



County of Santa Cruz

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BOARD OF SUPERVISORS

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WALTER J. SYMONS
SECOND DISTRICT

MARDI WORMHOUDT
THIRD DISTRICT

TONY CAMPOS
FOURTH DISTRICT

JEFF ALMQUIST
FIFTH DISTRICT

AGENDA: 11/16/99

November 8, 1999

BOARD OF SUPERVISORS
County of Santa Cruz
701 Ocean Street
Santa Cruz, CA 95060

RE: ACCESSIBLE PARKING FOR PERSONS WITH DISABILITIES

Dear Members of the Board:

Attached is a copy of a letter the Board has received from Michael Bush, Chairperson of the Commission on Disabilities, relaying community concerns about the many violations related to parking spaces designated for use solely by persons with disabilities. Specifically, the Commission indicates that accessible parking spaces are being used by non-disabled individuals or blocked by dumpsters, shopping carts or merchandise.

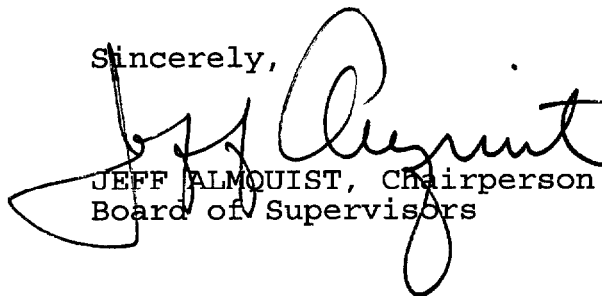
Not only has the Commission identified this significant problem, they have researched a possible means of remedying the problems associated with the inconsiderate action of those who are improperly utilizing parking spaces designated for use by persons with disabilities. As the attached materials indicate, the City of Fremont implemented a program in 1996 whereby volunteers are utilized to enforce accessible parking laws and to cite local businesses for non-compliance of accessible parking ordinances.

I believe that a parking control program specifically designed to address the issue of problems with accessible parking experienced by seniors and people with disabilities warrants consideration by our Board. Accordingly, I recommend that the Board direct the County Administrative Officer to consult with Sheriff Tracy, County Counsel, and the Coordinator for the Commission on

BOARD OF SUPERVISORS
November 8, 1999
Page 2

Disabilities and return to the Board, on or before December 14, 1999, with a recommendation for a parking control program which would utilize volunteers to enforce accessible parking laws in the unincorporated area.

Sincerely,

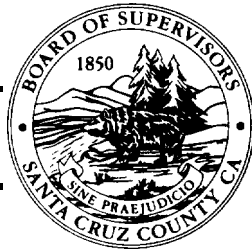


JEFF ALMOUIST, Chairperson
Board of Supervisors

JA:ted
Attachments

cc: Commission on Disabilities
County Administrative Officer
Sheriff Tracy
County Counsel
Commissioner Thomas Ferr

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701 OCEAN STREET
ROOM 030
SANTA CRUZ, CA 95060

October 25, 1999

Santa Cruz County
Board of Supervisors
701 Ocean Street, Room 500
Santa Cruz, CA 95060

Dear Chair Almquist and Board of Supervisors :

I am writing on behalf of the Commission to recommend for your consideration, what appears to be a very positive solution to the ongoing problems with accessible parking experienced by seniors and people with disabilities in our County.

The Commission on Disabilities has received numerous community complaints regarding violations of accessible parking throughout Santa Cruz County. Citizens with mobility disabilities require the use of accessible spaces to enable them to shop and do other business in the community independently. We are hearing at an increasing rate that persons requiring the use of an accessible parking space are finding these spaces used by non-disabled individuals or blocked by dumpsters, shopping carts, or merchandise.

In response to the concerns expressed by our community, the Commission has been researching how to address this problem. Previous attempts included placing flyers on the cars of violators which, has proven ineffective. It appears that without strict consequences such as a stiff fine - violators continue to ignore the law. We extended our research to other Counties and were intrigued to find that there was a successful program in the City of Fremont that works in partnership with law enforcement and community volunteers.

