



PerthAirport

**GROUND TRANSPORT
KERBSIDE STANDARD
OPERATING
PROCEDURES**

STANDARD OPERATING PROCEDURES

1. AUTHORITY AND AUTHORISED PERSONS

Nomination for Authorised Persons

- 1.1 Perth Airport will ensure that all Authorised Persons nominated will meet the criteria set down in the agreement with the Department of Infrastructure and Regional Development. (DIRD)
- 1.2 Perth Airport will ensure that appropriate background checks are undertaken on all relevant staff and contractors prior to authorisation; certify and nominate persons who are required by the company to exercise appropriate powers in relation to parking control and traffic management at the Perth Airport.
- 1.3 Perth Airport will ensure that all of its Nominees (which will incorporate contract staff and relevant employees) under this agreement are competent and trained in accordance with the:
 - Relevant Australian Road Rules;
 - Relevant Airport (Control of On-Airport Activities) Regulations;
 - Perth Airport Standard Operating Procedures in relation to parking control and traffic management; and
 - Any other applicable Commonwealth and State legislation.

The company foresees this as an ongoing process with Nominees being regularly updated with amendments to the above instruments. All Nominees will be required to attend regular training sessions to ensure quality management objectives are achieved. Details of all Nominated persons will be forwarded to DIRD for approval. DIRD will be notified of any change to Authorised Persons within two (2) business days of such change taking effect.

- 1.4 DIRD will, after being satisfied that all persons nominated as Authorised Persons are suitable to be so appointed, do all things necessary to give to those persons appropriate powers under the Australian Road Rules and the Airport (Control of On-Airport Activities) Regulations for the purpose of issuing Parking Infringement Notices at Perth Airport.
- 1.5 For the purpose of this agreement “appropriate powers’ to exercise the arrangements contained in this standard operating procedure include the power to:
 - Issue parking infringement notices;
 - Serve the parking infringement notice on the owner or driver personally, or by attaching a notice to the vehicle, or by post (where the registered owner of the vehicle is deemed to be the offender by virtue of the deeming provisions contained in the Regulations);
 - Direct traffic generally and override any existing restrictions as necessary for emergency situations [where authority is provided for that individual];
 - Designate and change restricted traffic areas for the movement, stopping, parking and standing of vehicles;
 - Direct persons to move their vehicles in accordance with the relevant provisions under the Regulations

Withdrawing Authorities

- 1.6 The appointments under this agreement are automatically terminated upon the happening of any of the following events:
 - 1.6.1 The authorised person’s ceasing to be required by Perth Airport to perform the authorised functions specified above;
 - 1.6.2 The authorised person ceasing employment with Perth Airport;
 - 1.6.3 The termination by Perth Airport of the contract with Perth Airport’s kerbside contractor for breach of contract or expiration.
- 1.7 DIRD will be notified in writing within two (2) business days of an Authority being withdrawn.

STANDARD OPERATING PROCEDURE

2. SERVICE CHARTER

The first priority is the good management and order of traffic at the Terminals. The company allows for some discretion, albeit limited, for Customer Service Officers when assessing whether an infringement notice should be issued, for example, allowing a small amount of additional time where persons are loading or unloading heavy baggage and attempting to comply with regulations; where persons return to vehicles with disabled passengers etc. The company has also instructed that vehicles which are double parked during peak hours may be exempt from an infringement notice provided (a) they move when directed to do so; (b) the vehicle is not left unattended and (c) no traffic flow issues arise from their vehicle being double parked. This exemption particularly applies in relation to taxis and buses etc.

In the event an infringement notice is issued in a situation where the Customer Service Officer should have utilised the discretion delegated to them, the company has the power to withdraw this notice on receipt of an appeal.

Customer Rights and Obligations

Customer Service Officers and relevant company employees have been instructed to provide details in relation to lodgement of appeals and legal action to dispute an infringement notice when asked to do so. Contact details for Perth Airport are listed on the infringement notice and Customer Service Officers advise members of the public to write to the Collector of Public Monies to have their appeals addressed.

Perth Airport's policy of handling of personal information complies with the Privacy Amendment (Private Sector) Act.

Any personal information obtained from the Department of Transport is utilised only for the purpose associated with parking infringement notices i.e. to enable the service of the infringement notice; to enable the issue of a reminder notice; to respond to correspondence where appeals have been lodged and to enable the prosecution of the infringement notice when serving the complaint and summons etc.

