

**DEPARTMENT OF
PARKING AND TRAFFIC

ENFORCEMENT DIVISION

PARKING CONTROL OFFICERS

TRAINING MANUAL**

REVISED 08/06

PARKING CONTROL OFFICERS
TRAINING MANUAL

The purpose of this Training Manual is to establish a single source document, which contains pertinent policies, procedures, and rules of this Department and to assign responsibility for adherence to these contents.

I - GENERAL PROVISIONS

A - The Parking Control Officers Training Manual is divided into sections and includes policies, procedures, and rules which are applicable to the position of Parking Control Officer.

B - As policies, procedures and/or rules change, appropriate pages of the manual will be revised and re-issued to all employees.

II - RESPONSIBILITY

A - All Parking Control Officers assigned to this Department shall be issued a Training Manual and be responsible for its safekeeping.

B - Employees assigned a manual shall be responsible for updating said manual as revised pages are issued.

C - Employees are to follow all policies and procedures of the Department of Parking & Traffic as well as rules, policies, and procedures contained in this manual. Employees are reminded that Directives and Memorandums are used to supplement rules and procedures. Verbal directives have the same weight as written rules, policies, and procedures. Employees violating any rule, policy, or procedure of the Department may be subject to disciplinary action.

GENERAL RULES OF CONDUCT

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Employees shall report for duty at the time and place required by assignment and shall be fit to perform their duties.

Employees shall perform their assigned duties promptly and according to Department procedures.

Employees shall, while on duty, be in uniform and present a clean and neat appearance.

Employees shall acquire and maintain a working knowledge of all information required for the proper performance of their duties.

Employees shall follow all written and oral directives of the Department applicable to their respective assignments.

Employees shall take proper care of all Department property that is entrusted to their use, and shall be personally liable for the repair or replacement of any Department property that is lost, stolen or damaged due to negligence.

Employees shall promptly report in writing any loss of or damage to Department property.

Employees shall, if involved in an accident while on duty, remain at the scene of the accident. Employees shall call for a Supervisor to respond.

Employees shall not, while on duty, engage in personal business or in any other activity that would cause them to be inattentive to duty.

Employees shall not, while on duty, drink intoxicating liquor.

Employees shall not store liquor, opened or sealed, in their vehicles or anywhere in the Department.

Employees shall not store or bring into any Department vehicle personal belongings except those being used to perform their duties. No personal items shall be left in vehicles at the end of the watch.

Employees shall not falsely report themselves sick or injured.

Employees shall not leave their assigned duty or post except by permission of a Supervisor.

Employees shall not use Department vehicles to take care of personal business.

PROFESSIONALISM

Professionalism is reflected in the nature and quality of the job performed. The quality of management, training programs, policies, procedures, standards, employee relations, outside contacts and the delivery of service establish Department professionalism.

All employees shall conduct themselves and perform their duties in a professional manner.

The Department will provide training necessary for its employees to deliver quality services to the public.

Professional performance and achievement will be encouraged and acknowledged.

Unprofessional behavior and performance shall be identified and addressed by appropriate management actions such as counseling, training, or discipline.

Badge numbers are required to be given if so requested by the public.

UNIFORMS

All Parking Control Officers should be aware that the image they project has a major bearing on the way they are received by the public.

All Parking Control Officers are to be recognizable as a Parking Control Officer and shall be properly attired.

Parking Control Officers are to be in full uniform at all times. Uniforms are to be kept neat and clean. Uniform shirts are to be kept tucked in and belts worn while on duty. Uniform shirts and pants are not to be bloused.

PCOs may only wear the bike uniform when assigned to the bike detail; at all other times, they are to be in regular uniform.

Badges are to be worn on the outer-most garment, with the exception of rain gear.

COURTESY TO THE PUBLIC

Courtesy should be a natural response in relationships between the public and the Parking Control Officer. It should be a natural response not because the Parking Control Officer necessarily desires to be courteous, but because it is his/her **duty** to be courteous.

In addition to being a duty responsibility, courteous Parking Control Officers enhance their personal and the Department's standing with the public. Courtesy is a necessary element in good public relations. Being courteous never makes one subservient to another, nor does it demean one's standing; however, being discourteous usually has results which are the opposite.

If a citizen requests information, give the requested information promptly. If the Parking Control Officer does not know the information, he/she should try to direct the citizen to the proper source to obtain the information.

The Parking Violator - Parking Control Officer encounter is potentially the most damaging to public relations that individuals will face. The Parking Controller must therefore have the proper mental attitude when dealing with the parking violator. He/she should always be courteous and professional. The Parking Controller should provide the violator with any requested or required information, and should never let his/her emotions govern his/her professional duties. The Parking Controller should not let being courteous deter him/her from proper performance of his/her duties.

RESPONSIBILITIES

FOR

PARKING CONTROL OFFICERS

ATTENDANCE

NOTIFICATION IS REQUIRED -

ILLNESS - Employees prevented from coming to work due to an illness shall notify the Office Manager or a Supervisor as soon as possible, but no later than 60 minutes prior to the start of their shift.

LATE - Employees delayed in coming to work shall notify the Office Manager or a Supervisor no later than 60 minutes prior to the start of their shift or as soon as possible. When arriving late, a 'Late Slip' must be filled out. Time docked is in increments of 15 minutes. When the employee has notified the office of being late, the employee has the choice of how to be docked - VA, OU, SP. If the employee did NOT call in, the employee will be carried XX (not paid).

LEAVING A MESSAGE - When leaving a message for their Supervisor, with the office or with Tow Desk, employees will leave their name, phone number, watch, and the reason for their delay or intended absence. Leaving a message does not authorize the employee's absence. Do **not** leave a message on voice mail.

TELEPHONE NUMBERS -

| | |
|--------------------|----------------|
| Office Manager: | 553-1233 |
| Office Staff/SES: | 553-1615, 1234 |
| Tow Desk/Dispatch: | 553-1239, 1240 |

LEAVING EARLY - In cases of illness or other reasons, employees must notify their immediate Supervisor prior to leaving their assigned area or detail. If unable to contact their Supervisor, employees are to call the office and speak with a Supervisor.

Upon responding to the office, employees **MUST** contact the Office Manager or a Supervisor to be excused. Employees may not leave their paperwork, keys and/or PIC on a desk or counter and go home.

Failure to follow these procedures will constitute "unauthorized absence" and could result in forfeit of pay and/or a reprimand.

SICK LEAVE WITH OR WITHOUT PAY

The following procedures are designed to reduce unauthorized use of SP or SL time. They are not intended in any way to reduce the benefit of SP or SL time to those employees of this Division who are entitled to the legitimate use of SP or SL time.

REPORTING SP OR SL:

When an employee is unable to report for duty due to illness or off-duty injury, notification shall be made by the employee him/herself unless the employee is unable to do so because of the nature of the illness or injury. The notification shall be made to the Office Manager or the employee's Supervisor as soon as possible, but no later than one hour prior to the start of the employee's watch.

Notification by a person other than the employee is not acceptable unless substantial circumstances prevent the notification by the employee him/herself.

When the SP or SL notification is made, the employee shall give an indication of the nature of the illness or injury and the expected duration of the SP or SL status if it will be for more than one day.

TELEPHONE CALLS TO RESIDENCE:

The Department Rules require that an employee who is off duty due to disability, injury, or sickness remain at their residence.

All employees should be aware that a Supervisor may phone the residence of the employee who is off duty for the above reasons to verify that the Department Rules are being complied with.

Assistant Directors shall cause such phone calls to be made from time to time on an unannounced basis.

SICK SLIPS:

A Doctor's certificate is required on the sixth (6) day of consecutive sick leave. The certificate(s) shall indicate a return to work date.

REPORTING OFF

Parking Control Officers shall **NOT** be present in the office to check off more than 30 minutes before the end of their watch.

i.e.: 1100/1930 Watch - NOT before 1900 hours

Parking Controllers shall not leave their enforcement area prior to 45 minutes before the end of their watch.

TRUTHFUL, COMPLETE AND ACCURATE REPORTS

Any written or oral report made by any employee as the result of any work-connected function shall be truthful, complete and accurate to the greatest extent possible.

The term "report" includes any parking citation, work sheet, memorandum, or form. A "form" is a report whether or not it is signed. Also included are reports that are either required or not required.

Any report completed with false content and/or submitted in a fashion designed to deceive or mislead is deemed to be a false report.

TIMEPIECE - WATCH

All employees shall have a functioning watch or timepiece in his/her possession during their assigned tour of duty. All employees are reminded that when a citation is written, the employee certifies under penalty of perjury that the information on the citation they have issued is true and correct.

CONGREGATING IN PUBLIC PLACES

Uniformed employees shall refrain from congregating while on duty. Congregating shall be defined as more than two (2) employees meeting together when the circumstances do not mandate same in order to accomplish the needs of the Department.

This regulation is necessitated because of the image that is portrayed to the general public when uniformed employees gather in groups, regardless of the legitimacy of the occasion.

LUNCH AND BREAKS

Lunch and breaks shall **NOT** be taken during Towaway hours or at the end of the watch.

GRATUITIES

No employee shall solicit or accept free food (prepared or unprepared) or any drink (including coffee); nor shall any employee participate in any arrangement wherein the full price of such food, meal, drink, coffee, or refreshment is not paid for by the employee.

This policy includes half prices, discounts, or any giving or receiving which may be designated as a courtesy or other arrangement.

Violators of this policy should expect to be disciplined by the Executive Director.

UNIFORMS

CLASS A UNIFORM - SPECIAL OCCASIONS / DRESS UNIFORM

Class A uniform requires and is limited to the following items:

| | | | |
|-------------------|-----------------------|---------------|--------------------|
| Long sleeve shirt | Black uniform tie | Uniform pants | Thick outer jacket |
| Black shoes | Black/navy blue socks | Uniform belt | Badge |

No hat, cap or other items are permitted unless so directed.

CLASS B UNIFORM - REGULAR DUTIES

Class B uniform requires the following items:

| | | |
|---------------|---------------|-----------------------|
| Uniform shirt | Uniform pants | Black shoes |
| Uniform belt | Badge | Black/navy blue socks |

TRAFFIC CONTROL

Traffic Control duties require the following items:

Vest - orange Flashlight & wand-if dark Helmet or Baseball cap Whistle

INITIAL UNIFORM SUPPLIED TO NEW HIRES:

| | | |
|---------------------|------------------------|------------------|
| One uniform jacket | Three uniform pants | One uniform belt |
| Five uniform shirts | One pair uniform shoes | One sweater |
| One tie | One badge | |

ADDITIONAL UNIFORM AND EQUIPMENT ITEMS:

Issued by the Department:

| | | | |
|---------------|-------------------|---------------|-----------------|
| Baseball caps | Mace and holder | Helmet | Chalkstick |
| Rain gear | Flashlight & wand | Vest - orange | Tag book holder |
| Street guide | Wind breaker | Whistle | Call box key |

OPTIONAL ITEMS:

| | | | |
|---|-----------|------------------------------|----------------|
| Gloves - black or navy blue | Name tags | Service stripes | Uniform shorts |
| Rain boots - black or navy blue | | Scarves - black or navy blue | |
| Turtleneck sweaters or dickeys - black or navy blue | | | |

REQUESTS FOR VACATION, COMPENSATORY TIME (OU), FLOATING LEGAL HOLIDAYS AND EARNED HOLIDAYS

The use of vacation days (VA), compensatory time (OU), floating legal holidays (FH), and earned holidays (EH) requires the approval of your Supervisor before said time off is taken. Approval is defined as the entire process of completing the appropriate request form, forwarding same to your Supervisor, and review & approval by your Supervisor before a person is excused from scheduled duty.

Properly staffing the various Enforcement Division assignments necessitates that any requests for time off be submitted according to the following time limits:

- Requests for one - four days off = a maximum of 60 days and a minimum of 24 hrs prior to the date of the time off requested.
- Requests for five or more consecutive days off = a minimum of one week prior to the dates of the time off requested.

Supervisors are not to approve any requests for time off (VA, OU, FH, EH) which do not meet the above time requirements.

There will be an annual vacation signup at the beginning of each year. This signup is done on a seniority basis by watch. The number of employees allowed off on each watch will be determined prior to the start of the signup. Once this annual vacation signup is completed, requests for time off will be handled on a first come basis.

ADDITIONAL PART-TIME EMPLOYMENT

Approval from the Executive Director and the Human Resources Director is required for an employee to work additional part-time employment. Additional part-time employment is limited to a maximum of 20 hours per week or 3 hours on any day. Requests for additional employment must be renewed every six months.

Requests to engage in additional employment will not be approved unless there is compliance with the following conditions:

- That the employment will not impair the efficiency or interfere in any way with the full and proper performance of the employee's regular duties.
- That the employment is not in a field where substantial unemployment exists.
- That reason exists such as an economic need or other special reason for the employee to engage in such employment.
- That the performance of such employment is in no way inconsistent or incompatible or in conflict with assigned civil service duties or responsibilities of the employee's department or appointing officer.
- That the performance of such employment will not be contrary to the interests of the City service generally and will not lead to situations which would reflect discredit on the City service.
- That such employment will not require more than 20 hours per week, nor more than three hours per day, or involve any duty whatsoever of the employee during the employee's regular City work schedule.
- That the employment will not be in a hazardous occupation that would involve substantial risk of injury to the employee.

Employees discovered working a second job without proper approval may be subject to disciplinary action.

Secondary employment will not be considered an excuse for:

- Poor performance
- Absenteeism
- Tardiness

HANDLING REQUESTS FOR PERSONAL INFORMATION

Occasionally individuals may call the Department of Parking and Traffic or speak with an Officer in the field requesting information about a Parking Control Officer's name, whereabouts, or other information such as their home telephone number or address.

Under no circumstances should a Parking Control Officer's whereabouts or personal information be given to any private citizen calling or visiting the office or speaking with an Officer in the field.

If a Parking Control Officer must be contacted for a family emergency or other urgent matter, the Parking Control Officer should be called on the radio and asked to call the office (901). The Parking Control Officer may then respond to the message as he or she sees fit.

