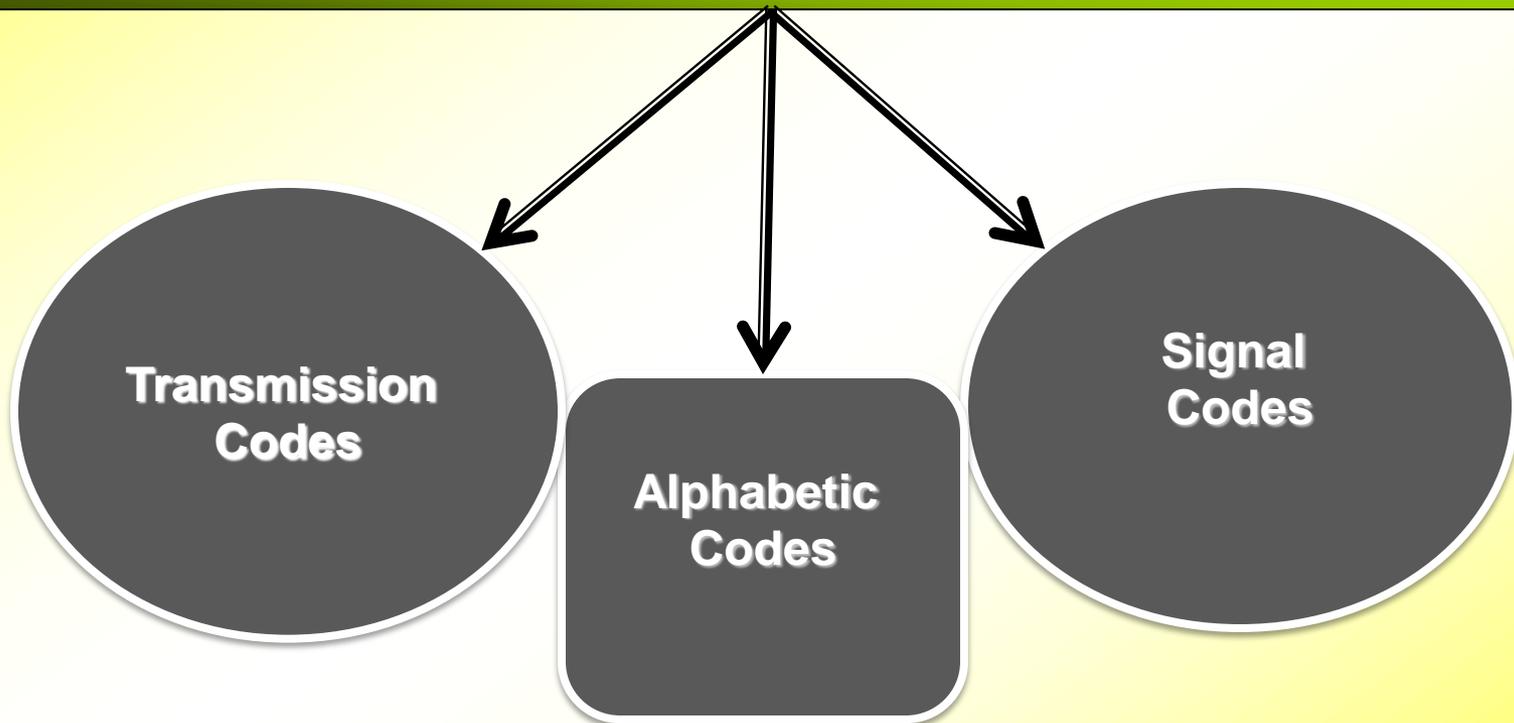


Nextel/Cellular Information

Parking Officers must use appropriate codes to ensure accurate verbal messages. These codes appear in the following tables.



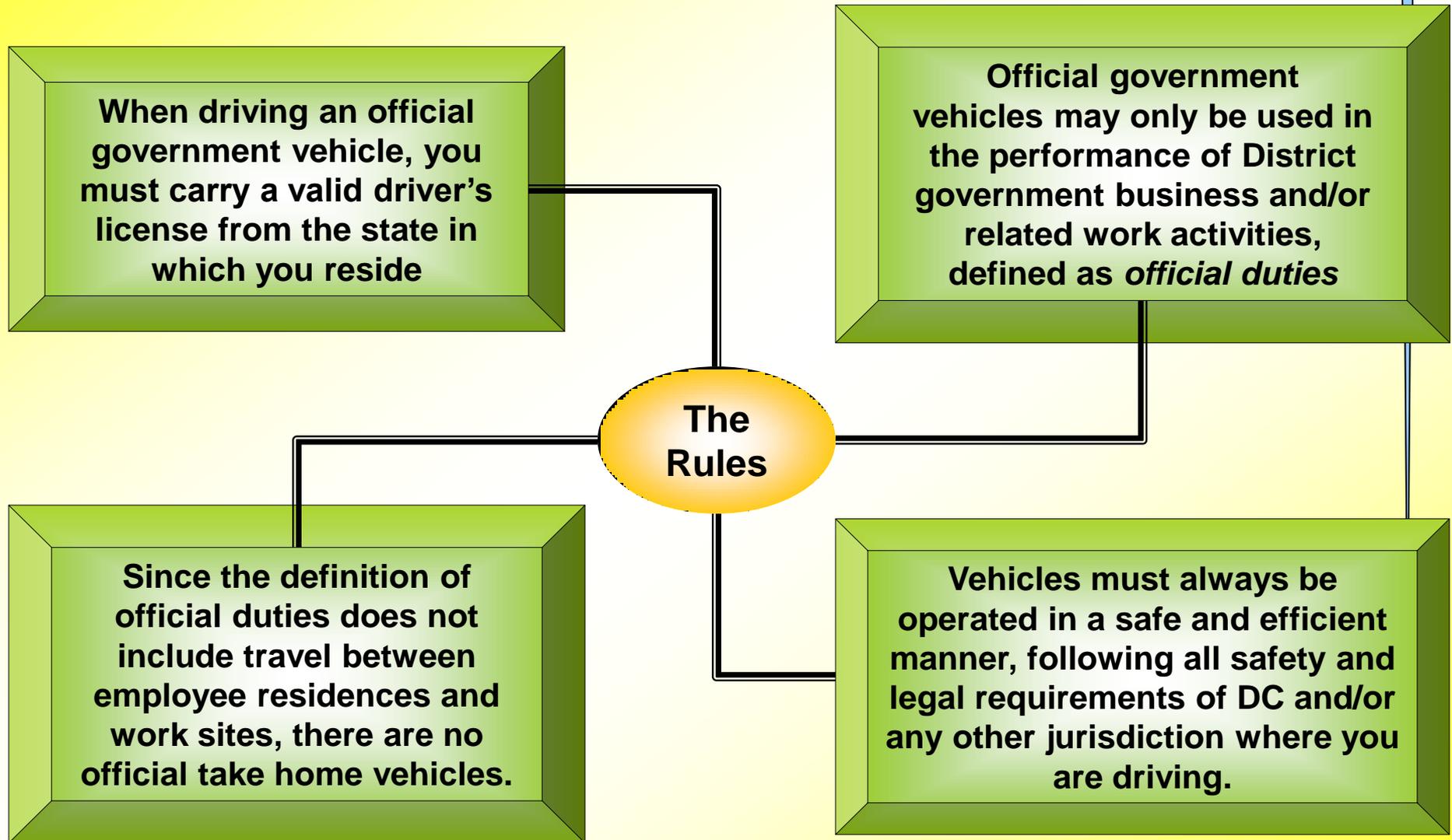
Nextel/Cellular Information

A. Transmission Codes		B. Transmission Signals
10-01 Unable to copy	10-10 Stand-by	Signal 01 Call the office
10-02 Good transmitting	10-11 Transmitting too fast	Signal 03 Respond to the office
10-03 Stop transmitting	10-13 Weather report	Signal 82 Request a meeting
10-04 Acknowledge	10-20 State your location	Signal 88 Break for refueling
10-05 Relay message	10-22 Disregard or cancel	Signal 99 Break for lunch
10-06 Station is busy	10-33 Emergency in process	
10-07 Out of service	10-36 Time	
10-08 In service	10-87 Radio check	
10-09 Repeat your message		