This information is not disseminated to all employees nor is it available to contract staff for general use. It is stored on a secure electronic database to which only key employees have access upon entering a user name and password. A limited number of employees from this group have access as an "Administrator" which is highest level of access in the company. The remainder of employees have limited access to enable them to download infringements to the database in the Pinforce system.

Complaint handling mechanism

Perth Airport utilises a complaints handling process that complies with recommendations emanating from the Privacy (Private Sector) Regulations 2001. The company recognises, promotes and encourages persons utilising Perth Airport to lodge complaints wherever they feel aggrieved from an action taken by a Customer Service Officer in the course of their duties. The company views complaints as a means for providing feedback in relation to the adequacy of regulatory signage and traffic management at the Terminals. It is by no means discouraged or treated with contempt.

2.3 Complaint handling process

Perth Airport has incorporated the following points as essential elements into its complaints handling process and as such utilises each of these elements in its daily handling of complaints:

- A commitment to efficient and fair resolution of complaints by people in the company at all levels. This is reinforced by an organisational culture that acknowledges customers rights to complain and actively solicits feedback from customers.
- The company recognises the need to be fair to all parties concerned.
- There are always adequate resources for complaints handling with sufficient levels of delegated authority.
- The complaints process is accessible to all and all staff including Customer Service Officers are aware of the process.

- All complaints are dealt with quickly and efficiently [responsiveness]
- The company complaints handling process has the ability and capacity to provide and implement remedies.
- All complaints are assessed and identified for their potential as systematic and recurring problems and rectified accordingly.
- The company requires appropriate reporting on the operation of the complaint handling process for comparability against the documented performance standards [accountability]
- The company will review the complaints handling process regularly to ensure that it is efficiently delivering desired outcomes.

2.3.1 Processing oral [and written] complaints

The company utilises the following process for dealing with complaints:

- 2.3.1.1 Identify yourself, listen, record details and determine what the complainant wants;
- 2.3.1.2 Confirm the details received;
- 2.3.1.3 Empathise with the complainant in a courteous manner;
- 2.3.1.4 Explain the courses of action available;
- 2.3.1.5 Do not attempt to lay blame or be defensive;
- 2.3.1.6 Resolve the complaint if possible or commit to doing something immediately, irrespective of who will ultimately handle the complaint;
- 2.3.1.7 Ensure that the complainant is informed the complaint is receiving attention, without creating false expectations;
- 2.3.1.8 Check whether the complainant is satisfied with the proposed action and, if not, advise alternative courses of action.
- 2.3.1.9 Provide acknowledgment; eg a telephone call, thank you letter etc.
- 2.3.1.10 Follow up as appropriate and monitor to ensure the consumer remains satisfied as well as receives feedback.

In principle, the processing of written complaints is the same as processing oral complaints, however, in this situation a response should be given promptly, in writing.

STANDARD OPERATING PROCEDURE

3. PARKING INFRINGEMENT NOTICE PROCEDURES

3.1 Issuing parking infringement notices

- 3.1.1 Parking Infringement Notices are issued by Authorised Persons only. These 'authorised persons' consist of both Perth Airport staff and Contract Staff.
- 3.1.2 Kerbside parking at all Terminals allow for public, authorised and restricted parking. The pickup/drop-off and other areas are delineated by standard parking signs. There are time limits and parking restrictions in place to ensure a smooth operation at all times and ensure security and safety requirements are not compromised.
- 3.1.3 All parking infringement notices issued relate directly to offence provisions details in the Australian Road Rules 165-212, **Regulation 106E**. The following table lists the infringement notice offences applicable on Perth Airport.

Rule Number	Description of rule	Penalty Units	Explanation [exemptions, wording on sign etc]
167	No stopping signs	5	A driver must not stop on a length of road or in an area to which a 'no stopping sign' applies. 'stop' is defined to include 'park, but does not include stopping to reverse the driver's vehicle into a parking bay or other parking space.
168	No parking signs	3	A driver must not stop in an area to which a 'no parking sign' applies unless the driver is: (a) Dropping off or picking up passengers or goods; and (b) Does not leave the vehicle unattended; and (c) Completes (a) and drives on as soon as possible and within the required time after stopping. For this rule to apply the driver leaves a vehicle 'unattended' if the driver is over 3 metres from the closest point of the vehicle. In this rule required time means: (a) 2 minutes; or (b) the indicated time on the sign.
169	No stopping on a road with a yellow edge line	5	A driver must not stop at the side of a road marked with a continuous yellow edge line.
179	Stopping in a loading zone	3	A driver must not stop in a loading zone unless the driver is: (a) a bus that is dropping off or picking up passengers; or (b) a truck that is dropping off or picking up goods; or (c) permitted under another law
181	Stopping in a works zone	3	A driver must not stop in a works zone unless the driver is driving a vehicle that is:

			(a) engaged in construction work in or near the zone; or (b) permitted under another law
182	Stopping in a taxi zone	3	A driver must not stop in a taxi zone, unless the driver is driving a taxi.
183	Stopping in a bus zone	5	A driver must not stop in a bus zone unless the driver is driving a public bus – except a public bus of a kind that is not permitted to stop in the bus zone by information on or with the bus zone sign applying to the bus zone, i.e. Transperth buses only.
185	Stopping in a permit zone	5	A driver must not stop in a permit zone unless the driver's vehicle displays a current permit that permits the vehicle to stop in that zone.
189	Double parking	3	A driver must not stop on a road: (a) if the road is a two way road – between the centre of the road and another vehicle that is parked at the side of the road; or (b) if the road is a one way road – between the far side of the road and another vehicle that is parked at the side of the road.
197	Stopping on a path, dividing strip or nature strip	5	A driver must not stop on a footpath, shared path or dividing strip or a nature strip adjacent to a length of road 'footpath' means an area open to the public that is designated for, or has as one of its main uses, use by pedestrians.
198	Obstructing access to and from a footpath, driveway etc.	3	A driver must not stop on a road in a position that obstructs access by vehicles or pedestrians to or from a footpath ramp or a similar way of access to a footpath or passageway unless: (a) the driver is driving a public bus that is dropping off or picking up passengers
203	Stopping in a parking area for people with disabilities	3	A driver must not stop in a parking area for people with disabilities unless: (a) the driver's vehicle displays a current parking permit for people with disabilities (b) the driver complies with the conditions of use of the permit.
203A	Stopping in a slip lane	5	A driver must not stop in a slip lane unless: (a) a parking control sign applies to the place where the driver stops; and (b) the driver is permitted to stop at that

			place under the Australian Road Rules.
205	Parking for longer than indicated	3	A driver must not park continuously on a length of road, or in an area, to which a permissible parking sign applies for longer than the period indicated by information on or with the sign.
205A	Parking outside times indicated	3	If a permissive parking sign indicates that it applies at particular times, or at particular times on particular days, a driver may park on the length of road, or in an area, to which the sign applies at a time, or at a time on a day, when the sign does not apply, unless: <ul style="list-style-type: none"> (a) another parking control sign applies to the length of road or area; and (b) the driver is prohibited from parking on the length of road, or in the area, at that time, or at that time on that day, under the Australian Road Rules
207	Parking where fees are payable	3	This rule applies to a driver who parks on a length of road or in an area to which a permissive parking sign applies if information on or with the sign indicates that a fee is payable for parking by buying a ticket or putting money into a parking meter. The driver must: <ul style="list-style-type: none"> (a) pay the fee if applicable; and (b) obey any instructions on or with the sign, meter, ticket or ticket-vending machine.
208A	Parallel parking in a road-related area (except in a medium strip parking area)	3	(1) A driver who parks in a road-related area (except in a medium strip parking area) must position the driver's vehicle to face: <ul style="list-style-type: none"> (a) in the direction of travel of vehicles in the marked lane or line of traffic next to the part of the road-related area where the driver parks; or (b) if there is no traffic next to that part of the road-related area – in the direction in which vehicles could lawfully travel in the road-related area; or (c) if the road-related area is an area that divides a road- either: <ul style="list-style-type: none"> (i) in the direction of travel of vehicles in the marked lane or line of traffic to the left of the driver; or (ii) if there is no traffic to the left of the driver – in the direction in which vehicles

