

OMAHA POLICE DEPARTMENT

VOLUNTEER HANDICAP PARKING ENFORCEMENT PATROL PROGRAM (HCPP)

A Training Guide and Reference Manual For Volunteer HCPP Technicians

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WHAT IS THE VOLUNTEER HANDICAP PARKING ENFORCEMENT PATROL (HCPP)?

The HCPP is a group of trained citizens certified to enforce City ordinance and State statutes pertaining to handicap parking enforcement laws.

PURPOSE OF HCPP

- To prevent the unauthorized use of handicap parking stalls by promoting community awareness.
- To promote cooperation between the volunteers and police in resolving the problem.
- To enforce the City ordinance and state statutes on handicap parking.
- To aid police, freeing them for high-risk calls.

HCPP VOLUNTEER QUALIFICATIONS

- Be 21 years of age.
- Pass initial screening, employment and reference checks, criminal history check and personal interview.
- Possess a valid drivers license and valid insurance, or have access to transportation.
- Serve without expectation of pay or reimbursement for expenses that may be incurred.
- Successfully complete certification training and any other refresher classes as requested.
- Have a laminated photo identification as approved by the Chief of Police.
- Have a completed application on file with the Coordinator of Volunteers.

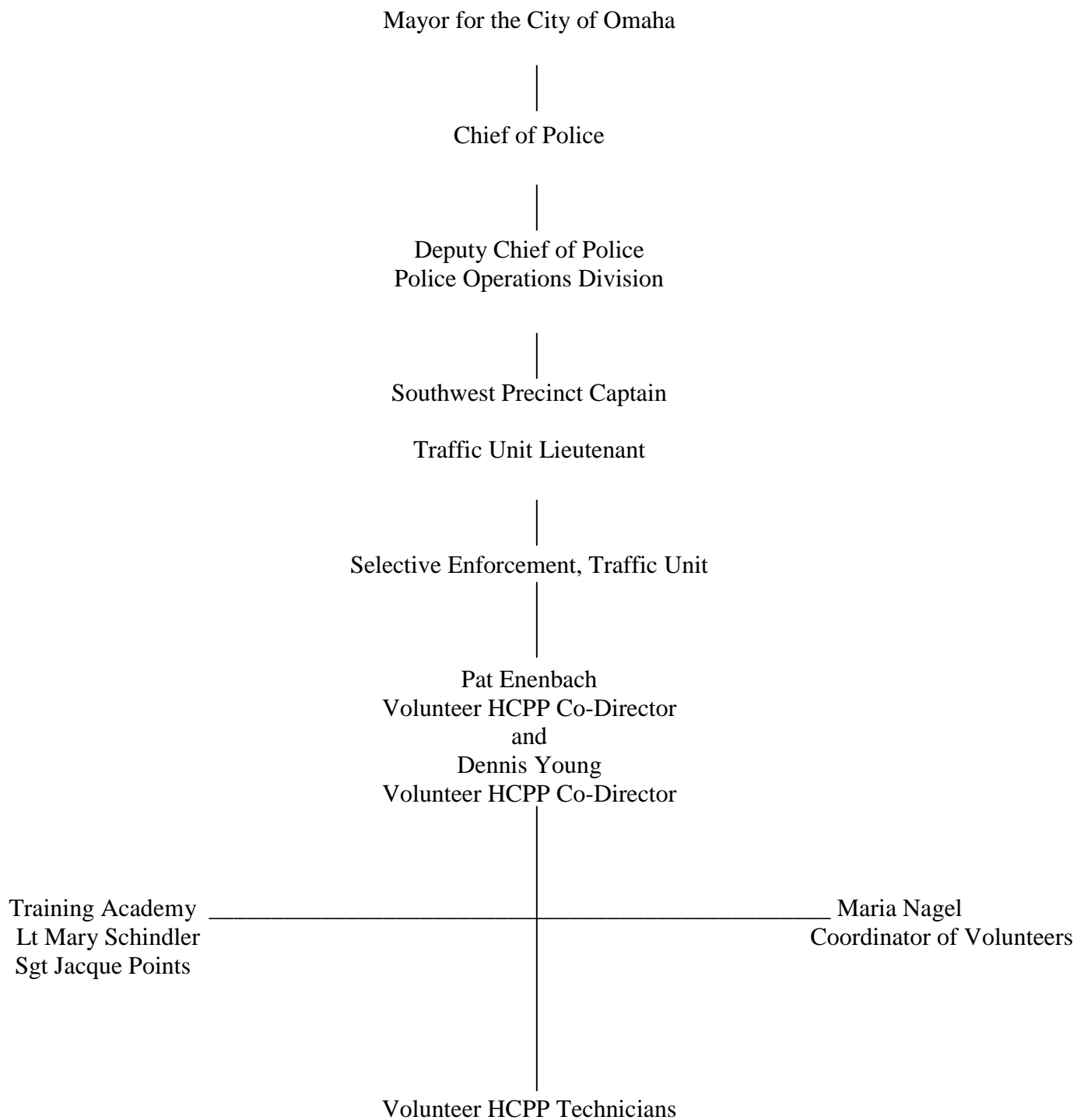
DUTIES AND RESPONSIBILITIES OF HCPP VOLUNTEERS

A volunteer HCPP technician represents the Omaha Police Department with the goal of enforcing handicap parking enforcement laws. *The safety of the volunteer HCPP technician is paramount.* Each volunteer HCPP technician should conduct themselves in a professional and safe manner. A volunteer HCPP technician shall agree to abide by certain guidelines established for the safe and credible operation of their duties. The following list of duties and responsibilities will help in understanding what is expected from each volunteer HCPP technician.

Each volunteer HCPP technician should:

- Sign and abide by the HCPP volunteer agreement.
- Remain an active volunteer by issuing at least one citation each month.
- Keep personal safety and the safety of others as first concern.
- Maintain a professional and ethical manner at all times.
- Properly display official HCPP identification when enforcing handicap parking enforcement laws.
- Limit duty hours for handicap parking enforcement to between 0600 (6:00 a.m.) and 2300 (11:00 p.m.)
- Possess a valid driver's license and valid insurance, and obey all traffic laws when operating a motor vehicle in the performance of HCPP volunteer duties.
- Complete citations in as complete and accurate manner as possible.
- Observe established timelines for submitting citations and report of volunteer activity.
