

# 改善形象一

## 停車管理是對社會的另一種貢獻

「你怎麼不去找份正經工作」是停車管理員在無數場合都會聽到的一句話。此一「高度原創」對白，一定要像貴重的家傳藝品般世代傳下去。

年輕駕駛人，無法想出他們自己的東西，他們在無論何時遇上一位執行他們職責之停車管理員時，直接像鸚鵡般複誦著它。

這些人展現出對於停車管理員替城市、鄉鎮及購物中心所實施之有價值工作的徹底無知。沒有這些工作人員，無論在那個對停車有需求之處，都會發生絕對的混亂。學校附近的安全和其他交通繁忙地點也會遭受風險。

儘管營收是違規的重要副作用之一，很少人會同時了解到停車業務只是某些管理員職責的一小部份。許多外圍郊區及鄉間管理員，或者他們有時被稱為巡邏員，也需從事諸如動物管制、建物檢查、火險檢查等等事務。

大多數受僱來管制停車的管理員也會守望公共危險，諸如損壞的步道及道路邊牆、故障的交通燈號、低垂的樹枝、及任何其他可能導致社區成員傷害的事宜。

有些城市警力與地方議會有合作安排，他們會連絡管理員以取得緊急協助，在注意罪案嫌犯、失蹤人口、被竊車輛等。這類的合作已產生許多成功故事。

在某一案例中，警方提供議會管理員一

名以一系列垃圾箱及建物火災製造混亂的縱火嫌犯描述。接到資訊後沒多久，就有位管理員看到一個合乎描述的人，在一棟無人建物附近行跡可疑，於是呼叫警力巡邏。巡邏人員在嫌犯走出他剛點起火苗的建物時抵達。

在另一案例中，一位管理員看到一名男性在檢視停在僻靜郊區街上車輛的車門與內部，因此要求警方前往。在被警方攔下及盤查時，發現該男性身懷破壞工具及偷來的財物。

最近，有位巡視某購物地區汽車停車場之管理員，調查了一輛停在不尋常地點的車輛並發現一名男性正要性侵一幼童。她通知警方，警方在幼童受到太大傷害前，迅速逮捕了罪犯。

我曾親眼見證到管理員幫助車輛拋錨的駕駛人，藉由將他們推到路邊，跳接發動沒電的電池、更換沒氣的輪胎、幫助較不熟練



的車主把卡住的車輛開出狹窄的車位，這清單還很長。

這種的公共協助很少獲得寧可注意停車業界之否定面向的「當前事務」節目及報紙的知名度。儘管如此管理員仍會繼續咬牙承受這種知名度濫用，因為他們的大多數相信他們的工作並樂在其中。

這種知名度最不幸的結果是它對於社區中那些較不穩定份子的激化影響。特別是那些認為暴力是解決他們所遇到的甚至最微不足道問題之最適當方法的人。收到一張停車單就足以讓他們視言詞和肢體暴力為解決問題的最佳選擇。他們錯了這一事實甚至不在他們的算計之中。

在2001年，澳洲國家停車業指導團體成立以協助對抗這些負面態度，並希望減低發洩於管理員之惡行程度。由一群想法相同的澳洲議會所組成，「提昇停車管理員之形象」是他們憲章的主要目標。

然而，該團體了解要做到這點，受僱的管理員展現出專業態度，而且有良好的訓練及配備是不可少的。

有些議會如今鼓勵他們的管理員去做進階學習，並取得地方政府中初級證書的認證。有些人甚至繼續要完成高級證書。這些課程中所包含的課題，提供管理員不僅他們工作的基礎，還有整個系統如何運作之更佳知識。