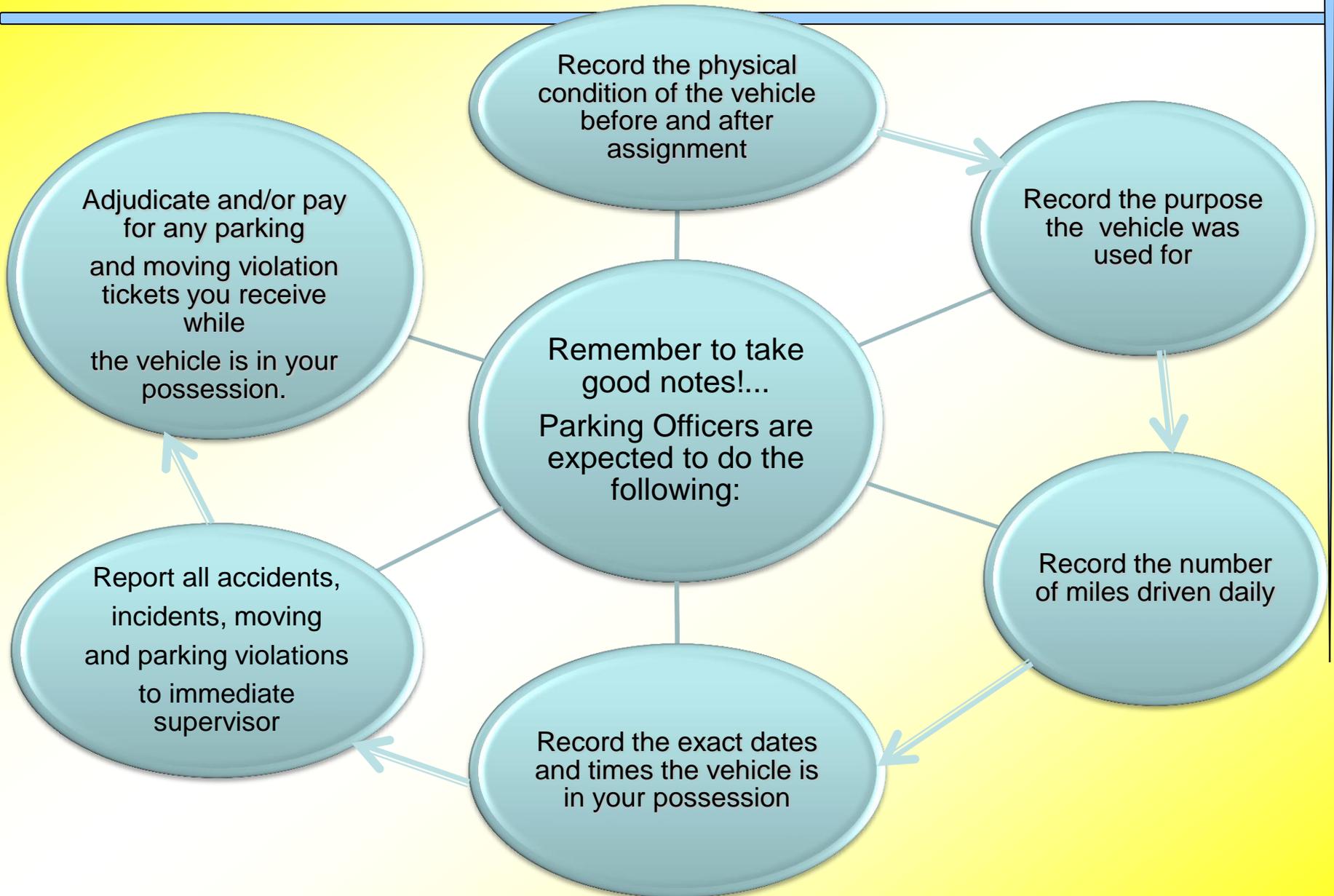
C. Alphanumeric Codes

“A” as in Adam	“J” as in John	“S” as in Sam
“B” as in Baker	“K” as in King	“T” as in Tom
“C” as in Charles	“L” as in Lincoln	“U” as in Union
“D” as in David	“M” as in Mary	“V” as in Victor
“E” as in Edward	“N” as in Nancy	“W” as in William
“F” as in Frank	“O” as in Ocean	“X” as in X-ray
“G” as in George	“P” as in Paul	“Y” as in Young
“H” as in Henry	“Q” as in Queen	“Z” as in Zebra
“I” as in Ida	“R” as in Robert	

Government Vehicles



Government Vehicles



DC Geography

Diagonal streets
have state names.

East-West
streets are
alphabetical

Generally, the streets
in the District run
three ways :

- East-West,
- North-South
- Diagonally

North-South
streets are
numerical

- Alphabets begin with A on each side of East Capitol Street and the Mall.
- Once the letters of the alphabet are exhausted, the streets have two-syllable names, then three-syllable names, and then names of trees and flowers—all in alphabetical order.

- Numbers begin on each side of North and South Capitol Streets.
- The first street on each side is First Street, the next is Second Street, and so on.

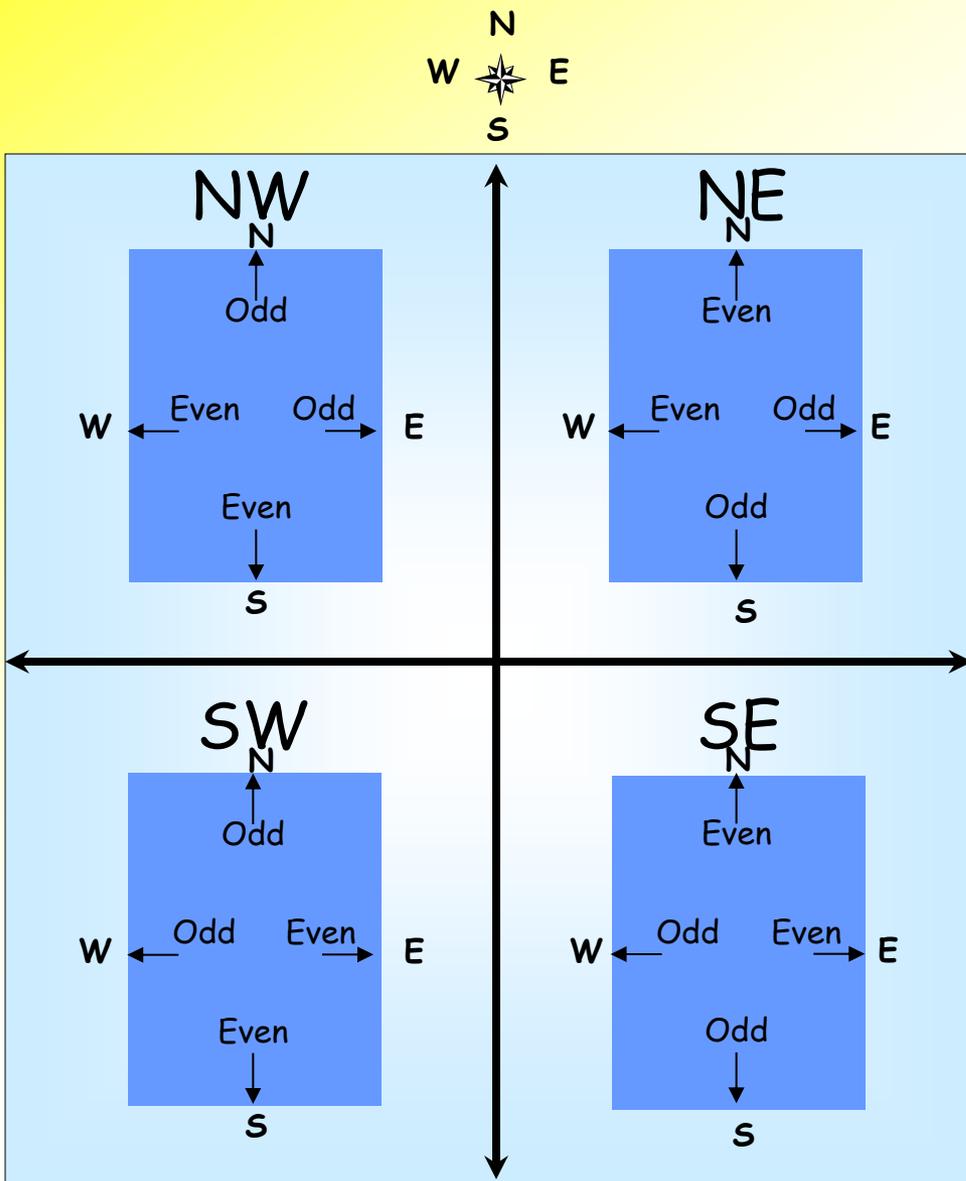
DC Geography

The District is divided into four quadrants from the U.S. Capitol at East Capitol Street, the Mall, and North and South Capitol Streets.

These four quadrants are : Northwest (NW), Northeast (NE), Southwest (SW), and Southeast (SE).

District streets are identified with a name and the section of the city in which they are located. For example:
Pennsylvania Ave, NW;
Pennsylvania Ave, SE

DC Geography



How Each Side of the Street is Numbered

When in Northwest:

1. The North side is odd and the East side is odd (N&E=Odd).
2. The South side is even and the West side is even (S&W=Even).

