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## COUNCIL POLICY - Parking Permits and Exemptions

### 1. Preamble

- 1.1 Council uses parking controls and parking zones to manage demand on parking in city streets. The controls are established to optimise the use of limited kerbside parking space ('on-street' space) by encouraging turnover of vehicles and complementing the role played by off-street parking space.
- 1.2 Council then uses parking permits and exemptions to ensure that those impacted by parking controls have some access to kerbside space.
- 1.3 This policy provides information on the system of parking permits and exemptions that are used to complement parking controls.

### 2. Purpose

- 2.1 This policy provides information on the decision-making framework used by Council to determine eligibility for parking permits and exemptions. It endeavours to provide a fair, consistent and transparent system of parking permits and exemptions.
- 2.2 The policy describes the conditions placed on the use of permits and exemptions to prevent their possible misuse and to promote safe and legal parking.

### 3. Scope

- 3.1 The policy provides information on permit entitlements and parking exemptions for:
  - Local residents with insufficient off-street parking availability or a need otherwise for on-street parking;
  - The employees of local businesses;
  - Visitors and tradespersons with a temporary on-street parking need;
  - Employees or registered volunteers of community service organisations, or registered volunteers working under government community service programs, who provide home support services to residents of the city.

### 4. Definitions

- 4.1 **Eligible residential vehicle** means an eligible vehicle that is either registered to the address to which the permit relates or is the work vehicle housed at the address to which the permit relates.
- 4.2 **Eligible vehicle** refers to a domestic vehicle, being a vehicle designed with the main purpose of carrying passengers (including sedans, station wagons, 4WD vehicles or motorcycles), but excludes:
  - Unregistered vehicles,
  - Caravans, taxis, boats, or buses,
  - Trucks or vans (unless a trade vehicle seeking a temporary permit),
  - Long vehicles (over 7.5 metres),
  - Heavy vehicles (over 4.5 tonnes gross vehicle mass), and
  - Trailers in excess of a standard 6 by 4.

- 4.3 **On-street parking** refers to kerbside space on residential streets, not including areas where parking is prohibited.
- 4.4 **Off-street parking** refers to the available space on a residential or business property for the accommodation of vehicles.
- 4.5 **Parking precinct** refers to a designated geographical area containing streets with similar characteristics where parking restrictions have been introduced to manage demands on kerbside space.
- 4.6 **Resident** means the occupant of a residential property in the Council area or a person who lives at their place of business in the Council area.
- 4.7 **Saturated parking precinct** refers to a parking precinct where competition for parking is intense or is approaching saturation and there is a likelihood of permits being 'over-allocated' beyond the capacity of the area to handle additional parked cars.
- 4.8 **Saturation** refers to a situation where streets have no more room for vehicles to park i.e. when demand for parking space by permit holders and members of public exceeds capacity.
- 4.9 **Street permit** means a permit to park in the street listed as the postal address of the property.
- 4.10 **Transferrable permit** refers to a permit that is not limited to one registration number and may be used by any vehicle.
- 4.11 **Vehicle specific permit** refers to a permit assigned to one vehicle only by registration number. These permits would only be available for eligible vehicles.
- 4.12 **Precinct permit** means a permit to park in a number of adjoining streets adjacent to where a resident lives.

## 5. Policy Statement

### 5.1 Transitional Provisions

All permits that are current at the time of adoption of this revised policy will be renewed on an ongoing basis if:

- Application is made and the required fee is paid, and
- Evidence is provided in support of each renewal application that the permit holder continues to own or use an eligible vehicle.

Eligibility for renewal of a permit under these transitional provisions will not be based on an assessment of off-street parking availability.

Only precinct permits will be issued under these transitional provisions.

A permit will continue to provide an entitlement to park:

- In a nominated resident only parking zone, and / or
- Beyond the time limit displayed in time limited areas of one hour or greater.

Transitional entitlements will cease if:

- The permit holder no longer owns an eligible residential vehicle,
- The permit holder ceases to reside at the address to which the permit relates, or
- A renewal application is not received within three months of a permit expiry date.

Permits available under transitional provisions of this policy are not transferrable.

## 5.2 Policy Options

Council offers the following policy options as relief from the restrictions of parking controls and parking zones in the city:

1. Residential parking permits,
2. Business parking permits,
3. Temporary parking permits,
4. Community service parking permits,
5. Parking exemptions; and
6. Visitor vouchers.

