### About this release

<table>
<thead>
<tr>
<th>Title:</th>
<th>Pay parking guidelines</th>
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<tbody>
<tr>
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<td>19.1465</td>
</tr>
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</tbody>
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<thead>
<tr>
<th>Issue</th>
<th>Date</th>
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<tr>
<td>4.0</td>
<td>March 2012</td>
<td>Corporate branding updated.</td>
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<tr>
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<td>Have a look at the document.</td>
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<td>Corporate branding updated. Duplicated with the document removed.</td>
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<td></td>
<td>Have a look at the document.</td>
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<tr>
<td></td>
<td>Metered parking schemes include apps on mobile devices.</td>
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<tr>
<td></td>
<td>Detailed information on largely superseded pay parking schemes, i.e. coupon and phone schemes, has been removed.</td>
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<td>Have a look at the document.</td>
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</tbody>
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Introduction

Pay parking schemes help to influence mode choice and prioritise efficient travel in areas where there is a high demand for parking on roads and road related areas. There are four types of pay parking schemes prescribed in the Road Transport (General) Regulation 2013:

- Metered
- Ticket
- Coupon
- Phone.

The principles and practices outlined in this manual have been framed with urban locations in mind, particularly in and around central business districts. 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 motorists may place on their time.

Parking authorities (local councils and declared organisations) are under no obligation to establish a pay parking scheme in their area of operations. However, if they do propose to establish such a scheme, it must comply with the Regulation and this mandatory guideline.

Scope

This guideline covers pay parking schemes on roads and road related areas, including restricted parking areas as described in RMS' Restricted Parking Areas guideline.

With respect to off-street parking, if the parking area is established by the parking authority using regulatory parking signs then the scheme is deemed to fall within the intent of these guidelines regardless of the ownership of the land.

If regulatory parking signs are not used in the off-street parking area, it is deemed to be outside the scope of these guidelines and may be operated under other legislation.

Legislation

The following legislation provides the framework for pay parking schemes.

<table>
<thead>
<tr>
<th>Transport Administration Act 1988</th>
<th>Section 50 gives RMS the authority to delegate functions to an authorised person.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport Administration (General) Regulation 2013</td>
<td>Clause 87 prescribes additional classes of people to whom RMS may delegate functions. (Refer also to RMS' Delegation to Councils: Regulation of Traffic.)</td>
</tr>
<tr>
<td>Road Transport Act 2013</td>
<td>Sections 121 to 126 set out the requirements relating to traffic control devices and the authority for installing, displaying or removing them.</td>
</tr>
<tr>
<td><strong>Road Transport (General) Regulation 2013</strong></td>
<td>Clause 32 defines traffic control devices, which include any pay parking device, meter or machine. Clauses 60 to 89 prescribe the regulations relating to metered, ticket, coupon and phone pay parking schemes. Clauses 60(9) and 66(8) provide for the establishment of cashless parking schemes on a trial basis. Clauses 63, 64, 70, 71, 76 and 89 provide offence provisions relating to pay parking. Clauses 121 to 124 prescribe the regulations relating to penalty notice offences for the purposes of the Act. Schedule 2 lists declared organisations. Schedule 4 prescribes authorised officers for the purposes of the Regulation. Schedule 5 prescribes penalty notice offences for the purposes of the Act.</td>
</tr>
<tr>
<td><strong>NSW Road Rules 2014</strong></td>
<td>Rules 204 to 207-9, 317 and 318 describe the application of signs and driver responsibilities relating to permissive parking signs and fees.</td>
</tr>
</tbody>
</table>