- Use assigned *serial number* and *last name* when completing a citation.
- Not attempt to initiate or engage in any physical or verbal confrontation under any circumstances.
- Not attempt to detain any individual or vehicle under any circumstances.
- Remain calm and retreat if threatened.
- Contact 911 when necessary.
- Not attempt to use their position as a volunteer for the Omaha Police Department to inappropriately influence anyone in any manner.
- Not represent themselves as a law enforcement officer.
- Not wear any article of clothing that resembles a law enforcement uniform or badge.
(*Exception: volunteer may wear uniform or badge if employed as private security, however, uniform or badge may not be worn when enforcing handicap parking laws at times other than when actually clocked-in for work.*)
- Not carry weapons of any type when enforcing handicap parking laws.
- Not be under the influence of alcohol or drugs (including prescription medications) impairing the ability to perform HCPP volunteer duties.
- Immediately notify the Coordinator of Volunteers if arrested for criminal activity.
- Seek guidance when uncertain of appropriate HCPP policy or procedure, or of the handicap parking laws being enforced.
- Attend refresher training as requested.

HCPP ORGANIZATION and CHAIN OF COMMAND



JOB DESCRIPTIONS AND EXPECTATIONS

The Lieutenant and Sergeant of the Traffic Unit shall:

- provide sworn guidance and supervision

The Volunteer Co-Directors will head the HCPP and shall:

- Schedule and direct all meetings of the HCPP.
- Serve as liaison between HCPP volunteers, citizens, Legislature, Police, City, Media and Coordinator of Volunteers
- Ensure all volunteer HCPP technicians are kept informed of HCPP policy changes.
- Answer inquiries from volunteer HCPP technicians.
- Answer inquiries from citizens regarding the HCPP and handicap parking law enforcement.
- Maintain documentation of unusual or confrontational events involving volunteer HCPP technicians.
- Review activity of non-participants to judge whether or not they should continue as volunteers or be replaced. The names of any volunteer failing to donate time towards the HCPP every month, and this would include the issuing at least one citation each month, should be forwarded to the Coordinator of Volunteers for further administrative review.
- Collect monthly activity information that includes volunteer hours and number of citations written, then forward that information to the Coordinator of Volunteers no later than the 10th of each month.

The Lieutenant and Sergeant of Training Academy shall:

- administer training for the certification of volunteer HCPP technicians.