There are no exceptions to this policy. Even individuals who identify themselves as family members of a Parking Control Officer should not be given personal information about an employee or his or her whereabouts.

If a question arises about this policy, please contact a Supervisor for guidance.

MONITORING RADIOS

It is the responsibility of all employees to monitor their radios and to respond when called. The radio is our means of communications and is often the only safety link personnel have at their disposal. In addition, the ability to communicate within the Division is critical to our daily operations. Employees may be called for a number of reasons including a change of assignments, to do a tow or fixed post, etc.

Whenever a unit is called by Tow Desk, Dispatch, or SES and that unit fails to answer the radio, the following procedure shall be adhered to:

- If a PCO fails to respond to a call from Tow Desk, Dispatch, or SES after three attempts, that officer's Supervisor shall be contacted. The Supervisor shall make a concerted effort to physically locate the officer to assure that the officer is okay and that the officer's radio is properly functioning. Other supervisors in the same or adjoining sections may assist in the well-being search for the officer which shall continue until the officer is located. If the PCO is not located within 30 minutes, an Assistant Director shall be advised.
- If a PCO fails to respond to a call from a Supervisor, the Supervisor shall notify Tow Desk and Tow Desk shall try to raise the unit. If this fails, the physical search shall commence as above until the officer is located or contacted.
- If a Supervisor fails to respond to a call from a field unit after three attempts, the field unit shall notify Tow Desk who shall then attempt to raise the Supervisor. If the Supervisor fails to respond to three calls from Tow Desk, an A-100 shall be notified who shall decide which course of action to take including, but not limited to a physical search for the Supervisor.

All supervisory personnel shall investigate the reason for the failure to respond and shall recommend further action to management in cases that merit same.

SAFEKEEPING EQUIPMENT

Employees are responsible for the safekeeping of all Department issued equipment. Department issued equipment which is lost, damaged, stolen or otherwise rendered unserviceable WILL be replaced by the Department providing said loss or damage did NOT result from negligence or failure to exercise reasonable care.

SECURING EQUIPMENT:

When a vehicle is left unattended while on duty, the keys must be removed from the ignition and all equipment and personal property secured in a locked trunk, i.e. PIC, chalkstick, helmet, etc.

At the end of the watch, employees are responsible for removing all equipment and personal property from the vehicle. Equipment and personal property is to be turned in (PIC, keys) or stored in the employee's locker (helmet, chalkstick, rain gear, etc.).

REPORTING LOST, DAMAGED, OR STOLEN EQUIPMENT:

Employees are to report any lost, damaged, or stolen equipment immediately to their Supervisor or no later than the end of the watch. A memorandum will be written which includes:

- The date, time, and location of the incident.
- A description of the equipment.
- A narrative of the events.

Under certain circumstances, a Police report is also required.

Based upon a review of the facts, a determination will be made as to the employee's culpability.

Employees are responsible for replacing or repairing any Department issued equipment which was lost, damaged or stolen as a result of negligent or deliberate action.

DAMAGED UNIFORMS:

Uniform items damaged in the line of duty will be replaced upon request and Supervisor approval, and will not count towards the annual uniform replacement items.

MACE POLICY

Mace is a highly concentrated form of liquefied CN (Tear Gas), a liquid inert material that is packaged in an aerosol container. It is classified as protective equipment and its use must be exercised with discretion and care. Chemical MACE shall never be used indiscriminately nor shall it ever be used in instances of mere threats of violence. Whenever possible, Parking Control Officers shall warn citizens of the intent to use MACE.

When used, MACE shall be applied to subjects from distances of two (2) feet or more in every circumstance over which the Officer can exercise control. The use of MACE at lesser distances shall only occur under circumstances and conditions that represent an extreme hazard to the Officer. The duration of the application of MACE shall be limited to the absolute minimum required to control the citizen. Normally, this would require no more than a one-second application.

Whenever possible, a direct burst into the eyes of the citizen shall be avoided. The most effective area for administration of MACE is in the face of the citizen, as its basic function is to penetrate the skin pores, affecting the nerve endings. The proper target area is the lower portion of the face. Point the spray mechanism toward this area of the citizen and spray for a period of one second or less. In most instances this will be sufficient to stop the citizen's attack.

MACE has little or no effect on persons suffering from distortion of their central nervous system, i.e. overly intoxicated persons, persons under the influence of LSD, or mentally disturbed persons. MACE is also useless against animals due to the fact that animal's skin does not have pores.

Any Parking Controller, who discharges MACE, except in training activities, shall notify a Supervisor as soon as possible. The Supervisor will insure that all proper reports are made. The reports shall include the following information:

- Date and location where the MACE was used.
- Reasons and circumstances for its use.
- The effects on the citizen.
- First aid and subsequent treatment rendered to the citizen.
(Treatment mandatory)

MACE POLICY (CONTINUED)

The following procedure, for persons who are exposed to MACE, shall be used. PCOs should order an ambulance for such exposed persons for medical treatment if the MACE has been discharged directly into the eye or the face at very close range, or if the person complains of eye irritation, chest pain, or is unconscious.

The management or treatment of persons who have been exposed to MACE includes the washing of exposed areas with water, with or without soap or detergent, or with or without sodium bicarbonate (baking soda). The washing of tissue should be done within one hour, and preferably within 30 minutes after exposure.

DPT ENFORCEMENT DIVISION

CITATION SECTIONS AND DESCRIPTIONS

CITING INFORMATION

GENERAL CITATION COMMENTS

HAND WRITTEN CITES

SAN FRANCISCO TRAFFIC CODES: PAGES 1-6
CALIFORNIA VEHICLE CODES: PAGES 7-11

SAN FRANCISCO TRAFFIC CODES

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comment</i> |
|---|--|---|
| 27 Special Motorcycle | Effective as posted. Only motorcycles may stand, stop, or park in special motorcycle zones, whether attended or unattended. | "MOTORCYCLE ONLY" "MC ONLY" |
| 32A.1 No Stopping (Inside Downtown Core) | 0700/0900 (Law). Commence citing at 0710 hours and stop citing at 0850 hours per policy. | Commercial plates: "U/A N/A" |
| 32A.2 No Stopping (Outside Downtown Core) | 1600/1800 (Law). Commence citing at 1610 hours and stop citing at 1750 hours per policy. May also be posted 1500/1800, 1500/1900, or 1600/1900. Note: When a time is specified on the sign (as above) the prohibition is not in effect on Saturdays or Sundays (Sect. 5.2 TC). "Anytime" Issue citation any time, any day Enforcement Policy: Momentary stops for the purpose of dropping off passenger(s) are permitted. Momentary stops for the purpose of picking up passengers who are waiting at the curb are permitted. U.S. Post Office trucks making a pick-up from a street box or picking up mail sacks which have been placed at the curb for the driver shall not be cited; however, if the Post Office driver leaves his truck and enters a building, his vehicle shall be cited and a comment shall be added to the cite. | Commercial plates: "U/A N/A" |
| 32B No Parking | There are three types of "No Parking" signs: "Anytime", specific hours, and "Towaway/Anytime". Enforcement Criteria: A vehicle with PASSENGER license plates shall be cited immediately unless the driver is present <u>and</u> the vehicle is actively being loaded or unloaded. | "DRIVER NOT PRESENT" "DRIVER NOT IN VICINITY" "U/A N/A" |

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comment</i> |
|--|--|--|
| 32B (continued) | <p>Cite any vehicle with COMMERCIAL plates when it is known that no loading or unloading or any activity connected with loading or unloading is taking place. Activity connected with commercial loading includes associated paper work, billing, etc. by the driver. Allow a vehicle with COMMERCIAL plates, which is being loaded or unloaded, 30 minutes + 10.</p> <p>Any vehicle shall be cited if that vehicle is blocking a street or alley and is unattended by a driver. Such a vehicle is a hazard; a tow may be required.</p> <p>If the driver of a COMMERCIAL vehicle is present, regardless of loading or unloading taking place and the vehicle is blocking the street, a citation shall be issued if the vehicle is not moved.</p> | <p>"UNATTENDED/ NO ACTIVITY" "U/A N/A" "OVERTIME"</p> <p>"BLOCKING TRAFFIC; REFUSED TO MOVE"</p> |
| 32C.1 Overtime Parking (limited by sign on post)(Inside Downtown Core) | <p>Allow the posted time limit plus 10 minutes; thus, if limit is 40 minutes allow 50 minutes; if limit is 60 minutes allow 1 hour and 10 minutes, etc.</p> <p>Note: A second citation may be issued for the same violation at the same location after a second restricted time limit period elapses.</p> | <p>"OVERTIME, NO DP"</p> <p>"OVERTIME, NO DP "</p> |
| 32C.2 Overtime Parking (Outside Downtown Core) | Same as 32C.1 | "OVERTIME, NO DP" |
| 32.10 Expired Meters in Off-Street Parking Lot | See 202 TC | "NO DP" |
| 32.12 Overtime at Meters in Off-Street Parking Lot | See 202 TC (overtime) Allow time limit plus 10 minutes. No more than 2 O/T cites per day. | "O/T NO DP" |
| 32.13 Parallel or Diagonal Parking in Off-Street Parking Lot | Parking space in an off-street parking lot is parallel with adjacent meters. Vehicles parked or standing in parking space shall be positioned so foremost part of said vehicle is nearest to parking meter. | "PARKED IN WRONG DIRECTION" |

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comment</i> |
|--|--|--|
| 32.14 Parking Within Marked Spaces in Off-Street Parking Lot | Off-street parking lot where a parking space has been marked by lines or other appropriate markings, any vehicle must be parked entirely inside of marked space. | "NOT WITHIN MARKED SPACE" |
| 33C Parking Temporarily Prohibited (Special Events) | Signs must be posted 24 hours prior to citing. Check with Tow Desk for verification. | "TEMP. NO PARKING" |
| 33.1 Parking Prohibited on Streets (Construction Zone) | For construction, must be posted 72 hours prior. Public Utilities, Cable, Park and Rec. exempt. Check with Tow Desk. | "CONSTRUCTION ZONE" |
| 33.3 Special Truck Loading Zone | Effective 0700-1800 or any portion thereof specified. <u>Effective MON-SAT</u> or as posted. Trucks are allowed 30 minutes + 10. Cars and station wagons may not park, stand or stop in a truck loading zone. Note: Towable if posted on sign | "TRKS ONLY" Trucks: "U/A N/A OT" |
| 33.3.2 Special Truck Loading Zone (on Market Street only) | Effective 24 hours a day, any day. Trucks: Same as above Cars and Station wagons: Same as above. See 33.3 TC | "TRKS ONLY" Trucks: "U/A N/A O/T" |
| 33.5 Special School Bus Loading Zones | Only a school bus can park or stop. These zones are painted white and have red lettering stating "School Loading Zone". Effective 0700-1600 hours or as posted, <u>except</u> Saturday, Sunday, and school holidays. | "SCHOOL BUS ONLY" |
| 37A Parking More Than 72 Consecutive Hours | Vehicle must be marked. Abandoned auto notice must be attached to vehicle; turn in copy. | "MARKED ON (date) AT (time)" |
| 37C Parking Prohibited for Street Cleaning | Cite according to posted signs. | |
| 38A Red Zone | No person shall stop, stand or park whether vehicle is attended or unattended. Cite any vehicle. | "RED ZONE" Additional: "U/A" "BLOCKS VISION" "BLOCKS TURNS" "HAZARD", etc. |

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comments</i> |
|--|--|--|
| 38B Yellow Zone (inside Downtown Core) | <p>Effective any day except Sunday from 0700-1800 unless otherwise posted. For loading or unloading only (passengers or freight).</p> <p>Passenger Car: limited to 3 minutes; operator must be with vehicle. Commercial Vehicle: Limited to 30 minutes (Law), two times required on citation. Allow 40 minutes (Policy).</p> <p>Note: Towable if posted on sign</p> | <p>REQUIRED: For non-commercial: "U/A" "ATTENDED-NO ACTIVITY" REQUIRED: For Commercial plates: "U/A N/A O/T"</p> |
| 38B.1 Yellow Zone (outside Downtown Core) | <p>Effective any day except Sunday from 0800-1800 hours or as posted. Otherwise same as TC 38B.</p> <p>Commercial plates same as 38B</p> | <p>REQUIRED: For Auto: "U/A" "ATTENDED-NO ACTIVITY" REQUIRED: For Commercial plates: "U/A N/A O/T"</p> |
| 38C White Zone | <p>No person shall stop in a white curb marking except to load or unload passengers, day or night, in excess of five minutes. Allow vehicles 5 minutes whether attended or not. It shall be unlawful for any COMMERCIAL vehicle to stop, stand, or park in a white zone. In front of apartment buildings, the regulation shall be in effect from 0700 to 2200 hours. In front of churches, these regulations shall be in effect only during services, and while the persons are going to and leaving such service, or if there is a school/day care center. In front of hospital, allow 30 minutes. White zones are in effect when the business or establishment fronting on the white zone is open or as posted. Zone may be used by more than one business.</p> | <p>Two Times on Citation "WHITE ZONE"</p> |
| 38D Green Zone | <p>No person shall park in a green curb marking in excess of 10 minutes between the hours of 0900 and 1800 hours on any day except Sunday, unless posted otherwise.</p> <p>Allow 10 + 10.</p> | <p>Two Times on Citation "GREEN ZONE NO DP"</p> |