**Definitions and abbreviations used in this manual**

| **Area of operations** | a) A council's local government area.  
  b) A declared organisation's area of operations as specified in Schedule 2 of the Road Transport (General) Regulation 2013. |
| **Classified road** | A road declared under Part 5 of the Roads Act 1993 and published from time to time on the RMS website. |
| **Common pay parking scheme** | A pay parking scheme that operates across parking authority boundaries which may include, by agreement, reciprocal enforcement operations and revenue sharing. |
| **Council** | Local government authority. |
| **Declared organisation** | An organisation that has been declared the parking authority for an area of operations in Schedule 2 of the Road Transport (General) Regulation 2013. |
| **Long term parking** | For the purposes of this guideline, long term parking is considered to be four hours or more. |
| **May** | Indicates that a statement is optional. |
| **Multi-space parking meter** | A parking meter that applies to more than one meter parking space. |
| **Must** | Indicates that a statement is mandatory |
| **On-street pay parking device** | A physical parking meter or ticket machine, regardless of whether or not it is cashless. |
| **Park, parking or parked** | Driver stops a vehicle and allows the vehicle to stay (whether or not the driver leaves the vehicle). |
| **Parking authority** | A council or declared organisation. |
| **Parking coupon** | A pre-purchased voucher, card or similar article (other than a parking ticket) issued by a parking authority and displayed in or on a vehicle as evidence of payment of a parking fee. |
| **Parking meter** | A device designed to indicate whether a fee has been paid for the meter parking spaces to which the device applies (includes the stand on which the meter is erected). |
Parking ticket | A ticket issued by a parking ticket machine which is displayed in or on a vehicle as evidence of payment of a parking fee.
--- | ---
Parking ticket machine | A device designed to issue parking tickets (includes the stand on which the machine is erected).
Pay parking area | A metered, ticket, phone or a coupon parking area.
Pay parking scheme | A metered, ticket, phone or a coupon parking scheme.
Pay parking space | A metered, ticket, phone or a coupon parking space.
Permissive parking sign | A traffic sign of the kind referred to in rule 204 of the NSW Road Rules 2014.
Registration metered parking | A metered parking space, area or scheme which requires the vehicle registration to complete the payment transaction.
Restricted parking area | A length of road or an area designated as a restricted parking area under NSW Road Rule 168-1. Refer to the Restricted Parking Areas guideline for more information.
RMS | Roads and Maritime Services
Road and road related area | Has the same meaning as rules 12 and 13 of the NSW Road Rules 2014. References to a road also include a road related area unless otherwise stated.
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.
The Regulation | Refers to the Road Transport (General) Regulation 2013.
Traffic control device | Traffic control devices include, but are not limited to, regulatory parking signs and pay parking devices, meters or machines.
Vehicle | Has the same meaning as rule 15 of the NSW Road Rules 2014.

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 through increased parking turnover in areas where demand for parking exceeds the available parking spaces
- To help manage the competition between short-medium term parking and all day parking
- 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 and active transport, rather than working against them.

While pricing can be used to influence travel demand and mode choice, there is generally no need to implement permissive or pay parking schemes where parking demand is adequately met by the available parking spaces.
Roads and Maritime's responsibilities

RMS approval is required for:

- All pay parking devices or systems that are used in NSW (refer Appendix A)
- Pay parking schemes proposed on classified roads
- Cashless metered or ticket pay parking schemes.\(^1\)

RMS concurrence must be sought for the implementation of all pay parking schemes. This is because parking signs, meters/machines, etc, are prescribed traffic control devices therefore must go through the local traffic committee before they can be installed.

RMS will maintain a list of all approved pay parking devices or systems on its website.

RMS may also provide advice on matters relating to traffic management, traffic efficiency and road safety, including proposals involving parking schemes on roads and road related areas. Parking authorities may engage with RMS either directly or through the local traffic committee.

All submissions seeking RMS approval or concurrence must be discussed with or forwarded to the local RMS office in the first instance.

Councils' responsibilities

In accordance with RMS' Delegation to Councils and these guidelines, councils are responsible for:

- Developing a parking strategy that includes proposed pay parking schemes, supported by parking studies and community consultation
- Referring all pay parking schemes to the local traffic committee for consideration and recommendation to Council or its delegate
- Establishing and operating pay parking schemes on roads and road related areas within their area of operations, except on classified roads unless approved by RMS
- Installing and maintaining parking control signs and devices associated with the pay parking scheme
- Installing parking control signs and devices associated with declared organisations' pay parking schemes, if and as required
- All installation, maintenance, enforcement, recovery of revenue and other administrative costs associated with the pay parking scheme
- Keeping records of the types of traffic control devices installed, time and date of installation, and display, alteration or removal of signs and devices
- Fixing the parking fees by resolution of the council.