The Coordinator of Volunteers coordinates all volunteer programs of the Omaha Police Department & shall:

- Be responsible for the selection and recruitment of HCPP volunteers in conjunction with the coordinators of HCPP
- Coordinate certification training with the Training Academy.
- Issue an OPD Form 122B, Volunteer Identification Badge, to each volunteer successfully completing HCPP certification.
- Maintain administrative records for each HCPP technician that includes name, address, phone number, and productivity information.
- If appropriate, assist in removal of volunteer HCPP technicians from the program who fail to meet minimum standards for volunteer work performance.
- Maintain an updated listing of volunteer HCPP technicians whenever changes occur and distribute to those having need for that information.

The Volunteer HCPP Technician shall:

- Work a maximum of 24 hours per week and no more than 8 hours per day.
- Limit duty hours to between 0600 (6:00 a.m.) and 2300 (11:00 p.m.).
- Show some activity each month to maintain active status and remain in the program. This would include working 1-2 hours per month and issuing at least one citation each month.
- Turn in equipment and identification card when ending their volunteer service.
- Maintain a time and productivity sheet each month and turn those into the Co-Director at the end of each month.
- Complete all citations properly and as completely as possible.
- Turn in all citations within 48 hours of writing the citation.
- Keep the personal safety of self and others as first priority.

HCPP CERTIFICATION TRAINING

The Omaha Police Department conducts training sessions to teach volunteer HCPP technicians how to enforce Handicap parking laws. The single, 6-hour training course, is held at the Omaha Police Training Academy located in the lower level of the Westside Community Center, 108th and Grover.

Training provided by Training Academy instructors includes:

- Review of City ordinance and State statutes pertaining to handicap parking enforcement.
- Detecting handicap parking violations
- Appropriate actions and options to take when observing a violation
- The technical aspect of writing a citation
- Foremost in the training will be the requirement to avoid confrontation and how deal with it when unavoidable
 - Safety issues
 - Human relations
 - Communication
 - Courtesy
- Additional assorted policies and procedures required for the successful operation of this program

REVIEW OF STATE STATUTE AND CITY ORDINANCE

A. Review State Statutes:

- **18-1736:** Handicap or disabled, designation of parking spaces; display of placards; access aisle , defined.
- **18-1737:** Handicapped or disabled persons; off street parking facilities; on street parking; designation, removal of unauthorized vehicle; penalty.
- **18-1738:** Handicapped or disabled persons; parking permits, issuance, procedure; renewal.
- **18-1738.01:** Handicapped or disabled persons; motor vehicle used for transportation; parking permits; issuance; procedure; renewal
- **18-1738.02:** Handicapped or disabled persons; permit; place of application
- **18-1739:** Handicapped or disabled persons; parking; permits; contents; issuance; duplicate permit.
- **18-1740:** Handicapped or disabled persons; parking; permits; period valid, renewal; fee.
- **18-1741:** Handicapped or disabled persons; parking; permits; non-transferable; violation; suspension; punishment; fine.
- **18-1741.01:** Handicapped parking infraction, defined; citation issuance; enforcement on state property.
- **60-311.14:** Handicapped or disabled person; plates; design, issuance; requirement; fees.

B. Review City of Omaha Section 36-174

- Handicapped persons – reserved parking.

C. Review “Handicap Parking Facts” flyer available for distribution

Handicap Parking Facts

A handicapped or disabled person, shall mean any individual with a severe visual or physical impairment which limits personal mobility and results in an inability to travel unassisted more than two hundred (200) feet without the use of a wheelchair, walker, crutch or prosthetic, orthotic, or other assistive device, any individual whose personal mobility is limited as a result of respiratory problems, any individual who has cardiac condition to the extent that his or her functional limitations are classified in severity as Class III or Class IV according to standards set by the American Heart Association, and any individual who has permanently lost all or substantially all the use of one or more limbs **(18-1738.2)**

The following Nebraska State Statutes (**statute number given in bold**) govern use of handicap plates, placards and parking stalls. Violation of said statutes may lead to monetary fines and/or revoking handicap parking privileges for handicap parking plate or placard holders:

Handicap parking placard must be displayed from a vehicle's rear view mirror **(18-1736.1)**. Laying placards on vehicle dashboards, sun visors, or seats are not acceptable means of display.

The handicap/disabled person to whom a handicap parking placard or plate is issued must exit the vehicle if a handicap parking stall is used **(18-1736.3)** Example: leaving the handicap person in the vehicle while another person is shopping is not permitted.

Allowing other people to use your handicap placard or plates is illegal (18-1741) and may lead to monetary fines and/or revoking handicap parking privileges for handicap plate or placard holders .

