

## **The parking policy**

Leeds Council's approach to parking enforcement is to be fair but firm and the Council's parking policy outlines how we intend to deliver the best possible service to motorists and customers.

### **Fair**

- We will explain and communicate the parking rules
- We will regularly monitor traffic signs and road markings to help motorists parking throughout the city
- We will review parking services regularly to see how they can be improved

### **Firm**

- We will take consistent enforcement action to deter inconsiderate parking
- We will pursue people who try and evade penalty charges and recover debt owed to the council
- We will work with the police to prevent crime and anti-social behaviour and to protect our parking attendants against abuse and violence

### **Best possible service**

- We will reply quickly to representations against penalty charge notices whilst fully investigating motorists comments
- We will aim to get penalty charge notices right first time using accurate "hand-held" technology
- We will develop on-line services to improve customer access to information
- We will develop the on-street parking service to include: Blue Badge/permit enforcement, school patrols, advice and information and assistance at special and sporting events

Civil Enforcement Officers will adopt a helpful attitude and a consistent approach to enforcement in order to encourage lawful and considerate parking. Our customer promise is we will always:

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest
- Offer advice on the appeals procedure if requested