

City-Wide Parking Enforcement Plan

2023–2026





The smoking ceremony is an ancient custom among Indigenous Australians and is believed to ward off bad spirits.

Acknowledgement of Country

Logan City Council respectfully acknowledges the Traditional Custodians of the lands and waterways across the City of Logan, and extends that respect to the Elders, past, present and emerging for they hold the memories, the traditions, the cultures and hopes of Australia's First Peoples.

Logan's rich tangible and intangible cultural heritage of the people who call Logan home is respectfully acknowledged. This is inclusive of Aboriginal and Torres Strait Islander cultural heritage, cared for by Traditional Owners, and community members of all cultural backgrounds.

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Mayor's message

The City of Logan is growing rapidly. Safe and accessible parking is essential to meet the needs of residents, businesses and visitors as our city continues to grow. This plan has been developed to support safe parking practices across the City of Logan.

We know from consultation undertaken with the community that unsafe parking behaviour is not tolerated or accepted by our residents. This plan aims to provide education and a long-term plan to improve levels of compliance, making the city safer and more liveable. Working to improve parking behaviours is a shared responsibility across government and the community. This plan outlines a vision and strategic roadmap to improve parking behaviours and safety for residents, businesses, and visitors.

The plan reflects Council's commitment to effective parking operations which support safe and efficient traffic movement across the City of Logan. It focuses on common and emerging public safety issues, having been developed through extensive community consultation, ensuring that it meets the current needs of a growing city.

Mayor Darren Power
Logan City Council

Introduction

Logan City Council's City-Wide Parking Enforcement Plan informs the way we manage parking enforcement operations within the City of Logan over the next 3 years. The plan provides structure on how we educate residents and visitors to the city about parking obligations and provides a fixed term plan to drive greater levels of safety and awareness.

Broad consultation has been undertaken in the development of this plan. We have consulted with residents, visitors, shopping centres and local schools. Additionally external government agencies, Queensland Police Services, Department of Transport and Main Roads (TMR), State Penalties Enforcement Registry (SPER), and the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) have been consulted on this plan.

The plan addresses identified common and emerging issues, including the quality of information provided by residents when reporting complaints, increased enforcement on unlawful use of disability parking spaces, increased visibility and education around school parking, Penalty Infringement Notice (PIN) reviews, parking at events and increasing the variety of Council patrols.

This plan will provide objectives and targets to address the parking concerns of the community and will enable the city to better prepare, plan for and manage parking issues into the future.



Purpose

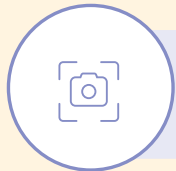
The purpose of the plan is to drive positive long-term behaviour change in our community through awareness, education, and enforcement to uphold city safety and liveability. We will achieve this by focusing our business and service deliverables on the following major themes:



Enhance public safety, education and awareness



Optimise enforcement practices



Integrate cutting-edge detection technology



Improved parking safety in proximity to Logan schools

Strategic fit

The City-Wide Parking Enforcement Plan promotes a safe and liveable city for our residents and visitors. The plan aligns itself to the Corporate Plan by delivering a safe, healthy, and accessible community. The Corporate Plan shapes the vision and priorities for our city, with a focus on making a difference in people's lives through the quality of the services Council provides to the community.

This plan also supports the Road Safety Strategy for Logan 2022–2026 by educating motorists on the dangers of illegal parking and enforcing legislation making our city a safe travel environment for all road users.

The plan closely aligns with the Queensland State Government legislation that governs us and the Queensland Transport Road Rules.