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comments</i> |
|--|--|--|
| 38N Bicycle Lanes | Effective Mon-Fri, 0700-0900 and 1600-1800. Cite any vehicle blocking the bicycle lane. Any emergency vehicle is exempt. | “BICYCLE LANE” |
| 39B Taxicab Stands | It shall be unlawful for the operator of any vehicle other than a taxicab to occupy space in any taxicab stand at any time of the day or night. | "TAXI ONLY" |
| 53A Double Parking on Restricted Streets | Effective between 0600-0900 and 1600-1900 on posted restricted streets. Vehicles engaged in emergency services are exempt. | “POSTED RESTRICTED STREET” |
| 56 Traffic Island Median Divider | Unlawful to park on or beside an island, median divider, or painted lines which are placed to separate or guide traffic. | "MEDIAN DIVIDER" "HAZARD" |
| 58A Grade Parking | A vehicle standing or parked on a grade over 3% must block its wheels by turning them against the curb or by other means. Wheels may be blocked by a chock or block; if wheels are cut into the curb, the wheel must be no more than a shoe width away. | REQUIRED: "NO BLOCKS" ADDITIONAL: "WHEELS STRAIGHT" "WHEELS WRONG WAY" |
| 58C Parked Within Marked Space | Where a parking space has been marked by painted lines, any vehicle must be entirely inside of the marked space. | "NOT WITHIN MARKED SPACE" |
| 63 Commercial Vehicles Parked on Residential Streets in Excess of One Hour | It shall be unlawful for the operator of ... any vehicle used for COMMERCIAL PURPOSES to park or leave standing for a period in excess of one hour in a residential area. GVWR must be 10,000+ lb. | Two times on citation “U/A N/A O/T” |
| 202.1 Parking Meter (Inside Downtown Core) | Cite vehicles parked at all meters that display a red expired flag. | "NO DP" |
| 202.1 Overtime | Note: Section is the same as above. Cite any vehicle parked in excess of the time limit allowed. A second cite may be issued after the vehicle has remained parked through a second period of time limit. Use two times on citation. Maximum of three cites per day. | "NO DP O/T" |

| <i>Section & description</i> | <i>Citing Information</i> | <i>Typical Comments</i> |
|--|---|---|
| 202 Parking Meter (Outside Downtown Core) | Same as 202.1 | "NO DP" |
| 202 Overtime | Same as 202.1 Overtime | "NO DP O/T" |
| 219 Motorcycle Meter Stall Used by a Different Type of Vehicle | Motorcycle meter stalls are restricted to motorcycles. A different type of vehicle shall not stop or park in a motorcycle stall. May be cited 7 days a week, 24 hours. | "MOTORCYCLES ONLY" "MC ONLY" |
| 315A Residential Parking Permit Required for Parking in Excess of Posted Times | Only a vehicle with a Residential Parking Sticker displaying a zone letter corresponding to the posted residential zone sign may park in excess to posted times (Law). Allow time limit plus 10 minutes before citing (Policy) Note: This permit allows parking only where otherwise legal. | "NO DP" "NO (letter) PERMIT" "EXPIRED PERMIT" |
| 315C Unlawful Display of Permit | It is unlawful to display a valid permit on a vehicle if the permit was not issued for that vehicle. May be cited immediately. | "PERMIT # ISSUED TO LICENSE #__" |

CALIFORNIA VEHICLE CODE

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comments</i> |
|--|---|--|
| 22500 Prohibited Stopping, Standing, or Parking... | No person shall stop, park, or leave standing any vehicle whether attended or unattended in any of the following places: | |
| A Within Intersection | Includes vehicles parked on the diagonal at the corner. | "INTERSECTION" Additional: "HAZARD" "BLOCKS VIEW", "INTERFERES WITH TURNS", etc. |
| B In Crosswalk | Marked or unmarked. A bus or taxi is permitted to stop in a crosswalk to load or unload. | "BLOCKING CROSSWALK" |
| D Within 15' of Driveway Entrance of Fire Station | This provision does not apply to Fire Department vehicles. | Indicate how close the violating vehicle is parked. |
| E Public or Private Driveway | This provision applies to the area "in front of" a driveway. A driveway must have a "dropped" curb to be valid. A legal driveway must be accessible for vehicles to enter or exit the property. Without a legal driveway there can be no citation and no tow. Issue cite only on complaint of person who controls the property. Verify name and address of complainant. Must show proof that they have access to garage. | "DRIVEWAY COMPLAINT" |
| F Sidewalk | Any sidewalk violation may be cited. | "BLOCKING SIDEWALK" |
| G Excavation | Occurs when a vehicle is "alongside or opposite any street or highway excavation or obstruction when stopping, standing, or parking would obstruct traffic." | "OBSTRUCTING TRAFFIC" |
| H Double Parking | Occurs when a vehicle is stopped in the roadway beside a vehicle at the curb. AUTOS: Cite | "HAZARD" |

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comments</i> |
|-----------------------------------|---|--|
| H (continued) | <p>COMMERCIAL VEHICLES: May load or unload from a location which is more than 18" from the curb (double parking) only when "reasonably necessary" to do so and accomplish anything connected with the loading or unloading.</p> <p>When a legal space is available, "double parked" commercial vehicles shall be cited. The available space can be on the opposite side of the street. It is not necessary to prove that available space existed when the double parking began, since it is not reasonably necessary for the double parking to continue.</p> | <p>"HAZARD"</p> <p>"LEGAL SPACE AVAILABLE"</p> |
| | <p>Section 22502B does not establish double parking privileges for commercial vehicles as a "right". Any vehicle, which substantially impedes moving traffic, is considered located in a position, which is not "reasonably necessary". Such a vehicle shall be moved or cited.</p> | <p>"CAUSING 586"</p> |
| | <p>If it is known that no loading or unloading or anything specifically connected with loading or unloading is taking place, then a citation shall be issued.</p> | <p>"UNATTENDED/ NO ACTIVITY"</p> |
| I Bus Zone | <p>This is a location to load or unload passengers of a bus engaged as a common carrier in local transportation. Such location must be indicated by a sign and/or red paint on the curb. Cite all vehicles except MUNI.</p> | |
| L Blocking Wheelchair Access Ramp | <p>No person shall park any vehicle in front of the portion of a curb which has been cut down, lowered or constructed to provide wheel chair accessibility to the sidewalk. Does not need red paint to cite.</p> | <p>"BLOCKING RAMP"</p> |

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comments</i> |
|--|--|--|
| 22507.8 | | |
| A Parked in Handicap Space or Blue Zone | It is unlawful for any person to park or leave standing any vehicle in a stall or space designated for disabled persons and disabled veterans unless the vehicle displays either a distinguishing license plate or a placard. | "BLUE ZONE NO DP" "HANDICAP ZONE NO DP" |
| B Blocking Access to Handicap Space or Blue Zone | Blocking access to stall or space of handicap zone. | "BLOCKING ACCESS TO HANDICAP ZONE" |
| C Parked in Crosshatch Area of Handicap or Blue Zone | Parking in crosshatch area of handicap zone. | "CROSSHATCH AREA- HANDICAP SPACE" |
| 5200 Display of License Plates | When two license plates are issued by DMV for a vehicle they shall be attached to the vehicle for which they were issued; one in the front and the other in the rear. When one license plate is issued for use upon a vehicle, it shall be attached to the rear thereof. CALIFORNIA PLATES ONLY | "NO PLATES" "NO REAR PLATE" "NO FRONT PLATE" |
| 5201 Placement of Plates | License plates shall at all times be securely fastened to the vehicle for which they are issued. | "PLATE ON DASH" "PLATE IN REAR WINDOW" |
| 5201 F Covering on Plate | No covering shall be used on license plates. (Usually plastic) Car covers okay. | "COVER ON PLATE" |
| 5204 A Expired Tabs | Cite all vehicles which display expired tabs. Give a 3 month grace period (Policy). If expired January 2006, do not cite until April 2006. Year and month tabs must be displayed on vehicle license plate. | "EXP TABS" "NO MONTH TAB" "NO YEAR TAB" "NO TABS" |
| 21113 A Parking on Public Grounds | No person shall stop, park, or leave standing any vehicle on any public grounds without permission, i.e. without a permit. Must be posted. | " NO PERMIT" |

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comments</i> |
|--|---|---|
| 22502 Curb Parking... | | |
| A Parallel and Within 18" of Curb | Every vehicle stopped or parked upon a roadway where there are adjacent curbs shall be stopped or parked with the right-hand wheels of such vehicle parallel with and within 18" of the right hand curb, except that motorcycles shall be parked with at least one wheel or fender touching the right-hand curb. | "OVER 18" FROM CURB" "ANGLE PARKED" "FACING WRONG WAY" |
| E Parallel and Within 18" of Curb | Upon a one-way roadway, vehicles may be stopped or parked as provided in (A) or with left-hand curb, except motorcycles, if parked on the left-hand side, shall have either one wheel or one fender touching such curb. | "OVER 18" FROM CURB" "ANGLE PARKED" "FACING WRONG WAY" |
| B Exception for Commercial Vehicles | (A) and (E) above do not apply to a commercial vehicle if variation is reasonably necessary to accomplish loading or unloading. (Law) See instructions for VC 22500H. Perpendicular parking or angle parking for rear loading trucks is permitted only where loading docks exist (Policy). | |
| D Public Utilities | (A) and (E) do not apply to public utility vehicles being used in connection with operation, maintenance, or repair of a utility. | |
| 22514 Fire Hydrant | No vehicle may stop, stand, or park within 15' of a fire hydrant (unless a different distance is marked). City and County adopted 5 to 7½' red curb marking on the sides of hydrant. If no paint, use 15'. Except, when the vehicle has a licensed driver in the front seat who can immediately move the vehicle. 22514 does not apply to any marked Fire Department Vehicle. | REQUIRED: "UNATTENDED" "U/A" ADDITIONAL: "ATTENDED, NO KEY" |
| 22521 Parking Upon or Near Railroad Tracks | No person shall park a vehicle upon any railroad track or within 7½' of the closest rail. | "PARKED ON TRACKS" "WITHIN ___ FEET") |
| 22522 Parking Near Wheelchair Access Ramp | No person shall park any vehicle within 3 feet of any wheelchair ramp. Cite any vehicle so parked. Ramp must have red paint on tips and may be located anywhere on block. | "WITHIN ___' OF RAMP" |

| <i>Section & Description</i> | <i>Citing Information</i> | <i>Typical Comments</i> |
|--|--|-----------------------------------|
| 22526 A Gridlock (vehicle going straight) | A driver of a vehicle shall not enter an intersection or marked crosswalk unless there is sufficient space on the other side of the intersection or marked crosswalk to accommodate the vehicle. | "GRIDLOCK HAZARD" |
| 22526 B Gridlock (vehicle turning) | A driver of a vehicle which is making a turn shall not enter the intersection or crosswalk unless there is sufficient space on the other side of the intersection or crosswalk to accommodate the vehicle. | "GRIDLOCK HAZARD - TURNING" |

EXCERPTS FROM THE SAN FRANCISCO TRAFFIC CODE

These sections are NOT violations. They are authorizing sections only.

SEC 7 - EMERGENCY VEHICLES EXEMPT FROM CERTAIN RULES.

Provisions regulating the movement, parking and standing of vehicles shall not apply to ambulances, vehicles of the Commercial Fire Dispatch, A.D.T. Co., American Burglar Alarm Co., Department of Electricity, Fire Department, Fire Marshall, Police Department, Sheriff's Office, Underwriter's Fire Patrol, or a public utility while the driver of any such vehicle is engaged in the necessary performance of emergency duties.

SEC 38.J - YELLOW ZONES-EXTENSION OF TIME.

Authorizes yellow zones to be in effect after 6:00 PM up to and including 7:00 am of the following morning provided that signs are posted indicating the time change.

SEC 38.L - GREEN ZONES-EXTENSION OF TIME.

Authorizes green zones to be in effect after 6:00 PM and including Sundays provided that signs are posted indicating the time change.

SEC 38.M - RED ZONES-FIRE HYDRANTS.

Red curb markings beside fire hydrants shall not exceed five feet in length on each side of the hydrant, except when, in the interest of public safety, the red curb markings may be up to seven and one-half feet in length.

SEC 40 - SIGNS REQUIRED.

No provisions of this Code requiring signs shall be enforceable against the alleged violator if at the time and place of the alleged violation the sign required is not in position and sufficiently legible to be seen by an ordinarily observant person.

SEC 42 - LOCATION OF SIGNS.

Where parking limitations are provided for in this Code, signs shall be erected and maintained not more than 200 feet apart, indicating by legible letters, words and figures the hours prescribed for said parking limitations within 100 feet on either side of the sign, except that such signs need not be placed within the boundaries of the grounds of a public institution, provided signs stating the parking limitations within such boundaries are erected at each entrance to the grounds of such public institution.

SEC 44 - DESIGNATION OF OFFICIAL CURB MARKINGS.

Every official sign or mark made by the use of paint upon the curb shall bear thereon the official marking designated by the Director of Parking and Traffic.

SPECIFIC INFORMATION
TO ASSIST IN THE ENFORCEMENT OF
PARKING REGULATIONS

REVISED 08/06

THE DOWNTOWN CORE encompasses the area bounded by the Embarcadero, King, 5th Street, Folsom, 10th Street, Mission, 12th Street, Franklin, Eddy, Jones, Bush, Stockton, and Broadway. Both sides of the street are included.

Prohibited Stopping (Towaway zones), Overtime Parking, Meter Violations and Yellow Zones are the only four violations which are effected by the Downtown Core boundary lines:

TC 32A.1 - Prohibited Stopping inside the Downtown Core

TC 32A.2 - Prohibited Stopping outside the Downtown Core

TC 32C.1 - Overtime Parking (except meters) inside the Downtown Core

TC 32C.2 - Overtime Parking (except meters) outside the Downtown Core

TC 202.1 - Parking Meter Violation inside the Downtown Core

TC 202 - Parking Meter Violation outside the Downtown Core

TC 38B – Yellow Zone inside the Downtown Core

TC 38B.1 – Yellow Zone outside the Downtown Core

HOT SHEETS

All Parking Control Officers are reminded to carry a current Hot Sheet when patrolling and citing. All vehicles cited shall be checked against the list. Hot Sheets can be generated by a Supervisor if none are available. The Hot Sheet is updated daily in the Hand Held Computers.

CITATIONS ISSUED TO STOLEN VEHICLES

Numerous stolen vehicles are recovered with citations issued by Parking Control Officers. This situation is to be avoided by adhering to the following:

- All PCOs are to have a current Hot Sheet.
- Hot Sheets are to be available for immediate use and not stored in the vehicle.
- License plates of vehicles shall be checked against the Hot Sheet prior to citing.