Declared organisations' responsibilities

Declared organisations are listed in Schedule 2 of the Regulation. As parking authorities, declared organisations are able to establish pay parking schemes in accordance with the Regulation and this guideline. However, declared organisations are not delegated the authority to install, display, alter or remove prescribed traffic control devices, so they must work with local council/s or RMS to implement a parking scheme in their area of operations.

A declared organisation is responsible for:

---

\(^1\) Refer Delegations Book Part 11, 9200, 9215, 9220, 9225.
• Developing a parking strategy that includes proposed pay parking schemes, supported by parking studies and community consultation

• Establishing and operating pay parking schemes on roads and road related areas within their area of operations, except on classified roads unless approved by RMS

• Liaising with local council/s to install and maintain all parking control devices, eg signs and meters/machines, associated with the pay parking scheme. This will involve referral to the local traffic committee.

• All installation, maintenance, enforcement, revenue recovery and other administrative costs associated with the pay parking scheme.

• Keeping records of the types of traffic control devices installed, time and date of installation, and display, alteration or removal of signs and devices.

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.

Parking strategies
Key to the NSW government's congestion management, urban planning and liveability strategies are the promotion of enhanced public transport usage and the encouragement of walking and cycling as a form of transport. A well developed parking strategy is one of the tools available to local authorities to help realise these objectives, balanced with the local community’s needs for mobility, access and equity.

Parking authorities should develop their parking strategies to align with state government and other planning and transport strategies, and with reference to Australian Standard 2890: Parking facilities, the Austroads Guide to Traffic Management Part 11: Parking, RMS supplements to the Australian Standard and Austroads Guide, and in consultation with all relevant stakeholders.

In developing parking strategies, councils and declared organisations are strongly encouraged to work together where parking operations may benefit from cross boundary policies.

Parking authorities may be required from time to time to share parking information with Roads and Maritime Services and/or Transport for NSW. This will help the NSW Government develop evidence-based traffic and transport plans and strategies.

Pricing principles
One of the main objectives of pay parking is to provide equitable access to parking spaces by increasing parking turnover. There may also be higher transport objectives such as management of travel demand or influencing travel mode choices through pricing mechanisms. It is important that pay parking schemes support and complement these objectives.

Pricing should be based on cost recovery, eg for administration of the scheme/s and the provision of infrastructure, taking into account the parking authority's return on investment policy (if it has one).

Fees levied by councils must be fixed by a council resolution.

Fees levied by declared organisations must be fixed in accordance with these pricing principles and may be subject to review by RMS.

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.

Refer also to the guidelines for pricing outlined in the Austroads Guide to Traffic Management Part 11: Parking.

Payment methods

Metered and ticket parking schemes must allow payment of fees in cash (ie notes and/or coins) unless they are established as a cashless scheme on a trial basis. When paying with cash, parking meters and ticket machines will accept more payment than is necessary to cover the parking period. Other methods of payment of fees for parking such as credit cards, smart cards, mobile phones or a phone parking scheme may also be provided in accordance with these guidelines.

A cashless pay parking scheme must be approved by RMS, can only be established on a trial basis and must abide with any conditions that RMS sets out in its approval. For the purposes of such a trial, a parking meter may take the form of an app which is accessible from a mobile device.

On-street pay parking devices must always be provided in conjunction with an app-based metered scheme because not all people will have access to or be able to use an app or a mobile device. This will help to ensure equitable access to public parking.

Enforcement

Under the NSW Road Rules 2014 (rule 205) and unless an exemption applies (for example a mobility parking scheme authority) drivers are not permitted to park continuously on a length of road or in an area to which a permissive parking sign applies for longer than the period indicated on the permissive parking sign. Rule 207 indicates that, if a fee is payable for parking on the length of road or in an area, the driver must pay the fee.

Parking authorities are responsible for the enforcement of pay parking schemes in their areas of operation and should not rely on the NSW Police for enforcement.

Schedule 4 of the Regulation sets out the relevant classes of officers that are authorised by councils and declared organisations as enforcement officers.