			<p>could lawfully travel on that part of the road.</p> <p>(2) Sub-rule (1) does not apply if:</p> <p>(a) Another law of this jurisdiction permits the driver to park in another manner on the road-related area; or</p> <p>(b) Signs or road markings indicate that angle parking is required in the road-related area.</p>
Reg. 108 Airports (Control of On-Airport Activities) Regulations	Taxi drivers must not leave taxis unattended in certain areas	3	The driver of a taxi must not leave the taxi unattended in a taxi zone on the landside of an airport if a traffic control device that indicates that taxi drivers must not leave their taxis unattended applies to that taxi zone.
Reg. 109 Airports (Control of On-Airport Activities) Regulations	Drivers of taxis and hire cars to show authority cards	3	<p>The driver of a taxi, hire car or public bus on the landside of an airport must immediately show the driver's authority card to an authorised person for the airport if the authorised person:</p> <p>(a) asks the driver to do so; and</p> <p>(b) has shown the driver his or her identification as an authorised person.</p> <p>(2) An offence against sub-regulation (1) is:</p> <p>(a) a strict liability offence; and</p> <p>(b) an infringement notice offence.</p> <p>(3) In this regulation:</p> <p>authority card, for the driver of a taxi, hire car or public bus on the landside of an airport, means a card:</p> <p>(a) issued by an agency of the State where the landside of the airport is located that is responsible for regulating the operation of taxis, hire cars or public buses in the State;</p> <p>and</p> <p>(b) authorising the driver to drive the taxi, hire car or public bus in the State; and</p> <p>(c) showing a photograph of the driver's face.</p>
Reg. 110 Airports (Control of On-Airport Activities) Regulations	Authorised person may direct that a vehicle be moved	3	<p>(1) An authorised person for an airport may:</p> <p>(a) direct the driver of a vehicle used at the airport in contravention of a parking control provision to move the vehicle; or</p> <p>(b) direct the driver of a taxi who contravenes regulation 108 to move the taxi.</p> <p>(2) If a taxi, or the driver of a taxi, is causing interference with the operation</p>

			<p>of a taxi zone at an airport, an authorised person for the airport may direct the driver of the taxi to move the taxi.</p> <p>(3) The driver of a vehicle must comply with a direction under sub-regulation (1) or (2).</p>
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Additional Notes:

- **TIME LIMIT AREAS**

Time limits, where appropriate, are indicated on all parking signs. These time limits must be observed by all vehicles.

Observations should be recorded in notebooks on initial observation to enable an accurate recording of the observation period.

Public vehicles parked in a time limited area for a period longer than specified should be dealt with in the following manner:

- (a) request the driver to remove the vehicle from that location;
- (b) issue a parking infringement notice if the driver refuses to follow the direction;
- (c) if the vehicle is unattended issue a parking infringement notice immediately after the expiration of the applicable time limit.

If the vehicle has an occupant but no driver, and the vehicle has been kept standing for longer than the prescribed time:

- (a) a page will be made in the terminals requesting the driver to remove the vehicle from that location if possible; a further 2 minutes grace should be given.
- (b) issue a parking infringement notice if the vehicle has not been removed after the extended period of time has lapsed. In the event, the driver of the vehicle is still not located or does not return to the vehicle, the vehicle will be towed off site to a storage yard and the owner will have to bear the costs of towage.
- (c) if the occupant is elderly, sick or restricted in movement and unable to move the vehicle, notify the occupant that you will grant extended parking for 5 minutes by issuing a parking permit to that vehicle. NOTE: if that period also lapses a parking infringement notice should be issued.

- **BUS ZONES**

Bus zones are to be strictly monitored at all times. Unauthorised vehicles parked in a bus zone should be dealt with in the following manner:

- (a) if the driver is in the vehicle, request the driver to move the vehicle from that location immediately;
- (b) if the vehicle is unattended issue a parking infringement notice immediately;
- (c) monitor the situation closely and advise the bus company official/driver on their arrival to the area
- (d) assume traffic control if affecting normal traffic flow. Request assistance if necessary. Issue a parking infringement notice if the driver refuses to follow directions.

Note: Bus zones are classified by their category i.e. for large buses/coaches; medium buses and small buses/mini buses. All bus operators accessing Perth Airport must be granted permission in writing or have made arrangements to pick up passengers from the Terminals. Ensure that buses are utilising the appropriate zone for their particular category etc. Extensions of time can be given for those zones with time limitations where the buses are actively loading or unloading passengers and baggage etc.

- **HIRE CARS AND PRE-BOOKED TAXIS**

These areas are to be strictly monitored. All pre-booked taxis are to be checked at regular intervals and a parking infringement notice issued where the prescribed time limit is exceeded.

Rental cars located in the 'common user' area.

- **AIRPORT ACCESS ROADS**

All areas are to be monitored constantly to ensure an orderly flow of traffic at all times, with strict policing of vehicles parked illegally. Regular mobile patrols of access roads should be undertaken and all vehicles parked on the grass verges issued parking infringement notices.

- **VALET AREAS, STAFF CAR PARKING**

These areas do not require monitoring unless Customer Service Officers are requested to do so on behalf of Perth Airport, the airlines and car parking contractors.