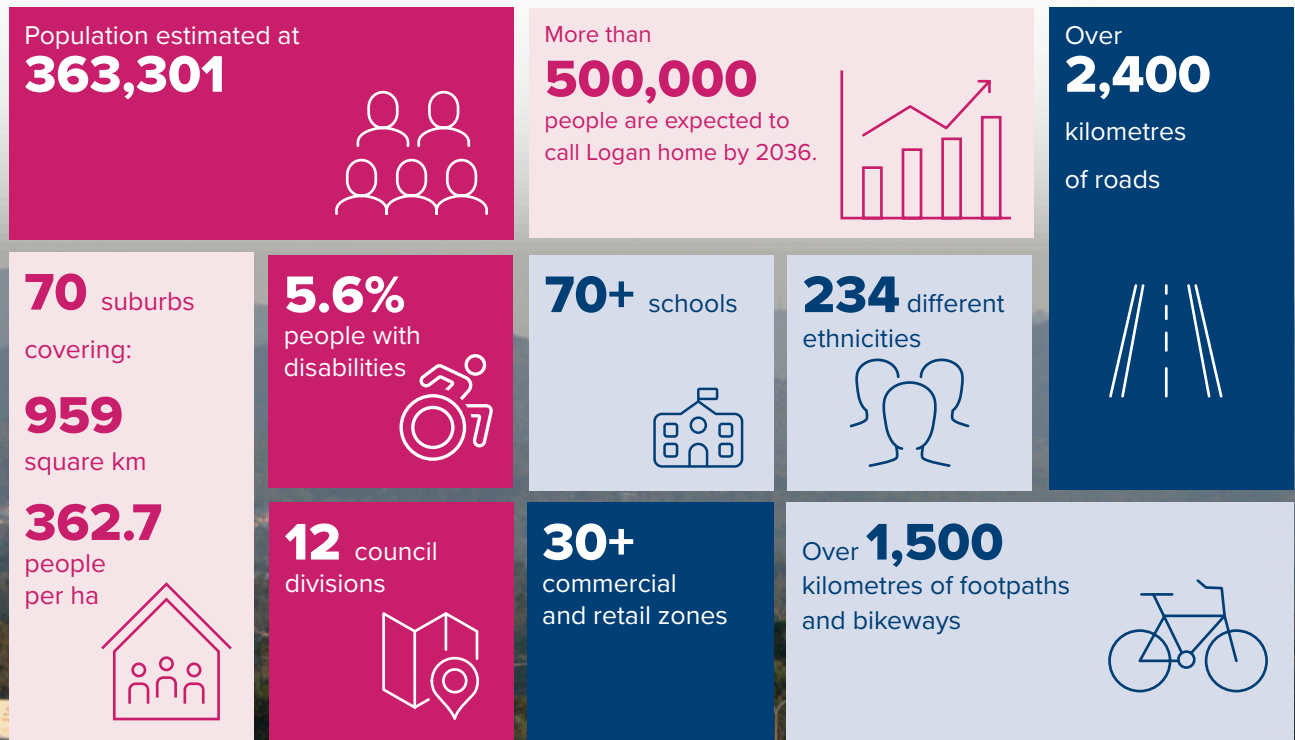
The plan, developed through consultation with key stakeholders and the community, considers ongoing and emerging parking trends and drives standards of parking enforcement which uphold community safety and liveability. The plan will continue to evolve to align with any changes made to legislation, *Transport Operations (Road Use Management – Road Rules) 2009*, governed by the Queensland Road Rules and will be reviewed again in 3 years time.

the flow
STOP & GO



The City of Logan

Logan City Council is one of the largest and fastest growing cities in Australia.



Community parking enforcement and why it's important

Safe and accessible parking is important to the community for several reasons. Parking plays a crucial role in facilitating the movement of people and goods in our communities. Efficient community parking will help to reduce congestion and reduce the impact of the number of cars on the street. Safe parking allows for promoting accessibility by providing convenient parking spaces for people with disabilities and accessibility needs.

Without ample regulatory oversight, the community faces:

- › safety risks, including preventable car and pedestrian accidents
- › lack of accessible parking for vulnerable members of our community and visitors
- › uncontrolled risk, particularly in major retail centres or around schools
- › heightened frustration and potential vigilante behaviours.

Parking rules exist to ensure Queensland roads and streets stay organised and safe for all road users and pedestrians. Parking signs show residents and visitors where and when they can park safely and stop. There are penalties for non-compliance with the parking rules.

The Queensland Police Service is the primary law enforcement agency for Queensland. Council is responsible for enforcing parking laws and regulations in the Logan local government area.

The overall crash statistics across Logan City in 2016–2021, included 17,547 reported crashes, and 89 fatal incidents. These statistics only account for reported crashes, and the actual number of parking-related incidents may be higher.

Community parking enforcement assists in protecting the community.

What you told us – why parking enforcement is important to you

"It poses an unsafe driving situation."

"Parking poorly increases the chance of head on collisions every single day."

"Illegal parking is so dangerous."

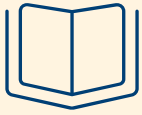
"Council needs to take action."