Since 1996, the City of Fremont has utilized volunteers to enforce accessible parking and to cite businesses for non-compliance of accessible parking ordinances. (A recent article in the San Jose Mercury also indicated that the City of Mountain View is within four months of launching their own similar program.) A law enforcement officer and disabled community member developed the idea in response to a frustrating incident involving a belligerent blue zone violator. They presented their idea to the police chief and it was hit!



701 OCEAN STREET
ROOM 030
SANTA CRUZ, CA 95060

The City of Fremont calls their enforcement unit HAPP (Handicapped Area Parking Patrol) ¹. Volunteers for the unit are thoroughly screened, trained, and are required to follow all regulations or may be subject to dismissal. The Fremont Volunteer Coordinator, Janet Valdes, shared that in her experience, the volunteers have been dedicated and responsible in their efforts.

Ms. Valdes also reported that the accessible parking enforcement team has not only reduced the incidence of blue zone violations but has generated almost \$130,000 in revenue for the City. Further investigation by our Commission has also revealed that there exists an ordinance which allows 20% of accessible parking fees to be designated to organizations that serve the needs of seniors and persons with disabilities. There also may be matching federal funds available to supplement that 20%. There appears to be many benefits to this method of enforcement.

I have enclosed a brief summary of ,a similar program in Springfield Illinois, and information that addresses liability, legal authority, and other requirements. This same information has already been forwarded to Sheriff Mark Tracy for his review. I hope this will provide enough information initially to determine whether you would like to pursue this program. Please don't hesitate to call the Commission office for more information.

Sincerely,

Michael Bush, Chair
Commission on Disabilities

cc: Sheriff Mark Tracy

The term "handicap" to describe persons with disabilities is offensive. It originated many years ago to describe the use of a cap to collect money when asking for a handout.

TRAINING:

The team training follows a Procedural Directive which establishes the guidelines of the "Handicapped Parking Patrol Unit". The program is designed to promote non-confrontational interaction with the public, as the number one goal is to "awndpa". ● All Volunteers attend an Orientation and are trained to represent the Fremont Police Department and the City of Fremont based on the high standards set by the existing Johnson

● After successfully completing this in-house training, the Volunteers receive field training and are issued volunteer uniforms that must be worn while on duty.

THE TEAM TODAY:

● All enforcement is performed in pairs to provide for the maximum safety of each Volunteer. Being the only Volunteer Group with the power to issue citations, the facilitating Police Officer works extensively to educate the team on the Spirit of the Law, as well as the letter of the law.

FREMONT POLICE
VOLUNTEER HANDICAPPED
PARKING ENFORCEMENT
TEAM

THE HISTORY:

● The Fremont Police Volunteer Handicap Parking Patrol (H.A.P.P.) was founded in July of 1995, following a citizen request for enforcement at a local shopping center. The "citizen" followed up on the problem of disabled parking abuse, researched a possible solution, recruited other volunteers, and with the assistance and support of the Fremont City Council and Police Department, has created a program to educate people about disabled parking violations. The Handicapped Parking Patrol team began enforcement in July 1996 and has made a positive impact on our community. By utilizing verbal warnings, informational flyers and citations, the H.A.P.P. members have educated countless citizens within our community about Disabled Parking Laws.



OUR HANDICAPPED
PARKING
ENFORCEMENT TEAM
NEEDS YOU...



(MEN, WOMEN, COUPLES, and SINGLES,
ARE ENCOURAGED TO APPLY)
Must be at least 18 years old to apply

TEAM RESPONSIBILITIES:

- The responsibilities of the Handicap Volunteers include the surveying of all properties covered by State and City ordinances to ensure disabled parking spaces meet local and state code specifications. Contact is also made with property management companies to seek voluntary compliance with current code. The programs goal is to educate the general public by informing them of our program through the press, television and individual contact.

WE NEED YOU:

- We need couples and single people, both retired and working to assist us in ensuring that handicap spaces are available for those Fremont Citizens and Visitors that need them now and in the future.