In relation to staff car parks, all tenant staff have been issued with a staff access card. This allows them access to park in the staff car parks at both the international and domestic. Staff must park in a marked bay and if when parked in the ACROD bays, display a valid ACROD sticker. Vehicles that do not display valid ACROD labels or are found not parked in marked bays will be issued with an infringement notice.

- **PEDESTRIAN CROSSINGS**

Particularly during peak periods, it will be necessary to monitor pedestrian crossings. Vehicles parked across pedestrian crossings for the purpose of dropping off or picking up passengers should be asked to move on. Failure to do so will result in the issue of an infringement notice.

- **EXEMPTION**

The company has instructed Customer Service Officers to allow vehicles, particularly taxi operators and buses to double park during peak periods for the purpose of loading or unloading passengers provided the following conditions are met:

- (a) the vehicle is not left unattended;
- (b) the vehicle does not prohibit traffic flow
- (c) the vehicle is actively loading and unloading passengers and completes this task within a 'reasonable' time frame
- (d) the vehicle moves on when it is instructed to do so by an Authorised Officer

3.1.4 All parking infringement notices are on standard forms which provides for such details as the make and model of the vehicle, the vehicle registration number, time and date of the offence, location of the offence, the authorised officers identification number, the nature of the alleged offence and the location of the alleged infringement. There is also a 'comments field' on the handheld units which enables the Authorised Officer to enter such details as to whether any conversations took place and any other observations recorded at the time the infringement notice was issued. The PINs handheld units have the ability to take photos of the offending vehicle at attach to the infringement as additional details.

3.1.5 At the end of each shift, the Authorised Person uploads the Parking Infringement Notices from the handheld PINs device and incident reports to the Customer Service Team Leader for checking and review.

- 3.1.6 The Parking Infringement Notices and incident reports are submitted to Perth Airport where each infringement notice is uploaded onto a database, (PinForce System) Incidents are noted on the daily reports to Perth Airport management.

3.2 Service of parking infringement notices

- 3.2.1 The Authorised Person may serve the infringement notice either by handing it to the driver/registered owner of the vehicle in person; by attaching it to the windscreen of the offending vehicle or by way of post to the registered owner.
- 3.2.2 Where the infringement notice is unable to be served at the time of the offence and is subsequently posted the following procedure will apply:
- 3.2.2.1 The parking infringement notice is entered into the enforcement system known as PinForce.
- 3.2.2.2 The PinForce administrator conducts a vehicle registration search via the PinForce database with the Department of Transport to ascertain the current registered owner of the vehicle. Vehicle details are then checked with those observations noted by the Authorised Person at the time the infringement notice was issued to ensure they correlate.
- 3.2.2.3 The registered owner details are then inputted into PinForce; a 'drive off letter' is then produced which advises the registered owner of the vehicle of the existence of the infringement notice (which is enclosed) payment and appeal options available to them. PinForce is then updated with the details that the infringement notice was posted together with a covering letter on a particular date. A copy of the drive off letter together with the duplicate copy of the infringement notice is then filed for future reference.

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4. RECOVERY OF PARKING INFRINGEMENT NOTICE

4.1 Payment of parking infringement notice

- 4.1.1 Parking Infringement Notices are due for payment within twenty-eight (28) days from the date of issue.
- 4.1.2 When Parking Infringement Notices are the subject of an appeal, they are placed on 'hold' pending the outcome of the appeal. In the event of an unsuccessful appeal the offender is given an additional 14 days from the date of the letter advising them of such and to pay the infringement notice amount.
- 4.1.3 Perth Airport does not enter into arrangements for part-payment of an infringement notice over a specified period of time unless extenuating circumstances exist. If part payment is approved by the General Manager Ground Transport or representative, the alleged offender is advised in writing of the payment plan and the final due date for payment. In the event of default all monies are refunded and legal action is commenced for full recovery of the penalty amount.
- 4.1.4 Payments received in relation to parking infringement notices will be processed within two (2) business days of their receipt.
- 4.1.5 If the payment amount tendered leaves a balance outstanding of not more than \$10.00, the remainder will be written off out of PinForce by changing the status of the infringement notice to 'pending cancellation' and the cancellation code being I1 (refer standard operating procedure 5).

