



Kerbside Vehicle Control

STANDARD OPERATING PROCEDURES

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1 AUTHORITY AND AUTHORISED PERSONS

1.1 Nomination for Authorised Persons

- 1.1.1 Brisbane Airport Corporation will ensure that all Authorised Persons nominated will meet the criteria set down in the agreement with the Department of Infrastructure, Transport, Regional Development & Local Government (DITRDLG)
- 1.1.2 Brisbane Airport Corporation 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 Corporation to exercise appropriate powers in relation to parking control and traffic management at Brisbane Airport.
- 1.1.3 Brisbane Airport Corporation 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:
 - Australian Road Rules;
 - Airport (Control of On-Airport Activities) Regulations 1997;
 - Brisbane Airport Standard Operating Procedures in relation to parking control and traffic management;
 - Transport Operations (Passenger Transport) Act and Regulations (Qld);
 - Manual of Uniform Traffic Control Devices; and
 - Any other applicable Commonwealth and State legislation
- 1.1.4 The Corporation 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.
- 1.1.5 DITRDLG will, do all things necessary to give to those Nominated persons appropriate powers under the Australian Road Rules and the Airport (Control of On-Airport Activities) Regulations 1997 for the purpose of issuing Parking Infringement Notices at Brisbane Airport.
- 1.1.6 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

1.2 Withdrawing Authorities

1.2.1 The appointments under this agreement are automatically terminated upon the happening of any of the following events:

1.2.1.1 The authorised person's cease to be required by Brisbane Airport to perform the authorised functions specified above.

1.2.1.2 The authorised person ceases employment with Brisbane Airport Corporation

1.2.1.3 The termination by Brisbane Airport Corporation of the contract with Brisbane Airport's Kerbside Traffic Management contractor for breach of contract or expiration

2 SERVICE CHARTER

Service Charter mission statement — taking a publicly responsible approach to parking management.

Brisbane Airport Corporation has a philosophy that does not condone the immediate issue of an infringement notice when a vehicle is observed parked illegally. Rather we endorse an approach which consists of a Traffic Officer requesting that the driver of a vehicle move their vehicle in order that safety for all passengers and visitors to the Terminal is maintained at all times. Failure to move a vehicle in accordance with a Traffic Officer's direction will result in the issue of an infringement notice.

The first priority is the good management and order of traffic at the Terminals. The Corporation allows for some discretion, albeit limited, for Traffic 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 Corporation 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 Traffic Officer should have utilised the discretion delegated to them, the Corporation has the power to withdraw this notice on receipt of an appeal.

2.1 Customer Rights and Obligations

- 2.1.1 Traffic Officers and relevant Corporation employees have been instructed to provide details in relation to lodgment of appeals and legal action to dispute an infringement notice when asked to do so. Contact details for Brisbane Airport Corporation are listed on the infringement notice and Traffic Officers advise members of the public to contact the Corporation either by way of telephone or in writing in order to have their concerns addressed.
- 2.1.2 Brisbane Airport Corporation's policy of handling of personal information complies with the National Principles for the Fair Handling of Personal Information, Office of the Privacy Commissioner.
- 2.1.3 Any personal information obtained from the Queensland Department of Transport vehicle registration system (accessed on-line via CITEC) 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.
- 2.1.4 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 Corporation. The remainder of employees have access to enable them to input the data into the system but not to edit it etc.

2.2 Complaint handling mechanism

Brisbane Airport Corporation utilises a complaints handling process which complies with recommendations emanating from the Australian Standard an Complaints Handling (AS4269-1995). The Corporation recognises promotes and encourages persons utilising Brisbane Airport to lodge complaints wherever they feel aggrieved from an action taken by a Traffic Officer in the course of their duties. The Corporation 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

Brisbane Airport Corporation 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 Corporation at all levels. This is reinforced by an organisational culture which acknowledges customers rights to complain and actively solicits feedback from customers.
- The Corporation 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 Traffic Officers are aware of the process.
- All complaints are dealt with quickly and efficiently [responsiveness].
- The Corporations complaints handling process has the ability and capacity to provide and implement remedies.
- All complaints are recorded in a central complaints register together with associated outcomes [data collection].
- All complaints are assessed and identified for their potential as systematic and recurring problems and rectified accordingly.
- The Corporation requires appropriate reporting on the operation of the complaint handling process for comparability against the documented performance standards [accountability].
- The Corporation reviews the complaints handling process regularly to ensure that it is efficiently delivering desired outcomes.