If you are interested in this program or information regarding other volunteer opportunities, please contact Donna Gott at 790-6691.

Authority for Volunteer Enforcement:**California Vehicle Code section 22507.9.****"Local Authority: Enforcement of Disabled Persons Parking"**

"Local authorities may establish a special enforcement unit for the sole purpose of providing adequate enforcement of section 22507.8 and local ordinances and resolutions adopted pursuant to section 22511.7.

Local authorities may establish recruitment and employment guidelines that encourage and enable employment of qualified disabled persons in these special enforcement units.

Members of the special enforcement unit may issue notices of parking violation for violations of section 22507.8 and and local ordinances adopted pursuant to section 22511.7. Members of the special enforcement unit shall not be peace officers and shall not make arrests in the course of their official duties, but shall wear distinctive uniforms and badges while on duty. A two-way radio unit, which may utilize Police frequencies or citizen's band, may be issued by the local authority to each member of the special enforcement unit for use while on duty."

Training Curriculum and Course Outline (12 hour course)

1. Introduction
 - a. Welcome
 - b. Student Introductions
 - c. Course Outline
 - d. History of HAPP

2. California Vehicle Code / Fremont Municipal Code
 - a. Authorities
 - b. Applicable Laws / Ordinances
 - c. Police Department Procedural Directives / HAPP Vehicle Operation

3. Issuance of Notices
 - a. Warning Notices
 - b. Notice of Parking Violation (citations)
 - c. Correction Letters

4. Contested Notices / Administrative Review
 - a. Role of the Examiner
 - b. Declarations
 - c. The Appeals Process
 - d. Review Process Demeanor and Testimony

5. Avoiding Confrontation
 - a. Purpose of Enforcement
 - b. Verbal Judo
 - c. Tape Recorders and Cameras
 - d. Role Playing

COMMISSION ON DISABILITIES



COUNTY OF SANTA CRUZ

The Springfield Illinois Volunteer Ticketing Program **A Brief Summary**

In 1998, disability activists succeeded in persuading Illinois State to pass a law allowing volunteers to write tickets for vehicles parked illegally in spaces reserved for persons with disabilities. The program did not only increase tickets written from 50 to over 500, but net the city over \$50,000 in additional revenue in the first five months of operation. This was accomplished with just twenty volunteer ticketers.

The program utilizes trained volunteers to cite violators parking in blue zones and access areas designated for disabled persons on both public and private property. Volunteers must be at least 21 years of age and have U.S. citizenship. They are required to pass a background investigation, a training program, and sign a liability release. In addition to ticketing, volunteers are also required to attend administrative hearings regarding tickets they have issued.

The volunteers are screened and trained by the police department and representatives from the local Independent Living Center. There are physical and cognitive requirements, in addition to the ability to communicate clearly, to act in a professional manner with the public and to provide own transportation or utilize alternative transportation.

The volunteer training covers areas ranging from legal authority (local ordinances on disabled parking) and identification of enforcement areas to specific steps on how to write out a ticket. The training also includes information on what to expect at an administrative hearing and how to handle yourself in unsafe situations.

Volunteers are restricted to citing violators of disabled parking only and are required to wear an identification card issued by the program while on duty. They are also instructed to never ticket a violator while in their car thereby risking a potentially dangerous situation. Instead, completed tickets are sent directly to law enforcement and dealt with directly by the appropriate authority. Volunteers have a responsibility to follow all the regulations set forth in their training and failure to do so will result in dismissal from the program.

The program developed and implemented in Illinois is thorough and successful with a proven track record. It has generated additional revenue for the city of Springfield and has empowered persons with disabilities by giving them a vehicle to fight back in a safe and lawful manner. It is a direct and productive way to regain accessible parking back from those who so blatantly and inconsiderately violate the law.



**CONDITIONS OF VOLUNTEER SERVICE
CITY OF FREMONT POLICE DEPARTMENT**

TORT LIABILITY: I understand I may be protected from civil liability for injuries or damage to the person or property of another under the following conditions:

- 1) I am working on an agency task assigned by an authorized department representative, and
- 2) The action does not involve willful or wanton negligence on my part.