Disciplinary action may be taken in those cases where vehicles are recovered with citations issued at the time the vehicle appeared on the Hot Sheet.

MULTIPLE CITATIONS - ABANDONED VEHICLES

The following procedure will be followed for vehicles which are left parked more than one day:

- First day - vehicle is parked in violation; check Hot Sheet; cite vehicle, i.e. 202, etc.
- Second day - vehicle is still at same location; check Hot sheet; cite vehicle, i.e. 202.
- Third day - vehicle hasn't moved; check Hot Sheet; request 10-29; cite vehicle, i.e. 202; mark vehicle tires and complete 37A form.

If the vehicle appears on the Hot Sheet, confirm with Tow Desk that it is 10-30 (stolen). The Police Department will make the recovery tow.

DOUBLE PARKING ENFORCEMENT

VC 22500 H

Double parking significantly impacts the flow of traffic. Take action when violations are observed.

PASSENGER VEHICLES:

'Cite on Sight' in shopping areas such as Chestnut, Clement, Union, Irving, 24th St., etc. and on high traffic volume streets such as in the Downtown Core, Van Ness, Polk, etc. Give particular attention to busy streets where Muni runs.

Discretionary citing still applies in other areas (quiet streets, low traffic volume streets).

COMMERCIAL VEHICLES:

'Cite on Sight' under any of the following circumstances in shopping areas and on high volume traffic streets, giving particular attention to busy streets where Muni runs:

- Legal space available on the same block. The legal space must be big enough to accommodate the vehicle.
- No evidence of loading or unloading. Take into consideration type of vehicle.
- Causing/creating a hazard. Vehicles double parked opposite each other, next to or across from street construction, etc.
- Request to move is ignored.
- If no legal space is available, but the vehicle is blocking Muni - **CITE** the vehicle.

Discretionary citing still applies in other areas.

ALL VEHICLES:

Be sure to indicate on any VC 22500H cite, the reason for the cite, i.e.. - 'Hazard', 'Legal space available', 'Unattended, no activity', etc.

'Cite on Sight' means zero tolerance.

DISABLED PERSONS PLACARDS AND LICENSE PLATES

DMV issues placards and special series license plates for qualified disabled persons and disabled veterans. Permanent placards are blue and expire June 30 of every odd-numbered year. Temporary placards are red and will have a month & year punched out to indicate the expiration date, not good for more than six months.

Placards must be plainly displayed by hanging from the rear view mirror.

Vehicles displaying the placards or DP/DV plates are **EXEMPT ONLY** from the following violations:

- Parking meters - TC 202, TC 202.1, TC 32.10, TC 32.12
- Residential Parking areas - TC 315A
- Overtime parking - TC 32C.1, TC 32C.2
- Green zones - TC 38D
- Blue zones - VC 22507.8 A

Placards and DP/DV plates are **NOT** exempt from any other violations.

WHEELCHAIR ACCESS RAMPS

Wheelchair access ramps are required to have red paint to enforce VC 22522, within three feet of ramp. VC 22500L, blocking ramp, does not require red paint to cite.

All vehicles are subject to be cited. DP/DV plates and placards are **NOT** exempt. The following policy is intended to lead to fair and effective enforcement of parking violations with regards to wheelchair access ramps:

VC 22522 - Within three feet:

If the sides of the ramp are painted red and a vehicle is parked in the red painted portion, cite the vehicle for VC 22522.

If the sides of the ramp are **NOT** painted red and a vehicle is parked within three feet of the ramp, the vehicle should **NOT** be cited.

VC 22500L - Blocking ramp:

If a vehicle is parked in front of the dropped portion of the ramp, the vehicle should be cited for VC 22500L.

BLUE ZONES/HANDICAP SPACES

Vehicles must have DP/DV plates or DP placard to legally park in a blue zone/handicap space. Blue zones must be posted and have blue paint. Handicap spaces in off-street parking lots are posted and have the handicap insignia on the pavement instead of a blue curb.

VC 22507.8A - Vehicle parked illegally in blue zone or handicap space.

All vehicles subject to the following violations:

VC 22507.8B – Vehicle parked blocking access to the blue zone/handicap space.

VC 22507.8C - Vehicle parked in the crosshatch area next to blue zone/handicap space.

RESIDENTIAL PERMIT PARKING

Residential permit parking areas are designated and approved by the Board of Supervisors. The parking permits are issued by the Residential Parking Permit office at 1380 Howard, 503-2020.

Areas are alphabetically designated and have a different color sticker. After the area is defined and mapped or additions are established, the information is forwarded to the Enforcement division.

Permits are valid for one year. The Residential area permit's effective calendar year starts in different months. A permit may be valid from 11-01-05 to 10-31-06 and would be the 06 sticker. All permits are required to be affixed to the left rear bumper.

Temporary permits are issued for weekly or limited time periods. These would be placed on the dash. School employees and fire fighters are issued special temporary permits, which are valid around the school and fire house.

Motorcycle residential parking permits are yellow regardless of what area they are for or whether they are annual or temporary permits. The annual permit will have the permit area, license plate number and expiration date written in permanent black marker. The temporary permit will have the permit area and license plate number written in permanent black marker and the expiration date in red ink.

Residential parking permits do **not exempt** vehicles from any other violations, i.e. red zones, sidewalks, crosswalks, etc.

CONTRACTOR PERMIT PARKING

Contractor permits are issued annually by the Residential Permit Parking office at 1380 Howard, 503-2020. The permits are issued in sticker form, similar to residential parking permits, and are to be affixed to the left rear bumper of the vehicle. Contractor permits expire on May 31st of each year. There is no grace period. On June 1st, the previous year's permit is invalid.

Contractor permits are issued to pickups, trucks, and vans, which are used primarily to transport equipment or materials to a construction site. These vehicles must have commercial plates and must have the company name permanently displayed on the sides of the vehicle. If the company has only one vehicle, a contractor permit may be issued to a station wagon. The station wagon must also have commercial plates and have the company name permanently displayed on the sides of the vehicle.

Vehicles displaying current contractor permits are **EXEMPT ONLY** from the following violations:

- TC 202 & TC 202.1
- TC 315A
- TC 32C.1 & TC 32C.2

Contractor permits do **NOT** exempt vehicles from any other violations.

In the case of metered yellow zones or metered truck loading zones, the contractor permit exempts the vehicle from the need to deposit coins in the meters. These vehicles are **NOT** exempt from the 30 + 10 minute limit in a yellow zone (TC38B/.1) or truck loading zone (TC 33.3).

TRUCK LOADING ZONES

TC 33.3 states "No person shall stop, stand or park any vehicle, whether attended or unattended, in a special truck loading zone... provided that **TRUCKS** may stop, stand or park for the purpose of loading or unloading freight for a period not in excess of 30 minutes."

"The term '**TRUCK**' as used in this section shall mean a motor vehicle designed, used, or maintained primarily for the transportation of property, but **NOT** including a STATION WAGON, as defined in Section 585 of the Vehicle Code."; therefore a STATION WAGON is **NOT** a '**TRUCK**'.

A SPORTS UTILITY VEHICLE, such as Chev Blazer, Ford Bronco, Nissan Pathfinder, GMC Suburban, Toyota 4-Runner, Jeep Cherokee, etc., is a DUAL PURPOSE vehicle.

A MINI-VAN, such as Chev Astro, Dodge Caravan, Plymouth Voyager, Ford Aerostar, etc., is a DUAL PURPOSE vehicle.

If the seats in a SPORTS UTILITY VEHICLE, MINI-VAN, or VAN are **NOT** visible (removed **OR** folded down), these DUAL PURPOSE vehicles will be considered a '**TRUCK**'.

If the seats **ARE** visible, the comment '**SEATS VISIBLE**' will be made on the citation.

A '**TRUCK**' includes pickups, trucks, panel or step vans, vans/mini-vans with no visible seats, and sport utility vehicles with no visible seats.

'TRUCKS' must have COMMERCIAL plates.

Signs **MUST** be posted for the zone to be valid. The curbs should be yellow and black. Faded paint or the wrong color curb does **NOT** invalidate the zone.

Allow '**TRUCKS**' 30 + 10 minutes. Two times required on the citation.

METERED TRUCK LOADING ZONES AND METERED YELLOW ZONES

The majority of Truck Loading zones and Yellow zones also have meters, especially within the Downtown Core and in shopping areas. Most, but not all, signs say '**METERED**'. The enforcement policy of these zones is as follows:

TRUCK LOADING ZONE:

If the sign does **NOT** say '**METERED**', a '**TRUCK**' does **NOT** have to deposit coins in the meter. A '**TRUCK**' should be cited for overtime in the zone after 30 + 10 minutes - TC 33.3. A vehicle which is **NOT** a '**TRUCK**' is automatically cited for TC 33.3.

This type of zone is usually a Truck Loading zone in the morning and a meter in the afternoon.
READ THE HOURS ON THE SIGN.

If the sign says '**METERED**', a '**TRUCK**' must deposit coins in the meter. If the meter is expired the first time that you see the '**TRUCK**', cite the truck for TC 202 or TC 202.1 and chalk the tire. The second time you see the '**TRUCK**' after 30 + 10 minutes, cite the truck for overtime in the zone - TC 33.3. If the meter has time on it when you first see the '**TRUCK**', chalk the tire, come back in 30 + 10 minutes and cite for overtime in the zone - TC 33.3. A vehicle which is **NOT** a '**TRUCK**' is automatically cited for TC 33.3 regardless of time or not on the meter.

This zone may be a Truck Loading zone in the morning and a meter in the afternoon or it may be an all day Truck Loading zone.

READ THE HOURS ON THE SIGN.

YELLOW ZONE:

The Yellow zone is enforced in the same manner as above. The only requirement is that the vehicle has a commercial plate. The violation would be TC 38B or TC 38B.1 for non-commercial vehicles. Commercial plates would be cited for overtime in the zone after 30 + 10 minutes - TC 38B or TC 38B.1, and/or for the expired meter, TC 202 or TC 202.1, the first time you see the vehicle if the sign says '**METERED**'.

READ THE HOURS ON THE SIGN.

The hours posted on the signs may not be the same from space to space; therefore,
READ THE HOURS ON THE SIGN.

If the sign is missing from the post, the zone may only be enforced as a meter. If the meter head is missing but the sign is there, the zone can still be enforced - TC 33.3 or TC 38B/.1.

TC 33.1 CONSTRUCTION ZONES

Construction zones are cited and towed on complaint only. 587/588 units normally handle this type of complaint. Before a construction zone can be cited and/or towed, the zone must be verified as valid through the Tow Desk. The PCO should visually confirm that the construction zone signs are clearly posted.

Approved construction zone signs must be posted for 72 consecutive hours before the zone is valid for enforcement purposes. The construction zone signs must have the company name, the hours and the dates the zone is in effect. The posted dates may not be for more than 6 months, if issued by DPW.

Incomplete signs are not valid. Dates of more than 6 months make the sign invalid.

Signs are good only for exact addresses, usually only for the building/property width. If the construction site is on a corner, both street addresses must be valid.

When the construction zone has been verified as valid, the TC 33.1 violation supersedes any other violation (202/.1, 32C.1/.2, 315A, etc) at that specific location except for Tow Away zones, TC 32A.1 & TC 32A.2. These signs are usually placed 20-25 feet apart, one per meter/space.

The name and address of the company requesting the tow(s) is required on the tow inventory.

TOW AWAY

NO STOPPING

COMPANY NAME

DATES

TIME

CONSTRUCTION
ZONE

SF * PD
22651M CVC

TC 33C TEMPORARY PARKING RESTRICTIONS
(SPECIAL EVENTS)

Temporary No Parking zones are cited and towed on complaint only. The PCO should visually confirm that the signs are clearly posted. Zones are normally posted for at least 24 hours prior to towing. The signs may be posted by DPT or SFPD. The zone must be verified as valid through Tow Desk before citing and/or towing. These signs are good for 100 feet on either side and may be posted at each space or up to 200 feet apart if the entire block is posted.

This type of zone is used primarily for parades, street fairs, and visits by dignitaries, etc. Maybe also be issued for moving trucks.

The name of the event and/or complainant is required on the tow inventory.

To be valid, signs must have hours and date(s).

NO

<-----100 FEET----->

S T O P P I N G
D A T E
T I M E
S F * P D
V I O L A T O R S
W I L L B E
T O W E D

CHALKING

The chalking/marking of any stopped or parked vehicle is a basic tactic in the enforcement of parking regulations. Parking Control Officers are provided with chalksticks and chalk and/or yellow lumber crayons. Chalking serves two purposes:

- 1 - To assist the PCO in the identification of vehicles which are in violation of overtime regulations, and
- 2 - To provide visible evidence to the public that overtime regulations in an area are being enforced.

Parking Control Officers shall chalk and issue citations to vehicles with chalk marks after the appropriate time limit (pick up chalks). PCOs shall attempt to chalk and pick up chalks at least twice a day on all streets within their beats which have parking regulations, including meters and off street parking lots.

Chalking is mandatory to enforce **overtime** for the following violations (two times are required on the cite. Allow time limit plus 10 minutes; white zone - 5 minutes only):

- Meters: allow time limit on meter (law) plus 10 minutes (policy).
- Overtime (TC32C.1/TC32C.2): allow time limit (law) plus 10 minutes (policy).
- Yellow zones: Commercial plates - 30 minutes (law) plus 10 minutes (policy).
Total time = 40 minutes.
- Truck loading zones: Trucks - 30 minutes (law) plus 10 minutes (policy).
Total time = 40 minutes.
- Green zones: 10 minutes (law) plus 10 minutes (policy). Total time = 20 minutes.
- White zones: 5 minutes (law and policy). Total time = 5 minutes.
- Residential parking: allow time limit (law) plus 10 minutes (policy).
- 'No Parking' zones: commercial vehicles - 30 minutes plus 10 minutes (policy).
Total time = 40 minutes.

