

## Frequently Asked Questions – The City of Hamilton’s Parking Enforcement Officers

*In August 2021, the City of Hamilton (CoH) introduced five new Parking Enforcement Officers (PEOs) to assist the City in ensuring equal parking and vehicular access opportunities across Hamilton. This document has been created to assist members of the public in understanding the roles and functions of the PEOs, as well as to assist with general parking-related queries. We encourage individuals with any further queries to send them to [info@cityhall.bm](mailto:info@cityhall.bm).*

### **What is the role of the PEOs?**

The PEOs will assist the City in ensuring equal parking and vehicular access opportunities across Hamilton. They will assist the public in adhering to parking rules in the City – specifically, that parking bays turn over as they should and that specially-designated bays such as loading zones, City resident parking, disabled persons parking, taxi parking and one-hour parking are used for the functions and populations for which they were intended.

### **When did they start?**

The PEOs commenced their new roles on August 23<sup>rd</sup>, 2021.

### **What is the aim of these new positions?**

To ensure that everyone has good access to parking in the City. At the CoH, we have an obligation to City ratepayers and users to ensure that there is fair and ample parking across Hamilton. The utilization of the new PEOs will assist us in fulfilling that mandate.

### **What powers do the PEOs have to issue tickets?**

The PEOs have been lawfully granted the power to issue tickets by the Commissioner of Police.

### **Does this mean that there will be more tickets issued?**

The idea is not to ticket people indiscriminately; we want to use the visibility of these officers to change people’s behaviours and dissuade bad parking habits. The officers are not here to be punitive but, rather, to make the public aware of any bad parking practices and to enforce parking in the City.

### **Why did the City decide to proceed this way, instead of using the traffic wardens as done previously?**

At the City of Hamilton, we set the parking rules, so it just made sense for us to enforce them.

### **What happened to the traffic wardens?**

The traffic wardens returned to the Bermuda Police Service (BPS) from where they were on secondment. They continue to assist with beats in the City, to direct traffic at Spurling's Hill and monitor parking in St. George's.

### **Did the PEOs undergo any specialized training for this role?**

Yes. The new PEOs underwent focused training with the BPS.

### **How can members of the public identify these new enforcement officers?**

The officers can be identified by their blue City of Hamilton uniforms.

### **Where can motorists NOT park in the City?**

- In a disabled parking spot (without a disabled parking tag displayed)
- In a residents parking spot (without a residents parking permit displayed)
- In a doctors parking spot (without a doctors parking permit displayed)
- In a taxi stand (if not a taxi)
- For longer than one hour in a one-hour parking bay, two hours in a two-hour parking bay and 15 minutes in a 15-minute parking bay.
- In a loading zone (except Saturdays and Sundays)
- On a double yellow line
- Motorists may not be double parked (i.e. in the street, next to a bay)

### **How much are parking tickets?**

\$75 for all above listed offences.

### **What if the road markings are not clear and I get a ticket?**

If signs or road markings are not clear, the PEOs will not issue a ticket.

### **What if someone is double parked in the street but still in their vehicle?**

If someone is double parked in the street and still in their vehicle, officers will simply ask them to move along to keep the flow of traffic moving. They will only write a ticket if that individual does not move after being told to do so.

### **How can you pay a parking ticket?**

Parking Tickets must be paid at the Courts' Cashier's Office located on the second floor of the Dame Lois Browne-Evans Building, 58 Court Street.

### **What happens if I do not pay my parking ticket?**

You will be issued a court summons to appear before the Magistrate. The Magistrates' Court sits as a Traffic Court twice weekly (Tuesdays and Thursdays). For more information or enquiries regarding Traffic Court, call 295-5151 extension 1119.

### **What are the parking options in the City?**

The City of Hamilton offers various parking for all motorists visiting or residing in the City including car park and street parking options. There are hourly, daily and monthly parking payment options. For a quick guide to parking in the City of Hamilton click [here](#).

### **How can I apply for a monthly parking permit?**

Click [here](#).

Monthly parking permits have recently been reduced in three of the all-day parking lots.

### **Where can I find more information about City parking?**

Click [here](#)

### **What is the 'EasyPark' parking payment solution?**

The EasyPark device is a personal electronic parking meter that is hung inside the vehicle facing outwards. It can be used for both on-street and off-street parking. The in-vehicle device can be easily reloaded with prepaid parking value at many [retail locations](#) or using are downloadable top up application from the [EasyPark website](#). The smartphone application allows customers to exit the car park without having to visit the pay stations.

### **What if I get stuck in a City car park?**

For assistance with the barrier car parks please call 531-5252 or 531-5254.