When in Northeast:

1. The South side is odd and the East side is odd (S&E=Odd).
2. The North side is even and the West side is even (N&W=Even).

When in Southwest:

1. The North side is odd and the West side is odd (N&W=Odd).
2. The South side is even and the East side is even (S&E=Even).

When in Southeast:

1. The South side is odd and the West side is odd (S&W=Odd).
2. The North side is even and the East Side is even (N&E=Even).

DC Geography

In Northwest and Northeast, numerical addresses get higher when you are traveling North and lower when you are traveling South.

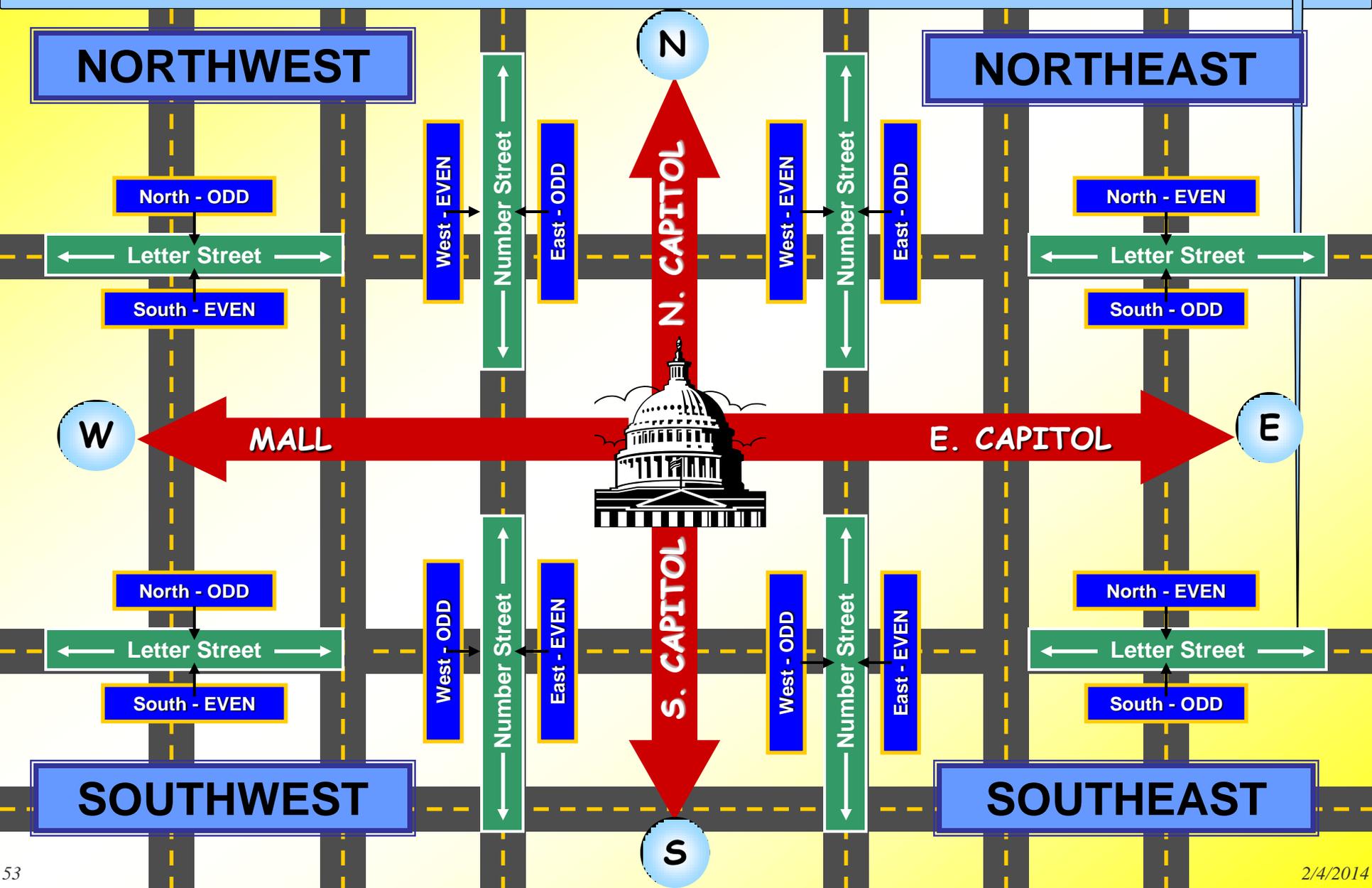
In Southwest and Southeast, numerical addresses get higher when you are traveling South and lower when you are traveling North.

How to Know What Direction You Are Traveling

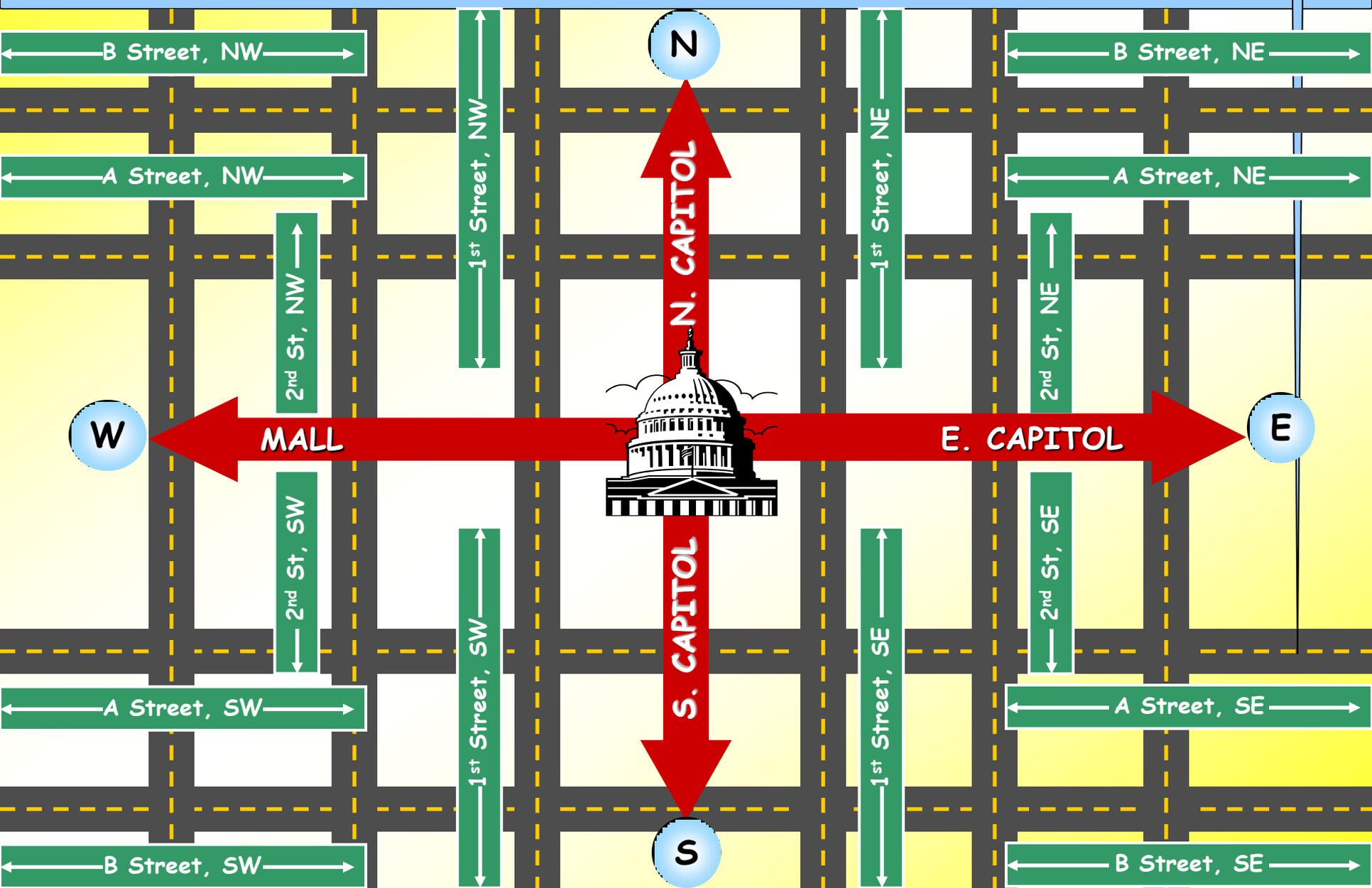
In Northeast and Southeast, alphabetical addresses get higher when traveling East and lower when traveling West.