CHALKING (continued)

The actual time that it takes you to chalk a street or area is usually broken down into five minute increments. For example, in a residential area if you start chalking one side of a street at 0900 hrs and it takes you 10 minutes to chalk 8 blocks, use 0905 as the 'time checked' for the first four blocks and 0910 as the 'time checked' for the second four blocks.

For a general enforcement beat, citing as you chalk, it may take 5-15 minutes or more to do one side of a block. In this case, use the time when you reach the end of one side of the block as your 'time checked'.

Per current Departmental policy, vehicles parked within time restricted zones must move at least one block and 1/10th of a mile to be in compliance with TC 64. For the purpose of enforcement, the movement of a vehicle back to the area of its original location will not constitute movement; therefore, a vehicle can not be driven around the block and brought back to the same area.

Normally, chalking is done by placing a large chalk mark on the rear tire and a smaller mark on the front tire, or some other variation. Where chalk erasing is a problem, odometer readings can be taken or plate numbers with tire valve stem locations instead of chalking. If plate numbers are taken and the vehicle is not chalked, it is imperative to return exactly at the end of the allowed time limit.

To avoid confusion and improperly issued cites, the following colors will be used:

0800 watch – blue and yellow

1300 watch - white

CPOs - red

All other watches may use any color but red.

PRESS PASSES

REVISED 08/06

Traffic Code Section 11.3 **EXEMPTS** vehicles displaying a valid Press Pass from the provisions of the Traffic Code with certain exceptions.

Vehicles will be allowed to park in the following zones without regard to the time limits when actually engaged in news gathering and parked away from their place of business:

- Meters - TC 202 & TC 202.1
- Green zones - TC 38 D
- White zones - TC 38 C
- Residential parking - TC 315 A
- Overtime parking - TC 32C.1 & TC 32C.2

Press Passes are **NOT** exempt from and should continue to be cited for any other violations such as, but not limited to:

- Red zones - TC 38 A
- No Parking zones - TC 32 B
- No Stopping zones - TC 32 A.1 & TC 32 A.2
- Truck Loading zones - TC 33.3 (except in a news emergency)
- Yellow zones - TC 38 B & TC 38 B.1
- Any safety/hazard violations - Vehicle Codes & Traffic Codes

ONE Press Pass is issued per vehicle and should be placed in the front window. The Press Pass contains the license plate number, vehicle make & model, News organization name and address, and the **MONTH & YEAR** of expiration. The year sticker will be a different color every year.

The year sticker must say 'Press Parking Permit'.

Press Photographer plates are given the same exemptions.

CITING CITY VEHICLES

PARKING METERS:

Between 0900 and 1630 hours, City vehicles with 'E' plates are not required to deposit money in the meters, but they are responsible for the posted time limits, i.e. chalk the tires. 'E' plated City vehicles are exempt from parking meter violations after 1630 hrs until 0900 hrs the following morning. The meters will indicate if Saturdays and Sundays are in effect.

YELLOW AND TRUCK LOADING ZONES:

'E' plated trucks may park in Yellow or Truck Loading zones for the posted time limits. If the zones are 'metered', 'E' plated trucks are not required to deposit money in the meter. 'E' plated trucks which exceed the time limits are subject to cite and tow. 'E' plated cars parked in Yellow or Truck Loading zones are subject to immediate citing and towing.

RESIDENTIAL PARKING AND OVERTIME PARKING ZONES:

'E' plated vehicles **may** park in TC 315A areas and in TC 32C.1 & TC 32C.2 zones without regard to the time limits.

ALL OTHER VIOLATIONS SHOULD BE ENFORCED.

When City work crew vans, pickups and trucks are actively working on a project, a citation may only be issued if a hazardous condition exists.

No City vehicle will be towed for Scofflaw without prior approval from the Enforcement Director.

EMERGENCY VEHICLE EXEMPTIONS FROM ENFORCEMENT:

Marked emergency vehicles are **not** to be cited or towed. This includes, but is not limited to, law enforcement vehicles, Fire Dept. vehicles and ambulances. Unmarked vehicles are **not** to be cited or towed if they display a red light.

UNMARKED EMERGENCY VEHICLES:

Unmarked emergency vehicles are exempt from TC 32C.1/.2 & TC 315A. They are not required to deposit money in meters between 0900-1630 hrs, but are responsible for the time limits. For identification purposes, unmarked emergency vehicles are required to display a red light.

POST OFFICE VEHICLES

US Postal Service vehicles can be identified by the identification number visibly displayed on the front or rear of the vehicle near the top. When citing, use the visible number as the plate and use 'US Post Office' for the state and tab/year. Postal vehicles are NOT exempt from parking violations.

CONSULAR CORPS PLATES

Consular Corps plates are issued by the US Department of State (DOS). The plates are red, white and blue in color. Consular plates are **exempt** from the following violations:

- Regular parking meters
- Residential parking
- Overtime Parking - TC32C.1 & TC32C.2

Consular Corps plates **will be cited** for any other violations.

Enter 'US' or 'Consular Corps' for the state on the citation.

'Hon. Consul' plates are CA plates and are NOT exempt from any violations.

SIDEWALK PARKING - BICYCLES AND MOPEDS

Traffic Code Sect. 219.2 allows any person to stop, park or leave standing any bicycle or moped, on any sidewalk, provided that such bicycle or moped shall in no way obstruct the sidewalk nor inhibit the forward progress of any pedestrians thereon.

IDENTIFICATION OF COMPLAINANTS

No employee shall reveal the name or address or other information which will identify any person making a parking complaint. Any person has the right to make a parking complaint. The person making the complaint also has the right to have his/her identity protected from any person except DPT employees having a need to know the information.

A citizen need not identify him/herself when making a parking complaint, unless identity is necessary before citing action is taken. Identity and address is required before driveway complaints are acted upon.

Except in the case of a blocked driveway, construction zone, or temporary no parking zone, no name is necessary if the complainant wishes to remain anonymous, since a parking violation may be established on the basis of a PCO's knowledge alone.

JAMMED METER ENFORCEMENT POLICY

Aggressively enforcing the time limits at jammed or broken meters will be the policy of the Department. Hundreds of meters are jammed and broken intentionally on a monthly basis. To diminish this practice, the following procedures will be implemented:

When a bagged, jammed, and/or broken meter is identified, PCOs will:

- If the meter is 'bagged', remove the bag.
- If the meter is jammed/broken, note the license plate number, the meter number, and mark the tires. Be advised that in areas of frequent jamming, chalk erasing is common. PCOs should use alternative tactics such as noting valve stem positions, etc.
- To diminish the incentive of jamming, return after the time limit plus 10 minutes and issue a citation for overtime - TC 202 or 202.1. Note in the citation's comments section 'Jammed/broken meter'.
- If a vehicle already has a previously issued citation displayed, and the meter location is the same & the posted time limit has expired plus 10 minutes, a second citation will be issued.
- No more than three TC 202 or 202.1 citations may be issued in one day. PCOs should be attentive to other violations and cite accordingly, i.e. VC 5204A, VC 5200, TC 58A, etc.; however, no more than two cites should be issued at any one time.

PCOs should fill out the 'Broken Meter Enforcement Log' when there are jammed/broken meters on their beat. The Log provides a record of the jammed/broken meter number, including the location, license plate number of the vehicle, and other information.

587/588 PROGRAM

The 587/588 Program has been developed to provide the citizens of San Francisco with immediate response to their requests for parking enforcement. This unit will also provide a higher level of service for each neighborhood's specific needs.

In order to accomplish this, PCOs assigned to the program will be responsible for performing a range of enforcement duties. This packet has been put together to compliment the training sessions and to be used as reference material to assist you.

This packet will be updated as new information and changes in enforcement policies become available.

GENERAL PROCEDURES

REVISED 08/06

UNABLE TO REPORT FOR DUTY:

Any PCO, who is unable to report to duty or will be late, must notify a Supervisor one hour prior to their scheduled starting time. This notification should be made to their assigned watch Supervisor. This notification should be made by calling 553-1234/1615, M-F, 0600-1800, or 553-1239/1240 after hours & on weekends. Do not leave a message on voice mail.

VACATION REQUEST:

Requests for vacation or other leaves shall be submitted to the Supervisor of the watch a minimum of 24 hours in advance for one to four days or a minimum of one week in advance for five days or more. Vacation approvals will be based on operational needs.

UNIFORMS:

PCOs assigned to the 587/588 program are to be in full uniform at all times. Safety vests, whistles, and flashlights are required. All assigned 587/588 vehicles should be equipped with flares, except GO-4s.

CALL SIGNS:

Your call sign will no longer be determined by your badge number. The 587/588 call signs were developed to identify you, your watch and your sector assignment. For instance the call sign of 3Paul41Adam indicates the following:

"3Paul" = PCO - 587/588

"41" = Sector 41

"Adam" = 0600 watch

"Boy" indicates the 1000 watch, "Charles" the 1630 watch.

AVAILABILITY:

PCOs assigned to this unit are required to advise dispatch whenever they are not available for a run. This means that you must advise dispatch when you wish to take your meal breaks (10-7M) or when you get gas (10-7G) or for any other reason. You must then tell dispatch when you are through and ready for a run (10-8). PCOs should be aware that all transmissions are recorded and will be reviewed periodically for responses.

LUNCH AND BREAKS:

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10-7M is to be requested via PIC radio, not by phone. 10-7M must be taken in your assigned sector, unless prior approval has been given by your Supervisor. 10-7M includes any travel time. Set ups for 10-7M are not permitted. Your 10-20 for 10-7M must be accurate to ensure your safety and in case of emergencies.

GAS:

10-7G should be at the end of your watch.

PIC RADIOS:

587/588 PCOs will monitor PIC position A1 at all times, except when ordering a 409 through Tow Desk on PIC position A9. Radio codes must be properly used. Personal conversations and inappropriate comments are forbidden.

587/588s:

All runs require a response and a follow up. When dispatch gives you a run, write the information down; it is sometimes difficult to remember what was said by the time you have reached the address.

After dispatch has given you the information on a 587 or 588 run, advise them that you are "10-98"(on your way). Once you arrive at the address, advise "10-97". On a 587, after you have cited the vehicle(s), tell dispatch how many vehicles you cited, and advise that you are "10-8".

When dispatched to a 587 sidewalk complaint, all vehicles in violation on that particular block should be cited, not just the complained about vehicle. If street cleaning is in effect for one side of the block, that side only should not be cited during the posted times with an additional 15 minute grace period on either side of the posted hours.

When dispatched to a 588 run, you must speak with the party at the address before you may tow the vehicle. In most cases, you will ring the door bell at the private residence, apartment building, or office. In situations where you believe it to be unsafe, or there isn't an apartment # or a last name, or it is a large office building, dispatch will make a call back to the complainant to have them come out and meet with you. Automatic call backs will be made after dark.

Run a 10-28/10-29 on all 22500 E cites or cite & tows to determine if the R/O lives close by - in the same building, on the same block, or just around the corner. If the address is close by, first cite the vehicle and then attempt to notify the R/O, **if appropriate** (i.e. with verbal consent of complainant), before towing. Notifying the R/O is a courtesy, it is not mandatory.

Any vehicle parked illegally in a driveway shall be towed if so requested by the complainant;

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however slight the blockage, it is to be towed. NO EXCEPTIONS.

In the event that the complainant can not be contacted, the vehicle can not be towed **but it can still be cited as long as there is a good description**. Notify dispatch when you are "10-8" and if you towed and/or cited the vehicle.

SECTORS:

All sectors are subject to rotation due to operational needs. Each sector is scheduled to be patrolled by one PCO. The sector itself, as well as the PCO who patrols it, will benefit if the task is approached in the spirit of teamwork. Get acquainted with the PCOs from the neighboring sectors who may have information to share with you or who can offer some help. Try to coordinate your lunch and break periods. Assist each other to saturate an area of complaint. If you have any ideas on better enforcement procedures or questions on current ones, speak with the Supervisor of your watch.

To a large measure the success of this program, as well as the job satisfaction of all involved, depend on the ability of the unit to work as a team.

EMERGENCIES:

Remember that the dispatchers are there to assist you, but they need information in order to do that. If you have an emergency, say so: "3Paul41Adam with an emergency", or press the orange emergency button on your PIC radio. Remain calm and give your location first. Tell dispatch what is happening as concisely as possible. If you feel that you must leave the scene for your own safety, advise dispatch and tell them where you can be located.

If the situation is so serious that you think the radio should be kept free of any other transmissions until the situation is under control, call a "CODE 33". Please be very conscious of these actions and the possible serious consequences. Supervisors and the Police mobilize very quickly to a "CODE 33", so make sure the situation warrants the action.

TOWING POLICY

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**ALL TOW REQUESTS WILL BE MADE ON TOW DESK.
PARKING VIOLATIONS WHICH 587/588 PCOS NORMALLY TOW FOR ARE:**

| | |
|----------------------------------|--|
| TC 32A.1/32A.2 | POSTED TOWAWAY ZONES |
| TC 32B | NO PARKING - HAZARD TOWS |
| TC 33C | TEMP. PARKING RESTRICTIONS POSTED 24 HR. - SPECIAL EVENTS (PARADES, FAIRS, ETC.) |
| TC 33.1 | CONSTRUCTION ZONE POSTED 72 HR. |
| VC22669D | VEHICLE WHICH IS NOT IMMEDIATELY DRIVEABLE - IE. NO TIRES, NO ENGINE, NO SEATS, ETC. (DO NOT CITE) |
| VC 22500 A-L | HAZARD TOWS |
| VC 22514 | HAZARD TOWS |
| VC 22651 I/O | UNPAID TICKETS/EXP REG OVER 6 MONTH AND 1 DAY MUST BE AUTHORIZED BY SCOFFLAW DISPATCH PIC 8 (DO NOT CITE) |
| VC 22651 J/ PARKING VIOLATION | NO VISIBLE ID (NO PLATES AND VIN COVERED OR MISSING) MUST BE PARKED IN VIOLATION OF TC OR VC. CITE FOR VIOLATION |
| VC 22651 R | GIVES AUTHORITY TO TOW ANY ILLEGALLY PARKED VEHICLE WHICH IS BLOCKING IN A LEGALLY PARKED VEHICLE. |
| VC 22654 E | AUTHORIZES ANY VEHICLE TO BE TOWED OR REPAKED IF OBSTRUCTING ANY NECESSARY EMERGENCY SERVICES OR THE ROUTING OF TRAFFIC AT THE SCENE OF A DISASTER. |

It is the responsibility of the PCO to remain at the scene until the tow truck has entered the lane of traffic with the towed vehicle.

