any regulatory sign used as part of a pay parking scheme by a council must be in accordance with the RMS document A Guide to the Delegation to Councils for the Regulation of Traffic (including the operation of traffic committees).

When the parking authority is a council, it must discuss any pay parking proposal within its area of operations with its Local Traffic Committee, seek its advice and obtain council approval before implementation.
Declared organisations must also discuss any pay parking proposal within their area of operations with the Local Traffic Committee, seek its advice and obtain council approval prior to implementation or discuss with RMS and seek its approval prior to implementation. The declared organisation would also require RMS approval for the means of and schemes for payment of parking fees (pay parking device) for meter, ticket, phone and coupon parking schemes.

Declared organisations must obtain council authorisation for the installation of regulatory signs and markings relating to pay parking schemes on roads and road related areas within their area of operations.

Parking authorities must obtain prior approval from RMS for the implementation of pay parking schemes on classified roads.

14.2 Pay parking devices

RMS is responsible for approving the means of and schemes for payment to be used (pay parking devices or systems) for meter, ticket, phone and coupon parking schemes prior to their first use in New South Wales.

Where a parking authority wishes to introduce a meter, ticket, phone or coupon parking scheme for which the means of and schemes for payment of parking fees (ie. a pay parking device or system) has not previously been approved by RMS, the parking authority must submit to RMS all the necessary details of the device and arrange for its inspection to allow its evaluation. See Appendix A, Evaluation of new means of and methods of payment for meter, ticket, phone and coupon parking schemes.

If the means of and schemes for payment (ie. pay parking device or system) is approved, RMS will:

- Advise the parking authority of the approval with any conditions or modifications required for its implementation.
- Add the pay parking device or system to the register of approved means of and schemes for payment. The register of currently approved pay parking devices and phone parking systems can be accessed from the RMS website.

Parking authorities must submit to RMS the final pay parking scheme and obtain concurrence before implementing the scheme on any road within its area of operations.

Following the implementation of a pay parking scheme, declared organisations may keep a record of all parking control devices (parking signs, pavement markings, etc.) in addition to the records kept by council.

The records must include:

- The type of parking control device and its location,
- The time and date of completion of installation, display, alteration or removal.
It is important to note that:

1. While RMS does not need to review the operation of these devices or systems again, the decision to use one of them does not in any way constitute approval of the scheme proposing to use an approved device or system.

2. Any machine or system not listed is not precluded from use in a pay parking scheme. However, the device or system requires RMS approval prior to use. (It is recommended that this approval be sought prior to entering into any contractual agreement with the manufacturer.)

3. The request for approval to use a 'new' device or system can be made by either the manufacturer/distributor or the parking authority wishing to use the device.

To request further details or to seek inclusion in the list, email: technical.directions.publication@rms.nsw.gov.au

14.3 Submissions to Roads and Maritime Services

All submissions seeking RMS concurrence for any pay parking scheme or requiring approval to adopt such means of and schemes for payment of parking fees in accordance with the legislation and as per these guidelines must be forwarded to the:

General Manager
Traffic Management Branch
Roads and Maritime Services
Locked Bag 928
NORTH SYDNEY NSW 2059

It should be noted that requests for approval to introduce pay parking schemes on classified roads are to be referred to the relevant local RMS office.

15.0 Parking signs

Permissive parking signs as prescribed in STMR Clause 131 and RR Rule 204 must be used by the parking authorities in the implementation of pay parking schemes on roads and road related areas.

All permissive parking signs are regulatory signs and must be in accordance with the RMS Road Signs Register and relevant Australian Standards and specifications.

Examples of meter, ticket and phone parking signs and pavement markings for multi-space meter parking are shown in the relevant sections of these guidelines.
16.0 Funding

All costs associated with the establishment and operation of pay parking schemes on roads and road related areas must be met from parking authority resources.

This includes costs associated with the provision and maintenance of parking signs and pavement markings, publicity and enforcement.

17.0 Effectiveness audit

17.1 General

Parking authorities should ensure the appropriateness and effectiveness of all pay parking schemes implemented within their area of operations.

Parking authorities should undertake a three year rolling program to conduct an effectiveness audit of not less than 10 per cent of all parking schemes implemented within their area of operations during the period. The schemes should be randomly selected and audited after six months of operation.

The benefits of monitoring and conducting an effectiveness audit of a pay parking scheme are to:

- Gauge the success of the scheme in terms of achieving the specified objectives.
- Ensure that a pay parking scheme remains the appropriate parking control solution for the area.
- Provide a valuable supplement to the studies carried out before establishing the scheme.
- Identify any unexpected or unacceptable impacts that warrant modification/s to the scheme as a whole or to individual elements of the scheme.
- Provide objective information to the road users on the effectiveness of the scheme.
- Provide information on the performance of the scheme or individual elements of the scheme which may be useful to the parking authority and RMS for future schemes.
- Provide information for RMS to assist with any future updating of the policies and guidelines in this document or amendments to the STMR.

Here, the term 'audit' is intended to be used as a formal examination of the scheme and its performance rather than an informal system of spot checks and assessment.

A typical audit, besides being a formal examination of the scheme and its performance, would also include a questionnaire with feedback from the road users and all the relevant stakeholders (ie.
the NSW Police Force, Local Government and Shires Association, councils and declared organisations).

Initially, while a self-audit is proposed, RMS reserves the right to undertake an independent audit of any scheme.