In Northwest and Southwest, alphabetical addresses get higher when traveling West and lower when traveling East.

DC Geography



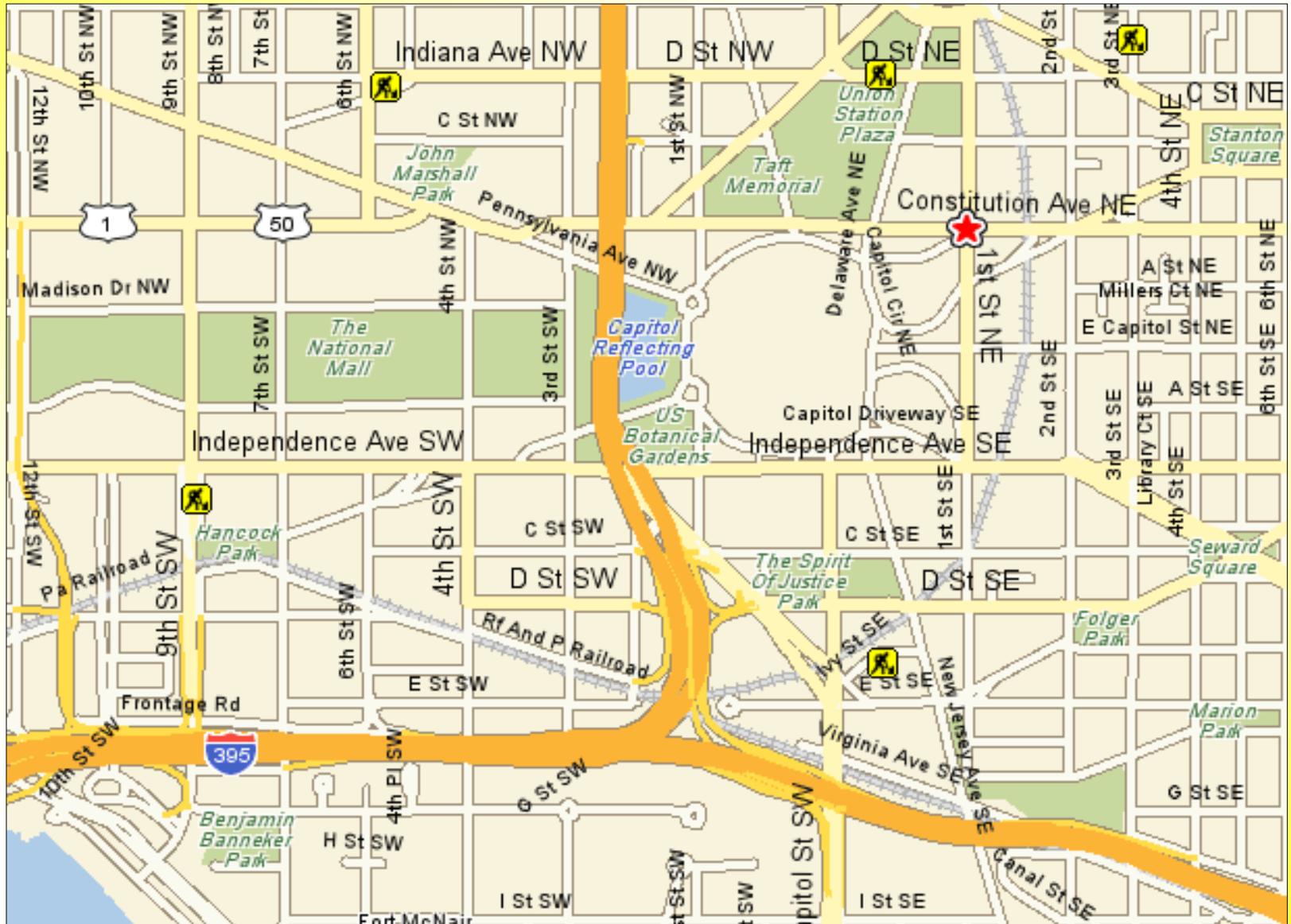
DC Geography



DC Geography



DC Geography



DC Geography

DC LANDMARKS & ATTRACTIONS

Attraction	Address/Approx. Location
Agriculture Department	1400 Independence Ave., SW
Air and Space Museum	600 Independence Ave., SW
Aquarium, National	14 th & Constitution Ave., NW
Archives, National	PA Ave. at 7 th St., NW
Arlington National Cemetery	Virginia side of the Potomac River, across Memorial Bridge from Washington, D.C.
Arena Stage	1101 6 th St., SW
Bethune Museum	1318 Vermont Ave., NW
Bureau of Engraving	14 th & C St., SW
Capitol, U.S.	First Street Between Independence Ave & Constitution Ave.
Commerce Department	14 th & Constitution Ave., NW
Constitution Hall	1776 D Street, NW
Convention Center	801 Mt. Vernon Place, NW
Dumbarton Oaks	1703 32 nd St., NW, between R & S
FBI Building	935 Pennsylvania Ave., NW

DC Geography

DC LANDMARKS & ATTRACTIONS

Attraction	Address/Approx. Location
Folger Theater	201 East Capitol St., SE
Ford Theater	511 10th St., NW
Frederick Douglass Home	1411 W St., SE
Health, Education and Welfare	400 Maryland Ave., SW
Interior Department	1849 C St., NW
Internal Revenue Service	12th St. & Constitution Ave., NW
Jefferson Memorial	East Basin Drive, SW
Justice Department	950 Pennsylvania Ave., NW
Kennedy Center	2700 F St., NW
Labor Department	200 Constitution Ave., NW
Library of Congress	101 Independence Ave., SE
Martin Luther King, Jr. Library	901 G Street, NW
National Arboretum	3501 New York Ave., NE
National Cathedral	3001 Wisconsin Ave., NW
National Gallery of Art	Between 3rd & 9th Streets NE at Constitution Ave

DC Geography

DC LANDMARKS & ATTRACTIONS

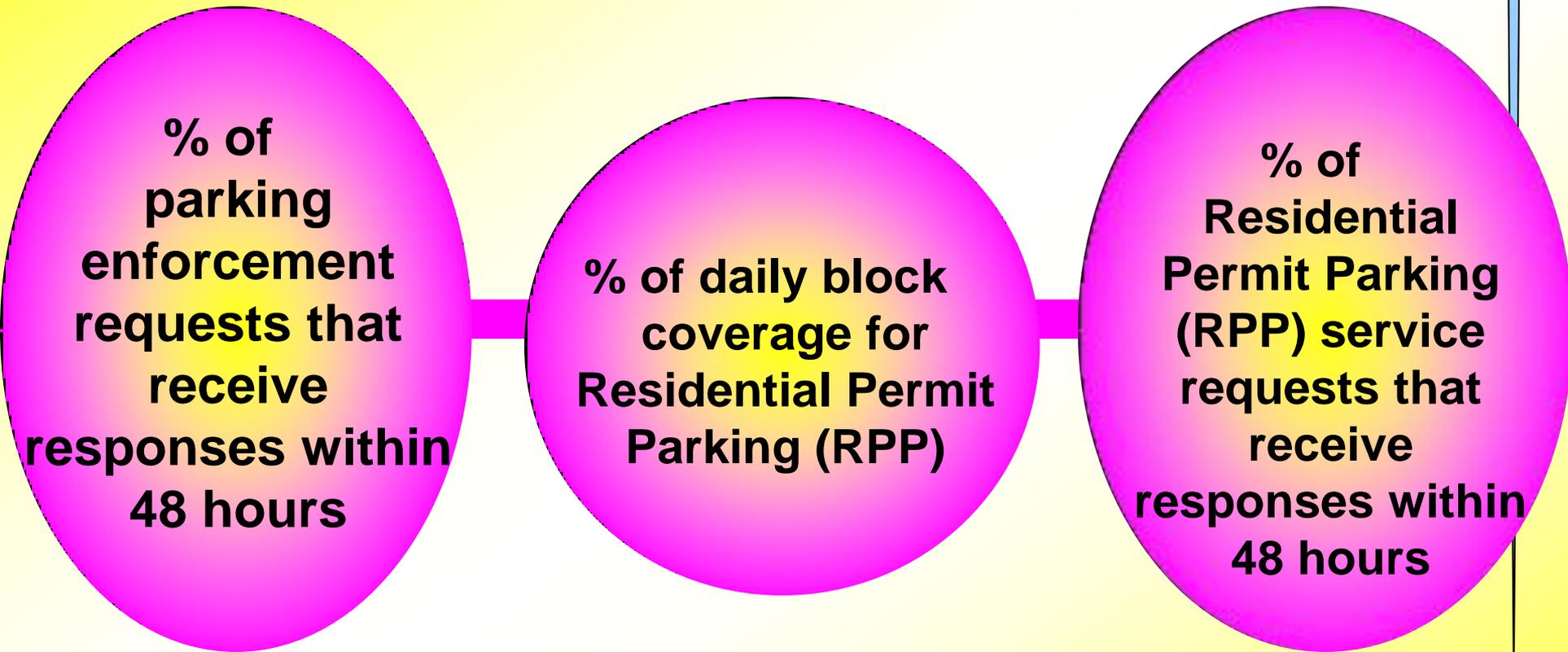
Attraction	Address/Approximate Location
National Shrine	4th St. & Michigan Ave., NE
National Theater	1321 Pennsylvania Ave., NW
National Zoo	3001 Connecticut Ave., NW
Robert F. Kennedy Stadium	2400 East Capitol St., NE
Smithsonian Natural History	1000 Jefferson Dr., NW
State Department	2201 C Street NW
Supreme Court	1st St., NE between East Capitol & Constitution Ave.
Treasury Department	15th and Pennsylvania Ave., NW
Union Station	50 Massachusetts Ave., NE
Verizon Center	601 F St., NW
Vietnam Memorial	Bacon Drive & Constitution Ave., NW
Warner Theater	500 Block 13 th Street, NW, between E & F
Washington Monument	15th & Constitution Ave., NW
Watergate Hotel	2650 Virginia Ave., NW
White House	1600 Pennsylvania Ave., NW