2.4 Processing oral [and written] complaints

The Corporation utilises the following process for dealing with complaints:

- 2.4.1 Identify yourself, listen, record details and determine what the complainant wants;
- 2.4.2 Confirm the details received;
- 2.4.3 Empathise with the complainant in a courteous manner;
- 2.4.4 Explain the courses of action available;
- 2.4.5 Do not attempt to lay blame or be defensive;
- 2.4.6 Resolve the complaint if possible or commit to doing something immediately, irrespective of who will ultimately handle the complaint;
- 2.4.7 Ensure that the complainant is informed the complaint is receiving attention, without creating false expectations;
- 2.4.8 Check whether the complainant is satisfied with the proposed action and, if not, advise alternative courses of action.
- 2.4.9 Provide acknowledgment; e.g. telephone call, thank you letter etc
- 2.4.10 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.

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 Brisbane Airport Corporation staff and Kerbside Management Contract staff.
- 3.1.2 Kerbside parking at both 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 Regulations. The following table lists the infringement notice offences applicable on Brisbane Airport: [section 106E of the Regulations specifies that the following rules of the Australian Road Rules apply in relation to the landside of an Airport].

Rule Number	Description of Rule	Penalty Units	Explanation (exemptions, wording on sign etc)
167	No stopping signs	4	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 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	4	A driver must not stop at the side of a road marked with a continuous yellow edge line.
170	Stopping in or near an intersection.	3	A driver must not stop in an intersection.
172	Stopping on or near a pedestrian crossing (except at an intersection)	6	A driver must not stop on a pedestrian crossing.

Rule Number	Description of Rule	Penalty Units	Explanation (exemptions, wording on sign etc)
176	Stopping on a clearway	6	A driver must not stop on a length of road to which a 'clearway sign' applies unless (a) the driver of a bus or public minibus is dropping off or picking up passengers; (b) the driver of a taxi is dropping off or picking up passengers.
178	Stopping in an emergency stopping lane	6	A driver must not stop in an emergency lane unless the condition of the driver and/or passenger(s) necessitates the driver to stop in the interests of safety and the vehicle is stopped for no longer than necessary.
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
180	Stopping in a truck zone	3	A driver must not stop in a truck zone unless the driver is driving: (a) a truck that is dropping off or picking up goods; or (b) 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. Coachtrans zones
184	Stopping in a minibus zone	3	A driver must not stop in a minibus zone unless they are driving a minibus.
185	Stopping in a permit zone	3	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.
186	Stopping in a mail zone	3	A driver must not stop in a mail zone.

Rule Number	Description of Rule	Penalty Units	Explanation (exemptions, wording on sign etc)
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	3	A driver must not stop on a footpath, shared path or diving 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.
202	Stopping on a road with motor bike parking sign.	3	A driver must not stop on a length of road to which a motor bike sign applies unless they are the rider of a motor bike or the driver is dropping off or picking up passengers.
203	Stopping in a parking area for people with disabilities.	6	A driver must not stop in a parking area for people with disabilities unless: (b) the driver's vehicle displays a current parking permit for people with disabilities. (c) The driver complies with the conditions of use of the permit.
204	Meaning of certain information on or with permissible parking signs.		The rule explains the meaning of certain information on or with a permissible parking sign applying to a length of road in an area.
205	Parking for longer than indicated	3	A driver must not park continuously on a length of road, or in areas, to which a permissible parking sign applies for longer than the period indicated by information on or with the sign.
206	Time extension for people with disabilities.		This rule applies to a driver: (a) if the driver's vehicle displays a current parking permit for people with disabilities; and (b) the driver complies with the conditions of use of the permit. The driver may park continuously on a length of road to which a permissible parking sign applies (EXCEPT in a parking area for

