

Photographic Evidence Procedure policy

1. Purpose

The purpose of this procedure is to define the appropriate methods through which photographic evidence of a vehicle parked in contravention of parking regulations is gathered and recorded by the contractor and parking attendants. It is vital that we have clear and accurate photographic evidence for court process/appeals in relation to unpaid parking fines.

Note: on protection of children and legal matters relating to occupants of vehicles

It is vital to note that a child's right to privacy must be borne in mind and only a discrete photo of the registration plate should be taken. At no point should a parking attendant approach a child in a vehicle, to determine where the driver is as this can be construed as harassment of the child or may upset them. Of equal importance to note is that a parking attendant must never attempt to open the door of a vehicle to converse with the occupants, child or adult like.

2. Scope

The procedure is applicable to all contractor team members who take photographic evidence of vehicles parked in contravention of parking regulations in their daily role.

3. Procedure

Reference	Responsibility	Detail
3.1	Parking attendant	While following the ticketing procedure, the PA continues to take photographic evidence of the vehicle parked in contravention
3.2.	Parking attendant	Takes a photograph of the vehicle registration mark (VRM)
3.3.	Parking attendant	Takes at least a total of 5 or 6 photographs of the front windscreen, registration plate, side and rear windows Always place/affix the fine on the windscreen to ensure that the driver sees it (exceptionally fine to be placed under the wiper solely if the windscreen is wet) Take photographs of the side windows Relevant lines/signs Close up photos of P&D, permit or tax disc depending on offence committed To take a photograph of the FCN affixed to the windscreen or under the wiper (fine to be placed under the wiper solely if the windscreen is wet) To take a photograph of Tax disc especially for loading bay and tax offences

		To take a landscape view of the vehicle showing the vehicle's position in the car park in relation to other landmarks and where possible of any signs or road markings indicating the vehicle is parked in contravention to the parking regulations To take a final photograph of the VRM to indicate to the Appeals and Administration Staff the end of the photographic evidence relating to that vehicle
3.4.	Parking attendant	Ensure that no photos of minors are taken and place fine without close up photos The warden must not approach the vehicle if a minor is in the car
3.5.	Parking attendant	The warden must ensure note is made as to why no photograph is taken, for example, escalation of hostile situation, give details of same and complete an incident form if necessary. If minors are left vehicle, give this explanation in system notes. Interaction with the driver or any relevant information which might be relevant to the issuing of the fine must to be noted.
3.6.	Parking attendant	Clear photographs of tax disc are required in loading bays/tax offence
3.7.	Parking attendant	Before the warden issues the Fixed Charge Notice (FCN) they must check all the associated photographs taken for the fine. If they find any photographs containing an image of a minor, they must delete that photograph(s) before the FCN is issued. Failure to do so will result in a disciplinary investigation.
3.8.	Parking attendant	If the warden deletes a photograph, they must inform their supervisor who records the incident and the team contracts manager informs the local authority contact of the event

4. Records

It is the responsibility of the Parking attendant to ensure that they take quality photographic evidence to back up their FCN.

It is also the responsibility of the Parking attendant to ensure that they take quality photographic evidence.

It is the responsibility of the Supervisor/Team leader to check the quality of the photographs and address any issues/concerns on same.

All photographs taken are used as evidence in the Court setting and are of paramount importance along with note taking.

This policy should be signed and dated with all parking attendant as part of their contract. Signed policies must be submitted to the Contracting Authority.

5. Photographic details per offence

All Photographs are to be of good clear quality.

Note: Where a traffic attendant observes an individual in a vehicle the traffic attendant must ensure that any photographs taken do not include individuals and that the photographs are only taken from the bottom of the windows down.

5.1. Issuing Non-Display of Tax (Mandatory 5 Photos required)

- Front of Vehicle showing registration plate and location in background.
- Front Windscreen (all four corners must be visible in photo)
- Tax and Insurance
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration and location.
- Any other photos that are relevant can be taken at this stage

5.2. Issuing of P&D (Mandatory of 9 photos required)

- Front of vehicle showing Reg plate and Location in Background.
- Front Windscreen (All four corners must be visible in photo)
- Expired ticket
- Tax and insurance
- Passenger windows front and back
- Drivers side windows front and back
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate and location.
- Pay and Display sign in location
- Any other photos that are relevant can be taken at this stage.

5.3. Issuing of P&D (Mandatory of 9 photos required)

- Front of Vehicle showing registration plate and location in background.
- Front windscreen (all four corners must be visible in photo)
- Upside down ticket (if no ticket visible take close up of dash showing no tickets)
- Tax and insurance
- Passenger windows front and back

- Drivers side windows front and back
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate and location.
- Pay and Display sign
- Any other photos that are relevant can be taken at this stage.

5.4. Issuing Double yellow lines (Mandatory 4 photos required)

- Front of Vehicle showing registration plate, location in background and DYL.
- Tax and insurance
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate, Location and DYL.
- Any other photos that are relevant can be taken at this stage.