No one, not even a handicap/disabled person displaying a valid handicap parking plate or placard, may park in a handicap access aisle **(18-1741.01)**. Handicap access aisles allow individuals extra space to enter or exit their vehicle with a wheelchair, a wheelchair lift/ramp, or other assistive devices.

Handicap parking placards must display a valid date and cannot be altered **(18-1741)**.

Any vehicle blocking a curb cut or wheelchair ramp may be issued a parking ticket **(18-1741.01)**.

Handicap parking stalls are reserved 24 hours per day – seven days a week - year round, for individuals possessing a valid handicap placard or plate.

Monetary fines for violation of the Nebraska State Statutes noted above **(18-1738.02)**:

1st offense - \$100.00 plus court costs

2nd offense - \$200.00 and up plus court costs

3rd offense - \$300.00 and up plus court costs

Remember that no one other than the State of Nebraska, may give authorization to park in a handicap parking stall, and no one may ever park in a handicap parking access aisle.

DUTY UNIFORM

Volunteer HCPP technicians are required to prominently display their official HCPP Identification (OPD Form 122B) on the outermost portion of their clothing when enforcing handicap parking laws – AT ALL TIMES.

DUTY EQUIPMENT

Required equipment for each volunteer when enforcing handicap parking laws:

- Official HCPP identification prominently displayed
- Traffic citations as provided by the Omaha Police Department
- Black, ball point pens
- Handicap Awareness Program (H.A.P.) cards
- 35mm Disposable Camera

Highly Recommended equipment for each volunteer when enforcing handicap parking laws:

- “Handicap Parking Facts” flyers (available through the Omaha Police Department)
- Flashlight as provided by volunteer to read VIN numbers

Optional equipment for each volunteer when enforcing handicap parking laws:

- clipboard as provided by volunteer
- cell phone with service as provided by volunteer
- Blank paper for notes as provided by volunteer

DUTY HOURS

Duty hours for the enforcement of handicap parking laws is limited to between 0600 (6:00 a.m.) and 2300 (11:00 p.m.).

Anyone with concerns about working during the hours of 2300-0600, will be considered on a case by case basis.

- A. Observe a suspected violator.
- B. ***Ensure suspect vehicle is unoccupied.***
- C. Position your vehicle.
- Position your vehicle with your safety and the safety of others in mind.
 - Do not block suspect vehicle from leaving
- D. Consider options available
1. If suspect vehicle is unoccupied:
 - Take no action
 - Leave informational literature under windshield.
 - Write a citation and leave it on the vehicle's windshield.
 2. If suspect vehicle is occupied:
 - Take no action
 - Make note of pertinent vehicle information from a discreet distance and forward to HCPP co-director. A letter signed by an Omaha Police Officer will then be mailed to the violator informing them they were observed in violation and educating them in regards to handicap parking laws.
 - Complete a citation as completely as possible from a discreet distance and forward it to HCPP Co-Director so it may be sent in the mail to the violator.
- E. Prior to exiting your vehicle:
1. Write down the suspect vehicle information
 - C – color
 - Y – year
 - M – make
 - M – model
 - B – body style
 - A – and
 - L – license
 - S – state
 2. Write down the location and time of the contact.
- F. Approach of suspect vehicle to write a citation
1. Always keep safety in mind during a contact
 - Be attentive to the happenings in your surroundings
 - Trust your intuition about people and circumstances.
 - Avoid or remove yourself from situations you feel unsure about
 - Have a plan in mind to avoid confrontation
 - Think about escape routes
 - Do not escape back to your car. It is preferable to escape to a public place, ie, retail store.
 2. Approach from the driver's side of the suspect vehicle

3. Check the placard
4. Write down the VIN, in case the license plates don't match.
5. It is highly recommended photographs be taken of the violator's vehicle
 - ensure the violator's license plate is visible and can be clearly read in one of the photographs
 - ensure one photo clearly documents the violation
6. Return to your vehicle to complete the citation.
7. Return to the violator's vehicle – *keeping safety in mind*.
8. Place violator's copy of the citation under the driver's side windshield wiper.
9. Place handout containing information regarding the Handicap Awareness Program (H.A.P.) under windshield along with the citation.
10. Return to your vehicle and move to a safe area to complete any additional information.

