

# Engineering Services: Clamping/Towing Procedure

## Standard

Taranaki DHB provides allocated parking to patients, health-related visitors and designated staff. General staff parking is available in white “all day” parking areas. This procedure clarifies the steps to be followed when drivers are in breach of the Taranaki DHB Parking policy in order to ensure a fair and systematic approach:

- Before any vehicles are clamped or towed, where possible, vehicle drivers will be pre-warned that they are in breach of the parking policy.
- Taranaki DHB advises that in situations where a vehicle is creating an obstruction, pre-warning the driver will not always be possible.
- Line Managers will be informed about staff members who continually breach the parking policy as this is a breach of the Taranaki DHB Code of Conduct.
- Taranaki DHB does not accept responsibility for charges or costs incurred as a result of clamping or towing vehicles on Taranaki DHB sites.

## Criteria

This procedure relates to the following at all Taranaki DHB sites:

Taranaki DHB staff  
 Business-related visitors  
 Contractors  
 Students  
 Patients and health-related visitors

## Equipment

Taranaki DHB Engineering services clamping gear.

## Procedure

### Vehicle Clamping

1. If it is noted or advised that a vehicle is parked illegally, engineering staff will make all reasonable efforts to identify the driver of the vehicle.
2. When the driver is identified, staff will explain the nature of the offence, explain the Taranaki DHB Parking Policy and request that the vehicle is moved immediately.
3. If the driver cannot be identified, a *Parking Infringement Notice* will be left on the vehicle informing the driver that the vehicle is parked illegally and requesting that it is moved.
4. For every infringement, engineering staff will record the vehicle licence plate number, driver name (if known) and infringement details in the *Parking Infringement Register*.
5. Every amendment to the infringement will be noted in the *Parking Infringement Register*. For example if the driver has provided a reasonable explanation.
6. If the driver commits a second offence, his/her vehicle will be clamped. Upon removal of the clamp, the parking rules will again be explained to the driver.
7. If the person commits a third or further offences, his/her vehicle may be towed from the site to the premises of the towing company.

### Vehicle Towing

Tow Away Area signage is displayed at all entrances to Taranaki Base and Hawera hospitals. Before any vehicle is towed, the clamping procedure must first be followed, except if the offending vehicle is in a dangerous position or is obstructing other vehicles; for example, emergency vehicles and/or the bus

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service.

1. All information regarding the offending vehicle will be recorded in the *Parking Infringement Register* including the reason for towing and the towing company contact details. This information will be kept at Engineering Services and will be made available to the telephonists in the event that a towing occurs.
2. Driver enquiries related to a towed vehicle must be made to the contracted towing company. In all cases:
  - a) The towing company's procedures will apply.
  - b) Release of any impounded vehicles is subject to payment of charges as stipulated by the towing company.
3. Taranaki DHB is not responsible for any damage, direct or indirect, which occurs as a result of towing. Any claims for damages, direct or indirect, as a result of towing are the responsibility of the vehicle owner.

### Additional information

[Taranaki DHB Parking Policy](#)

Taranaki DHB Parking Infringement Notice:

Taranaki DHB Clamping Notice

### Training

Orientation and training for engineering staff.

Orientation to Taranaki DHB staff, students and contractors

Information for the public is provided on the Taranaki DHB website.

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