I further understand the limits of protection are established under California State Statute.

MOTOR VEHICLE LIABILITY: I understand that I may drive a city vehicle while performing my volunteer duties only if a department supervisor has requested and authorized this use. I understand the city will cover the vehicle and my third-party liability to the extent of law.

In using my private motor vehicle in the course of my volunteer duties, I understand it is my obligation to obtain at least the state mandated minimum vehicle insurance coverage.

MEDICAL/WORKERS COMPENSATION INSURANCE: I understand it is my responsibility to provide whatever personal medical insurance coverage I desire, and that the City of Fremont does provide medical and/or workers compensation insurance for volunteers.

I understand that any time I am injured and/or involved in any accident or exposed to any potential liability while performing the assigned duties as a volunteer, I will immediately contact the Field Leader and Traffic Sergeant, or in his/her absence, the Watch Commander.

I have read and understand the conditions set forth in this agreement.

Signature

Date



PROCEDURAL DIRECTIVE

Disabled Parking Volunteer Enforcement Unit

Originated: 11/20/95
Revised: 06/01/98
Log: 95-07

INDEX: L-1 5

Disabled Parking Volunteer Enforcement Unit
Parking, Disabled - Volunteer Enforcement Unit
Volunteer Enforcement Unit - Disabled Parking

I POLICY

It is the philosophy and strategy of the Fremont Police Department to encourage community residents to work in partnership with the police to address identified community concerns. This philosophy rests on the belief that law-abiding people in the community deserve input into the enforcement process in exchange for their participation and support. In an effort to translate this philosophy into practice, the Fremont Police Department has established the "Disabled Parking Volunteer Enforcement Unit."

II PURPOSE

To work in partnership with community volunteers to enforce state laws and local ordinances for violations of parking privileges for disabled persons.

III PROCEDURE

Volunteer members of the Disabled Parking Volunteer Enforcement Unit shall be selected, trained, and equipped to issue Notices of Parking, Registration, and Equipment Violations for violations of state and local codes pertaining to disabled person parking, in accordance with the guidelines established in this operational directive.

A. Local Authority: Enforcement of Disabled Persons Parking

California Vehicle Code Section 22507.9 states:

Local authorities may establish a special enforcement unit for the sole purpose of providing adequate enforcement of Section 22507.8 and local ordinances and resolutions adopted pursuant to Section 22511.7.

Members of the special enforcement unit may issue notices of parking violation pursuant to Section 41103 for violations of Section 22507.8 and local ordinances adopted pursuant to Section 22511.7. Members of the special enforcement unit shall not be peace officers and shall not make arrests in the course of their official duties, but shall wear distinctive uniforms and badges while on duty.

Nothing in the Vehicle Code precludes a local authority from using regular full-time employees to enforce this chapter and ordinances adopted pursuant thereto.

B. Unit Leadership/Responsibilities

The Traffic Sergeant shall be responsible for the administration of the Disabled Parking Volunteer Enforcement Unit. The Traffic Sergeant will be required to select, train, equip, supervise, and maintain records of personnel assigned to this duty.

C. Selection of Volunteers

1. See Volunteer Program Handbook.
2. Recruitment efforts will be conducted by the Police Volunteer Program Administrator.
3. Qualifications: See Section "D" - Enforcement Volunteer - Minimum requirements.
4. A screening panel may consist of the Traffic Sergeant or his/her designee, two Field Leaders, and an Enforcement Volunteer. Panel

**FPD Procedural Directive L-15
Disabled Parking Volunteer Enforcement Unit**

Revised: 06/01/98

questions to' determine a potential volunteer's suitability may be formulated by this panel, and the candidate will be scored on a pass/fail basis.

- 5. A criminal history check and background investigation will be completed prior to appointment.