WHEN CONFRONTATION IS UNAVOIDABLE

A. Plan ahead to minimize confrontation

1. Know your personal space boundaries
2. Develop techniques to keep yourself calm in stressful situations
3. Pre-plan where to retreat if confronted
 - do not retreat to personal vehicle

B. Communication

1. Use a voice to convey confidence in what you are doing and that you belong, but do not appear aggressive
2. Always use polite, professional language

C. Call 911 if confrontation escalates or you feel your safety or the safety of others is at risk

CALLING 911

A. Procedures

1. Remain calm
2. Identify yourself as a volunteer HCPP technician.
3. Indicate you are in need police assistance.
4. Be prepared to answer the following questions:
 - Your name and serial number
 - Where you are located
 - The phone number you are calling from (if possible)
 - One or two sentence description of the situation
 - Be specific about what is happening; do not exaggerate the circumstances
5. Do not hang up unless the 911 operator instructs you may do so. It is not necessary for you to hang up before police can be dispatched. 911 may keep asking questions to have up-to-date information to pass on to the officer(s) being dispatched.
6. When feeling threatened or in doubt about the safety of the situation, call 911.

REVIEW OF PATROL PROCEDURES

- Do not be under the influence of alcohol or medications (including prescription) impairing your ability to perform duties.
- Keep personal safety and safety of others as first concern when enforcing handicap parking laws.
- Prominently display official volunteer HCPP identification when enforcing handicap parking laws
- Carry ticket book and black pen.
- Record the following information from a discreet distance *before* approaching a suspect vehicle:
 - C: color
 - Y: year
 - M: make
 - M: model
 - B: body style
 - And
 - L: license plate number
 - S: state
 - Time and location violation was observed
- Ensure suspect vehicle is *unoccupied* prior to approaching from driver's side.
- Return to own vehicle to finish the citation after you have approached the vehicle to check the placard, obtain the VIN and taken photographs.
- After the citation is complete, return to the suspect vehicle to place a copy of the citation under the driver's side windshield wiper. Again ensure vehicle is *unoccupied* and approach from driver's side.
- Do not initiate or engage in any physical or verbal confrontation.
- Never attempt to detain someone or attempt to block or detain a vehicle.
- If approached, courteously ask, "May I help you?" while being prepared to retreat
- Remain calm and immediately retreat to a public area if feeling threatened (do not retreat to personal vehicle).
- Contact 911 when necessary

VOLUNTEER POLICIES

A. Reporting Volunteer Activity

1. Activity reports include total time on patrol and total number of citations written for the month
2. Reports need to be submitted no later than the 4th of the following month to Dennis Young
 - ie, activity from June needs to be reported no later than the 4th of July
 - reports may sent to Dennis via USPS, Inter-Departmental or by e-mail
3. Co-Director needs to submit a cumulative monthly Activity Report to the Coordinator of Volunteers no later than the 10th of the following month
 - ie, the Activity Report for June needs to be reported no later than the 10th of July.
 - Report may be mailed, sent Inter-Departmental or by e-mail

B. Maintaining an active Volunteer Status

1. Volunteer HCPP technicians should agree to donate time towards the HCPP program every month, to also include the issuing of at least one citation each month.
2. Volunteer HCPP technicians showing no activity for 90 days will be decertified from HCPP program

C. Ending Volunteer Service

1. Should it necessary be necessary for you to end your volunteer service with the Omaha Police Department, please notify the Coordinator of Volunteers as soon as possible.
2. All police equipment and items issued you should be returned within 10 working days. This may include, but is not limited to citation books, unused 35mm film, parking permit, and your official HCPP identification.

D. Recognition

1. Every April during Volunteer Recognition Month, the Omaha Police Department hosts a Recognition Ceremony. This pleasurable opportunity allows us to formally recognize all of our outstanding volunteers.

E. Dress Code

1. Volunteer HCPP technicians are expected to wear attire that is suitable for their assigned duties and appropriate for the weather.
2. Choose attire appropriate also keeping in mind the public will see you as a representative of the Omaha Police Department.

F. Schedules

1. Volunteer HCPP technician duty hours are limited to between 0600 (6:00 am) and 2300 (11:00 pm)

G. Evaluations

1. Constructive feedback from volunteers regarding any of our volunteer programs is *always* welcomed by the Coordinator of Volunteers.
2. Volunteers are asked to complete a exit evaluation when they end their volunteer service.