Free parking in pay parking areas

Some parking authorities may permit a limited period of free parking in some pay parking spaces, for example near coffee shops or newsagents where there may be high turnover of very short term parking. The free parking period must be indicated on the parking sign. For ease of regulation and enforcement, parking authorities may require motorists to validate the free parking period via the meter or ticket machine.
Pay parking schemes

The following features apply to all pay parking schemes:

- Pay parking is implemented as an extension of a permissive parking scheme.
- Parking spaces should be continuous so the motorist does not have to cross roads or side streets to access a meter or ticket machine.
- No adverse impact on visual amenity.
- Elegant and attractive design to enhance the streetscape.
- Located appropriately behind the kerb so there is no adverse impact on road safety.
- Easy for the motorist to understand.
- Simple to use.
- Easy to enforce.
- Cost effective.
- Administratively simple.
- Adaptable to either small isolated areas or to larger areas, whether on-street, off-street or involving more than one parking authority.

To achieve these objectives, parking authorities are strongly encouraged to keep their pay parking schemes as simple and consistent as possible.

Parking authorities may introduce a concurrent permit parking scheme which would allow permit holders to park without charge or time restrictions in relevant pay parking spaces. For more information refer to the Permit Parking Guidelines.

The four pay parking schemes recognised in NSW are described below.

| Metered parking schemes | Metered parking schemes charge for the use of a specific parking space, therefore parking spaces must be marked and numbered. There may be one meter per space, generally positioned on the footpath adjacent to the parking space, or a multi-space meter close by that covers several spaces. In an ordinary metered parking scheme, the customer pays for the numbered parking bay in which they have parked. In a registration metered parking scheme, the vehicle registration is required to be entered into the meter. In these cases, individually numbered bays are not necessary. App-based pay parking schemes generally fall into this category. The parking meter, or app where the app is the parking meter, must show instructions for use, parking fees, acceptable methods of payment, and the status of parking bays (where marked). A phone number for assistance or reporting faults is also recommended. |

Figure 1. Examples of signage related to free parking periods in pay parking schemes
Ticket parking schemes

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.

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)
- Instructions for use on the back of the ticket.

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 motor bike parking is of concern, parking authorities may consider alternative arrangements, for example motor bike only parking that does not require a ticket.

Coupon parking schemes

Coupon parking schemes are an obsolete system requiring the motorist to obtain pre-purchased coupons to pay for their parking.

Any parking authority interested in establishing a coupon parking scheme can discuss the details with their RMS representative.

Phone parking schemes

Phone parking schemes are an obsolete system requiring the motorist to call a designated phone number to pay for their parking. They are not designed around smart phone technology, mobile devices or apps.

Cashless payment systems using mobile devices can be established as a trial metered parking scheme. Otherwise, any parking authority interested in establishing a phone parking scheme can discuss the details with their RMS representative.