5.5. Issuing Single yellow line (Mandatory 5 photos required)

- Front of vehicle showing registration plate, location in background and SYL.
- Tax and insurance
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing reg, location and SYL.
- Time plate for location
- Any other photos that relevant can be taken at are this stage.

5.6. Issuing Bus Bays (Mandatory 5 photos required)

- Front of vehicle showing registration plate, bus bay (bus bay marking if possible) and location.
- Tax and insurance
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration, bus bay (try show bus bay sign also) and location
- Bus bay sign
- Any other photos that are relevant can be taken at this stage e.g. Bus bay markings.

5.7. Issuing Taxi Bays (Mandatory 5 photos required)

- Front of vehicle showing registration plate, taxi bay (taxi bay markings if possible) and location.
- Tax and insurance

- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate, Taxi bay (try show Taxi bay sign also) and location
- Taxi bay sign
- Any other photos that are relevant can be taken at this stage e.g. Taxi bay markings.

5.8. *Issuing Disability Bays (Mandatory of 9 photos required)*

- Front of vehicle showing registration plate, disability bay and location in background.
- Front windscreen (all four corners must be visible in photo)
- Expired disability badge (if no badge is displayed, close up of dash showing no badge displayed).
- Tax and insurance
- Passenger windows front and back
- Drivers side windows front and back
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate, disability bay and location.
- Disability bay sign
- Any other photos that are relevant can be taken at this stage (blue markings of bay)

5.9. *Issuing Footpath (Mandatory 4 photos required)*

- Front of vehicle showing registration plate, location in background and vehicle on footpath.
- Tax and insurance
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate, location and vehicle on footpath
- Any other photos that are relevant can be taken at this stage (pedestrians forced onto road, etc...)

5.10. *Issuing Prohibited Place (Mandatory 5 photos required)*

- Front of vehicle showing registration plate, location in background and prohibited place (blocked entrance, yellow box, fire exits, hatched areas etc....)
- Photo of offence taking place
- Tax and insurance
- Full windscreen with fine attached also showing registration plate

- Rear of vehicle showing registration, location and vehicle offence
- Any other photos that are relevant can be taken at this stage

5.11. Issuing Loading Bay (Private Vehicles) (Mandatory 6 photos required)

- Front of Vehicle showing registration plate, location in background and vehicle in loading bay
- Side view showing vehicle and loading bay markings if possible
- Tax and insurance
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration, location and vehicle in loading bay
- Loading bay sign
- Any other photos that are relevant can be taken at this stage e.g. Loading bay markings)

5.12. Issuing loading bay (Commercial Vehicles) (Mandatory 8 photos required)

- Front of vehicle showing registration plate, location in background and vehicle in loading bay
- Side view showing vehicle and loading bay markings if possible
- Tax and insurance
- Front wheel valve position
- Rear wheel valve position
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate, location and vehicle in loading bay
- Loading bay sign.
- Any other photos that are relevant can be taken at this stage e.g. Loading bay markings

5.13. Issuing to Vehicle parked outside limits of Bay (Mandatory 5 photos required)

- Front of Vehicle showing registration plate, location in background and vehicle out of bay
- Side view showing vehicle parked clearly outside limits of bay
- Tax and insurance
- Full Windscreen with fine attached also showing registration plate

- Rear of vehicle showing registration plate, location and vehicle out of bay
- Any other photos that are relevant can be taken at this stage e.g. different angles showing vehicle out of bay

5.14. Issuing Cycle lane (Mandatory 5 Photos required)

- Front of vehicle showing registration plate, location in background and vehicle in cycle lane
- Tax and insurance
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate, location and vehicle in cycle lane
- Cycle lane sign.
- Any other photos that are relevant can be taken at this stage e.g. cycle lane markings)

5.15. Issuing Grass Margin (Mandatory 4 Photos required)

- Front of Vehicle showing registration plate, location in background and vehicle on grass margin
- Tax and insurance
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate, location and vehicle on grass margin
- Any other photos that are relevant can be taken at this stage e.g. wide photos showing car on grass margin)

5.16. Issuing vehicle within 5 meters of a road junction (Mandatory 5 Photos required)

- Front of vehicle showing registration plate, location in background and vehicle on junction.
- Side view showing vehicle on junction
- Tax and insurance
- Full windscreen with fine attached also showing registration plate
- Rear of vehicle showing registration plate, location and vehicle on junction
- Any other photos that are relevant can be taken at this stage e.g. different angles showing the vehicle on the junction and if it's causing obstruction or visual hazard to motorist turning on the junction.

6. Photos deletion process

Once discovered that an image/photo needs to be removed from the parking enforcement system, an email is sent to the Contract manager and the contractor customer service manager and contract manager. Once received, reviewed and acknowledged an image/photo should be deleted within on business day.