Rule Number	Description of Rule	Penalty Units	Explanation (exemptions, wording on sign etc)
			people with disabilities) for: (a) twice the period indicated on the sign.
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: (a) pay the fee is applicable and (b) obey any instructions on or with the sign, meter, ticket or ticket-vending machine.
208	Parallel parking on a road (except in a median strip parking area)	3	If the road is a two-way road, the driver must position the vehicle parallel and as near as practicable to the far left side of the road. The driver must position the vehicle to face in the direction of travel of vehicles in the marked lane. If the road is a one-way road, the driver must position the vehicle parallel and as near as practicable to the far left or far right side of the road.
209	Parallel parking in a median strip parking area.	3	The driver must position the vehicle: (a) to face in the direction of travel of vehicles in the marked lane or line of traffic to the left of the driver; and (b) parallel and as near as practicable to the centre of the median strip; and (c) at least 1metre from the closest point of any vehicle in front of it and any vehicle behind it if not parked in a parking bay)
210	Angle parking	3	The driver must position the vehicle in accordance with the directions on the sign i.e. 45 ^o or 90 ^o angle.
211	Parking in parking bays	3	A driver must not park on a length of road, or in an area to which a 'park in bays only' sign applies, except in a parking bay.
212	Entering and leaving a median strip parking area	3	If information on or with a traffic control device indicates that a driver must enter or leave a median strip parking area in a particular direction, the driver must enter or leave the area in that direction.
s. 106W(1)(2)	Failure to comply with a direction to move	3	An authorised person for an airport may direct the driver of a vehicle, used at the airport in contravention of rule 167, 168 or 205 of the Australian Road Rules to move the vehicle. The driver of a vehicle must comply with a direction under this section.

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 note books and tyres chalked 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.
- (d) If the vehicle has an occupant but no driver, and the vehicle has been kept standing for longer than the prescribed time:
- (e) request that person to remove the vehicle from that location if possible, or
- (f) Request that person to locate the driver allowing a further 5 minutes parking for that vehicle.
- (g) Issue a parking infringement notice if the vehicle has not been removed after the extended period of time has lapsed.
- (h) If the occupant is elderly, sick or restricted in movement and unable to leave the vehicle, notify the occupant that you will grant extended parking for 10 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 Brisbane Airport must hold Ground Transport Operators Licence 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.

- **MORETON, AIRPORT AND ALPINIA DRIVE**

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 Moreton and Airport Drive should be undertaken and all vehicles parked on the grass verges moved on or infringed if the driver refuses to comply with the direction.

- **EXTENDED PARKING**

If extended parking is granted the Traffic Officer must issue a parking permit. The Officer is to carry these permits at all times whilst on duty.

- **VALET AREAS, STAFF CAR PARKING AND SHORT TERM CAR PARK**

These areas do not require monitoring unless Brisbane Airport Corporation request Traffic Officers to do so on behalf of the Airlines and car park contractor.

In relation to staff car parks, Brisbane Airport will contact Traffic Officers on receipt of complaints regarding availability of car park spaces or vehicles parked illegally within these areas. Vehicles which do not display current permits or on which permits applicable to a different area are displayed will be issued with an infringement notice. Vehicles which display a notice advising they are awaiting the processing of their application to access the staff car park will be given leniency.

- **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 Corporation has instructed Traffic 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.

3.2 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 inputted into EnforceIT.
 - 3.2.2.2 The Terminal Services Manager or the Nominated Authorised Person conducts a vehicle registration search on CITEC (on-line) to ascertain the current registered owner of the vehicle. Vehicle details are then checked with those observations noted by the Traffic Officer at the time the infringement notice was issued to ensure they correlate.
 - 3.2.2.3 The registered owner details are then inputted into EnforceIT; 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. EnforceIT is then updated with details 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.