Community sentiment and consultation

The plan has been developed in consultation with our community. A community engagement platform (Have Your Say) was shared on Council's website encouraging feedback and comments from our residents.

During this review, a significant investment in community engagement was undertaken to be certain that the plan truly reflected the sentiment shared by the community. Our community said they wanted to:



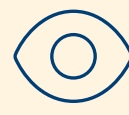
Strengthen
community
education



Focus on
**parking
enforcement in
key hotspots**



**Advance
technology**
to catch offenders



Increase visibility
of Council's enforcement
operations to drive deterrence,
especially around schools and
disability parking bays

Where are we going?

The City-Wide Parking Enforcement Plan aims to deliver clear outcomes on parking issues by committing to:

1. Increased public safety



- › Increase public awareness and deliver educational campaigns through social media and targeted marketing campaigns.
- › Build strategic partnerships within the government industry to tackle responsible parking practices.
- › Build visibility through participating at forums and events.

2. Optimise enforcement practices



- › Implement swift, proportionate and effective enforcement measures through a range of actions in response to community expectation and need.
- › Uphold a zero-tolerance approach to repeat offenders who impact community safety.

3. Integrate cutting-edge detection technology



- › Explore and implement new technologies to improve customer experience, streamline detection of offences and reporting capabilities.

4. Improved parking safety in proximity to Logan schools



- › Enhance collaborative partnerships with schools through the specialised Safe School Parking Officer.
- › Provide education and awareness initiatives to encourage safe and efficient parking practices in school zones to support the safety of children and community members.

How are we going to get there?



Focus area 1: Enhanced public safety, education and awareness

What we heard our community tell us:

- > 46% of respondents advised they would like us to provide them with more education and raise more awareness when it comes to enforcing parking regulations.
- > 23% of our respondents want to see more about parking on social media and 38% would like to be contacted about parking with a letter.

	Action	Timeframe
1.1	Deliver a rolling marketing campaign, through multiple media channels, to build public awareness around lawful parking practices.	Ongoing
1.2	Enhance community education on safe parking practices by attending a minimum of 6 community forums and events annually.	Ongoing
1.3	Improve parking signage across the City by auditing and regularly replacing damaged signs.	Ongoing
1.4	Increase levels of public awareness about parking obligations through proactive marketing and education of warning outcomes to residents in hotspot locations.	Year 1
1.5	Streamline the Penalty Infringement Notice (PIN) review process and simplify the webpage for improved customer experience.	Year 1
1.6	Enhance and simplify information and educational parking resources provided on Council's website.	Year 1
1.7	Create a marketing campaign, including a mailout to appropriate residents, to educate the community and visitors about the appropriate use of the disability parking bays.	Year 2
1.8	Attend 5 events at shopping centres across the city to educate the community and visitors about disability parking bays usage and safe parking practices.	Year 2
1.9	Develop a strategic working group with regular quarterly meetings for all relevant internal departments to improve parking practices, rules and development across the City.	Year 2/3
1.10	Develop a series of short videos to improve public awareness about safe and legal parking practices.	Year 3



Focus area 2: Optimise enforcement practices

What we heard our community tell us:

- › 61% of respondents informed us they would like targeted enforcement in areas such as narrow streets, residential areas and accessible (disability) parking spaces over the next 3 years.

	Action	Timeframe
2.1	Increase enforcement for accessible parking in shopping centres (that enter or have an enforcement agreement with Council).	Ongoing
2.2	Continue planned proactive parking enforcement after hours, on weekends and during major local events.	Ongoing
2.3	Conduct a targeted enforcement operation to reduce unlawful parking on narrow streets and identified residential areas.	Ongoing
2.4	Streamline processes and procedures with the aim to increase administration efficiencies within the Parking Enforcement team.	Year 1
2.5	Work collaboratively with Council's Governance Branch in reviewing the Penalty Infringement Notice (PIN) review process to improve customer experience.	Year 2
2.6	Improve the complaints reporting analysis processes and procedures to determine hotspots for unlawful parking.	Year 2
2.7	Collaborate and utilise evidence captured with internal Council departments and surveillance network to detect illegal parking hotspots.	Year 2





Focus area 3: Integrate cutting-edge detection technology

What we heard our community tell us:

- > 56% of respondents said they would like further enforcement with better technology to catch offenders.
- > 39% of respondents told us they would like us to increase the use of technology to improve parking enforcement effectiveness.

