

VOLUNTEER PARKING ENFORCEMENT PROGRAM

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I. POLICY

This directive outlines the guidelines for the utilization of Parking Enforcement Specialists in the control of parking within the city. The Parking Enforcement Specialists will be used to supplement the efforts of the districts, and shall operate under the Special Operations Section.

II. DEFINITIONS

A Parking Enforcement Specialist (P.E.S.) is a volunteer who:

1. Is willing to devote a minimum of four hours per week to the program over a specific period of time (i.e., October-April);
2. has received 40 hours instruction parking enforcement as mandated by F.D.L.E. and Criminal Justice Standards and Training;
3. has received a certificate from the Delray Beach Police Department for successful completion of the 40 hours of training for Parking Enforcement Specialist;
4. has a valid Florida driver's license;
5. has filled out an application to be a Parking Enforcement Volunteer;
6. has received a photographic identity card through the Payroll Administrative Assistant; and
7. has received an identification number through the Parking Enforcement Coordinator in order to track and identify the volunteer and the citation he/she writes for possible court appearance.

III. THE ORDER

1.0 The P.E.S. activity shall be governed by the P.E.S. Coordinator/Supervisor.

1.1 The Special Operations Section commander and sergeant will also share responsibility of directing the efforts of the P.E.S. volunteer.

2.0 The appropriate dress for the P.E.S. shall be the department issued equipment and privately supplied equipment.

2.1 Department supplied equipment shall consist of:

- a. Uniform Shirt: A gray zippered button/pocket front shirt embroidered with the phrase "Parking Enforcement Specialist."
- b. Uniform Hat: This is a baseball style cap which is navy blue in color. It shall have a mesh hood with a fabric front. It shall carry the phrase "Parking Enforcement Specialist" on the front above the bill.

2.2 Personally supplied equipment shall consist of and meet department standards. Personally supplied articles shall be those of the belt, pants/shorts, socks and shoes.

- a. Belt: Any style of belt which is a dark color and capable of carrying the metal radio clip and carrying the weight of the radio.
- b. Socks: Black/navy blue with long pants and white with shorts.
- c. Shoes: Will be of a style such as a running shoe or walking shoe, black in color
- d. Pants: Will be a navy blue or dark blue or black in color. Long pants will be a winter style pants. Shorts may be worn in winter as weather

may allow. Shorts, of course, may be worn any time during the summer months.

3.0 Vehicles

3.1 P.E.S. volunteers shall always defer to other vehicles on the roadways whenever possible.

3.2 P.E.S. volunteers shall not operate SPV's on any sidewalk, except when going to and from Atlantic Dunes, in the downtown/East Atlantic Avenue corridor, nor shall they operate the SPV on the sidewalk along the north-south Ocean Avenue/A1A corridor. The only exception authorized will be when there is NO roving patrol working.

- a. The P.E.S. volunteer assigned to the beach meters/ocean time parking may ride the SPV to cover the Atlantic Dunes Park. This will be accomplished by riding the SPV from South Ocean Avenue west on Casuarina Road. The P.E.S. shall then drive south on Seagate Road to Hibiscus Road.
- b. The P.E.S. will then drive east to the sidewalk/bike path on the west side of South Ocean Avenue. From here, he/she will drive south to Atlantic Dunes Park. In every case, the SPV operator shall physically stop his/her SPV at each intersection along South Ocean, ensuring no vehicular traffic is present before crossing the street.
- c. The P.E.S. will always defer to any pedestrian or bicyclist on this walkway/bike path. If the P.E.S. sees that he/she will overtake a citizen already on this pathway, he/she shall sound the SPV's horn in accordance with F.S.S. 316.2065(10) in order to give those citizens an audible signal of his/her approach.

3.3 P.E.S. volunteers are authorized to operate a city supplied parking enforcement automobile marked with the City of Delray Beach and "Parking Enforcement Specialist" logos.

4.0 Patrol Areas

4.1 P.E.S. volunteers shall operate in two (2) modes of patrol, specific and roving patrols.

a. Specific Patrol: Refers to a delineated, area specific part of the city. Enforcement will take place in clearly defined streets, area neighborhoods or zones. These specific areas shall be considered primary patrol areas. Established patrol areas as follows:

- 1. East Atlantic Avenue: will be patrolled from Swinton Avenue to the Intracoastal Waterway. Enforcement will focus primarily on time parking issues; however, other parking violations will be addressed as encountered.
- 2. Ocean Time Parking or Beach Meters: will be patrolled from East Atlantic Avenue at the Intracoastal Waterway to Ocean Boulevard. The patrol shall also monitor Ocean Boulevard beach meter parking from Beach Drive in the north to Casuarina Road in the south. The patrol shall also monitor the beach parking lots at Anchor Park, Sandoway Park, Ingraham Park, and the parking lot immediately north of the Holiday Inn. Atlantic Dunes Park will be included in this patrol area.
- 3. Specific patrol areas shall be patrolled through the

use of the SPV. Due to this vehicle's ability to move in congested areas. The SPV operator shall drive this vehicle with its amber light operating while in motion for safety. It shall be turned off while the P.E.S. is away from the SPV.