H. Volunteer Information

1. Contact the Coordinator of Volunteers to up-date change of address or phone numbers.

WRITING TRAFFIC CITATIONS

A. Traffic citations are the ONLY tickets to be used for handicap parking enforcement.

B. Completing citations

1. Agency – OPD
2. District – refer to District map
3. Shift – 2400 (12:00 midnight) to 0800 (8:00 a.m.) = “A” shift
0801 (8:01 a.m.) to 1600 (4:00 p.m.) = “B” shift
1601 (4:01 p.m.) to 1200 (12:00 midnight) = “C” shift
4. Day, Date and Time of offense
Example: Wed 12-15-93 1335
5. Day, Date and Time of Citation
Example: Wed 12-15-93 1335
6. C – color of vehicle
7. Y – exact year of vehicle if known
8. M - make of vehicle
Example: Buick, Honda, Ford, etc.
9. M – model of vehicle
Example: LeSabre, Accord, Taurus, etc.
10. B – body style of vehicle
Example: 2 door, 4 door, station, van, truck, etc.
11. L – License number of vehicle as read from plate
Example: NFL 911 or 29-N9110
12. S – State that license plate on vehicle was issued from
Example: NE, IA, MN, KS
13. Year – the year the license plate on the vehicle expires.
14. VIN – Vehicle Identification Number. Normally found on the dashboard between the steering wheel and windshield.
15. “At or near” – as exact location of the violation as possible
Note: if in a parking lot, give location in lot
16. “City or Village of” – always “Omaha”
17. Mark the Non-Moving box
18. Mark Handicapped Parking box
19. Officer 1 – *Last name* and serial number of the HCPP volunteer writing the citation
20. Officer 2 – *Last name* and serial number if another HCPP volunteer also observes the violation
21. Court Appearance – (Month, Date, Year). Choose a court date 5 weeks in the future.
Note: Do not give a court date on Thursdays, Holidays or Weekends.
22. Time – Court time should always be 0900 (9:00 a.m.)
23. Mark “Waiver Is Allowed” box
24. Back of citation – use for notes about the incident
25. Fine and Court Costs – fill in the spaces for fine, court costs, and total. The fine is most generally \$100. As court costs do sometimes change, use the amount specified during your certification training for court costs. The HCPP Co-Directors will contact you if it is necessary to implement any changes to that amounts used.

C. Processing written citations

1. Written citations should be turned in within 48 hours from the time the citation is written. This allows time for them to be processed by the courts in a timely manner.

2. Methods to turn in citations

- Deliver written citations in person to Dennis Young
 - 11335 Raleigh Drive, Omaha, NE 68164
 - Place citations in special mailbox located on side of house. *Do not* place in regular mailbox
- Send written citations to Dennis Young using Inter-Department Mail
 - Address to “Dennis Young, Volunteer Co-Director, Handicap Parking Enforcement, Traffic Unit”
 - Inter-Department mail may be sent from:
 - The Northeast Precinct, 4316 N. 30th Street (30th and Taylor)
 - The Southeast Precinct, 2475 Deer Park, (25th and Vinton)
 - Central Police Headquarters, 505 South 15th Street
 - Traffic Assembly, 136th and Millard Avenue
 - Community Resource Center at Crossroads
 - Training Academy, Westside Community Center, 3534 S. 108th Street (108th & Grover)
 - Other City or County offices as appropriate
- Mail written citations to Dennis Young via United States Postal Service (USPS)
 - Mail to: 11335 Raleigh Drive, Omaha, NE 68164
 - Postage at volunteer’s own expense

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I. Contacting the Coordinator of Volunteers (COV)

1. COV most generally may be contacted by calling (402) 444-3598, Mon thru Fri, 0800 -1530.
 - voice mail is available for volunteer to leave a message when COV is out of the office
2. If COV is not available in the office and your call is of an urgent nature, you may electronically page COV by calling (402) 633-8060.
3. When COV is on extended leave and cannot be reached in the office nor by pager, she will leave an extended absence message on her phone indicating the volunteer may either leave a message for reply when COV returns, or the name and phone number of who the volunteer may call if urgent assistance is required.

The Omaha Police Department extends its most sincere appreciation for the time you have agreed to commit to our volunteer HCPP program. As a volunteer, you play a very important role in the law enforcement process. We are so pleased to have you join our volunteer team and we hope it meets your expectations. Please let the Coordinator of Volunteers know if you have any concerns, questions, or suggestions regarding our volunteer programs.

Nebraska State Statutes pertaining to handicapped parking..... App 26

Copy of LB 809 (as it pertains to access aisles) App 27

NEBRASKA STATE
STATUTES
PERTAINING TO
HANDICAPPED PARKING

FINAL READING
OF
LEGISLATIVE BILL 809

as it pertains to access aisles

LOCATIONS
BY
DISTRICT NUMBER

DISTRICT NUMBERS

BY

FACILITIES

DISTRICT NUMBERS

BY

LOCATION