## 5.3 Residential Parking Permits

### Entitlement

These provisions do not apply to residents who hold one or more permits under transitional provisions of this policy.

Residents are otherwise entitled to one parking permit per property for eligible residential vehicles which at the discretion of the resident can be either a:

- Street permit; or
- Vehicle specific precinct permit.

Street and precinct permits can be either vehicle specific or transferrable at the discretion of the resident.

Parking spaces will not be reserved for a resident. The resident will be competing with other road users for a parking space.

One or two year permit terms are available to residents which they can decide to suit their circumstances.

Property owners in the City of West Torrens who are not city residents have no permit entitlement.

A permit only provides an entitlement to park:

- In a nominated resident only parking zone, or
- Beyond the time limit displayed in time limited areas of one hour or greater.

### Eligibility

To be eligible for a residential parking permit an applicant must be a:

- Resident of the city, which includes a resident who lives at their place of business, or
- Tenant with a residential tenancy agreement of at least six months.

Residential permits are NOT issued to non-residents, hotel or hostel guests, business owners (not living at the business premises) or business employees.

Council will issue a residential parking permit when an application is made, the required fees are paid and an entitlement is established. Proof of residency may need to be submitted in support of an application.

Eligibility for a residential parking permit will not be based on an assessment of off-street parking availability.

Eligibility for parking permits does not guarantee the issue (or renewal) of permits when demand for space is very high. In these circumstances, Council staff will conduct a demand study as outlined in clause 6.2.

### Eligibility for a Second Residential Parking Permit

Notwithstanding the foregoing clauses in this section, a resident will be entitled to a second residential parking permit if the number of vehicles registered to the property address exceeds by at least two the number of off-street parking spaces available. In other words, a second permit will be available if a residence has:

- Two registered vehicles and no off-street parking available;
- Three registered vehicles and off-street parking for one vehicle;
- Four registered vehicles and off-street parking for two vehicles; or
- Five registered vehicles and off-street parking for three vehicles.

The permit under such circumstances will be a vehicle specific precinct permit.

## 5.4 Business Parking Permits

All principals of businesses operating in the Council area are entitled to one parking permit.

All business permits will be street permits and transferrable. One or two year permit terms are available to business principals which they can decide to suit their circumstances.

A business permit will only be issued if an application is submitted and the required fees are paid.

Eligibility for a business parking permit will not be based on an assessment of off-street parking availability.

One or two year permit terms are available to business principals which they can decide to suit their circumstances.

A permit only provides an entitlement to park beyond the time limit displayed in time limited areas of one hour or greater.

Eligibility for parking permits does not guarantee the issue (or renewal) of permits when demand for space is very high. In these circumstances, Council staff will conduct a demand study as outlined in clause 6.2.

### 5.5 Temporary Parking Permits

A vehicle specific parking permit may be issued for a specified, limited duration to park in one parking precinct in a time limited parking zone which is limited to one hour or greater.

The intent of this permit is to provide temporary access to on-street parking for:

- Overseas/interstate/intrastate visitors or work contractors of residents when there is no or insufficient off-street space to accommodate these vehicles, or
- Resident vehicles when their usual off-street space is temporarily unavailable due to building renovations.

There will not be an entitlement to a temporary parking permit if an applicant has access to a current residential parking permit and that permit can be utilised to meet short term parking requirements.

It is not the intent of this permit to provide access to on-street parking space for visitors or contractors if their vehicles can be accommodated on the property to which the permit relates.

It is not the intention of this permit to provide for very short periods of five business days or less (refer to section 5.7 for information on parking exemptions).

Applicants for temporary parking permits must provide:

- Sufficient evidence / account as to why vehicles cannot be physically accommodated off-street for the temporary period;
- Details of the vehicle registration and period for which the temporary parking permit is sought.

Permits will normally be provided on a weekly or monthly basis depending on need and the demand for parking in the precinct.

### 5.6 Community Services Parking Permits

A community services parking permit may be issued to employees or registered volunteers of community service organisations, or registered volunteers working under government community service programs, who provide home support services to residents of the city.

