

**NEW SMYRNA BEACH POLICE DEPARTMENT  
NEW SMYRNA BEACH, FLORIDA**

**POLICY AND PROCEDURE DIRECTIVE**

---

**TITLE:**           **PARKING ENFORCEMENT SPECIALISTS**

**NUMBER:**                 **18-9**

**EFFECTIVE:**             **8/15**

**REFERENCE:**

**RESCINDS/ AMENDS:**    **22-2**

**REVISED:**               **07/23**

**ATTACHMENTS:**         [FSS 316.640.pdf](#)  
                                  [Parking Enforcement Specialist.docx](#)

---

**A.    PURPOSE**

The purpose of this directive is to establish guidelines for the department's Parking Enforcement Specialists.

**B.    POLICY**

Parking Enforcement Specialists are trained in accordance with state statute and the Criminal Justice Standards and Training Commissions Manual, titled Parking Enforcement Specialists. They are civilian members solely restricted to parking enforcement duties. This directive provides a scope of duties, limitations of authority and guidelines for the establishment and operation of the parking enforcement program. Parking Enforcement Specialists are not sworn law enforcement officers. Additionally, Parking Enforcement Specialists uniforms clearly distinguishes them from sworn law enforcement members.

**C.    PROCEDURE/ DUTIES & RESPONSIBILITIES**

**18.9.1**     Parking Enforcement Specialists report to the Parking Enforcement Supervisor for assignment, equipment needs, and scheduling. In the absence of the Parking Enforcement Supervisor, Parking Specialists are supervised by the on-duty patrol sergeant.

**18.9.2**     Duties and responsibilities include, but are not limited to the following:

1. Produce warning and citation documents such as parking citations, records, and activity reports as requested by their immediate supervisor.
2. Advise the appropriate person(s) of unsafe parking and/or roadway conditions. Report inadequate signage so that appropriate corrective action may be taken.
3. Continuously monitor parking activity within designated areas of the City, as assigned, to gain parking compliance and educate the public. Use discretionary enforcement action when appropriate.
4. Monitor timed parking spaces to ensure proper turnover of public parking in assigned areas.
5. Monitor handicap parking stalls for parking violations.
6. Receive and respond to parking complaints from the public.
7. Testify in court as needed.
8. As appropriate, explain the citation fine amount and process to the person issued a citation.

**18.9.3** Parking Enforcement Specialists enforce applicable City Ordinance violations with equipment supplied by the city. While performing enforcement activities:

1. Issue and maintain citations in accordance with [Directive 26-2](#).
2. Identify violations of [New Smyrna Beach City Ordinance Chapter 78](#) that requires towing.
  - In the event that a Parking Enforcement Specialist locates a vehicle that requires towing, the Parking Enforcement Specialist will contact a Community Service Aide or Sworn Law Enforcement Officer who will respond to the location of the vehicle and take appropriate action.
3. Identify and boot parked vehicles when necessary under [New Smyrna Beach City Ordinance Chapter 78](#).
4. Allow the offender to reasonably discuss the violation.
5. Parking Enforcement Specialists are not to engage confrontational offenders. It is sufficient to get the tag of the vehicle and mail the citation to the offender. Under no circumstances are the Parking Enforcement Specialists to argue with or force the offender to receive the citation.
6. Immediately summon a sworn officer if confronted by an irate or violent offender.
7. Under no circumstances are they to use their person or vehicle to block in a motor vehicle or, in any way, hinder the free movement of vehicular traffic.
8. Parking Enforcement Specialists shall not chase, pursue, or follow a fleeing violator.
9. Parking Enforcement Specialists are not to collect any payment for pending fines from people who have just been issued citations.

**18.9.4** Members shall contact an on-duty supervisor should they locate a vehicle:

1. That has been reported stolen or is otherwise wanted;
  - Parking Enforcement Specialists shall not confront or attempt to restrain any person associated with the vehicle.
2. The registered owner has been identified as having a suspended driver's license or registration and the operator is present.