D. Enforcement Volunteer

1. Basic Function

To work as a volunteer and perform enforcement activity in compliance with the established policies and procedures of the City of Fremont Disabled Parking Volunteer Enforcement Unit.

2. Scope

Enforcement volunteers are under the immediate supervision of the Volunteer Field Leader assigned to their enforcement areas.

3. Description of Duties

- a. Issue warning notices and notices of parking violations for disabled parking violations,
- b. Have a thorough understanding and knowledge of all applicable state vehicle codes and local ordinances regarding disabled parking enforcement.
- c. Establish and maintain radio/telephone communications with the communications center when on duty.
- d. Complete basic training and certification process. Participate in ongoing training sessions as scheduled.
- e. Be professional in appearance and demeanor when on duty.
- f. Establish and maintain a personal patrol schedule for each month and submit those schedules to the assigned Volunteer Field Leader and/or Traffic Sergeant.
- g. Ensure that changes to the current schedule are submitted to the appropriate Field Leader,

**FPD Procedural Directive L-15
Disabled Parking Volunteer Enforcement Unit**

Revised: 06/01/98

- h. Ensure that copies of issued notices are delivered to the established drop point when going off duty.
- i. Prepare and submit end-of-month enforcement activity reports to the assigned Field Leader. Prepare and submit, other reports as required.
- j. Establish and maintain a good working relationship with all persons involved in the volunteer enforcement unit.
- k. **Establish** and maintain a **good working** relationship with the businesses within each enforcement area.
- l. Help to project and maintain a positive image of the enforcement program within the area of responsibility where assigned.
- m. Be accountable to the Fremont Police Department for the uniforms, equipment, and materials provided.
- n. Be familiar with courtroom procedures and comply with all subpoenas for court appearances.
- o. Act as a representative of the City of Fremont in publicizing and speaking on behalf of the enforcement volunteer program.
- p. Maintain contact with the assigned Field Leader as required to fulfill the duties and responsibilities of the enforcement unit.

4. Field training

May be required from time to time to observe/supervise new volunteers during the on-the-job training phase.

5. Responsibility and Authority

All volunteer members shall have at least the minimum enforcement authority which has been established by the California Vehicle Code.

6. Minimum Requirements

Be at least 18 years of age and meet any other requirements which may be established by the appropriate state or city entity.

Volunteers must be able to read, write, and communicate at a level which will allow the preparation of written declarations and the issuance of notices for parking violations, and be able to communicate with the general public in the field during enforcement situations. Volunteers must also be able to present testimony in a court of law.

E. Field Leader

1. Basic Functions

- a. To work as a volunteer in performing enforcement activity in accordance with the established policies and procedures of the City of Fremont Parking for the Disabled Volunteer Enforcement Unit.
- b. To provide administrative and field support for Department personnel.

2. Scope

Field Leaders report directly to the Traffic Sergeant and act as administrative assistants, coordinators, facilitators, and trainers for enforcement/patrol activities.

3. Description of Duties - In addition to performing the duties of an enforcement volunteer, the Field Leaders will perform the following tasks:

- a. Participate as a member of oral screening boards.
- b. Participate in basic and on-going training of those enforcement volunteers assigned to Traffic.
- c. Ensure that all volunteers attend periodic on-going training as may be required.
- d. Provide field oversight for volunteers who are assigned within their area(s) of responsibility.
- e. Ensure that certified enforcement volunteers display a positive demeanor and well-groomed appearance at all times when on duty.

**FPD Procedural Directive L-15
Disabled Parking Volunteer Enforcement Unit**

Revised: 06/01/98

- f. Occasionally accompany enforcement volunteers on patrol to assess their performance.
- g. Establish and maintain a volunteer patrol schedule for each month and submit those schedules to the Traffic Sergeant.
- h. **Ensure** that changes to the current schedule are submitted to the Traffic Sergeant.
- i. Prepare and submit end-of-month enforcement activity reports. Prepare and submit other relevant reports as may be required.
- j. Establish and maintain a good working relationship with all persons who are involved in the enforcement volunteer program.
- k. Establish and maintain a good working relationship with the businesses within each enforcement zone.
- l. Ensure that a positive image of the enforcement program is maintained throughout the community(ies) within the area of responsibility.
- m. Be accountable for the equipment, uniforms, and supplies that are provided.
- n. Act as a representative of City of Fremont Police Department and the City of Fremont in publicizing and speaking on behalf of the Volunteer Enforcement Unit.