PARKING ENFORCEMENT MANAGEMENT

Section 6

Ticket Writing

Key Customer Service Measures



Violation Codes (DCMR)

Violation codes are listed by category in the DCMR Violation Table on the following pages

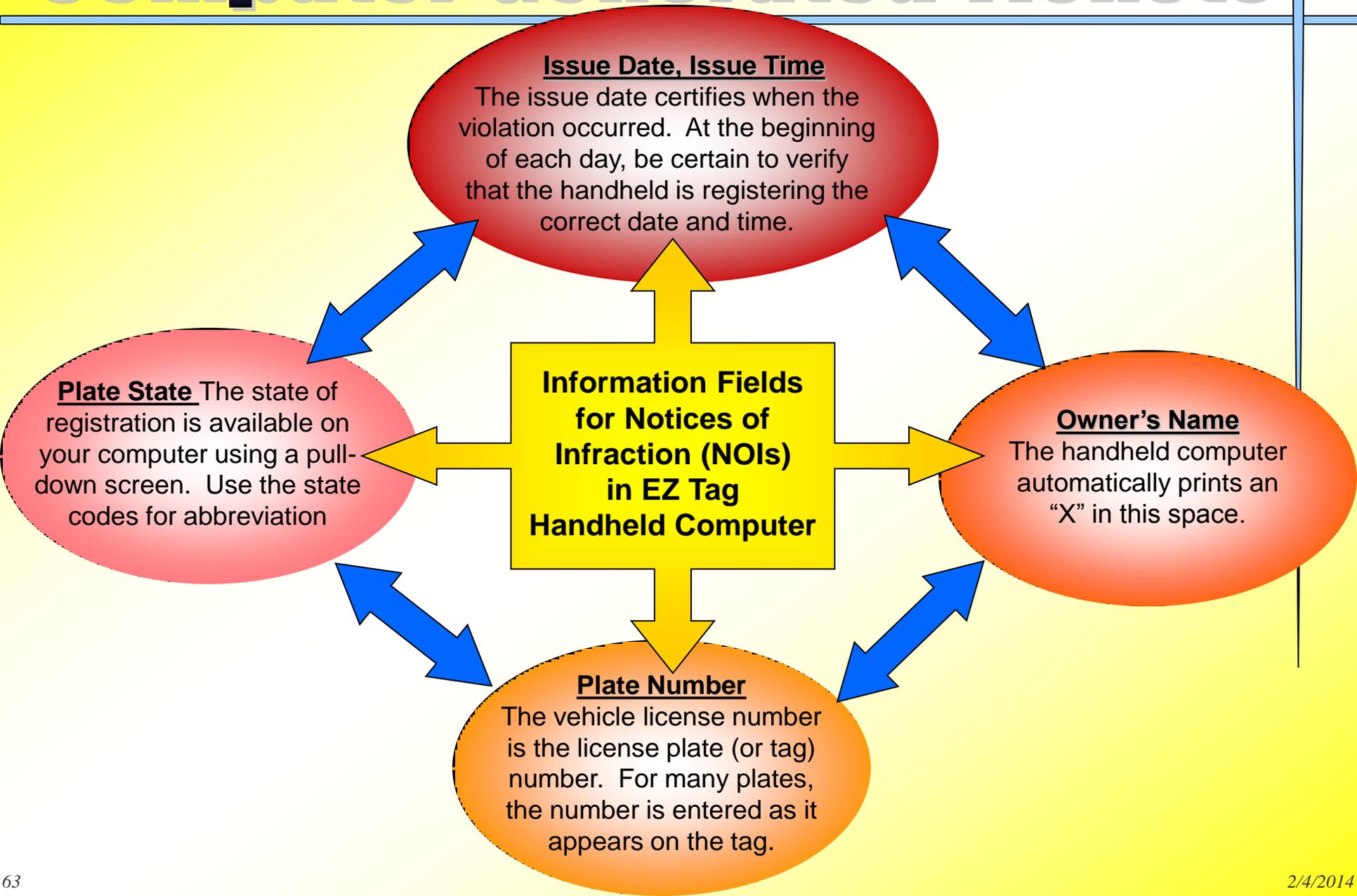
The District of Columbia Municipal Regulation (DCMR) Title 18 is the document that explains the different types of parking violations.

The formal name for the tickets you will be writing is Notice of Infraction (NOI).

Violations are identified by a three-digit code.

It is important to become thoroughly familiar with the regulations you enforce so that you are able to explain the reason for writing a ticket.

Computer Generated Tickets



Vehicle Identification & Compliance

Vehicles without Tags

Enter all 17 digits of the Vehicle Identification Number (VIN) in the (VIN) box on the NOI

This procedure is also used for international transport tags

The VIN is usually found on the driver's side of the dashboard. For license state, enter XX

Vehicle Identification & Compliance

Vehicle Location

Use the number and the street location on the ticket. If the location has no street number, use the boxes, including NW, NE, SW, & SE. REAR = alley along side the address. OPPOSITE = address is unavailable where the vehicle is parked. Always identify the type of street, such as "road," "avenue," etc.

Tag Year

The tag year is the license plate registration year. It can be found on a sticker applied to the license plate on motorcycles and the windshields of passenger vehicles. Only the last two digits of the year are required.

Vehicle Make

The "make" of a vehicle is the manufacturer, NOT the model. For example, Dodge Omni is entered as a Dodge rather than an Omni. The vehicle make must be correct. A hearing officer will dismiss a challenged ticket with an incorrect make.

Vehicle Identification & Compliance

BODY STYLE ABBREVIATIONS

AM	Ambulance
BU	Bus
CV	Convertible
4D	Four door
LM	Limousine
MC	Motorcycle
PU	Pick up truck
RV	Recreational vehicle (mobile home)
SW	Station wagon
SV	Step van
TT	Tow truck
TR	Trailer
TK	Truck
2D	Two door
VN	Van

TAG PREFIXES

SW	Solid waste
DP	Diplomat
HMV	Historical motor vehicle
L	Limousine
TRP	Transport
T	Trailer
MD	Medical doctor
C	Commercial
R	Rental
H	Hire or hack
DAV	Disabled American veteran
B	Bus
HP	Handicapped person
D/DLR	Dealer
GVT	Federal Government
GT/DC	Government