The permit is issued for a currently registered privately-owned or work vehicle to park in nominated precincts and be exempted from:

- Resident only parking zones in those precincts; and / or
- Areas of those precincts designated as time limited for one hour or greater.

The intent of this permit is to provide access to on-street parking for vehicles used by government or non profit community service organisations, or carers, who visit a residential property or properties in the conduct of their official duties.

To be eligible for a community service parking permit, an applicant must be:

- An employee or registered volunteer of a non profit community service organisation (e.g. Red Cross, Salvation Army, Meals-on-Wheels, Royal District Nursing Service of SA); or
- An employee or registered volunteer employed under a government community service scheme or program, such as a HACC or DVA program; or
- A family member or volunteer (not living at the residence) who provides care and is registered as a carer, or receives a carer's allowance through Centrelink, the Department of Veteran's Affairs or other government authority.

A resident will not be entitled to a community service permit for a family member or volunteer if the resident holds a current residential parking permit and that permit can be utilised to meet their carer needs.

Community service permits will not be issued for the purposes of all day employee parking in the vicinity of their place of employment.

When the applicant is an employee or registered volunteer of a community service organisation, or a government community service scheme, proof will be required from the relevant organisation that the vehicle is in use on official duties within the city.

When an organisation has staff with access to more than one vehicle in the performance of their duties, each of the vehicles may be eligible for a permit for the precinct(s) where clients reside.

When the applicant is a carer, and a family member or volunteer, proof that regular care is being provided will be required. Only one permit will be issued to a worker / volunteer for the vehicle used in performing their carer duties.

One or two year permit terms are available for community services permits which applicants can decide to suit their circumstances.

## 5.7 Parking Exemptions

Parking exemptions are available to meet short term parking needs of one to five business days for:

- Tradespersons providing services or maintenance activities to the resident's property where there is insufficient capacity to park on-site or it is impractical for trade vehicles to park on-site, and
- Visitors to the resident's property who need to park for longer than the restricted time in areas designated as one hour parking or greater.

There will not be an entitlement to a parking exemption if an applicant has access to a current residential parking permit and that permit can be utilised to meet short term parking requirements.



## Tradespersons

The provision for short-term parking of tradespersons includes:

- Parking in loading zones – tradespersons will be exempted from time restrictions in loading zones in a precinct in order to carry out essential work and/or deliveries to a property and where off-street parking is unavailable or impractical on that property;
- Parking in time limited areas with a designation of one hour or greater – tradespersons will be exempted from the restrictions on parking in these areas in a precinct for periods of up to two days in order to carry out essential work and/or deliveries to a property and where off-street parking is unavailable or impractical on that property. A further phone call will be required if a longer time period is required to complete the work.

In both cases, the tradesperson is responsible for making contact by telephone with Council at least one full working day before the work is to be carried out, so that a computerised list of exempted vehicles can be established before compliance officers commence their scheduled patrols for parking infringements.

Only eligible vehicles are entitled to a parking exemption.

## Clients of Community Organisations

Council recognises that there may be extenuating circumstances when a community organisation wishes to apply to Council for a short-term exemption from time limited restrictions for clients of their organisation.

In these instances, an application must be made in writing to the General Manager, Corporate and Regulatory, setting out the extenuating circumstances and providing any relevant supporting documentation.

Approval of a short term exemption will be at the sole discretion of the General Manager, Corporate and Regulatory.

### 5.8 Visitor Vouchers

Residents will have the opportunity to purchase one booklet of 12 visitor vouchers per household to be used in a calendar year for visitors to be exempted from time restricted areas in the resident's precinct.

The provision for short-term parking of visitors provides an opportunity to residents, where there is insufficient capacity to park on-site, to extend parking times in time-limited areas.

Each voucher will be valid for one vehicle to be exempted for a full day from the restrictions on parking in time limited parking areas of one hour or greater in the resident's precinct.

Vouchers will include the name of the resident's street but details of the vehicle registration and date must be completed by the resident legibly with a permanent marker, not a pencil. Each voucher may be used only once and will be rendered invalid if altered.

Only eligible vehicles are entitled to the use of visitor vouchers.

An application for a booklet of visitor's vouchers can only be made on the approved form. A fee will be charged, as set out in the application form, to recover administrative costs. Once the booklet is issued, the fee cannot be refunded.