The ‘measure of effectiveness’ of a scheme is defined as the means of quantitatively or qualitatively determining the success as well as the appropriateness of the scheme.

17.2 Check list

The following check list should be used as a minimum when conducting the effectiveness audit:

• Appropriateness of the scheme in meeting the objectives listed in Section 3 of these guidelines.
• Appropriateness of the location/s.
• Utilisation levels / occupancy of parking spaces.
• Level of parking turn over.
• Level of illegal parking (eg. over stay, not paying the parking fee, meter feeding etc.).
• Improvements to traffic flows, traffic speeds and traffic safety.
• Level of enforcement and number of penalty notices issued.
• Improvement to the environment.
• A questionnaire survey of road users and stakeholders.

17.3 Monitoring and reporting

A copy of each audit report should be submitted within one month of conducting the audit to:

Manager, Traffic Policies, Guidelines & Legislation
Traffic Management Branch
Roads and Maritime Services
Locked Bag 928
NORTH SYDNEY NSW 2059

RMS will analyse the information gathered from the audit reports and disseminate it to all the relevant parking authorities to assist them in the establishment of new parking schemes or modification of existing schemes.
Appendix A: Evaluation of new means of, and schemes for, payment of parking fees (pay parking devices or systems) in meter, ticket, phone and coupon parking schemes.

The means of, and schemes for, payment of parking fees (ie. the machines and systems) to be used in any proposed new meter, ticket, phone and coupon parking scheme must be evaluated and approved by RMS prior to implementation by the parking authorities.

This approval can be requested by either a parking authority or the manufacturer/distributor.

The criteria as listed below will be used in these evaluations. They are provided to assist parking authorities in their consideration of meter, ticket, phone or coupon parking schemes for implementation within their area of operations in NSW.

A.1 Meter parking

The following criteria will be used in the evaluation of parking meters and the means of, and schemes for, payment of parking fees in meter parking schemes:

- Ease of use and understanding of the operation of the machine by the motorists including clear and readable instructions on the machine in ambient lighting conditions.
- Acceptance of coins of various denominations.
- Ability to use other payment methods such as smart cards, credit cards, and mobile phones in addition to cash (notes or coins or both).
- Ease of enforcement.
- Administrative simplicity.
- Maintenance aspects.
- Environmental friendliness.
- Vandal and fraud proof aspects.
- How quality is to be assured over a long period of time.

Parking authorities proposing to use a new meter parking machine which has not previously been evaluated and approved must submit to RMS for its evaluation, details of how the machine will meet the above criteria.
A.2 Ticket parking

The following criteria will be used in the evaluation of ticket parking machines and the means of, and schemes for, payment of parking fees in meter parking schemes:

- Ease of use and understanding of the operation of the machine by the motorists including clear and readable instructions on the machine in ambient lighting conditions.
- Acceptance of coins of various denominations.
- Ability to use other payment methods such as smart cards, credit cards, and mobile phones in addition to cash (notes or coins or both).
- Ease of enforcement.
- Administrative simplicity.
- Efficient dispensing of tickets to motorists.
- Information shown on the ticket (samples will be required).
- Maintenance aspects.
- Environmental friendliness.
- Vandal and fraud proof aspects.
- How quality is to be assured over a long period of time.

Parking authorities proposing to use a new ticket parking machine which has not previously been evaluated and approved must submit to RMS for its evaluation, details of how the machine will meet the above criteria.

A.3 Phone parking

The following criteria will be used in the evaluation of phone parking systems and the means of and schemes for payment of parking fees in phone parking schemes:

- Ease of use and understanding of the operation of the system by the motorist, including clear instruction messages when dialling in for both the first time (ie. registering) or to simply pay for parking.
- Ability to use all telecommunications carriers.
- Payment methods including provision of records and accounts.
- Restrictions in place to prevent paying for illegal parking (ie. paying for longer than permitted).
- Ease of enforcement including use of Hand Held Devices.
- Administrative simplicity.
- Vandal and fraud proof aspects.
- How quality is to be assured over a long period of time.
Parking authorities proposing to use a new phone parking system which has not previously been evaluated and approved must submit to RMS for its evaluation, details of how the system will meet the above criteria.

A.4 Coupon parking

The following criteria will be used in the evaluation of coupons and the means of, and schemes for, payment of parking fees in coupon parking schemes:

- Ease of understanding of the operation of the scheme and use of the coupons by motorists.
- Ease of enforcement.
- Administrative simplicity.
- Efficient dispensing of coupons (coupon outlets, vending machines etc.).
- Capacity for reciprocal arrangement/use between parking authorities.
- Fraud proof aspects.
- How quality is to be assured over a long period of time.

Parking authorities proposing to use new coupons and means of and schemes for payment for parking fees in coupon parking schemes which have not previously been evaluated and approved must submit to RMS for its evaluation, details of how the new payment device/method will meet the above criteria.

RMS will also require:

- Samples of the actual coupon/s proposed, showing the calendar (DDMMYY), clock (hour/minute), parking fees (denominations), and instructions on how to use the coupons etc.
- Details of how the coupons are proposed to be dispensed or made available to motorists.
- Where and how coupons would be purchased.
- Publicity plan and logos for use at sales outlets.

A.5 General

As part of the process, RMS will also require:

- Copies of any documentation related to the devices or systems which outline their features and how they operate, to allow a desktop review of this information to be undertaken.
- A demonstration of the proposed new devices or systems if deemed necessary.