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 Parking Infringement Notices the subject of an appeal are placed on 'hold' pending the outcome of the appeal. In the event of an unsuccessful appeal the offender is given an additional twenty eight (28) days from the date of the letter advising them of such and to pay the infringement notice amount.
- 4.1.3 Brisbane Airport Corporation 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 Terminal Services Manager or a Nominated Authorised Person, 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 EnforceIT 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], Brisbane Airport Corporation will request Queensland Department of Transport to provide the names and addresses of the registered owners of the vehicles the subject of the infringement notices. These searches are requested once a minimum number of 200 notices that require reminder notices are reached.
- 4.2.2 These details are then downloaded into the EnforceIT 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 amounts.
- 4.2.3 The reminder notice will also include an additional fee of \$20.00 [confirmation pending Regulations] as an administrative fee. This is a permissible charge under the Regulations.
- 4.2.4 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 EnforceIT and forwarded by post.

This notice also gives an additional fourteen (14) days in which to tender payment to the Corporation.

- 4.2.5 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 Brisbane Airport Corporation 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 Terminal Services Manager or a Nominated Authorised Person 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 Complaint and Summons in the Magistrates Court. A complaint will be issued once the complainant (Brisbane Airport Corporation) is satisfied that it can discharge its onus of proof in relation to the various elements of the offences in a Court of Law. This will involve a detailed examination of the parking infringement notice and photographic evidence, 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 Brisbane Airport Corporation in the relevant monthly report.

5 APPEALS AND WITHDRAWAL OF PARKING INFRINGEMENT NOTICES

5.1 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 Brisbane Airport Corporation. 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 'Traffic 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. If a parking infringement notice is to be waived it must fall within one of the 'cancellation codes' as detailed in 5.2.below.
- 5.1.5 Any unsuccessful appeals will be notified in writing outlining the reason behind the decision and advising of a twenty eight (28) days period in which to forward payment for the notice.

6 CANCELLATION OF PARKING INFRINGEMENT NOTICES

6.1 Cancellation Codes for waiver of Parking Infringement Notices

6.1.1 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'. Once approval has been given the cancellation code will be entered into the EnforceIT system and the status of the infringement notice is changed to 'pending cancellation' and a letter is subsequently prepared and sent to the alleged offender. At the end of each month the database is updated with those infringement notices and their status is changed to 'cancelled'. A Management Review report is then generated from EnforceIT, checked by the Terminal Services Manager or the Nominated Authorised Person and then forwarded to DITRDLG for review.

6.2 All requests for waiver of infringement notices must be made in writing

6.2.1 Where evidence is required this may be supplied in the form of a statutory declaration: a medical certificate; or 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	Traffic Officer Error	
A1	Incorrect vehicle registration recorded	Confirm on CITE search that vehicle details do not match
A2	Incorrect/no times recorded	Traffic Officer has not recorded time of offence/issue or incorrect times have been recorded.
A3	Incorrect location	Traffic Officer has recorded the incorrect location of the offence on the parking infringement notice.
A4	Incorrect offence	Traffic Officer has issued the parking infringement notice for the wrong offence.
A5	Incorrect offender	Traffic 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 Traffic 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 ie 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.

Code	Reason	Explanation
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 RACQ 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 Doctors 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.
D	Vehicle registration	
D1	Interstate driver	Unable to confirm vehicle registration details i.e. 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 — Queensland 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 letterhead 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	Terminal Services Manager requests waiver	Management prerogative to request waiver of infringement notice – ground of waiver must be specified and approved.
G3	Kerbside Services Manager requests waiver	Management prerogative to request waiver of infringement notice – ground of waiver must be specified and approved.
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.

Code	Reason	Explanation
H2	Magistrate found defendant not guilty and defendant discharged	At the 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. Corporation to write off outstanding amount.