**18.9.5** In the event that a person wants to surrender found property, the Parking Enforcement Specialists will request that an officer or Community Service Aide respond to the scene.

1. Parking Enforcement Specialist will not take possession of any drug, weapon, or other contraband except under exigent circumstance whereupon an officer shall be requested to respond to the scene.

**18.9.6** Parking Enforcement Specialists are not sworn officers. Accordingly, that shall not in any way:

1. Act or present themselves as a sworn officer;
2. Interfere with a sworn officer in the performance of their duties;
3. Wear or display any type of weapon.
  - Only department issued uniforms and equipment may be worn or displayed by the Parking Enforcement Specialists.
  - Uniforms and equipment shall not be displayed or used when a member is off-duty.
  - Members will not exercise enforcement authority when off-duty.

**18.9.7** Any traffic crash, in which the Parking Enforcement Specialist is involved in, no matter how minor, which occurs while the parking enforcement specialist is in service must be reported, without delay, to their immediate supervisor or an on-duty patrol supervisor in the absence of the parking enforcement supervisor. This procedure applies to all parking enforcement specialists that operate a City vehicle. The involved vehicle will not be moved from the scene unless the vehicle is blocking the flow of traffic or until ordered to do so by a supervisor/accident investigator.

## **D. UNIFORMS, EQUIPMENT, & VEHICLES**

**18.9.8** Uniforms are supplied by the police department. Each specialists will be issued:

1. Shirt with city logo;
2. Pants;
3. Shoes;
4. Cap.

Uniforms shall be neat and clean. Damaged apparel will be replaced by the Quartermaster. Members shall maintain a neat and professional appearance as delineated in [Directive 14-10 Uniform & Appearance](#).

**18.9.9** Members are responsible for issued equipment, to include hand-held radios, hand-held computers, and thermal printers. Members shall report:

1. Inoperable, damaged, or lost equipment to their immediate supervisor.

**18.9.10** Members are responsible for their city vehicle during duty hours. Responsibilities include:

1. Inspection of overall condition;
2. Fluid levels;
3. Insuring the vehicle receives scheduled maintenance.
4. Cleanliness

## **E. SELECTION**

**18.9.11** Applicants must complete a job application form. Minimum qualifications include:

1. High school diploma or GED;
2. Valid Florida driver's license;

**18.9.12** The selection process includes:

1. A review of the initial application. Qualified applicants will be scheduled for an oral interview.
2. Successful applicants will undergo a background investigation that will minimally include:
  - A warrant check;
  - Fingerprint submission;
  - Local records check;
  - Prior employment history;
  - Criminal history check;
3. A medical examination.
4. Drug screen.

**18.9.13** A list of qualifying applicants will be prepared and forwarded to the City Manager and Human Resources Director via the office of the Chief of Police.

**18.9.14** Newly hired members shall be on probation for a minimum period of six months.

1. Newly hired and tenured Enforcement Specialists will be evaluated in accordance with [Directive 12-1 Performance Evaluations](#).

**F. TRAINING**

**18.9.15** Newly appointed members shall be required to complete in service training that minimally includes:

1. The agency's role, purpose, goals, policies, and procedures;
  2. Working conditions and regulations;
  3. Rights and responsibilities of the member; and
  4. An overview of the agency's accreditation standards and process.
- The above training shall be completed within the first thirty days of employment and shall be documented by the Parking Enforcement Specialist Supervisor.

**18.9.16** Members shall be required to successfully complete the required CJSTC mandatory training within one (1) year for Parking Enforcement Specialist. If the training is not available then the Parking Enforcement Specialist Supervisor may provide on-the-job training (OJT) until the CJSTC training becomes available.

**18.9.17** In-service training will be scheduled as appropriate.

1. In response to a law change applicable to the position.
2. Agency/City policy or procedure as applicable to the position.
3. In response to CJSTC rule or procedural change applicable to the position.

---

**Revised: BSS 07/23**

**Approved: Signature on File  
Chief Eric Feldman**