	Action	Timeframe
3.1	Develop working relationships with key technology suppliers to facilitate trialling emerging enforcement technologies.	Ongoing
3.2	Attend parking enforcement conferences and forums to improve staff practices and facilitate knowledge sharing.	Ongoing
3.3	Optimise usage of 3 dedicated Automatic Number Plate Recognition (ANPR) cars through improved operations scheduling.	Year 1
3.4	Connect with Councils throughout Australia and maintain international partnerships to benchmark and knowledge share with Councils on emerging effective parking enforcement technologies.	Year 2
3.5	Explore AI technology to aid in data analysis to capture repeat offenders.	Year 2
3.6	Utilise ANPR technology in surveillance network cameras across the City to conduct parking enforcement.	Year 3
3.7	Install multiple static cameras to detect illegal parking at 20 hotspot areas and schools in Logan.	Year 3
3.8	Implement handheld devices fitted with ANPR technology to enable officers to issue system generated template parking infringement letters while working in the field.	Year 3





Focus area 4: Improved parking safety in proximity to Logan schools

Safe school parking has remained a top priority in the City of Logan. This issue primarily concerns the safety of students on public roads surrounding schools. The plan aims to provide education on proper parking practices and enforce parking regulations in a fair, practical, consistent and reasonable manner.

As part of Council's endorsement of the Safe School Parking initiative in 2022, a dedicated Safe School Parking Officer position has been established for a duration of 3 years. This team will collaborate closely with individual schools to address the unique parking and safety challenges they encounter.

The initiative seeks to assist schools by offering improved parking education and compliance efforts. Furthermore, it involves the creation of specialised safe school parking maps for all Logan schools, facilitating parents' understanding of authorised drop-off and pick-up parking areas.

The initiative supports the development of educational materials, social media posts, short videos and regular informative presentations at schools.

This comprehensive plan will address both known and emerging issues related to unlawful parking in various areas, including stop, drop and go zones, bus zones, no stopping, loading zones, yellow lines, school crossings, footpaths, nature strips, medium strips and disability parking bays by implementing consistent messaging and proactive measures.



What we heard our community tell us:

- > 69% want more enforcement of school parking.
- > 36% of respondents told us that their school does not provide enough adequate information about parking.

	Action	Timeframe
4.1	Create a marketing campaign to increase awareness and community education around school parking.	Ongoing
4.2	Collaborate with Queensland Government's School Road Safety department and local schools to attend 10 school parents and children forums annually, to understand specific individual school parking challenges and address these needs where possible.	Ongoing
4.3	Provide specialised safe school parking maps for all Logan schools that will show where there are legal parking spaces.	Ongoing
4.4	Explore advanced technologies including installation of a static camera in school zones, to aid parking enforcement.	Ongoing
4.5	Conduct regular proactive parking enforcement patrols in Logan schools.	Ongoing
4.6	Conduct and present quarterly school parking sign audits to internal working group meetings to ensure signs are clear and are up to date.	Ongoing
4.7	Create educational materials with information specific to individual school parking on Council's webpage.	Year 1
4.8	Produce a short educational video series about safe school parking in Logan to include on social media and Council's webpage.	Year 2



Implementation

To ensure we are achieving success with our list of action items, we will annually report on our deliverables, highlighting our commitment to our community.

Action	Timeframe
Develop a Report Card to annually report on progress against the 'City-Wide Parking Enforcement Plan' comprehensive action list, highlighting our commitment to our community.	By the end of each calendar year
Review the City-Wide Parking Enforcement Plan annually, and if necessary, amend the action items of the strategy (to include any legislative reform outcomes).	December each year
Undertake a major review of the City-Wide Parking Enforcement Plan after 3 years.	2026



Conclusion

The safety and enforcement of parking in the City of Logan is an issue that impacts the whole community. This plan paves the way towards cementing behaviour change across our community to increase accountability and understanding of parking obligations. This plan helps shape a safer, more liveable city.

Acknowledgements

Logan City Council acknowledge and thank all the organisations and individuals who assisted in the development of this plan. Numerous stakeholders, both internal and external, along with a range of residents have graciously provided their thoughts, ideas and feedback to ensure the plan meets the needs of our growing city.



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