4.2 Recovery of fine

- 4.2.1 After the expiration of the twenty-eight (28) day time limit for payment of the infringement notice [this time limit is specified on the infringement notice], Perth Airport will request Department of Transport to provide the names and addresses of the registered owners of the vehicles the subject of the infringement notices, if not already obtained through previous requirements. These details are then downloaded into the PinForce system and the first reminder notice is then printed, checked for any outstanding appeals and subsequently posted. These notices give an additional fourteen (14) days in which to pay the outstanding penalty amount.
- 4.2.2 In default of payment, a subsequent reminder notice is issued after the expiration of the fourteen (14) days. This second reminder or 'final reminder' notice is generated by PinForce and forwarded by post. This notice gives an additional seven (7) days in which to tender payment to the company.
- 4.2.3 In default of payment, the infringement notice and subsequent reminder notices advise of possible Court action to recover penalty amounts.

4.3 Prosecution to recover parking infringement notice

- 4.3.1 Formal recovery (prosecution) will be commenced by Perth Airport after two (2) reminder notices have been sent to the offender/registered owner.
- 4.3.2 The decision as to whether or not a parking infringement notice should be prosecuted for non-payment shall be made by the Chief Commercial Officer after adequate efforts have been made to obtain payment. This process is also relevant where an alleged offender has elected to have the matter heard in a Court of Law.
- 4.3.3 Any parking infringement notices to be prosecuted will be by way of PERIN in the Magistrates Court. A complaint will be issued once the complainant (Perth Airport) is satisfied that it can discharge its onus of proof in relation to the various elements of the offences in a Court. This will involve a detailed examination of the parking infringement notice, any correspondence received by the defendant/alleged offender, searches conducted through the relevant agency to determine ownership of the vehicle the subject of the offence, and any other determining factor which may affect successful prosecution.
- 4.3.4 Fines and costs awarded as the result of a successful prosecution will be accounted for by Perth Airport in the relevant monthly report.

STANDARD OPERATING PROCEDURE

5. APPEALS AND WITHDRAWAL OF PARKING INFRINGEMENT NOTICES

Lodgement of Appeals in relation to parking infringement notices

- 5.1.1 All requests for review or withdrawal of a parking infringement notice must be made in writing to Perth Airport, Collector of Public Monies. Any requests by telephone are advised of the aforementioned policy.
- 5.1.2 All correspondence is responded to substantively within fourteen (14) days from date of receipt.
- 5.1.3 The details and allegations of each letter are checked against contemporaneous notes made by the Customer Service Officer at the time of the offence and each request is determined on its merits.
- 5.1.4 Correspondence is considered and responses prepared daily (where possible). If a parking infringement notice is to be waived it must fall within one of the 'cancellation codes' as detailed in the table below.
- 5.1.5 Any unsuccessful appeals will be notified in writing outlining the reason behind the decision and advising of a fourteen (14) days period in which to forward payment for the notice.

Cancellation of parking infringement notices

Cancellation Codes for waiver of Parking Infringement Notices

In order that a parking infringement notice be waived, the explanation given by the alleged offender must fall within one of the following 'cancellation codes'. The PinForce Administrator shall review each appeal respective of the explanation and where warranted under the "codes" guidelines,

All requests for waiver of infringement notices must be made in writing. Where evidence is required this may be supplied in the form of a statutory declaration; report; medical certificate or in some other satisfactory format. Alternatively, a site inspection may be required where allegations in relation to adequacy of the signage are made.

Reasons that include the alleged offender was running late and/or unfamiliar with the area will not suffice as adequate grounds to withdraw the infringement notice.

Code	Reason	Explanation
A	Customer Service Officer Error	
A1	Incorrect vehicle registration recorded	Confirm on CITEC search that vehicle details do not match
A2	Incorrect/no times recorded	Customer Service Officer has not recorded time of offence/issue or incorrect times have been recorded
A3	Incorrect location	Customer Service Officer has recorded the incorrect location of the offence on the parking infringement notice
A4	Incorrect offence	Customer Service Officer has issued the parking infringement notice for the wrong offence
A5	Incorrect offender	Customer Service Officer has erroneously attributed the infringement notice to the incorrect party
A6	Infringement notice incomplete	Infringement notice not signed, vehicle details are not completed etc
A7	Generic Customer Service Officer error	Where the error that has occurred does not fall into any of the above categories – please specify
B	Exemptions	
B1	Vehicle had exemption/authorisation	Vehicle authorised to utilise that zone by