Comparative features of metered and ticket parking schemes

Following is a brief comparison of some of the key features of metered and ticket parking. Parking authorities should refer to Australian Standard 2890.5 – On-street parking and the Austroads Guide to Traffic Management Part 11, Commentary 7, for more information about different parking control systems.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Metered</th>
<th>Ticket</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ordinary (pay-by-bay)</td>
<td>Registration (pay-by-plate)</td>
</tr>
<tr>
<td>Improved parking control</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Improved equity and customer access</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Improved traffic safety and efficiency</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Number of spaces covered</td>
<td>1-10 parallel parking</td>
<td>1-10 parallel parking</td>
</tr>
<tr>
<td>Feature</td>
<td>Metered</td>
<td>Ticket</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Recommended maximum distance to a meter/machine</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(exact distances may be negotiated with RMS on a case by case basis)</td>
<td>30 metres Up to 50 m for long term parking</td>
<td>30 metres Up to 50 m for long term parking</td>
</tr>
<tr>
<td></td>
<td>30 metres Up to 50 m for long term parking</td>
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<tr>
<td></td>
<td>n/a</td>
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</tr>
<tr>
<td></td>
<td>However on-street meters or ticket machines must also be installed to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ensure those who do not use or have access to a mobile device can still</td>
<td></td>
</tr>
<tr>
<td></td>
<td>park.</td>
<td></td>
</tr>
<tr>
<td><strong>Customer convenience</strong></td>
<td>May be inconvenient if the meter is in the opposite direction to</td>
<td>Inconvenient because customer has to return to vehicle to display</td>
</tr>
<tr>
<td></td>
<td>desired direction of travel after parking.</td>
<td>ticket.</td>
</tr>
<tr>
<td></td>
<td>May be inconvenient if the meter is in the opposite direction to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>desired direction of travel after parking.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Convenient because customer may not have to interact with on-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>street infrastructure at all.</td>
<td></td>
</tr>
<tr>
<td><strong>Marked parking bays</strong></td>
<td>Required. Where multi-space parking meters are installed, bays must be</td>
<td>Not required. Parking spaces can be optimised and maintenance costs</td>
</tr>
<tr>
<td></td>
<td>numbered with an arrow indicating the direction of the meter (refer</td>
<td>reduced.</td>
</tr>
<tr>
<td></td>
<td>Figure 2).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Not required. Parking spaces can be optimised and maintenance costs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>reduced.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>However, if bays are marked, parking is restricted to one vehicle per</td>
<td></td>
</tr>
<tr>
<td></td>
<td>bay.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Not required. Parking spaces can be optimised and maintenance costs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>reduced.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>However, if bays are marked, parking is restricted to one vehicle per</td>
<td></td>
</tr>
<tr>
<td></td>
<td>bay.</td>
<td></td>
</tr>
<tr>
<td><strong>Cash facility</strong></td>
<td>Required unless approved to trial a cashless meter.</td>
<td>Required unless approved to trial a cashless ticket machine.</td>
</tr>
<tr>
<td></td>
<td>A meter may accept cash of a value higher than that required to buy the</td>
<td>A ticket machine may accept cash of a value higher than that required</td>
</tr>
<tr>
<td></td>
<td>maximum time.</td>
<td>to buy the maximum time.</td>
</tr>
<tr>
<td></td>
<td>Required unless approved to trial a cashless meter.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A meter may accept cash of a value higher than that required to buy the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>maximum time.</td>
<td></td>
</tr>
<tr>
<td><strong>Instructions for use</strong></td>
<td>On the meter</td>
<td>Within the app as well as on back of parking sign and/or on meter or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>machine.</td>
</tr>
<tr>
<td><strong>Vehicle registration</strong></td>
<td>Not required</td>
<td>Required</td>
</tr>
<tr>
<td></td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Required</td>
<td>Not required</td>
</tr>
<tr>
<td><strong>Wording on parking signs</strong></td>
<td>METER</td>
<td>TICKET</td>
</tr>
<tr>
<td></td>
<td>METER REGISTRATION</td>
<td>Also include the parking area name or code if applicable.</td>
</tr>
<tr>
<td><strong>Display of parking status</strong></td>
<td>On the meter</td>
<td>On the ticket</td>
</tr>
<tr>
<td><strong>Environmental concerns</strong></td>
<td>Minimal as long as the meters do not cause a visual or physical loss of</td>
<td>Printed tickets can increase the environmental footprint of the device.</td>
</tr>
<tr>
<td></td>
<td>amenity.</td>
<td></td>
</tr>
</tbody>
</table>
Parking signs

Permissive parking signs as prescribed in clause 32 of the Regulation and rule 204 of the NSW Road Rules 2014 must be used in the implementation of permissive parking, permit parking and pay parking schemes.

The permissive parking signs must display the words METER, METER REGISTRATION, TICKET, COUPON and/or PHONE depending on the type/s of pay parking implemented at that location.

The signs must indicate the hours and days during which pay parking is 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.

Under rules 317 and 318 of the NSW Road Rules 2014, additional information may be included on the signs to indicate whether the signs apply or not to particular vehicles, etc, for example, BUSES EXCEPTED, MOTOR BIKES ONLY.

Note: due to a range of competing parking demands at some locations, parking authorities may establish complex parking regimes which require several signs to convey all necessary information. If they choose, they can lay their signs out on a single panel as long as all relevant regulatory signage information is included on the panel and each image looks substantially the same as in the NSW Road Rules or the RMS sign register.