4. Field Support

Field Leaders shall provide support and resources for all official activities of those volunteers who are assigned to patrol in their business area(s).

5. Minimum Requirements

All Field Leaders shall possess the minimum requirements which are established for volunteers who are certified to participate in the volunteer enforcement program.

In addition to the above, Field Leaders shall be experienced enforcement volunteers who have demonstrated leadership and

FPD Procedural Directive L-I 5
Disabled Parking Volunteer Enforcement Unit

Revised: 06/01/98

management abilities and who are willing to devote time and energy beyond that expected of those over whom they have supervisory authority and responsibility.

F. Training

1. The Traffic Sergeant is required to provide training to all enforcement volunteers. The minimum training shall include but not be limited to:
 - a. Knowledge of 1 O-code
 - b. Knowledge of phonetic alphabet
 - c. Enforcement interaction
 - d. Use of equipment
 - e. Citizen arrest procedures
 - f. How to issue Notices of Parking, Registration and Equipment Violations
 - g. Courtroom testimony
 - h. VIN verification
 - i. Penal code, Vehicle code, and local ordinance training
 - j. Other training as the need is identified
2. The Traffic Sergeant shall ensure that enforcement volunteers are provided with periodic on-going training to keep them up to date on policies, procedures, and laws.

G. Equipment and Supplies

1. The following equipment and supplies may be provided by and shall remain the property of the Fremont Police Department.
 - a. Uniforms - Appropriately marked windbreakers and caps
 - b. Notices of parking violations (citations)
 - c. Notebooks

- d. Polaroid camera
 - e. Polaroid film
 - f. Radio
 - g. Cellular phone
 - h. Guidelines for conduct (Procedural Directive)
 - i. Identification card
 - j. Volunteer business cards
2. Enforcement volunteers are required to provide their own transportation to and from the police facility and during their patrol activity. Motor vehicles utilized by volunteers are to be insured in full compliance with California state law. Evidence of current insurance shall be photocopied and kept on file with the Traffic Sergeant. Personal vehicles utilized by volunteers shall not be marked or equipped with lights or any devices which resemble an emergency vehicle as described in the California Vehicle Code. If a City vehicle is provided, it shall be operated in accordance with Procedural Directive X-6:
3. Use of uniforms
- a. It is the responsibility of the Fremont Police Department to properly uniform certified enforcement volunteers.
 - b. Uniforms shall be provided which will officially identify the enforcement volunteer as a representative of the Fremont Police Department, while conducting enforcement activities.
 - c. While on duty, the civilian attire worn by the enforcement volunteer shall be neat, clean, and of a style which will complement those uniform items provided by the Fremont Police Department.
 - d. Enforcement volunteers are not to wear uniform items when not officially on duty.

- e. Volunteers are' not permitted to place any badges, pins, patches or other personal items upon their uniform attire without the prior approval of the Chief of Police.

2. Identification cards

Certified volunteers shall be provided with photo identification cards which set forth their certification and authority within the jurisdiction of the City of Fremont. Enforcement volunteers shall wear their identification cards on the outside of their clothing at all times when they are officially on duty and shall present their card when questioned about their authority.

H. Certification

As set forth in California Vehicle Code Section 22507.9, the Fremont Police Department is authorized to train and certify volunteers for the enforcement of statutes and ordinances relative to parking for the disabled, after the volunteer has been satisfactorily trained. The Fremont Police Department shall certify and authorize the volunteer to issue notices for parking violations related to disabled parking.

The certification process shall include completion of the Fremont Police volunteer service agreement.