4. The SPV operator shall, when a violation is discovered, drive his/her SPV to a location that will not impede the flow of traffic and shall be far enough off the roadway to allow for safe exiting of the SPV by the operator.
- b. Roving Patrol: Refers to a P.E.S. going to a variety of high traffic areas; such as, malls and plazas which are experiencing parking problems. Roving patrols will be accomplished when manpower and vehicles are available and only after specific patrol demands are met.
 1. Roving patrols shall be performed through the use of the "Parking Enforcement" automobile. This patrol (when manpower allows) shall limit itself to areas where there is HIGH amount of public access. The volume of vehicular parking shall help in determining the efforts of enforcement. High volume of traffic demands greater effort. This vehicle shall not be driven outside the jurisdiction of this City.
 2. During their patrols, all Parking Enforcement volunteers will be responsible for monitoring handicap, metered parking, and hourly

violations throughout the City. They will also issue citations for any auto left unattended in an area which has a sign or painted markings indicating a **FIRE LANE**.

5.0 Radio Procedure

- 5.1 The department shall make available to the Parking Enforcement Specialists the use of department radios. The P.E.S. volunteer shall use the radio when calling in:
 - a. Out-of-state license plates.
 - b. Temporary license plates and the VIN (vehicle identification number) of this vehicle.
 - c. A request for assistance from a police officer.
 - d. Radio will be on Channel 4.
- 5.2 The P.E.S. volunteer shall check on the working ability of any radio he/she checks out for his/her shift. The P.E.S. volunteer will utilize proper radio procedures as instructed in their 40-hour class. They shall utilize the Department approved phonetic alphabet. They shall LISTEN CAREFULLY to the radio for other traffic on the channel before attempting to broadcast. The P.E.S. volunteer shall also listen to any requests or instructions broadcast by the channel operator and shall comply with those instructions IMMEDIATELY.

6.0 Issuance of Parking Tickets

- 6.1 Upon discovery of a parking violation, the location of the violation will be noted and a grace period (of not less than 15 minutes) will be allowed for the violator to either deposit additional money into the meter or move the vehicle.
- 6.2 The P.E.S. will completely fill out the parking ticket. The parking ticket shall be legible with all the appropriate spaces filled in (see

attached example). It shall be signed by the P.E.S. along with his/her I.D. number.

7.0 Responsibilities

7.1 The P.E.S. shall consider himself/herself a representative of the Delray Beach Police Department and conduct himself/herself in a professional manner. The P.E.S. shall:

- a. Conduct himself/herself in all manner of deference to the public which they are volunteering to serve. This is in accordance to all training provided to the P.E.S. volunteers in Human Diversity and Interpersonal Skills.
- b. Not conduct his/her parking enforcement efforts in a predatory fashion. He/she will understand that his/her purpose is not to cite an infraction as soon as it occurs, but to assist the public in the proper utilization of the available parking. The issuance of parking tickets is not to be considered the goal of the P.E.S. effort.
- c. When confronted by a hostile citizen, defer to the citizen and in no way take any further action or engage in any conversation that could lead to confrontation.
- d. When confronted, attempt to diffuse the situation. If unable to reduce the conflict by calm resolution, back away from the scene and request the assistance of a police officer to diffuse the incident or take other enforcement action.

8.0 During the course of his/her activities, the P.E.S. will have occasion to be approached by citizens with complaints about tickets issued. These disputes may be in the form of complaints or meter malfunctions, handicap violations, loading zones,

etc. When able, the P.E.S. volunteer shall do one of the following:

- 8.1 Execute a meter complaint form against a specific meter with the name and address of person given ticket.
 - 8.2 Explain the nature of the violation and the validity of the citation.
 - 8.3 If the explanation is not accepted, refer that complainant to the police department.
- 9.0 A P.E.S. will not void parking citations once the ticket is fully completed. Tickets which should be voided will be referred to the P.E.S. Coordinator or the Special Operations Section lieutenant with an explanation.

JOSEPH L. SCHROEDER
CHIEF OF POLICE

Reference:
Replaces District S.O.P. 4004 dated 10/27/1999