		way of exemption i.e. APS, Police, Commonwealth Vehicles, Customs etc
B2	Disabled zone	Driver/passenger had disabled label and were complying with the conditions of the permit – permit number must be advised
B3	Staff car parking	Refer to Staff Car Parking records to ascertain whether vehicle had approval to utilise car park. Also utilise this code where the car park is full etc
B4	Vehicle broken down	Vehicle is immobilised – proof required such as receipt from RAC or mechanical repairs or alternatively statutory declaration
B5	Driver delayed due to medical illness	Driver attending to medically ill passenger or is incapacitated themselves – proof required such as Doctor's certificate or alternatively statutory declaration
C	Signage	
C1	No signage	Signs have been moved and not replaced also utilise where only one sign in area and no corresponding sign
C2	Signage not clear and intact	Signs were damaged and/or obscured
C3	Signage ambiguous	Signs were contradictory or ambiguous. Refer Phil Randall for amendment if required.
D	Vehicle registration	
D1	Interstate driver	Unable to confirm vehicle registration details ie registered owner
D2	Overseas driver	Statutory declaration lodged by registered owner advising overseas driver in charge of vehicle at time of offence
D3	Vehicle stolen at time of offence	Confirm with Vehicles of Interest Unit – Western Australian Police Service whether the vehicle was reported stolen; alternatively they may lodge statutory declaration
D4	Statutory declaration	Statutory declaration lodged by registered owner who is unable to ascertain who was in charge of the vehicle at the time of the offence (i.e. unknown user declaration)
E	Compassionate grounds	
E1	Compassionate circumstances	Person has demonstrated that vehicle was parked illegally but on compassionate grounds requests cancellation i.e. death, exceptional circumstances
F	Emergency	
F1	Emergency vehicles in attendance at terminal	Police, Fire Brigade, Ambulance in attendance on official duties – confirm on letter head signed by superior officer
G	Management/Executive requests discretionary waiver	
G1	CEO/Executive requests waiver	Management prerogative to request waiver of infringement notice – ground of waiver must be specified and approved.
G2	General Manager Ground Transport or Ground Transport Operations Manager requests waiver	

G3	Ground Transport Management or Retail Manager requests waiver	
H	Legal	
H1	Parking infringement notice over 12 months old	No prosecution action has been taken within the twelve months from the date of issue of the notice.
H2	Magistrate found defendant not guilty and defendant discharged	At prosecution the defendant was found not guilty and discharged accordingly.
H3	Continuing offence	Vehicle had previously been issued with infringement notice on the same date but prior to the second infringement notice being issued. Offence details must be the same and the vehicle must not have been moved prior to the second notice being issued.
H4	Owner deceased	Owner of the offending vehicle is deceased subsequent to offence being committed – as proved by statutory declaration or alternatively copy of death certificate
I	Financial	
I1	Part payment of infringement notice	Infringement notice has only been partially paid and \$10 or less remains outstanding. Company to write off outstanding amount

Any other reasons are to be examined on their merits, the Customer Service Officer's record of the incident and a final decision made by Perth Airport.

All submissions are to be answered providing a return address and name is supplied.

STANDARD OPERATING PROCEDURES

6. ABANDONED VEHICLES AND TOWING PROCEDURES

6.1 EMERGENCY TOWING

The following procedure is to be adopted when a vehicle is left unattended or parked in a location that is considered a danger, hazardous or so that impedes the critical operation of the Airport.

For example, if a vehicle is left unattended or parked on a pedestrian crossing or blocks a roadway on the kerbside or in a carpark, it may be considered a danger to pedestrians or other vehicles. If a vehicle is left unattended or parked in a taxi rank or a dedicated bus parking area, this could also be considered an unsafe situation. Alternatively, it may interfere with Airport ground transport operations.

PROCEDURE

- 6.1.1 The vehicle is to be issued with a parking infringement notice as soon as it is located.
- 6.1.2 The infringement is to be reported to the Perth Airport Customer Service Team Leader at the time the infringement notice is being issued, providing all necessary details.
- 6.1.3 The Customer Service Team Leader and/or Airport Operations Manager will then contact the Australian Federal Police to appraise the vehicle on advice from the reporting Customer Service Officer.
- 6.1.4 If the vehicle is a Rental car or airport based car and the company is known, it is essential that this information be provided to the Customer Service Team Leader when initial contact is made.
- 6.1.5 The Customer Service Officer and/or Customer Service Team Leader will make every attempt to make contact with the airport based company or rental car company to have the vehicle removed immediately.
- 6.1.6 If the vehicle is privately owned, and the owner is not able to be contacted through the Terminal PA system, the Australian Federal Police should be requested to contact the WA Police to ascertain whether the vehicle is stolen and to ascertain the registered owner of the vehicle. If the decision is then made to tow the vehicle away (depending on the outcome of the AFP appraisal and location of the vehicle, arrangements should be made to have the vehicle towed to the designated area located on Airport property.
- 6.1.7 As soon as is possible subsequent to the towing of the vehicle, the State Police should be contacted and advised of the actions taken and contact details of the Customer Service Team Leader for the owner to contact to have the vehicle released.
- 6.1.8 The vehicle should not be released to the owner until all reasonable costs associated with the towing and storage including administration costs have been paid. The Landside Operations Coordinator will approve release of the vehicle once the fees have been paid and a receipt of payment produced by the owner.
- 6.1.9 If enquiries are made by the vehicle owner, they should be directed to the Landside Operations Coordinator. The designated storage area for the vehicle is located on Airport property.
- 6.1.10 The parking infringement notice issued at 6.1.1 will be processed according to standard procedure.
- 6.1.11 If the vehicle is not claimed within seven (7) days, the Landside Operations Coordinator will arrange for a notification letter to be sent to the last known address of the registered owner of the vehicle (obtained through a Department of Transport search or alternatively through the WA Police Service).
- 6.1.12 If the vehicle is not claimed within ninety (90) days, Perth Airport will assess the situation and decide whether to dispose of the vehicle or continue to store it.

