

## Council Policy: Parking Permits and Exemptions

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| <b>Related Policies or Corporate Documents:</b> | <ul style="list-style-type: none"> <li>• Standard Operating Procedure: <a href="#">Parking Permits</a></li> <li>• Standard Operating Procedure: <a href="#">Parking Enforcement</a></li> <li>• <a href="#">Internal Review of Council Decisions Policy</a></li> </ul>   |       |                  |
| <b>Associated Forms:</b>                        | <ul style="list-style-type: none"> <li>• <a href="#">Residential, Business and Visitor parking permit Guidelines</a></li> <li>• <a href="#">Residential, Business and Visitor parking permit application form</a></li> <li>• <a href="#">Temporary parking application form</a></li> <li>• <a href="#">Community service permit application form</a></li> <li>• <a href="#">Schedule of Fees and Charges</a></li> </ul> |       |                  |
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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;
  - 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, trailers, or buses,
  - Trucks or vans (unless a trade vehicle seeking a temporary permit),
  - Long vehicles (7.5 metres or over),
  - Heavy vehicles (4.5 tonnes or over gross vehicle mass).

- 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 **Operational vehicles** include Local Government Functional Support Group (LGFSG) vehicles, emergency tow trucks and vehicles used by utility companies such as SA Water.
- 4.6 **Parking zone** refers to a designated geographical area containing streets with similar characteristics where parking restrictions have been introduced to manage demands on kerbside space.
- 4.7 **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.
- 4.8 **Transferrable permit** refers to a permit that is not limited to one registration number and may be used by any vehicle.
- 4.9 **Vehicle specific permit** refers to a permit assigned to one vehicle only by registration number. These permits would only be available for eligible vehicles.
- 4.10 **Works Zone permit** pertains to a designated construction area on a road where a specific space is reserved for the temporary parking of authorised work vehicles.
- 4.11 **Zone permit** means a permit to park in a number of adjoining streets adjacent to where a resident lives.

## 5. Policy Statement

### 5.1 Transitional Permits

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.

Transitional permits and transitional permit provisions will expire on 30 June 2023 and will not be valid after this date.

## 5.2 Permit Options

Council offers the following permit 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 The holder of a permit is not guaranteed a parking space in the street for which the permit is issued.

## 5.4 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 entitled to one parking permit per property for eligible residential vehicles, upon payment of the required fee, which at the discretion of the resident can be either a:

- Zone permit; or
- Vehicle specific zone permit.

Zone 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 (CWT) 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 or Airbnb 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 is required to be submitted with 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.

#### 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 zone permit.

If a garage is being used for storage or other use such as a home gym this is not a valid reason for a permit application.

### 5.5 Business Parking Permits

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

All business permits will be zone 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 businesses 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.

## 5.6 Temporary Parking Permits

A vehicle specific parking permit may be issued for a specified, limited duration to park in one parking zone 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 5.8 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 zone t.

## 5.7 Works Zone Permits

It is at Councils discretion to determine the time, length and restrictions posed to vehicle(s) which apply for a works zone permit. Council may grant alterations to parking controls for the purposes of a works zone to facilitate the short term needs of customers.

Once alterations to parking controls has been approved, permits will be issued to applicants to lawfully allow designated vehicles to park.

The following conditions will apply to works zone permits:

- A temporary works zone application will need to be submitted at least seven business days in advance. A non-refundable application fee will be charged as outlined in Council's Fees and Charges.
- A temporary works zone must be immediately next to a construction site and may extend up to the width of the property it serves (including crossovers). It can only be in a legal parking area - it cannot be located in a 'No Standing', 'No Parking' or 'Disabled Parking' area.
- Temporary works zones will include limitations of the works zone, including day and time limits. All clearway restrictions are overriding.
- Consultation and notification with surrounding residents or businesses may need to be undertaken by the applicant if deemed necessary.
- A temporary works zone will be issued for a maximum of thirty five days. An extension to the works zone must be made at least three business days prior to the expiry.
- A maximum of three parking spaces will be granted.
- Works zones must be consistent with any planning approval conditions.
- Council reserves the right to remove any agreed works zone parking controls at any time if it deems that the temporary parking control no longer meets the eligibility criteria or circumstances change that require Council to reoccupy the proposed portion of road.
- Vehicles not displaying the permit are liable for parking expiation notices.
- A separate permit is required for the placement of skip bins or other construction equipment on public land.
- Community impact will be a key factor in the assessment of works zone applications. The assessment officer will consider the surrounding areas parking conditions, including the impact and demand for onsite parking relevant to community interests.

## 5.8 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 zones and be exempted from:

- Resident only parking zones; and / or
- Areas of those zones 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 not for-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 CHSP 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 zone(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.

## 5.9 Operational Vehicles

Operational vehicles are permitted to park in Council street parking zones that are time limited for an unlimited time and permit zones.

Operational vehicles are not permitted to park in disability, no stopping, no parking or residential permit zones.

Operational vehicles must avoid, where possible, parking in a loading zones.

## 5.10 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 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 for a reasonable period 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.

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.

## 5.11 Visitor Vouchers

Residents will have the opportunity to purchase 12 visitor vouchers per household each calendar year which are valid for 12 months for visitors to be exempted from time restricted areas in the resident's zone.

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 zone.

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.

## 5.12 Permit 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, 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.

A parking permit does not guarantee the permit holder a parking space in the zone 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 voucher issue fees are only refundable if an application is denied. Refunds are not available unless extenuating circumstances apply.

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 zone to which the permit applies.

It is the responsibility of the permit holder to ensure that the permit is displayed correctly and clearly when leaving the vehicle. 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.

An expiation notice may be issued if a vehicle is parked contrary to permit conditions.

### 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 or online on the relevant parking permit 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.

### **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*.