SPECIFIC TOWING PROCEDURES:

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ALL THREE OF THESE VIOLATIONS ARE TO BE CITED AND/OR TOWED UPON COMPLAINT ONLY. ALL THREE REQUIRE THE NAME AND/OR ADDRESS OF THE COMPLAINANT ON THE TOW INVENTORY. ALL THREE MUST BE VERIFIED WITH THE COMPLAINANT.

DRIVEWAY TOWS (22500 E) - COMPLAINANT'S ADDRESS ONLY IS REQUIRED ON THE INVENTORY.

CONSTRUCTION ZONES (33.1) - COMPLAINANT'S NAME AND ADDRESS REQUIRED ON THE INVENTORY.

SPECIAL EVENTS (33C) -. COMPLAINANT'S OR EVENT'S NAME REQUIRED, i.e. - SFPD, DPT, BAY TO BREAKERS, etc., ON THE INVENTORY.

RELEASING OF VEHICLES TO DRIVERS AT THE SCENE:

At any time before the vehicle has been opened or entered by you, the driver may remove the vehicle.

Once you open and/or enter a vehicle to inventory the contents, both you and DPT become liable for the vehicle. If you release the vehicle, you **MUST** obtain a signature. Have the driver sign on the reverse side of the top (white) copy of the tow inventory. Do not ask the driver for their driver's license.

The driver must have the keys in their possession so the vehicle may be immediately moved.

If the driver does not have keys, complete the tow inventory and tow vehicle.

Write "DROPPED" or "CANCELED" across face of inventory. Give last (pink) copy to driver and turn in other copies at end of watch.

Vehicles must be released at any time before the tow truck enters the lane of traffic.

When you cancel a 409 at the scene and take the tow truck with you to the next run, you are required to notify Tow Desk of both the cancellation and the tow information on the new vehicle. This will ensure proper tow entry of the vehicle. This procedure is mandatory and compliance is required.

TC 33.1 (CONSTRUCTION ZONES)

REVISED 08/06

When a 587/588 unit responds to a construction zone to issue citations and/or tow vehicles, the unit should visually confirm that the construction zone signs are clearly posted. Approved construction zone signs must be posted for 72 consecutive hours before the zone is valid for enforcement purposes.

Construction zones are normally checked for validity by the Tow Desk before the run is dispatched. If there are any questions about the validity of the zone or about the address(s) of the zone, contact Tow Desk, PIC position A9.

Units should ensure that the tow inventory contains the name and address of the company requesting the tow(s).

TOWAWAY

To be valid, signs must have the company name, hours and dates in effect. Dates may not be for more than 6 months.

NO STOPPING

DATES

TIMES

Incomplete signs are not valid. Dates of more than 6 months make the signs invalid.

COMPANY NAME

CONSTRUCTION
ZONE

Signs are good only for exact addresses - if the construction site is on a corner, both street addresses must be valid.

SF * PD
22651M CVC

**TC 33C TEMPORARY PARKING RESTRICTIONS
(SPECIAL EVENTS)**

When a 587/588 unit responds to a Temporary No Parking zone to cite and tow vehicles, the unit must visually confirm that the signs are clearly posted. Zones are normally posted for 24 hours prior to towing. The signs may be posted by DPT or SFPD.

These zones are usually checked for their validity before you are dispatched to the location. If you have any questions concerning the validity of the zone, contact Tow Desk, PIC position A9.

This type of zone is used primarily for parades, fairs, visits by dignitaries, etc.

Units should ensure that the tow inventory contains the name of the complainant or name of event.

To be valid, signs must
have hours and date(s).

NO

<-----100 FEET----->

**S T O P P I N G
D A T E
T I M E
S F * P D
V I O L A T O R S
W I L L B E
T O W E D**

VC22500 E DRIVEWAY COMPLAINTS

REVISED 08/06

A driveway must have a cut curb to be valid. The complainant must be able to drive their vehicle into the building (garage) or 100% onto their private property (carport) in order for a vehicle to be cited **AND** towed.

If the garage is used for storage and can not accommodate a vehicle, the vehicle can be cited, but should not be towed.

Loading docks, with a cut curb, may be cited and towed for 22500E.

If the curb is not cut and is normal height (approx. 6"), but there is a garage, it is NOT a valid driveway.

If the curb is not cut but is only one or two inches high and there is a garage or carport, it IS a valid driveway. Be advised there are very few places where this is the case.

The driveway starts where the curb starts to drop. It is NOT determined by the garage door's location. If ANY part of the car extends into the cut portion, you must cite. If the complainant requests a tow, no matter how slight the blockage, you must tow. NO EXCEPTIONS.

If a legal driveway has adjoining valid red zones and the vehicle is blocking the red zone but does not extend into the dropped portion of the driveway, the vehicle may be cited for the red zone - TC 38A. The vehicle may be towed for the 38A - "RED ZONE HAZARD - OBSTRUCTING DRIVEWAY". **Run a 10-28/29 before citing.**

A 587 driveway-cite only does **not** require contacting the complainant as long as there is a good vehicle description, **unless** the vehicle is registered to that address **and** it is a multiunit dwelling.

A 588 driveway cite and tow requires a 909 with the complainant. You must request that the complainant opens the garage door to verify that it is a working garage to tow the vehicle.

Run a 10-28 & 10-29 on all driveway complaints before citing. It is a courtesy, not mandatory, to notify the R/O to move their vehicle if they live close by. The vehicle should be cited first. Obtain verbal consent from the complainant before notifying R/O.

The address of the complainant is required on the tow inventory.

METHOD AND PURPOSE IN DIRECTING TRAFFIC

A - Purpose

Visual traffic control devices, both automated signals or signs, normally provide adequate traffic control. There are, however, numerous situations which necessitate the need for traffic control by a Parking Control Officer to assure safe and efficient vehicular and pedestrian movements. Construction work, accidents, congestion caused by special events, traffic signal malfunctions, etc., often must receive immediate attention.

The purpose of directing traffic by an individual officer can therefore be described as being twofold in nature:

- Expedites the flow of traffic during unusual conditions.
- Eliminates or reduces traffic accidents during these unusual conditions.

B - Method

1 - Position In The Roadway

The position selected by the PCO to direct traffic must be suited to the particular intersection and traffic patterns involved. It must command a full view of the intersection and the approaches. In turn, the PCO must be readily visible to the motorists as well as to the pedestrians. In many instances, what appears to be disobedience to gestures or whistle signals is caused by the inability of the motorists to see the officer. The location must also allow effective supervision of all vehicular turns and pedestrian crossings without interfering with the flow of traffic.

a - The Center Of The Intersection - This position affords the greatest visibility but is also the most hazardous. It should be avoided if it places the PCO in the path of moving traffic, if little clearance is afforded between opposing traffic movements, or if the rate of speed of vehicular movement is high.

b - At The Curb Line - Intersections having heavy pedestrian traffic or vehicular turns can be controlled by a PCO standing a few feet off the curb line at one of the corners having the greatest traffic movement. This location affords the PCO greater personal safety and better pedestrian control.

2 - Posture

Posture serves to communicate the fact that the PCO is in command of the situation. The PCO must therefore assume a military bearing, with his/her weight evenly distributed on both feet. When not engaged in signaling motorists, he/she must stand at ease, facing traffic, and with their hands at their sides. When directing traffic, the shoulders should be in line with the flow of traffic and one's attention must be directed to the vehicular movement.

3 - Hand Signals

Prompt compliance to hand signals is dependent upon the PCO's ability to use uniform, clearly defined, and understandable gestures. Intersection control does not call for complicated choreography or wild arm movements. Improper hand signals, although highly entertaining to bystanders, causes confusion, hesitation, and leads to violations. Unusual movements undermine the purpose of traffic control and direction.

a - Stopping Traffic - Two clearly defined motions are required to stop traffic:

- First, the PCO selects the vehicle to be stopped. Looking directly at the driver, the PCO points in his direction with the arm fully extended. The position is retained until the PCO is observed by the driver. The PCO then raises his/her hand so that the palm is toward the driver and the arm is slightly bent at the elbow. These signals are accompanied by one long blast of the whistle. The PCO maintains this position until the on-coming traffic is stopped.
- Second, with the one arm still raised, the PCO turns his/her head and repeats the procedure with his/her other hand to stop the traffic moving in the opposite direction. The arms are not lowered until all traffic has been stopped.

b - Starting Traffic - To start vehicular movement on the cross street, the PCO pivots a quarter turn to place his/her shoulders parallel with the vehicles waiting to move. When the intersection is cleared, the PCO:

- Turns his/her head to one side facing the waiting traffic and attracts attention by pointing to the lead vehicle. Then turning the palm inward, the hand is brought up and over to the chin, bending at the elbow. If the driver's attention has been properly obtained it will be necessary to make only a few motions. After traffic begins to move, the arm is dropped to the side.
- The opposing traffic is then started in the same manner but with the other arm.
- Two short blasts on the whistle accompany the arm signals.
- Slow or timid drivers may be urged to accelerate by increasing the rapidity of the arm movements. However, flailing the air with wild arm gestures and shouting at the slow

moving vehicles is unnecessary and only confuses nervous drivers and may lead to greater traffic congestion.

4 - The Whistle

The whistle, when properly used, attracts the attention of motorists and pedestrians and facilitates compliance with hand or arm signals. Improperly used, it becomes a meaningless distraction, which adds to the confusion of a congested intersection.

To be effective, the whistle must be used in moderation. It should, however, be blown loudly and not tooted lightly.

a - One long blast is used to attract the motorist's attention to the PCO's hand signal to stop.

b - Two short blasts are used to start traffic moving again.

c - Short rapid blasts are used to give warning of unusual or dangerous conditions - turning vehicles, improper crossings, etc.

5 - Duties Of Traffic Direction

The following responsibilities must be fulfilled in order to properly direct traffic:

a - Regulate the flow of traffic. Priority of movement must be given to the most heavily traveled street, allowing it a longer period of running time. Otherwise, traffic movements should be of equal time spans.

Spill-backs must be prevented. Stop the movement when it appears a back-up may block the intersection. Prevent impatient motorists from driving into the intersection and blocking cross traffic.

b - Control and assist turning vehicles. The PCO should supervise most vehicular turns. If turning vehicles increase the amount of congestion, direct traffic to continue straight ahead during the period of back-up.

Prevent improper turns. Right turns from the left lane or a left turn from the right lane should be prohibited.

Assist vehicles turning left during heavy traffic periods. Direct the waiting motorists to enter the intersection in the left turn lane, allow approaching vehicles which present an immediate hazard

to pass, then stop the other on-coming traffic prior to motioning the left-turning vehicle through the intersection.

In heavily congested situations, when an exceptionally large number of motorists are making right turns, hold back pedestrians to give precedence to the vehicular traffic. Such action will usually clear the intersection quickly.

c - Protect pedestrians. Pedestrians can only be protected if they are held back at the curb until the moving traffic has been stopped. Pay particular attention to children, blind or disabled persons, and the elderly.

Prevent all illegal crossing by pedestrians. Attract their attention by utilizing the warning signal with the whistle.

d - Assist emergency vehicles. Stop all vehicular and pedestrian traffic when an emergency vehicle is approaching. Give the driver of the emergency vehicle a "GO" signal, indicating that the intersection is clear. If the driver signals for a turn, acknowledge by motioning in the proper direction, indicating that the way is clear.

C - Traffic Control Uniform And Equipment

1 - The following items shall be worn while directing traffic:

- A baseball cap or a helmet
- A vest
- Gloves - orange or white

2 - The following equipment shall be used while directing traffic:

- A whistle
- A flashlight and wand - when it is dark

WRITING CITATIONS
AND
VOIDING OF A CITATION

HAND WRITTEN CITATIONS

Citations are provided in boxed sets of 500. Boxes of citations are to be signed out for by completing the form in the front of one of the citation books.

The citation (Notice of Parking Violation) consists of the original and a copy with an attached envelope. The original becomes the official record of the citation. The copy is given to the violator. Adjudication instructions are on the back of the citation.

GENERAL RULES:

Citations must be legible. It is mandatory to use a ball point pen with black ink. Sufficient pressure is required to assure that the copy is distinct and clear.

All information on the citation shall be PRINTED using CAPITAL BLOCK letters, except for the issuing officer's signature.

Citations must be issued in sequence and the books completely used before starting a new one.

If a citation book is lost, a report shall be made to the officer's Supervisor.

Only one violation shall be written on each citation. When more than one violation is involved, a separate citation shall be written for each violation.

All citations shall be turned in at the end of the officer's watch.

COMPLETING THE CITATION

All information is required to be printed in the spaces provided:

STATE: Enter the two letter abbreviation for the US state on the violator's plate. If the state is unknown, enter US. If the plate is from Canada or Mexico, use the proper abbreviation.

TAB: Enter the month and year of the tabs on the plate. The month is entered numerically - January 2007 would be written 01-07.

LICENSE PLATE: All identifying numbers and letters on the plate must be entered; usually, one character per space. If the vehicle does not have any plates, use the entire VIN number and place in the VIN number space.

- U - place an X over this letter if it appears on the plate.
- V - place an X over this letter if it appears on the plate;
if both letters appear, then only mark the first letter as it appears.
- P - place an X over this letter if the plate is personalized.

MAKE: Use the NCIC abbreviations. (See list)

BODY: Indicate type - 2D, 4D, SW, PK, etc. (See list)

COLOR: Use the three letter abbreviations. (See list)

DATE ISSUED: Month, day, year. The entire date shall be written numerically. July 1, 2006 would be 07-01-06.

TIME CHECKED: Must be used if violation requires two times to indicate when vehicle was first observed (marked, chalked).