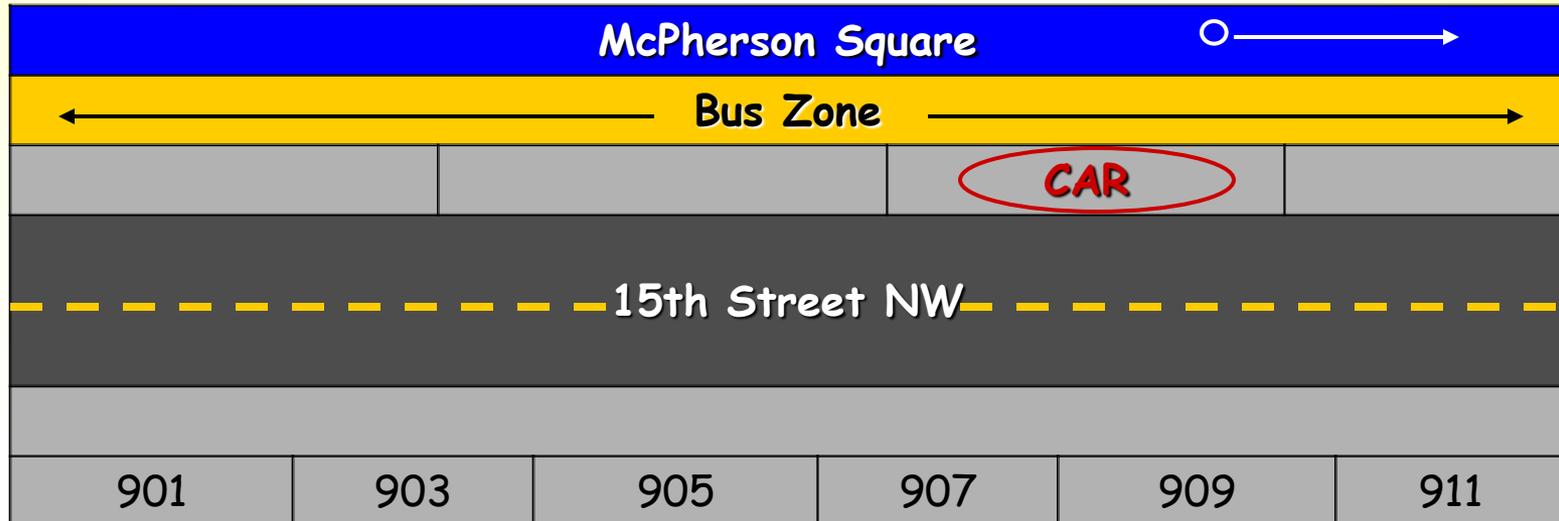
Vehicle Identification & Compliance

Beat Number

While on the street, always be mindful of the beat you are patrolling. Write the three digit beat number in the appropriate space when citing a vehicle in violation. Analysts will use this information to assess violation patterns and develop deployment strategies to ensure your productivity.

Example of Location and Beat Number:

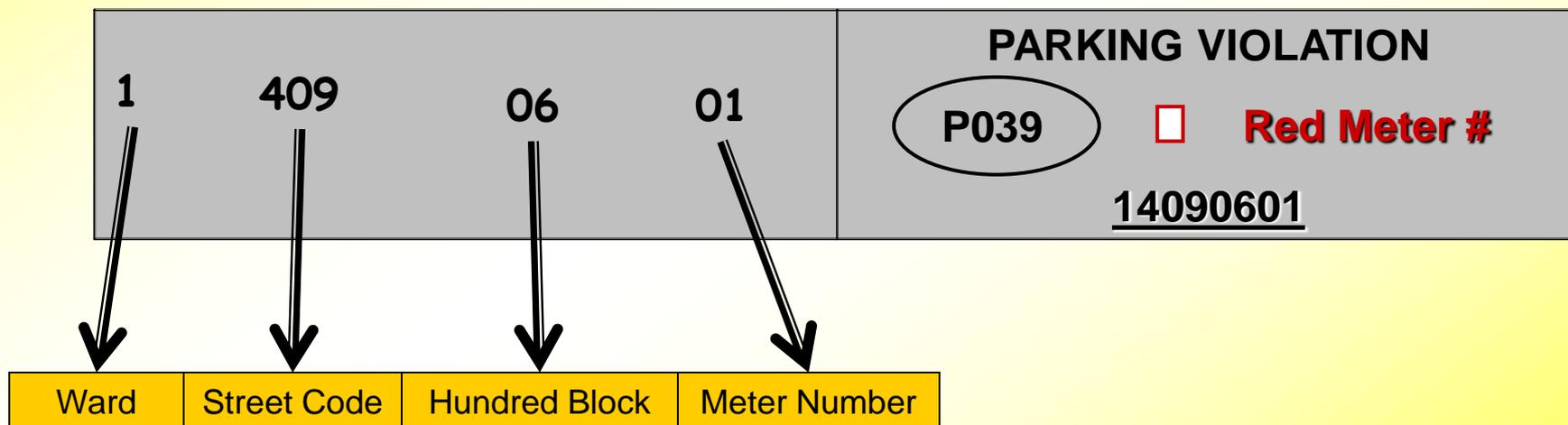
BEAT 2W22 FOR EXAMPLE MUST BE INDICATED ON NOI ISSUED



Vehicle Identification & Compliance

Meter Number

Expired meter violations must include the entire meter number. The meter number is found on label tape affixed to the dome of the meter.



Vehicle Identification & Compliance

Towing Requested

The Towing Branch is an integral part of parking enforcement. It removes illegally and dangerously parked vehicles that threaten safety and impede traffic. When issuing a ticket to such illegally parked vehicles, the “towing requested” box is checked automatically for those violations that are towable.

Fire hydrants

Intersections with significant reduction in sight distance

Bus stops

Emergency No Parking

Rush hour traffic lanes

Driveways

Vehicle Identification & Compliance

Fine Amount

- Prints automatically on ticket

Name/Department/Badge Number

- Prints automatically on ticket

Notes Section

- Insert approximate footage for violations that deal with measurements (stop signs, intersections, etc.)
- Loading zone /Select drop box in handheld “NON COMMERCIAL VEHICLE” or COMM VEHICLE > 2 HRS no activity
- Insert time commercial vehicles are originally sighted once the allotted time for parking in a loading zone has expired
- Insert the specific violation (if applicable), time first sighted and time limit posted on the sign when a vehicle is parked longer than the posted time limit

Voiding Parking Tickets

Prevention is the first step to minimizing voids

Start your computer, select your printer setting and print out a test ticket to make sure your computer is operating properly. Also verify the current date and time.

Before you issue the ticket, take time to observe the entire vehicle in case it has already been ticketed for the same violation.

After entering the tag number of a vehicle, verify that the entry is correct before pressing the "OK" button. Once you have pressed "OK" the data can no longer be altered.

Check all three screens for information accuracy **BEFORE** printing the ticket. Correct any mistakes.

Voiding Parking Tickets

When is it appropriate to void a citation ?

INCORRECT DATA ENTERED

When a Parking officer does not accurately input data into the handheld device, a supervisor may void the citation, or it may be voided through the appeal process at Adjudication. Examples of incorrect data include:

- | | |
|--|--|
| <ul style="list-style-type: none">▪ Wrong state of registration▪ Wrong license plate number▪ Wrong tag expiration year or validation sticker expiration year▪ Wrong vehicle identification number or VIN#▪ Wrong vehicle make▪ Wrong vehicle body style▪ Wrong location of violation | <ul style="list-style-type: none">▪ Wrong violation code▪ Wrong meter number▪ Wrong or missing observation Time▪ Wrong remarks or comments▪ Missing Comments or Remarks (when needed)▪ Picture Don't support violation▪ Missing picture (when needed)▪ Vehicle not in violation |
|--|--|

Voiding Parking Tickets

When is it appropriate to void a citation ?

Illegible Parking Signs

The Parking Officer must agree that one or more of the signs in the block is illegible. The Parking Officer must agree that the operator could not have seen a legible sign when parking the vehicle.

Duplicate Violations

Parking Officers are responsible for checking to ensure that the ticket was written for the same violation at a prior time and date.

**VOID ON
THE SPOT WHEN
THERE ARE:**

Booted Vehicles

(vehicle is booted before citation is issued)

Visible Residential & Visitor Parking Permit Stickers (RPP/VPP)

(note, to avoid error, Parking Officers are instructed to verify that permits are on vehicles and affixed to the windshield.)

Voiding Parking Tickets

When is it appropriate to void a citation ?

VISIBLE DISABILITY PERMIT

When a vehicle is parked at a single space meter or a multi-space meter zone and has the appropriate HP placard or tags displayed

Vehicles Displaying HP tags or Placards may park double the posted time limit free and one additional time limit with payment. Citations issued prior to the additional time frame can be voided.

Parking Officers (PO) are required to honor handicap placards and license plates from all jurisdictions within the United States.

If a PO issues a citation to a disabled motorist at a parking meter, the motorist may request a supervisor.

Daily Activity Record

Parking Officers are required to submit a Daily Activity form at the end of each day. This form is used to track ticket writing activities for Parking Officers and Squads. You will be required to record the following :

- ✓ Number of tickets written
- ✓ Number of voids
- ✓ Information about the assigned vehicle you drive (if applicable.)