I. Standards of Conduct for Police Volunteers

- 1. Volunteers shall take responsibility for gaining a clear understanding of the job responsibilities through discussions with the Police Volunteer Program Administrator and Police staff.
- 2. Volunteers are expected to abide by the same rules of conduct and ethical standards which govern regular Police staff.
- 3. Volunteers shall fulfill the agreed'upon time commitment regularly and promptly.
- 4. Volunteers shall respect confidentiality requirements.
- 5. Volunteers shall notify the Police Volunteer Program Administrator and staff supervisor of time, transfers, and discontinued services, as well as any problems which might necessitate change.

- 6. Volunteers shall provide staff supervisor and the Police Volunteer Program Administrator with feedback, suggestions, and recommendations for a more effective program.

J. Compliance

Every certified enforcement volunteer shall be provided with a copy of this directive, and a signature record to that effect will be kept on file.

Failure to comply with any of the provisions set forth in this directive may be cause for suspension and/or removal from the volunteer unit and could result in a loss of certification by the Fremont Police Department.

K. Separation from the Disabled Parking Enforcement Unit

The Traffic Sergeant shall have the authority to dismiss any volunteer for cause, with approval from the Chief of Police.

When a volunteer separates from the unit, it shall be the Traffic Sergeant's responsibility to collect all the issued uniform attire, equipment, and supplies that are the property of the Fremont Police Department, at the earliest opportunity.

L. Media Relations

Requests for photographs, videos, and print media, shall be referred to the Press Information Officer.

IV PATROL/ENFORCEMENT PROCEDURES

A. Authority

- 1. Enforcement volunteers who are authorized to issue notices under the of C.V.C. Section 22507.9 are restricted to that authority only.
- 2. The enforcement activities will be specifically directed and narrowly focused to disabled parking-related offenses; e.g., unlawful parking in a space reserved for disabled persons, parking in an access aisle, unlawful use of disabled placard, improper signage, or lack of required posted signs.

3. Enforcement volunteers **are not authorized** to remove or tow any vehicle while conducting enforcement activities for violations of disabled persons statutes/ordinances. Enforcement volunteers may request that a Community Service Officer or sworn officer tow a vehicle when lawful, and the requirements set forth in Procedural Directive V-2 have been met.

B. Scheduling

1. All volunteers shall be scheduled in advance for patrol duty, Scheduling shall be the responsibility of the Volunteer Field Leader and shall be completed at least two weeks in advance. A copy shall be forwarded/filed with the Volunteer Program Administrator.
2. A copy of each volunteer's current patrol schedule shall be maintained by Volunteer Field Leaders, and copies of the schedule will be maintained in Traffic.
3. Volunteers are not permitted to go on duty when they are not scheduled to do so, without the prior signed approval of a Volunteer Field Leader or the Traffic Sergeant.

C. Patrol Procedures

1. Equipment and supplies will be kept in the equipment room where they can be issued to each volunteer. Phones/radios shall be tested prior to officially going on duty to ensure that they are in good working order.
2. When an enforcement volunteer goes on duty he/she will be properly outfitted and equipped to perform his/her official enforcement duties.
3. Prior to going on duty, the enforcement volunteers shall, **without exception**, contact the Communications Center and give the communications dispatcher their name, unit designator, and the area that they will be patrolling.
4. While on patrol, the enforcement volunteers shall inform the Communications Center of their whereabouts whenever they move to a new shopping center and/or area of enforcement.

5. After completing his/her patrol time, each volunteer is responsible for notifying the Communications Center that they are off duty, and shall return his/her equipment to the equipment room.

D. issuance of Notices for Disabled Person Parking Violations

1. Photographs

After an enforcement volunteer detects an alleged disabled person parking violation, he/she will first record the incident by taking at least one Polaroid photo of the suspect vehicle. This photo will be taken from a vantage point that clearly shows how the elements of the parking restriction have been violated and will also provide the vehicle's license plate number. This is the first step taken to document the violation in the event the driver returns and refuses to cooperate and subsequently leaves the scene while the notice is being written. The notice will be completed and forwarded to a Volunteer Field Leader as soon as practical. The photograph will be kept by the volunteer with his/her notes for future reference. In the border of the picture that is to be submitted for processing, the enforcement volunteer will record the date, time, and notice number for the violation at the time the notice is being completed.