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

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

7 UNATTENDED VEHICLES ON TERMINAL FRONT

Aviation Transport Security Regulations state that all Airport Operators must have procedures in place to investigate, secure and remove unattended or suspect vehicles. (ATSR 2.16)

Vehicles must not be left unattended on the terminal front or roadways directly in front of the terminals at any time. Signage is posted in all parking restricted areas stating that drivers must not leave their vehicles unattended.

7.1 Procedures on Terminal Front

- 7.1.1 In the event of an unattended vehicle being identified by a Brisbane Airport Corporation staff member, Traffic Officer or contractor, the vehicle is firstly issued a Parking Infringement Notice.
- 7.1.2 Attempts must then be made to find the owner/driver of the vehicle. This is done by having them paged throughout the terminal and by asking persons standing in close proximity if it is their vehicle.
- 7.1.3 If the driver does not return within 3 (three) minutes then Australian Federal Police (AFP) are to be called on 131 237.
- 7.1.4 Should you have difficulty with the AFP Operations Coordination Centre (AOCC) operator on 131 237 Brisbane Airport AFP duty staff are to be contacted on the following numbers in following order until a response is obtained:
 - 7.1.5 0407 909 065
 - 7.1.6 0407 909 068
 - 7.1.7 0407 909 611
- 7.1.8 AFP will attend and conduct an assessment of the vehicle and advise if it is safe to tow.
- 7.1.9 Once AFP has cleared the vehicle for removal, Brisbane Airport Corporation Duty Coordination Manager (DCM) are to be contacted to arrange towing of the vehicle.
- 7.1.10 The Traffic Officer is to forward the vehicle details to Wilsons Parking via telephone, confirming to Wilsons personnel that the AFP check has been carried out and the DCM has been advised and is arranging a tow. Wilsons Parking to be contacted on **3406 3158** or **0431 200 098**.
- 7.1.11 The Traffic Officer is to remain in the vicinity of the vehicle to direct the tow truck operator and to cancel the tow truck should the owner return prior to towing. The Traffic Officer will then advise the DCM and Wilsons Parking of the cancellation.

7.2 Procedures for DCM's

- 7.2.1 On receipt of notification from a traffic officer of an unattended vehicle requiring towing, confirm that AFP has given the all clear.
- 7.2.2 Contact Ready Towing on **3265 6700**
- 7.2.3 Quote: Purchase Order Number PTM 5289
BAC account number BRI AIR
- 7.2.4 Advise Ready Towing the location of the holding compound, is at the back of B&W Taxis on Dryandra Dve, Brisbane Airport.
- 7.2.5 Contact Wilsons Parking and advise that a vehicle will be towed to the compound for storage Wilsons Parking are to be contacted on **3406 3158** or **0431 200 098**.

7.3 Procedures for Wilsons Parking

- 7.3.1 On advice of the vehicle being towed to the compound for storage, ensure access is arranged.
- 7.3.2 Using information obtained from Wilsons Security Traffic Officers at the Terminal front, complete the BAC Vehicle Removal Form and forward to QPS as per form instructions.
- 7.3.3 Prior to the vehicle being claimed, Wilsons Parking Staff are to ensure the Release and Indemnity paperwork is completed.

8 VEHICLE PARKING ON ROADWAYS AND PUBLIC AREAS

The following procedure is to be followed when a vehicle is parked or left unattended on Airport roadways and/or public areas and is in breach of the relevant Australian Road Rule.