Ticket Writing Exceptions

MARKED & UNMARKED LAW ENFORCEMENT VEHICLES

Law Enforcement vehicles carry with them the presumption that their business is “urgent.” It is recognized that occasionally law enforcement duties require specific personnel to violate established rules. The Parking Officer should avoid issuing citations to these vehicles, unless instructed by a supervisor. Officers are not allowed to issue Citations to “marked” Police vehicles Without approval from superiors

GOVERNMENT, CONGRESSIONAL, CITY COUNCIL & ANC VEHICLES

These vehicles may be excused from parking infractions incurred during the course of urgent government business if there are no other legal spaces available, and if the parking violation does not block traffic or cause a safety problem...
Government vehicles will not be excused for the following violations:

No Standing Anytime

Rush Hour

Crosswalk

Fire Hydrant

Loading Zone

Blocking a Driveway or Alley

Sidewalk

Bus Stop or Bus Zone

School Zone

Ticket Writing Exceptions

UTILITY VEHICLES

Utility vehicles are treated as though they were government vehicles. The actual work vehicle is treated in much the same manner as a law enforcement vehicle. For example, an electric company repair truck may have to park in a bus zone because that is where the manhole to be re-wired is. A supervisors car will, however, be held to the provisions of paragraph one. Parking Officers will look for cones to denote activity, and if work cones are not displayed, a citation can be issued.

No Parking/Standing Anytime

Rush Hour

Crosswalk

Fire Lane/Fire Hydrant

Loading Zone

Blocking a Driveway or Alley

Sidewalk

Bus Stop or Bus Zone

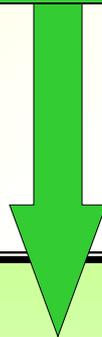
School Zone

Ticket Writing Exceptions

If cases involving these types of vehicles go to Traffic Adjudication, a hearing examiner will weigh a respondent's violation against the duties the agent performs and will make a decision in consideration of the public interest.

Common Enforcement Requests

“RELAXED” ENFORCEMENT FOR A SPECIAL EVENT



PEMA DOES NOT provide “relaxed” enforcement. This term is inaccurate. PEMA enforces the permanent curbside regulations or enforces the temporary curbside regulations installed by the Curbside Management Division of the Traffic Services Administration (TSA) at DDOT.

Temporary regulations usually take the form of “Emergency No Parking Anytime” or “Reserved Parking” signs that exempt vehicles with valid permits. Such permits are identified on the temporary Emergency No Parking Anytime signage provided by DDOT for special events (funerals, moving, religious events, school events, etc.). The temporary Emergency No Parking Anytime signs may also exclude all vehicles from parking during certain activities such as federal events or tree trimming.

Reporting a Broken Meter

Customers should dial the **Mayor's Command Center 311** to report a malfunctioning meter. They will receive a confirmation number



Has a ticket been issued?

No

Process Complete

Yes

Appeal at Traffic Adjudication : forward the ticket, along with a letter of explanation, to 301 C Street, NW

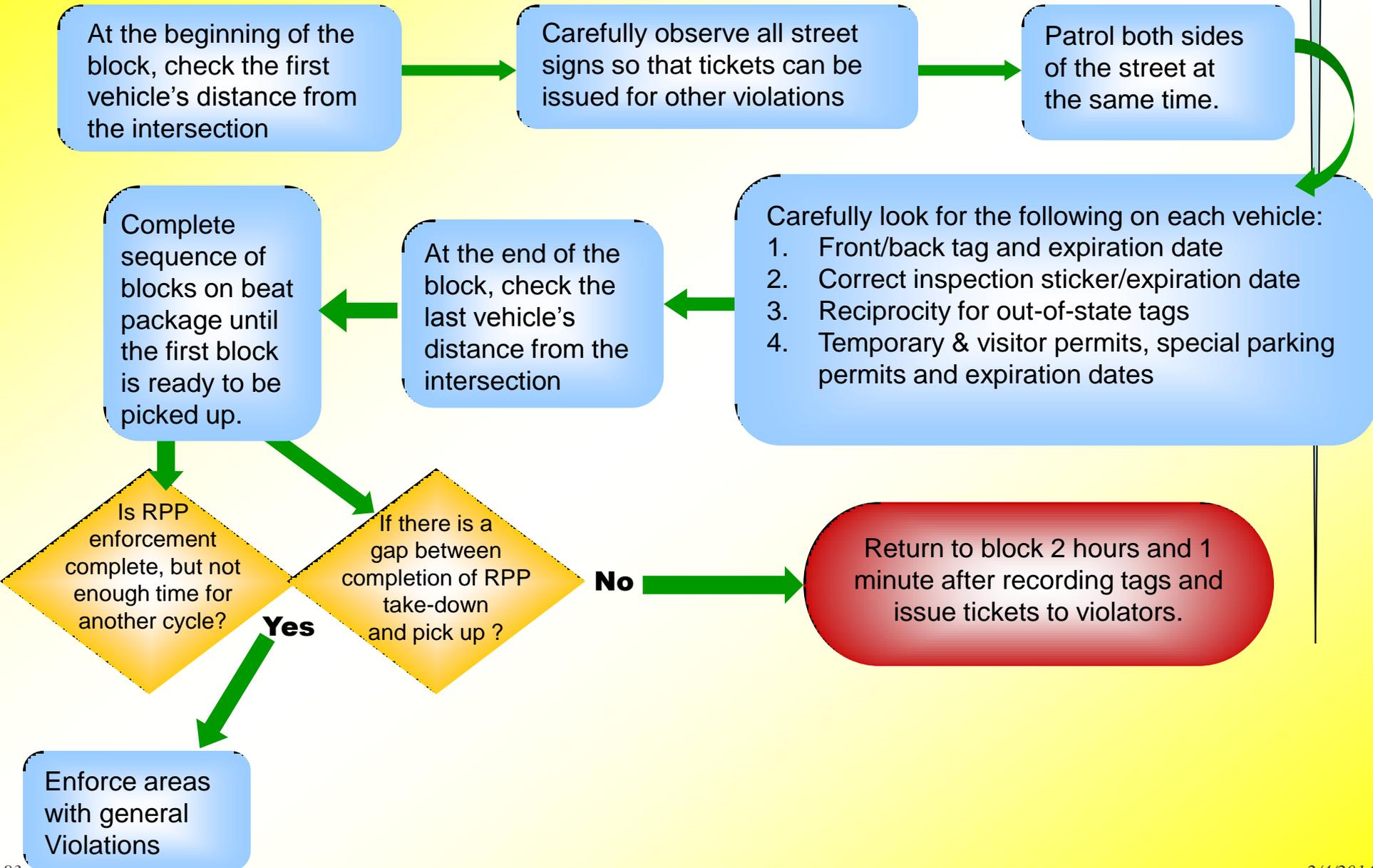


Ticket goes into suspension while **DDOT Parking Management** investigates

PARKING ENFORCEMENT MANAGEMENT

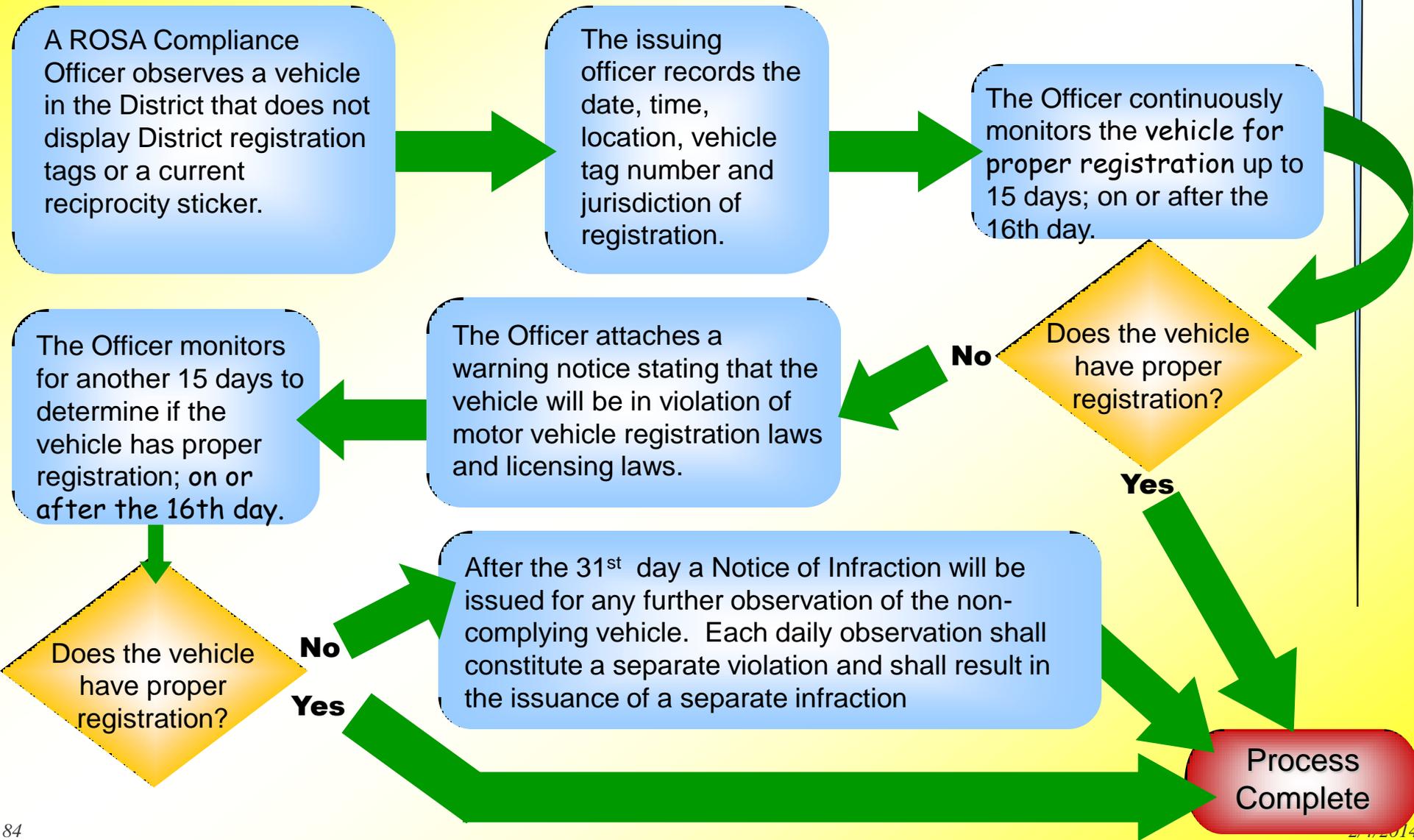
Section 7 Residential & Business Enforcement Guidelines