It is extremely important that all Authorised Persons be pro-active in situations where a vehicle is parked or left standing in a location that is considered a danger or hazardous to pedestrians and/or other vehicular traffic.

Relevant provisions under the Regulations

Note the relevant provisions under the Airports (Control of On-Airport Activities) Regulations which specify that under **regulation 111** if an authorised person for the airport considers that a vehicle to which this regulation applies is causing interference with the normal flow of traffic, or with the operation of the airport, the authorised person (with whatever assistance is reasonably necessary) may move the vehicle to a place within the airport approved for the purpose by the airport-operated company.

Note also the qualification under **regulation 111** which stipulates that if an authorised person moves a vehicle under this regulation, neither the authorised person, nor any person who assists him or her to do so, nor the airport-operator company, is liable for any loss of, or damage to, the vehicle that occurs: (a) while it is being moved; or (b) after it is moved and before it is recovered by its owner or driver.

6.2 ABANDONED VEHICLE

This section applies where a vehicle has been abandoned on Airport Land (i.e. in the short term or long term car park) for a minimum period of 90 days without being claimed.

PROCEDURE

- 6.2.1 Where a vehicle has been left abandoned at the Perth Airport or alternatively in the car park (either the short term or long term car park) for a minimum period of 90 days it is deemed 'abandoned'.
- 6.2.2 The Perth Airport representative will notify the Police Service of the state in which the vehicle is believed to have been last registered in an attempt to ascertain whether the vehicle is stolen or reported missing.
- If the vehicle has not been reported stolen, the company will conduct a search of the Department of Transport vehicle registration records to ascertain the current registered owner of the vehicle. Where the vehicle is thought to have been registered in a state other than that Western Australia, and the owner cannot be found the authorised person must, as soon as practicable in accordance with **regulation 113**:
- (a) give the vehicle registration authority for the State or Territory in which the vehicle is registered (if known) a notice in writing that:
- (i) identifies the vehicle; and
- (ii) states that the vehicle has been moved and where it can be recovered; and
- (b) do whatever else is reasonable to find the driver or registered owner of the vehicle and tell the driver or owner:
- (i) that the vehicle has been moved, and where it can be recovered; and
- (ii) that the vehicle may only be recovered by the owner or by a person acting for the owner.
- 6.2.3 A Notice will be sent to the registered owner of the vehicle at the last known address advising them that the vehicle is situated at Perth Airport and will be towed after the expiration of fourteen (14) days if not claimed within this time.
- 6.2.4 On the expiration of the fourteen (14) days [if the company has not been contacted with an explanation or extension of time request] the vehicle will be towed to the pound for abandoned vehicles.
- 6.2.5 The vehicle will not be released until parking, towing and administration fees accrued to date are paid in full.
- 6.2.6 If the vehicle is not claimed then after the lapse of three (3) months after the date on which the vehicle was originally towed, Perth Airport will give notice that the company intends to sell or otherwise dispose of the vehicle. This notice will be published in the West Australian Newspaper - which circulates generally in the State in which Perth Airport is located.
- 6.2.7 If the amount mentioned in 6.2.5 is not paid to the Perth Airport within fourteen (14) days after the Notice is published, the company will sell or otherwise dispose of the vehicle.
- 6.2.8 If the vehicle is sold, Perth Airport will account for the proceeds of sale, less the reasonable cost of moving, storing and selling the vehicle, to the Commonwealth.