Enforcing Parking on Private Land

The Norwegian Way
A Historic Overview

- Municipal parking from 1957
  - Mostly on-street, later also off-street
- Private regulations introduced 90th
  - Court decision: legal to remove (vigilant)
  - Court decision: agreement by action
- Standard scheme in 2004
  - Norpark and the Consumer ombudsman
Private Land

• Mainly off-street
• On-street
  – Excludes municipal roads
  – Private roads
    • Zone regulation by private signs
    • Small neighbourhoods
    • Streets outside main road network
How to regulate

- Clear signing at entrance
  - Different from official road signs
- The legal document by sign
  - Part of the agreement
  - «similar to by-laws»
- Correct marking and signing of each different regulation at the parking lot
Enforcement

• 3 minutes before controlling

• Photos
  – The contravention
  – The situation
  – The situation and the sign/marking

• Control fee
  – Varies from € 40 to € 110
  – Municipal: € 40
Enforcement officers

- Uniforms
- PDA
- Camera
- Average expenditure per fee: € 40
- Education
Education

- Mandatory for Norpark members
- Pre study for 10 hours (introduction)
  - Immediately
  - A pamphlet from Norpark
  - Evaluation: multiple choice
- One week education in class room
  - Within the first year
  - Textbook 150 pages
  - Evaluation: written exams
The curriculum

- Law
- Ethics
- Signs
- Enforcement practicities
- Removals
The Adjudication Service

- Two tribunals
  - Lawyer, consumer representative, NP
- Secretariat
  - A law firm
- Cases
  - 3 – 4 000 complaints
  - Most cases rejected by firm practice
  - New evidence can lead to acquittal
  - The work of the tribunal
- Control fees per year: 500 000
Case handling

• **Web-based**
  - Complaints on the web
  - Direct message to the company
  - Comments on the web

• **Effectiveness**
  - Automatic letters to the parties

• **Economy**
  - Funded by the parking operators
  - € 520 000 per year
  - € 1 per case?
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Decisions 2010

- Rejected: 44%
- Sentenced by tribunal: 14%
- Withdrawn by the operator: 19%
- Acquitted by the tribunal: 14%
- Acquitted by the secretariat: 9%

- Conclusion: 58/32 chance
  - But acquittal reduced year by year
What’s up?

• Standard trade regulations/standard agreement
• Regulated by law?
• Proposed in a report by Ministry of Transport
  – 2004 till 2012 ……
• Main elements
  – Get rid of cowboys
  – Consumer rights
  – Equal competition – state aid