Residential Beat Enforcement



Registration and Reciprocity

Violation: Failure to Display District Registration Tags or Reciprocity Sticker – Code P172



Business District Enforcement

Use the following guidelines to enforce business district beats:

1. Enforce one side of the street at a time
2. At the beginning of each block, note the distance of the first car from the intersection.
3. Carefully observe all street signs so that you can issue tickets for other violations.
4. Look for the following items on each vehicle:
 - a. Validation Sticker on front left hand side of windshield and for trailers, dealer tags and motorcycles check that the license plate displays the correct validation stickers on the top left and right corner.
 - b. Valid Inspection Sticker (with an expiration date)
5. Observe vehicles in loading zones to determine if any loading /unloading is occurring:
 - a) If after the posted time (if applicable) and/or no activity is observed, issue a Notice of Infraction (NOI).
 - b) If the vehicle is not commercial, issue a NOI and indicate “noncommercial” in the notes.

Business District Enforcement

Use the following guidelines to enforce business district beats (cont.):

6. For time limit areas (Example: 2 hour parking sign, but no meters):
- Record the state and tag numbers of all vehicles parked in the area
 - Return at the end of the posted time limit plus one minute and issue NOIs to violators for exceeding the time limit.

Note: Handicap tags are given double the time posted on signs and meters.

7. At meter spaces, check for the flashing **EXPIRED** signal or expired multi-space meter receipts.
- Verify handicapped parking tag or permit.
 - If the permit is expired, record permit number and expiration date in the ticket notes. Vehicles with valid handicapped tags from all jurisdictions of the United States may park free for double the time limit stated on the meter and payment is required after the double free time period has ended (one time period only).
 - Record the meter number. The numbers entered into your handheld computer must be identical to those on the meter decals. If the number is inaccurate, the meter location will be invalid and the ticket will be dismissed.
 - Do not leave any spaces, slashes, dashes or hyphens before or between characters when recording the meter location.

Business District Enforcement

Use the following general guidelines to enforce business district beats:

The meter decal provides the ward number, street code, block and meter number.

Example 1: 14070601
1= Ward number
407= Street name/Code.
06 = Hundred Block
01 = Meter number

When an Officer observes a meter decal that (1) does not have a Location, (2) is illegible, or (3) is incorrect, a Supervisor should be contacted.

If a meter violation has already been issued, check the time of issuance. If the time between patrols is greater than the posted time limit, issue another NOI for overtime parking and record the first NOI number and time on the second ticket.

Business District Enforcement

Use the following general guidelines to enforce business district beats:

8. At meters that show a FAIL (broken) signal:
 1. Check the meter to verify that it is broken
 2. Enter the tag number into your handheld computer and return at the end of the time limit
 3. If the vehicle is still parked in the same spot at the end of the time limit, issue a Notice of Infraction.
9. Check alleys for violations
10. Check Public Space areas
11. Issue NOIs for private property only at the request of the property Owner or Designee. Ask the person requesting the service for their name and phone number and record that information in your internal note section of the NOI.
12. At the end of the block, check the last vehicle's distance from the intersection

Loading Zone Enforcement

- Commercial Vehicles Definition.** Any vehicle with more than three (3) wheels and:
- (a) Greater than twenty-two feet (22') in length; or
 - (b) Used or maintained for transporting freight, merchandise, or other commercial loads or property; or
 - (c) Described as a commercial vehicle on its certificate of title in accordance with 18 DCMR-403.4; or
 - (d) Considered a commercial vehicle by the director pursuant to 18DCMR 413.13 because it has an irremovable commercial advertisement or insignia.

A non-commercial vehicle may stop at a loading zone only long enough to pick up waiting passengers or to discharge passengers and only if such a stop does not interfere with any commercial vehicle which is about to enter or waiting to enter the loading zone.

Loading Zone Enforcement

Posted Sign Enforcement. The loading of materials is restricted to Loading Zones in each block where “Loading Zone” signs are posted. Loading is also permitted where “No Parking” signs are posted. However, when a “No Standing or Stopping” regulation is in effect, vehicles are not allowed to load or unload.

Example 1

When a Parking Officer enters a block and sees that all Loading Zones are occupied by commercial vehicles, other commercial vehicles may park in No Parking areas; such as No Parking Anytime, No Parking Specific Hours, and No Parking Entrances to make deliveries; but not in “No Standing or Stopping” areas.

Example 2

When the A.M. and P.M. Rush Hour restrictions are in effect, vehicles are only permitted to load or unload in (1) the K St., NW corridor, from 14th St. to 22nd St., and (2) the 200 and 300 blocks (south side) of Pennsylvania Avenue, SE.

Loading Zone Enforcement

Two-Hour Time Period. Parking Officers should use appropriate discretion to determine if tickets should be issued for loading zone violations on commercial vehicles. Where signs are posted, designated loading zones may be occupied by a particular vehicle for up to a maximum of two (2) hours. Also, between the hours of 9PM-7:30AM passenger vehicles with valid RPP, visitors permit or reciprocity stickers may park in loading zones, except those loading zones used at hotels and hospital entrances.

Example 1

A UPS step van has occupied the loading zone for the purpose of delivering packages in the Central Business District. The length of time that is reasonable for loading may be several hours since an entire day's route for that vehicle may be one or two buildings in that block.

PARKING ENFORCEMENT MANAGEMENT



Section 8

Special Permits & Exemptions

Visitor Parking Permit

PERMIT REQUIREMENTS FOR RESIDENTS

Applicants must provide one of the following as proof of District of Columbia residency:

A valid DC driver's license/identification card

A valid DC vehicle registration card

A current utility bill, lease, deed, settlement agreement or voter registration card

Visitor Parking Permit

PERMIT REQUIREMENTS FOR VISITORS

Application forms for visitor parking permits must show the following :

Name and address of the visitor using the permit

Name and address of resident

License plate number and issuing state of visitor's vehicle

Visitor Parking Permit

HOW TO OBTAIN A PERMIT

- Permanent District of Columbia residents may obtain visitor parking permits for guests free of charge at a police station or substation in the ward they reside.
- Special consideration will be given to residents who are incapacitated or have a disability.
- Permits are only issued to eligible DC residents and are for use only by their actual visitors.
 - ✓ A resident is “eligible” when s/he resides on a street that has been designated as a residential parking permit area.
 - ✓ A visitor is defined as any person who visits a DC residence.

Visitor Parking Permit

NEW PERMIT

 GOVERNMENT OF THE DISTRICT OF COLUMBIA		 DC DMV DISTRICT OF COLUMBIA DEPARTMENT OF MOTOR VEHICLES	
<u>VISITOR PARKING PERMIT</u>			
STATE:	<input type="text"/>	VISITOR'S TAG NUMBER:	<input type="text"/>
RESIDENTIAL PARKING AREA			
Date of Issuance:	<input type="text"/>	Expiration Date:	<input type="text"/>
This visitor's parking permit is issued for residential parking by the _____ District of the DC Metropolitan Police Department. <small>District No.</small>			
Permit Number		 MPD AUTHORIZING OFFICER	
Q1- 	<i>(Display in the lower left windshield)</i>		