8.1 Procedure

- 8.1.1 Where possible, the Traffic Officer is to explain to the driver of the offence they are committing under the Australian Road Rules and requests the driver moves on.
- 8.1.2 If the driver refuses to move on the Traffic Officer may issue an Infringement Notice.
- 8.1.3 If the vehicle is disabled and the driver is not able to move the vehicle and the vehicle is considered to cause a danger to pedestrians or motorists, the Traffic Officer will assist the driver by arranging to have the vehicle towed at the owner's expense.
- 8.1.4 If a vehicle is left unattended the Traffic Officer is to issue an Infringement Notice and is to record the date and time the vehicle was found unattended. If the vehicle is still in the same location after four (4) hours, then the Traffic Officer is to arrange for the vehicle to be towed to the storage yard at the rear of B&W Taxis on Dryandra Dve, Brisbane Airport.
- 8.1.5 If having applied the HOTUP principle, the Traffic Officer considers the vehicle to be suspicious, the Traffic Officer is to contact AFP to have the vehicle inspected and cleared before towing
- 8.1.6 Once AFP has cleared the vehicle for removal, Brisbane Airport Corporation Duty Coordination Manager (DCM) is to be contacted to arrange towing of the vehicle.
- 8.1.7 The Traffic Officer is to forward the vehicle details to Wilsons Parking via telephone, confirming to Wilsons personnel that the AFP check has been carried out and the DCM has been advised and is arranging a tow. Wilsons Parking to be contacted on **3406 3158** or **0431 200 098**.

8.2 Procedures for DCM's

- 8.2.1 On receipt of notification from a traffic officer of an unattended vehicle requiring towing, confirm that AFP has given the all clear.
- 8.2.2 Contact Ready Towing on **3265 6700**
- 8.2.3 Quote: Purchase Order Number PTM 5289
BAC account number BRI AIR

- 8.2.4 Advise Ready Towing the location of the holding compound, is at the back of B&W Taxis on Dryandra Dve, Brisbane Airport.
- 8.2.5 Contact Wilsons Parking and advise that a vehicle will be towed to the compound for storage Wilsons Parking are to be contacted on **3406 3158** or **0431 200 098**.

8.3 Procedures for Wilsons Parking

- 8.3.1 On advice of the vehicle being towed to the compound for storage, ensure access is arranged..
- 8.3.2 Using information obtained from Wilsons Security Traffic Officers, complete the BAC Vehicle Removal Form and forward to QPS as per form instructions.
- 8.3.3 Prior to the vehicle being claimed, Wilsons Parking Staff are to ensure the Release and Indemnity paperwork is completed.
- 8.3.4 The vehicle should not be released to the owner until all costs associated with the towing and storage including administration costs has been paid. Release of the vehicle will be approved by the Wilsons Parking Supervisor or Nominated Authorised Person once the fees have been paid.
- 8.3.5 All enquiries made by the vehicle owner are to be directed to the Wilsons Parking Supervisor or Nominated Authorised Person.
- 8.3.6 The designated holding yard for the vehicle is located on Airport property.
- 8.3.7 The parking infringement notice issued at 8.1.4 is to be paid according to standard procedure.
- 8.3.8 If the vehicle is not claimed within seven (7) days, the Wilsons Parking Supervisor or Nominated Authorised Person will arrange for a notification letter to be sent to the last known address of the registered owner of the vehicle (obtained through a CITEC search or alternatively through the Queensland Police Service).
- 8.3.9 If the vehicle is not claimed within three months, the Wilsons Parking Supervisor or Nominated Authorised Person 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.

8.4 Relevant provisions under the Regulations

Note the relevant provisions under the Airports (Control of On-Airport Activities) Regulations 1997, which specify that under Part 4, Division 2, Regulation 111(3) An authorised person for an airport (with whatever assistance is reasonably necessary) may move a vehicle to which this regulation applies to a place within the airport approved for the purpose by the airport-operator company if:

(a) the authorised person considers that the vehicle is causing interference with the normal flow of traffic or with the operation of the airport or a permit zone at the airport.

Note also the qualification in Part 4, Division 2, Regulation 111(6) 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 reasonably moved; or (b) after it is moved and before it is recovered by or for its owner.