## 5.9 Policy Terms and Conditions

### Areas to which permits apply

Permits are only valid for the zones or time-limited areas specified on the permit. They are NOT valid for:

- Time limited zones of less than an hour,
- Parking restrictions located in shopping centres, off street car parks, outside non-residential properties, and in paid parking locations;
- Restricted or prohibited zones such as clearways, and no parking and no stopping areas.

In addition, a parking permit does not allow:

- Parking contrary to any other Australian Road Rules, and
- Parking of a vehicle for longer than 24 hours at any one time.

A parking permit does not guarantee the permit holder a parking space in the street or precinct to which the permit applies, nor does it guarantee that on-street parking will be available at all times.

### Fees

Fees included in Council's *Schedule of Fees and Charges* must be paid for permits, exemptions and vouchers before they are issued.

Permit and exemption issue fees are only refundable if an application is denied. No refunds are available after a permit, exemption or vouchers are issued. Application fees are not refundable.

Fees are not charged for community services or tradesperson permits.

An administrative fee will apply for the reissue of a permit (of any type), including those lost or damaged or those re-issued following a vehicle changeover occurring.

### Conditions of use

All parking permits / exemptions will show:

- The permit / exemption number and expiry date,
- If a vehicle specific permit, the registration number of the vehicle to which the permit applies, and
- The precinct or street to which the permit applies.

Among these conditions, Council requires that all parking permits be displayed on the dashboard or front windscreen on the passenger side of the vehicle for which the permit applies and to be clearly visible and legible from the outside of the vehicle. If the permit is not visible, Council will issue an expiation notice for parking contrary to parking signs.

An expiation notice will also be issued if a vehicle is parked contrary to:

- Permit conditions,
- Parking signs before a permit has been issued.

Expiation notices will not be waived by Council in any of these circumstances.

#### Currency of use

A permit or exemption issued under this policy remains effective until the:

- Vehicle that is the subject of a vehicle specific permit is sold, unless approval to reassign the permit to a replacement vehicle has been obtained, or
- Vehicle owner ceases to reside at the address to which the permit or exemption applies, or
- Expiry date of the temporary parking exemption has passed.

When a vehicle is sold part of the way through a permit year and replaced with another vehicle, the owner must apply to Council as soon as possible if the permit needs be reassigned to another replacement vehicle. Fees as required will need to be paid.

## **6. Procedure**

### 6.1 Application process

In order to assess eligibility and determine whether approval for a permit is to be granted, Council requires applications for a permit to be:

- Made in writing on the relevant parking application form, and
- Accompanied by the required fee and sufficient evidence to support of the application.

If circumstances change and the permit holder no longer meets the criteria for a permit, the permit is no longer valid and must be destroyed or returned to Council.

### 6.2 Assessment of applications

Applications will be assessed in accordance with this policy, taking into account the number of permits already issued for the precinct and the level of demand for on-street parking.

If demand in a precinct is reaching, or has exceeded the availability of kerbside spaces, a moratorium will be placed on increasing permit numbers for that precinct until such time a demand study has been completed.

Council will consider declaring an area a 'saturated' parking precinct if:

- The level and pattern of demand for parking exceeds the physical capacity of the area to accommodate additional parked vehicles,
- The number of permits currently in circulation reduces the likelihood of residents being able to park their cars in reasonable proximity of their homes, and

- Council receives an increase in residents reporting difficulties in parking their cars in what they consider reasonable proximity to their homes.

Temporary parking permits may be issued if necessary during the moratorium, which might be the case in a carer situation or when a tradesperson needs access to a property. New permits will only be issued otherwise as others expire and are not renewed.

The demand study will determine the way forward for dealing with permit applications in the precinct.

### 6.3 Cancellation of permits

Breach of permit conditions may result in cancellation of the permit and the permit holder will be notified in writing of the cancellation and the reason(s).

A refund of the fee will not be made in these circumstances or when a permit holder moves from the address or disposes of their vehicle without replacement.

Council may refuse future applications to persons who have misused permits and will give reasons in writing for any such refusal.

### 6.4 Grievances

Any person who is affected by the decisions made by Council, employees of the Council or other persons acting on behalf of the Council may lodge a request for an internal review. Details are provided in Council Policy - *Internal Review of Council Decisions*.