2. Once the notice has been completed, the violator's copy shall be placed under the driver's windshield wiper blade in such a manner that it can easily be seen. Consideration should also be given to windy conditions and/or the possibility that the violator could drive away with the notice under the wiper blade. In the event of rain or other inclement weather that could render the notice un-readable, the enforcement volunteer will first place the notice in a closable plastic bag prior to securing it under the driver's wiper blade.
3. Once a notice has been issued, the volunteer shall record the pertinent facts surrounding the issuance of the notice in his/her field notebook. These notes are official and could become part of a court document. Therefore, field notes must contain only information that is relevant to the violation.
4. When volunteers complete their tour of duty, they shall submit all the notices that they issued that day to the appropriate Records tray.

E. Legal Procedures

1. Notices of parking violations may be contested via a hearing before a city administrator known as an "Examiner." This hearing can subsequently be appealed by the contestant to the FNUC Municipal Court for a final disposition if the violator is found liable by the Examiner.
2. In the event a contestant makes an appearance before the Examiner, the enforcement volunteer is not required to testify, but he/she may be requested to submit a written declaration outlining the circumstances which led to the issuance of the notice of parking violation. (Declarations will be provided by the Traffic Sergeant.) The enforcement volunteer shall use the notes taken at the time the offense was committed to complete the sworn statement.
3. If a contestant appeals the Examiner's decision, the enforcement volunteer may be served with a subpoena and will subsequently be required to testify at traffic court. Once again, the field notes will be used to assist the enforcement volunteer with his/her testimony.

F. Dealing With Confrontation

1. Every effort should be made to avoid a confrontation with a suspected violator. However, avoidance is not always possible. Enforcement volunteers should be prepared for a confrontation.
2. If the enforcement volunteer makes an adverse contact, the violator shall be informed that they have the legal right to contest the notice of parking violation, and the process may be explained. However, if the violator becomes argumentative, the volunteer shall "back off" to prevent the situation from escalating. An enforcement volunteer shall not argue with or threaten a suspected violator in any manner. If the violator continues to be argumentative, the enforcement volunteer shall contact the Communications Center, and a minimum of two police officers will be dispatched to the scene.
3. If an enforcement volunteer becomes the victim of a crime, he/she shall immediately notify the Communications Center and a minimum of two officers shall respond to the scene. An appropriate crime report shall be completed, and the on-duty Volunteer Field Leader, the Traffic Sergeant, and the on-duty Watch Commander shall be notified. A copy of the police report will be forwarded to the office of the Chief of Police via the chain of command, and in the event of

injury and/or property damage, an additional copy shall be routed to the Risk Manager.

4. In the event an enforcement volunteer is injured, he/she will immediately notify his/her Field Leader, the Traffic Sergeant, and the Watch Commander.

V PARKING SURVEYS

Once the Enforcement Volunteer Unit has been established, the next step will involve the implementation of a community survey designed to determine to what extent valid enforcement efforts can be made. Unless property owners and businesses are willing to comply with federal, state, and local ordinances that regulate the design and use of parking stalls for disabled persons, valid enforcement efforts will not be possible.

Prior to the issuance of notice of parking violations related to the restricted use of disabled parking, representatives of the Enforcement Volunteer Unit shall contact (in person) the owners and businesses to introduce them to the Disabled Person Parking Volunteer Enforcement Program. An information letter may be distributed and a business card may be left for future reference and follow-up. The personal visit will also include an overview of the parking space survey which was completed for the property in question to ensure that the technical requirements of the law(s) are met. The Traffic Sergeant or his/her designee will provide recommended changes so that enforcement activities can begin.

CRAIG T. STECKLER
CHIEF OF POLICE

ATTACHMENTS - REFER TO MASTER MANUAL OF DIRECTIVES

- END OF DIRECTIVE -