### Purpose

The University parking permit dispensing machines will be checked and maintained in operational order each day.

### Guideline

**Tickets & Ticket Machines**

There are currently 6 ticket machines operating throughout the Campus. All ticket machines accept both 1 and 2 dollar coins as well as credit cards.

Refer to the Campus Map for ticket machine locations.

The Ticket Machines issue casual (short term) ‘entry permits’ for daily entry from 6.00 am to 8 pm.

The cost of parking per hour is clearly outlined on the signage next to each machine and is detailed in the Traffic & Parking Rules handout and web pages.

**Note:** The University’s Traffic & Parking Rules clearly state that the ‘entry permit’ must be right side up and prominently displayed inside the driver’s side of the windscreen.

Failure to display permits correctly is considered a violation of the Traffic and Parking Rules and will result in a fine being imposed as from time to time prescribed in the relevant State and Federal Legislation.

**Ticket Machine Routine Service**

The Ticket machines on Campus are supplied and serviced by an outside contractor, Vialis Australia.

The contractor is obliged to respond promptly to calls from the Security Services Department when a machine is found to be faulty.

**Ticket Machine Operation Faults**

From time to time there may be problems with the operation of a ticket machine. When this occurs, the Control Room Operator will dispatch a security officer to find out what the fault is. If we are able to repair this fault, we should do so immediately. If not, the security officer attending to the problem will inform the Control Room Operator, who will note the fault in the ‘Ticket Machine Fault Register’. The Control Room Operator will then inform the Security Supervisor, who will call a representative from Vialis.
Ticket Machine Keys

The Parking Machine contractor has supplied keys to Security to access the mechanical parts of the Ticket machines where the ticket is printed and issued.

The parking machine keys are not to be carried around during general patrols. They are to be returned to the Control Room immediately after checking a ticket machine.

At all times when not in use, they are to be kept in the Keywatcher.

<table>
<thead>
<tr>
<th>Contact Officer</th>
<th>Campus Security Manager</th>
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<tbody>
<tr>
<td>Date Approved</td>
<td>1 July 2012</td>
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<tr>
<td>Approval Authority</td>
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<tr>
<td>Related Policies, Procedures, Guidelines, Forms or Templates</td>
<td>Security services Section – Standard operating Procedures</td>
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