TIME ISSUED: Actual time violation occurs and citation is completed. Use military time. 2 PM would be 1400.

LOCATION (APPROX) OF VIOLATION: Addresses must be definite. Use the street number of the building nearest to the violation. Where there isn't a building address available, approximate what the number should be. The number should reflect where on the block the violation occurred, i.e. at the corner the number would end with 0, 1, 98, or 99. At meter locations, use the meter number. For intersection violations, describe the particular intersection location, i.e. the North West corner of California and Grant would be N/W California & Grant. Numerical streets or avenues must be identified - '231 - 2 ST', '231 - 2 AV'.

COMPLETING THE CITATION (continued)

VIN: When the vehicle has no plates, enter the entire VIN number. When the vehicle has plates, the **last four numbers of the VIN are required** (if visible).

ISSUED BY: Signature is required.

BADGE: Enter Badge number.

VIOLATION: Place a check mark or an X in the white box to indicate the violation and circle the penalty amount. If the violation is not listed, enter the appropriate code, violation, and penalty in the 'OTHER' section.

DESCRIPTION: (DETAILS OF VIOLATION): Enter comments to assist in defining the violation when necessary or desired.

If the violation was entered in the 'OTHER' section, the violation must be described - 'RED ZONE', 'GREEN ZONE', 'SIDEWALK', etc., as well as having appropriate comments.

No other writing should be on the citation except when voiding a citation.

COMPUTER GENERATED CITATIONS **(HANDHELDS)**

Handheld citations are generated by entering the proper information into the handheld unit. The HH will not advance to the next screen until the information has been entered.

ABBREVIATIONS FOR VEHICLE MAKES

CARS

| | | | | | |
|------------|-------------|------------------------|-------------|------------|-------------|
| ACURA | ACUR | HYUNDAI | HYUN | NISSAN | NISS |
| ALFA ROMEO | ALFA | INFINITI | INFI | OLDSMOBILE | OLDS |
| AMERICAN | AMER | ISUZU | ISUZ | OPEL | OPEL |
| AUDI | AUDI | JAGUAR | JAGU | PEUGEOT | PEUG |
| BENTLEY | BENT | JEEP | JEEP | PLYMOUTH | PLYM |
| BMW | BMW | KIA | KIA | PONTIAC | PONT |
| BUICK | BUIC | LAMBORGHINI | LAMO | PORSCHE | PORS |
| CADILLAC | CADI | LANCIA | LNCI | RAMBLER | RAMB |
| CHEVROLET | CHEV | LAND ROVER | LNDR | RENAULT | RENA |
| CHRYSLER | CHRY | (includes Range Rover) | | ROLLSROYCE | ROL |
| CITROEN | CITR | LEXUS | LEXU | SAAB | SAA |
| DAIHATSU | DAIH | LINCOLN | LINC | SATURN | SATR |
| DATSUN | DATS | LOTUS | LOTU | STERLING | STER |
| DODGE | DODG | MASERATI | MASE | SUBARU | SUBA |
| EAGLE | EGIL | MAZDA | MAZD | SUZUKI | SUZI |
| FERRARI | FERR | MERCEDES BENZ | MERZ | TOYOTA | TOYT |
| FIAT | FIAT | MERCURY | MERC | TRIUMPH | TRIU |
| FORD | FORD | MERKER | MERK | VOLKSWAGON | VOLK |
| GEO | GEO | MG | MG | VOLVO | VOLV |
| HONDA | HOND | MITSUBISHI | MIT | YUGO | YUGO |
| HUMMER | HMMR | NEON | NEON | UNKNOWN | MISC |
| DAEWOO | DAEW | | | | |

TRUCKS

| | |
|---------------|-------------|
| FEDERAL | FEDL |
| FREIGHTLINER | FRHT |
| GMC | GMC |
| HINO | HINO |
| INTERNATIONAL | INTL |
| IVECO | IVEC |
| KENWORTH | KW |
| MACK | MACK |
| MCI | MCIN |
| OSHKOSH | OSHK |
| PETERBUILT | PTRB |
| WHITE | WHIT |

MOTORCYCLES

| | |
|-----------------|-------------|
| BIANCHI | BIAN |
| BMW | BMW |
| BSA | BSA |
| CUSHMAN | CUSH |
| DUCATI | DUCA |
| HARLEY DAVIDSON | HD |
| KAWASAKI | KAWK |
| HONDA | HOND |
| MOTO GUZZI | MOGU |
| SUZUKI | SUKI |
| TRIUMPH | TRUM |
| VESPA | VESP |
| YAMAHA | YAMA |

VEHICLE STYLES

| | |
|-----------|---|
| 2D | TWO DOOR |
| 4D | FOUR DOOR |
| SW | STATION WAGON |
| CV | CONVERTIBLE |
| MC | MOTORCYCLE |
| MD | MOPED |
| MS | MOTORSCOOTER |
| PK | PICKUP |
| TK | TRUCK |
| TL | TRAILER |
| VN | VAN – includes panel, sport, & passenger |
| BU | BUS |
| LM | LIMOUSINE |
| MH | MOTORIZED HOME |
| HS | HOUSE TRAILER |
| FB | FLATBED |

COLORS

| | |
|----------------|------------------------------------|
| AME | AMETHYST |
| BGE | BEIGE |
| BLK | BLACK |
| BLU | BLUE |
| BRO | BROWN |
| BRZ | BRONZE |
| CAM | CAMOUFLAGE |
| COM | CHROME/STAINLESS STEEL |
| CPR | COPPER |
| CRM | CREAM/IVORY |
| DBL | DARK BLUE |
| DGR | DARK GREEN |
| GLD | GOLD |
| GRN | GREEN |
| GRY | GRAY |
| LAV | LAVENDER |
| LBL | LIGHT BLUE |
| LGR | LIGHT GREEN |
| MAR | MAROON/BURGUNDY |
| MVE | MAUVE |
| ONG | ORANGE |
| PLE | PURPLE |
| PNK | PINK |
| RED | RED |
| SIL | SILVER/ALUMINUM |
| TAN | TAN |
| TEA | TEAL |
| TPE | TAUPE |
| TRQ | TURQUOISE |
| WHI | WHITE |
| YEL | YELLOW |
| MUL/COL | MULTICOLOR – MORE THAN 2 COLORS |

ALPHABET PRINTING

This is an example of the type of printing to be used when completing **Citations** and **Tow Inventories**. The only thing to be written is your signature.

A B C D E F

G H I J K L

M N O P Q R

S T U V W X

Y Z

1 2 3 4 5

6 7 8 9 0

REQUIRED DATA ON CITATIONS

VC 40202A requires that the following information be included on parking citations:

- Violation and code - TC, VC, etc.
- Date
- Time
- Approximate location
- License plate number or entire VIN number(if no plates)
- Registration expiration - month & year
- Last four numbers of VIN, if visible
- Color of vehicle
- Make of vehicle, if known
- Officer's signature
- Badge number

Omission of any of the above required information invalidates the citation.

PLACEMENT OF CITATIONS

VC 40202B states "The notice of parking violation shall be served by attaching it to the vehicle either under the windshield wiper or in another conspicuous place upon the vehicle so as to be easily observed by the person in charge of the vehicle upon the return of that person."

The legislative intent of "...or in another conspicuous place..." for placement of citations is to facilitate the citing of motorcycles, etc.

The policy of this Department will be to place the citations under the windshield wipers, if the vehicle is so equipped.

VOIDING A CITATION

Per VC 40202C, it a **MISDEMEANOR** for anyone other than the processing agency (Citation Review) to adjudicate a citation once it has been placed on a vehicle.

"Any person, including the issuing officer and any member of the officer's department ... who alters, conceals, nullifies, or destroys ... a citation ... is guilty of a misdemeanor."; i.e.. **NO WRITE OVERS, NO CHANGES ON THE CITE, ALL VOIDS TURNED IN.**

Under certain circumstances, citations may be voided **PRIOR** to being placed on the vehicle. The following is a list of valid reasons (not all inclusive) for voiding a citation:

- Officer error - wrong date, time, address, violation, penalty, transposed numbers, etc.
- Stolen vehicle
- Jammed/broken meter
- Previously cited
- Mechanical breakdown
- Missed DP placard

The procedure for voiding a citation shall be as follows:

The word '**VOID**' will be written prominently across the face of the citation, the reason for the void, and the reissued citation number (if applicable). A '**VOIDED CITATION**' form will be filled out, with all copies of the citation stapled to the back. The form, with the citation(s), will be turned in at the end of the watch for Supervisory approval. Voided citations are sent to Citation Review for processing and microfilming. **All voids are to be turned in.**

If the issuing officer determines that an error was made on the citation **AFTER** it was placed on the vehicle, the '**VOIDED CITATION**' form will be filled out with the original top copy of the citation stapled to the back; additionally, a Supervisor will fill out an '**INTEREST OF JUSTICE DISMISSAL**' form for an Assistant Director's approval.

ABBREVIATIONS

STATES AND TERRITORIAL POSSESSIONS

| | | | |
|----------------------|-----------|----------------|-----------|
| ALABAMA | AL | MONTANA | MT |
| ALASKA | AK | NEBRASKA | NB |
| ARIZONA | AZ | NEVADA | NV |
| ARKANSAS | AR | NEW HAMPSHIRE | NH |
| CALIFORNIA | CA | NEW JERSEY | NJ |
| COLORADO | CO | NEW MEXICO | NM |
| CONNECTICUT | CT | NEW YORK | NY |
| DELAWARE | DE | NORTH CAROLINA | NC |
| DISTRICT OF COLUMBIA | DC | NORTH DAKOTA | ND |
| FLORIDA | FL | OHIO | OH |
| GEORGIA | GA | OKLAHOMA | OK |
| HAWAII | HI | OREGON | OR |
| IDAHO | ID | PENNSYLVANIA | PA |
| ILLINOIS | IL | RHODE ISLAND | RI |
| INDIANA | IN | SOUTH CAROLINA | SC |
| IOWA | IA | SOUTH DAKOTA | SD |
| KANSAS | KS | TENNESSEE | TN |
| KENTUCKY | KY | TEXAS | TX |
| LOUISIANA | LA | UNITED STATES | US |
| MAINE | ME | UTAH | UT |
| MARYLAND | MD | VERMONT | VT |
| MASSACHUSETTS | MA | VIRGINIA | VA |
| MICHIGAN | MI | WASHINGTON | WA |
| MINNESOTA | MN | WEST VIRGINIA | WV |
| MISSISSIPPI | MS | WISCONSIN | WI |
| MISSOURI | MO | WYOMING | WY |

FOREIGN COUNTRIES **FC**

| | | | |
|------------------|-----------|-------------------|-----------|
| AMERICAN SAMOA | AM | MARSHALL ISLANDS | MH |
| CANAL ZONE | CZ | MIDWAY ISLANDS | MW |
| CAROLINE ISLANDS | CG | PUERTO RICO | PR |
| GUAM | GM | US VIRGIN ISLANDS | VI |
| MARIANA ISLANDS | MK | WAKE ISLAND | WK |

CANADIAN PROVINCES

| | | | |
|------------------|-----------|----------------------|-----------|
| CANADA (COUNTRY) | CD | NOVA SCOTIA | NS |
| ALBERTA | AB | ONTARIO | ON |
| BRITISH COLUMBIA | BC | PRINCE EDWARD ISLAND | PE |
| MANITOBA | MB | QUEBEC | PQ |
| NEW BRUNSWICK | NK | SASKATCHEWAN | SN |
| NEW FOUNDLAND | NF | YUKON (TERRITORY) | YT |

MEXICAN STATES

| | | | |
|---------------------------------------|-----------|-----------------|-----------|
| MEXICO (COUNTRY) | MM | MICHOACAN | MC |
| AGUASCALIENTES | AG | MORELOS | MR |
| BAJA CALIFORNIA (NORTHERN SECTION) | BA | NAYARIT | NA |
| BAJA CALIFORNIA (SOUTHERN SECTION) | BJ | NEVO LEON | NL |
| CAMPECHE | CE | OAXACA | OA |
| CHIAPAS | CI | PUEBLA | PB |
| CHIHUAHUA | CH | QUERETARO | QU |
| COAHUILA | CU | QUINTANA ROO | QR |
| COLIMA | CL | SAN LUIS POTOSI | SL |
| DISTRITO FEDERAL (MEXICO, DF) | DF | SINALOA | SI |
| DURANGO | DO | SONORA | SO |
| GUANAJUATO | GU | TABASCO | TB |
| GUERRERO | GR | TAMAULIPAS | TA |
| HIDALGO | HL | TLAXCALA | TL |
| JALISCO | JL | VERACRUZ | VC |
| MEXICO (STATE) | MX | YUCATAN | YU |
| | | ZACATECAS | ZA |

**RADIO
EQUIPMENT
AND
PROCEDURES**

REVISED 08/06

RADIOS

To ensure employee safety, all field employees shall have a working radio. The primary operating channel for Enforcement is Tow Desk, PIC position A9.

OPERATIONS:

- On/Off Volume Control - Turn the radio on and off by turning the on/off volume control knob. Adjust the volume control to an appropriate level.
- Batteries - The PIC radio shall be left on for the entire watch. This permits the battery to discharge to a level where it will accept a full charge at the end of the watch. Batteries that are only partially discharged develop a memory which prevents the battery from accepting a full charge.
- Transmitting - Radio messages are sent by depressing the button on the hand held microphone and speaking into it. The microphone should be held approximately 3 to 4 inches from the mouth.

GENERAL PROCEDURES:

- Only one person can transmit on a particular channel at a time. Listen before transmitting. Wait until the channel is clear.
- Keep all messages to the absolute minimum. Use the radio codes whenever possible and practical; however, brevity should not supersede clarity of the message.
- When transmitting, speak clearly and enunciate your words. Use the phonetic alphabet whenever it is required or needed.
- Normally every message has the same priority and each unit must operate on a first come, first served basis, the exception being emergency messages.
- DO NOT make personal appointments or lunch dates with each other over the air.