Linear parking signs

Refer to Figure 3 for examples of linear parking signs. Where the length exceeds about eight car spaces, repeater signs with double headed arrows should be provided.
Area parking signs

Where pay parking is applied over a well defined area or precinct, area parking control signs may be used. Area parking signs must be used at all entry points and END signs must be used at all exit points to the area. Because these signs are regulatory, they must show all the information necessary for enforcement.

Where there are exceptions to the area parking restrictions (eg no parking, bus zone), include EXCEPT AS SIGNED on, or as a supplementary plate to, all entry and repeater area parking signs. The PARK IN BAYS ONLY sign may also be used to restrict parking to marked bays.

Different restrictions within a parking area should be avoided (eg 1 hour parking spaces within a 2 hour parking area). Where different restrictions are absolutely necessary, they must only be applied as a linear restriction.

The use of advance and repeater area parking signs depends on the nature and size of the area concerned. Their placement and spacing is a matter for the parking authority but, generally, a motorist should be able to see a sign when they alight from their vehicle.

Refer to Figure 4 and Figure 5 for examples of area parking signs.

Figure 3. Examples of linear parking signs.

Figure 4. Examples of area parking signs.
Pay parking trials

The implementation of any cashless metered or ticket pay parking scheme must be done on a trial basis only and with RMS approval. 2

Information required by RMS for evaluating cashless pay parking trials includes:

- Type of cashless device or system, eg app, meter, ticket machine
- Method/s of payment
-Extent of area of operations in which the trial is to be conducted
- Location of prescribed traffic control devices, including signs, meters/machines, line marking
- Location of no stopping areas.

Effectiveness audits

Parking authorities are responsible for ensuring the appropriateness and effectiveness of all pay parking schemes implemented within their area of operations. This should be done via a three year rolling audit of not less than 10 per cent of all parking schemes implemented or expanded 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 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 and for future planning
- 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 community on the effectiveness of the scheme
- Provide information for RMS to assist with updating the policies and guidelines or amendments to the Regulation.

Effectiveness audits are intended to be formal examinations of parking schemes and their performance rather than an informal series of spot checks and ad-hoc assessments.

While parking authorities are responsible for their own audits, RMS reserves the right to undertake an independent audit of any scheme.

Audit check list

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

- Appropriateness of the scheme in meeting the stated objectives, including those listed these guidelines
- Appropriateness of the location/s
- Utilisation levels/occupancy of parking spaces
- Level of parking turnover
- Level of illegal parking (eg over stay, not paying the parking fee, meter feeding etc)

2 Refer Delegations Book Part 11, 9200, 9215, 9220, 9225.
• 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.

References
Australian Standard 2890: Parking facilities
Australian Standard 1742: Manual of uniform traffic control devices
Austroads Guide to Traffic Management Part 11: Parking
Permit Parking Guidelines
Restricted Parking Areas Guidelines
RMS Sign Register
RMS Supplement to AS 2890
RMS Supplement to AS 1742
RMS Supplement to the Austroads Guide to Traffic Management Part 11
Appendix A: Evaluation of pay parking devices or systems

Under clause 32 of the Regulation, pay parking devices are prescribed traffic control devices, therefore they must be approved by RMS before they can be used in NSW. Approved devices and systems are listed on the RMS website.

Manufacturers or suppliers will be expected to provide documentation about their product and may also be asked to provide a demonstration. RMS will use the following criteria to assess proposed devices or systems:

- Compliance with the relevant clauses in the Regulation, eg:
  - Clause 62 Parking meters
  - Clause 67 Parking ticket machines
  - Clause 68 Parking tickets
  - Clause 74 Parking coupons
- Methods of payment, eg various denominations of notes and coin, cashless alternatives such as smart cards, credit cards or mobile phones
- Ease of use and understanding of the operation of the device or system
- Clear and readable instructions on the meter or ticket machine, including in full sunlight and full dark
- Efficient dispensing of tickets to motorists (ticket only)
- Sample of information shown on the ticket (ticket only)
- Ease of enforcement
- Administrative simplicity
- Maintenance aspects
- Design elements, including frangibility and crashworthiness of the device (on-street devices only)
- Environmental friendliness
- Vandal and fraud proof aspects
- How quality is to be assured over a long period of time.

Approval of a pay parking device or system must not be construed as approval of 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.