9 ABANDONED VEHICLE

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

9.1 Procedure

- 9.1.1 Where a vehicle has been left abandoned at Brisbane 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'
- 9.1.2 Brisbane Airport Corporation will notify the Queensland Police Service In an attempt to ascertain whether the vehicle is stolen or reported missing.
- 9.1.3 If the vehicle has not been reported stolen, the Corporation will conduct a search of the Queensland Department of Transport vehicle registration records to ascertain the current registered owner of the vehicle.
- 9.1.4 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 Brisbane Airport and will be towed after the expiration of fourteen (14) days it not claimed within this time.
- 9.1.5 On the expiration of the fourteen (14) days if the Corporation has not been contacted with an explanation or extension of time request the vehicle will be towed to the storage yard for abandoned vehicles.
- 9.1.6 The vehicle will not be released until parking, towing and administration fees accrued to date are paid in full.
- 9.1.7 If the vehicle is not claimed then after the lapse of three (3) months after the date on which the vehicle was originally towed Brisbane Airport Corporation will give notice that the company intends to sell or otherwise dispose of the vehicle, This notice will be published in the Courier Mail - which circulates generally in the State in which Brisbane Airport is located.
- 9.1.8 If the vehicle is not claimed or the amount mentioned in 9.1.6 is not paid to Brisbane Airport Corporation within fourteen (14) days after the Notice is published, the Corporation will sell or otherwise dispose of the vehicle at auction.
- 9.1.9 If the vehicle is sold, Brisbane Airport Corporation will account for the proceeds of sale, less the reasonable cost of moving, storing and selling the vehicle to the Commonwealth.

10 CONTROL OF TRAFFIC IN EMERGENCY SITUATIONS

10.1 Motor Vehicle Accidents and Other Incidents

The following procedures are to be followed when officers are required to provide traffic control assistance on roads at Brisbane Airport.

- 10.1.1 Officers must be competent in the control of vehicular traffic on roads and car parks located at or in close proximity to the Airport.
- 10.1.2 Officers must wear protective clothing including high visibility vests which clearly designates them as Traffic Control Officers.
- 10.1.3 An Airport vehicle is to be positioned centrally with rotating beacons flashing to attract motorist's attention to proceed with caution.
- 10.1.4 Officers are to stand in a safe, prominent position when directing traffic to ensure maximum visibility.
- 10.1.5 Eye to eye contact should be maintained with the driver to ensure directions are understood.
- 10.1.6 Hand signals are to be distinct and precise. Flashlights (wands) are to be used at night and in adverse weather conditions.
- 10.1.7 Officers are to use whistle to attract attention before giving a signal no matter how light the traffic flow.
- 10.1.8 Officers are to contact their Supervisor for extra assistance if required. The Supervisor will request assistance from **BAC Terminal Services Management** and Queensland Police Service if necessary.

11 STAFF - GENERAL

11.1 Completion of Incident Reports

When an Incident Report is required, the Officer completing the form is to ensure that all of the following information is recorded:

[Note: it is important that the report be completed at the earliest practical opportunity after the incident]

11.1.1 Exact times;

11.1.2 Full details of the incident e.g. all relevant facts regarding the incident including the names of all parties involved etc;

11.1.3 Record the actual words spoken by each of the parties;

11.1.4 Where possible take photographs;

11.1.5 Weather conditions in the case of a vehicle accident.

11.2 Punctuality / Shift Changes

At the commencement of a shift or during the roster changeover period each Traffic Officer is responsible for ensuring that:

11.2.1 They are in their position on time as per the roster;

11.2.2 The shift position changeovers are effected quickly and efficiently with no disruption to operators;

11.2.3 If they are required to leave their post for a lengthy period, the Supervisor of Traffic Officers is to be contacted to make the necessary positional changes to ensure the normal operations are not affected.

11.3 Uniforms and Deportment

11.3.1 All authorised persons are to wear the official uniform at all times whilst on duty.

11.3.2 An approved identification tag is to be worn on the upper left hand side of the chest.

11.3.3 Authorised persons are expected to remain neat and tidy at all times.

11.3.4 Smoking is not permitted whilst on duty.

11.3.5 All authorised persons are to conduct themselves with the utmost professionalism at all times.

11.4 Unaccompanied Articles of Baggage

Staff members are reminded that at no time are they to pick up unattended luggage or article. If unattended baggage is observed the following procedure will apply:

11.4.1 Do not approach the bag or article;

11.4.2 Notify the Duty Terminal Manager and AFP.