RADIOS (continued)

Radios are provided for your safety and for communicating brief messages or requests to and/or from Tow Desk, Dispatch, or SES. Telephones are to be used for extended conversation or unrelated matters. Any radio operation (i.e. horseplay) which purposely interferes with the ability of another employee to transmit is strictly prohibited.

PROCEDURES:

The procedure for using the radio is as follows:

- Who are you - Identify yourself by means of your call sign.
- Whom are you calling - Tow Desk, Dispatch, SES, 3P100 unit, etc.
- Wait for acknowledgement
- Where are you - Not always necessary; address plus cross street.
- What do you want - 409, 408, 906, 10-28, 10-29, etc.
- Why do you want what you requested - Accident, injury, problem, possible stolen auto, R/O information for driveway complaints, etc.
- Code requested - Used for 408, 906.
- Vehicle description - If needed; State, license plate, make, doors, color.

Example:

"7George63 to Tow Desk. 10-20 505-7th St, cross Brannan. Requesting 409, 22500E driveway complaint. CA, commercial plates, 3-King-49062, Ford, pickup, white-in-color."

Call Signs - Your call sign is based on your badge number. Badge number 5 would have a call sign of 7George5. Badge number 131 would be 7Henry31. Badge number 276 would be 7John76. Badge number 306 would be 7Edward6.

- Badge numbers 1 - 99 would be 7George plus the number.
 - Badge numbers 100 - 199 would be 7Henry plus the last two numbers.
 - Badge numbers 200 - 299 would be 7John plus the last two numbers.
 - Badge numbers 300 - 399 would be 7Edward plus the last two numbers.
 - Badge numbers 400 - 499 would be 7Frank plus the last two numbers.
- (The zero in the ten position isn't used)

Location - Depending upon the type of request, give the address and the nearest cross street which would access the location. Keep in mind one way streets. If on the corner, i.e. stuck traffic signal, 22500A hazard tow, etc, give the exact corner - N/E, S/W, etc.

PHONETIC ALPHABET

The Phonetic Alphabet System is an essential tool in radio communications. Using this system relays information in a more concise manner. The phonetic alphabet is used to identify letters while transmitting via radio.

| | | |
|------------------|------------------|-----------------|
| A ADAM | M MARY | Y YELLOW |
| B BOY | N NORA | Z ZEBRA |
| C CHARLES | O OCEAN | 1 ONE |
| D DAVID | P PAUL | 2 TWO |
| E EDWARD | Q QUEEN | 3 THREE |
| F FRANK | R ROBERT | 4 FOUR |
| G GEORGE | S SAM | 5 FIVE |
| H HENRY | T TOM | 6 SIX |
| I IDA | U UNION | 7 SEVEN |
| J JOHN | V VICTOR | 8 EIGHT |
| K KING | W WILLIAM | 9 NINE |
| L LINCOLN | X X-RAY | 0 ZERO |

**TOWING
VEHICLES**

REVISED 08/06

TOWING POLICY

All tow requests will be made to Tow Desk, PIC position A9. The violations that Parking Control Officers normally tow for are as follows:

| | |
|-----------------------|------------------------------------|
| TOW AWAY ZONES | TC 32 A.1 & TC 32 A.2 |
| HAZARDS | VEHICLE CODES - 22500 A - I, 22514 |
| ABANDONED VEHICLES | TC 37 A, VC 22669 D |
| SCOFFLAW | VC 22651 I, VC 22651 O |
| NO I D TOWS | VC 22651 J / ----- |
| CONSTRUCTION ZONES | TC 33.1 |
| TEMPORARY NO STOPPING | TC 33 C |

GENERAL TOWING PROCEDURES:

- The vehicle must be in violation of a towable offense.
- Check the hot sheet. Do not cite a vehicle which appears on the hot sheet or is determined to be 10-30 by Tow Desk. 10-30 recovery tows are handled by SFPD.
- Issue the citation and place it on the windshield.
- Complete the tow inventory form and tow the vehicle.
- PCOs are to remain at the scene of the tow until the tow truck has entered the lane of traffic.

Tow truck drivers are **NOT** allowed to open or hook up any vehicle until a Parking Control Officer is present.

If the tow truck driver is unable to open the vehicle, or in his opinion, he may damage the vehicle in opening and/or towing, he may not tow the vehicle. Cite the vehicle and leave it.

INVENTORY OF TOWED VEHICLE

The '**Inventory of Towed Vehicle**' form is prepared on specially treated paper which eliminates the necessity for carbon paper. The form consists of four copies. The tow inventory is to be completed by **PRINTING LEGIBLY**. Apply sufficient pressure when printing so that all copies are **LEGIBLE**.

DISTRIBUTION OF TOW INVENTORY COPIES:

- White (original) and yellow copies are turned in at the end of the watch.
- Green and pink copies are given to the tow truck driver.

INFORMATION REQUIRED ON TOW INVENTORY:

LICENSE: All identifying numbers and letters on the plate must be entered.

STATE: Enter the two letter abbreviation for the US state, Canadian province, or Mexican state. For California plates, check the CA box.

VIN: Record the ENTIRE VIN number.

YEAR: Leave blank.

MAKE: Use the NCIC abbreviation; same as on citation, if cited.

DATE - MO-DAY-YEAR: Enter date numerically. January 20, 2006 would be 01-20-06.

MODEL: Indicate specific trade name - Sentra, Corolla, Escort, etc.

BODY TYPE: Indicate type - 2D, 4D, SW, etc.

COLOR: Indicate color.

REASON FOR TOW: Specify violation and circle V for VC or T for TC.

CITATION NO: Enter citation number if cited.

CASE NO: Leave blank.

COMPLAINANT ADDRESS: Required for VC 22500 E, TC 33.1, and TC 33 C tows.

INVENTORY OF TOWED VEHICLE (continued)

COMPLAINANT NAME: Required for TC 33.1 and TC 33 C tows only.

MARKED 37A: Enter date vehicle was marked; must be at least 3 days prior to tow date.

ODOMETER READING: Enter only for 37A tows. Reading should correspond with odometer reading on 37A notice. If odometer is not readable, indicate tire/street marked.

TOWED FROM (STREET): Enter the approximate street address from which the vehicle is towed.

TOWED TO (NAME AND ADDRESS): Enter 'Auto Return / 450 7th St.'

TOW NO., TOW OPERATOR, TK. LIC. NO.: This information is entered by the tow truck driver. **This is the ONLY information the driver is to put on the tow inventory.**

VISIBLE PROPERTY INVENTORY: Carefully inventory **all visible property** in the vehicle.

OFFICER (PRINT): Print your name. **STAR:** Enter badge #. **CO:** Enter 'DPT'.

ARREST MADE: Leave blank.

HOLD FOR: Usually only used for 'SCOFFLAW' tows.

OTHER PARTS MISSING: List any missing parts of the vehicle.

Indicate, by checking the appropriate box, if the vehicle is locked, if the key is in the vehicle, if the glove compartment is locked, if the truck is locked, if the vehicle has locked steering or locked transmission.

MISSING FRONT PLATE, REAR PLATE: Indicate if front and/or rear plate is missing.

DAMAGE TO VEHICLE: Indicate any and all damage to the vehicle. S = scratched. D = damaged. M = missing.

NO ENTRY: Be sure to indicate on the inventory if the vehicle was a 'no entry' - N/E, towed from the rear - R/T, or towed from the front - F/T.

GENERAL INVENTORY PROCEDURES:

Do NOT open or enter a vehicle until the tow truck driver is present. Complete all possible information on the inventory, except contents, while waiting for the tow truck.

OCCUPANTS - Do NOT tow vehicles with persons in them. Do NOT order persons out of a vehicle and then tow, i.e. elderly, children, infirm, etc.

ANIMALS - Care is to be exercised to safeguard any animals. If an animal is vicious or, in your opinion, the animal(s) may get out, cite the vehicle and leave it. When a vehicle is towed with an animal(s), City Tow will notify Animal Control to come and pick it up.

FIREARMS - List on the inventory, if it is in plain view. If it is concealed, notify Tow Desk who will notify SFPD. SFPD may respond to the scene or to City Tow.

DAMAGE - Carefully check the damage to the vehicle, especially the front end - bumper, gravel pan, grill, hood, headlights. Check the front end damage first. It is difficult to check for damage once the tow truck has backed up to the vehicle.

Check for cracked or chipped windshields or windows. Check for broken antennae, missing molding or hub caps. Check all around the vehicle for any damage, noting same on the inventory with a 'D', 'S', or 'M'.

PROPERTY - Inventory all property in plain view. Do NOT open suitcases, boxes, packages, attaché cases, etc. Inventory as: 1 suitcase, 3 boxes, etc.

Inventory all property of value. Do not assume a camera, radio, tapes, or cassettes are in the case.

Purses and wallets should be opened and any money counted.

DAMAGE CAUSED BY THE TOW TRUCK DRIVER OR TOW TRUCK - Should any damage be caused to the vehicle by the tow truck driver or the tow truck, it MUST be indicated on the tow inventory as such.

VEHICLE RELEASES

RELEASES AT THE SCENE:

At any time before the vehicle has been opened or entered, the driver may remove the vehicle.

Once the vehicle has been opened and/or entered, the Department becomes liable for the vehicle. If the vehicle is released, **the driver's signature must be obtained**. Do **not** ask the driver for their driver's license.

The driver must have the keys in his/her possession to immediately move the vehicle.

Have the **driver sign** on the reverse side of the top (white) copy of the tow inventory.

Write 'CANCELED' or 'DROPPED' across the face of the tow inventory. Give the last (pink) copy to the driver; turn in the other copies at the end of the watch.

If the driver does not have the keys, complete the tow inventory and tow the vehicle.

Vehicles **MUST** be released at any time before the tow truck has entered the lane of traffic.

RELEASES AFTER BEING TOWED:

Except for 'SCOFFLAW' tows, DPT tows do **NOT** require a release. Drivers may respond directly to Auto Return located at 450 7th Street.

Vehicles towed by SFPD do require a release which can be obtained at any Police station.

DROP FEES

Tow truck drivers are prohibited by the City contract from charging a drop fee of any kind. A vehicle is not considered in the custody of the tow company until it has been raised from the ground and has moved into the lane of traffic.

Any PCO, who observes a tow truck driver charge or attempt to charge a drop fee, should first advise the driver of the prohibition of drop fees. If the fee is nonetheless collected, the PCO shall report the incident, with all pertinent information, to their Supervisor as soon as practical.

SCOFFLAW VEHICLES

Scofflaw vehicles are normally towed or booted by the Boot / Scofflaw Detail. The Boot / Scofflaw Detail tows or boots vehicles for the following two violations:

VC 22651 I: Vehicles with five or more unpaid citations, which are at least 21 days old. Do NOT cite for VC 22651 I; this is an authorizing code only. Place a hold for 'SCOFFLAW'.

VC 22651 O: Vehicles with expired registration of at least six months & one day. Do NOT cite for VC 22651 O; this is an authorizing code only. Place a hold for 'SCOFFLAW'.

NO ID TOWS

VC 22651 J: When a vehicle is parked illegally and there are no license plates or other evidence of registration, the vehicle may be towed. Cite the vehicle for the parking violation. Do NOT cite for VC 22651 J; this is an authorizing code only. Tow the vehicle for the violation and VC 22651 J.

AUTHORIZATION FOR MOVING A VEHICLE

VC 22651 R: When a vehicle is illegally parked and blocks the movement of a legally parked vehicle, it can be towed. Do NOT cite for VC 22651 R; this is an authorizing code only. Cite and tow for the parking violation.

VC 22654 E: When a vehicle is legally parked, but is obstructing necessary emergency services or the routing of traffic at the scene of a disaster, the vehicle will be moved to another location or towed. No moving or storage charges shall be assessed against or collected from the driver or owner of the vehicle.

PCO
WORKSHEETS

WORKSHEETS

Parking Control Officers are required to complete a Worksheet before they sign off at the end of their watch. Worksheets are to be completed truthfully and accurately. It is to be submitted, with the citations, to the Supervisor at the end of the watch.

Worksheets shall be completed by PRINTING the requested information in the appropriate boxes:

- Name - Print your name
- Badge # - Enter your badge number
- Watch - Indicate your watch, i.e. 0800-1630, 1100-1930, etc.
- PIC - Enter the PIC radio number
- Date - Enter the date numerically, i.e. 07-18-06.
- Beat No. - Enter the Beat number, when assigned a beat.
- Tow No. - Enter the Tow number, when assigned a tow.
- Area/Detail - Enter the Area or Detail, when assigned, i.e. A1/A2, G, L, etc. or 30B, 41C, etc., or 37A, Boot, etc.

TIME DISTRIBUTION:

The 'Time Distribution' section should reflect the actual time spent for every function performed during the entire watch. Each function, including lunch and breaks, shall be listed separately; have a beginning (from) time and an ending (to) time; and indicate the number of hours, or part thereof (1/4 hour segments), spent on that function.

Functions include:

| | |
|--|------------------------|
| Signing on / signing off | Travel time |
| Patrol | Chalking |
| Fixed Post (exact location & 3P100 unit) | Lunch / breaks |
| 906s | VA, SP, OU time used |
| Inside duty/assignment | Special events/details |
| Paperwork | |

WORKSHEETS (continued)

TIME SUBTOTAL:

The total amount of time spent on each function is entered in the appropriate box:

- Patrolling - total time spent patrolling
- Tow - enter # of tows in first box; time on tow in second box.
- Meal/break - not more than 1 hour.
- Detail - total time spent on a detail.
- Fixed Post - total time spent on fixed post.
- Travel - total time spent traveling.
- Other - total amount of time which does not fit in above categories.
- Total - total of all categories; should equal 8 1/2 hours.

TIME/VIOLATION:

Hand written citations are recorded by violation (row) and by time (column). Each row is totaled to the left and each column is totaled at the bottom. The total number of violations equals the number of citations written less voids. Voids are entered at the bottom of the time columns.

VEHICLE INSPECTION:

Enter the vehicle number, odometer readings, total mileage, and service due mileage. Check the gas, oil, etc. boxes and sign if all is checked ok.