這繼而能協助他們來應對街上

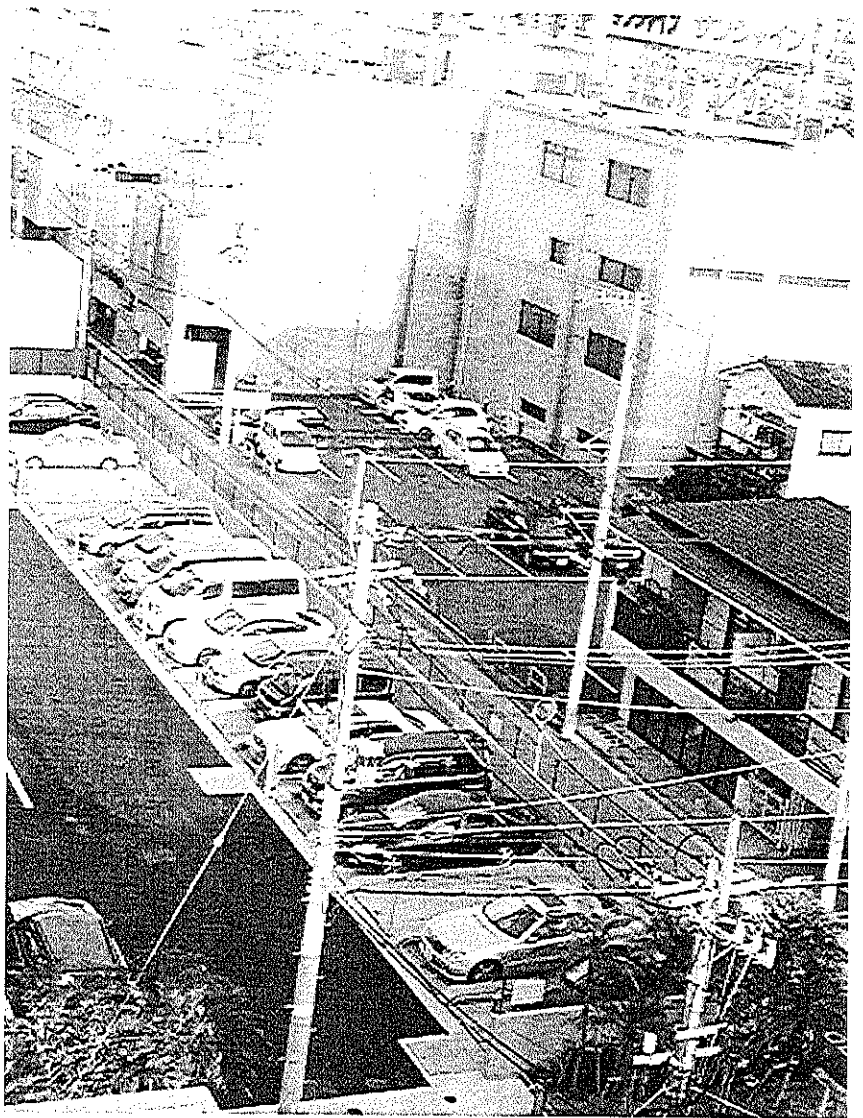
的顧客。

這種構想的執行要花點時間，來克服大眾中少數死硬派之固蒂根深的負面認知。然而，外頭理性的大多數人有可能會較能接受一專業的、博學的、助人的且公平的管理員之概念，若能對他們傳達這個構想的話。

若管理員們在他們對於大眾成員之所有因應中，能記得呈現此一形象，這一點特別重要。即使在受脅迫時，保持衡平頭腦並以公平方式對待人們，將會得更多「分」。

諸如「找份正經工作」的評語是發自單純的人，而最好留給他們去審思畢竟他們可能連一份工作都沒有。

轉載自[www.parkingworld.com](http://www.parkingworld.com)



# Improving the Image

"WHY DON'T YOU GET A REAL JOB" IS A PHRASE that Parking Officers around the world will have heard on numerous occasions. This 'highly original' line must be passed on down through generations like a valued family artefact.

Young drivers, unable to come up with something of their own, simply recite it parrot like whenever they come across an officer carrying out their duty.

These people show a complete ignorance of the valuable work the officers carry out for cities, towns and shopping centres. Without these workers, there would be absolute chaos wherever there was a demand for parking. Safety around schools and other traffic busy sites would also be put at risk.

Whilst revenue can be an important side effect of infringements, few would also realise that parking is only a small part of the duties of a number of officers. Many outer suburban and country officers, or Rangers as they are sometimes called, are also required to do such things as animal control, building inspections, fire hazard inspections and so on.

Most officers employed to control parking would also be on the look out for public hazards such as damaged footpaths and kerbs, faulty traffic lights, low hanging branches, and anything else that could cause harm to members of the community.

Some city police forces have cooperative arrangements with local councils where they will contact them for emergency assistance in looking for crime suspects, lost persons, stolen vehicles, etc. This type of cooperation has resulted in many success stories.

In one case, the police gave council officers a description of an arson suspect who was creating havoc with a series of bin

and building fires. Shortly after receiving the information an officer observed a person matching the description acting suspiciously near an unoccupied building and called for a police patrol. The patrol arrived as the suspect was exiting the building in which he had just set a fire.

**She notified police, who swiftly apprehended the culprit before too much harm had come to the child.**

In another case, an officer observed a male checking the doors and contents of vehicles in a quiet suburban street, so requested police attendance. On being stopped and questioning by the police the male was found in possession of breaking tools and stolen property.

Recently, an officer patrolling a shopping district carpark investigated a vehicle parked in an unusual location and found a male about to sexually abuse a child. She notified police, who swiftly apprehended the culprit before too much harm had come to the child.

I have personally witnessed officers assisting drivers of broken down vehicles,



by pushing them to the side of roads, jump starting flat batteries, changing flat tyres, getting jammed cars out of tight parking spots for less able owners, and the list goes on.

This type of public assistance rarely gets the publicity of 'current affairs' programmes and newspapers that prefer to concentrate on the negative aspects of the parking industry. Yet the officers will continue to grin and bear this publicity abuse, as the majority of them believe in their work and enjoy it.

The most unfortunate result of this publicity is the aggravating effect it has on those less stable elements in the community. Particularly those that feel violence is the most appropriate way to sort out even the most minor of problems they have. Receiving a parking ticket is enough for them to consider verbal and physical abuse as the best option to sort the matter out. The fact that they are in the wrong doesn't even come into the calculation.

In 2001, the Australian National Parking Steering Group was formed to help combat these negative attitudes and hopefully reduce the level of abuse dumped on officers. Made up of a group of like-minded Australian councils, "To promote the image of Parking Officers...." is the prime object of their charter.

But, the group realized that to do this, it was essential that the officers in their employ displayed a professional attitude, and were well trained and equipped.

A number of councils now encourage their officers to do further study and gain accreditation in Certificate 3 in Local Government. With some even carrying on to complete Certificate 4. The topics covered in these courses provide the officers with a better knowledge of not just the basics of their jobs, but how the whole system works. This in turn can help them

in their dealings with the customers on the street.

The implementation of such ideas will take some time to overcome the ingrained negative perceptions of the hard-core minority in the public. However, the rational majority out there are likely to be more accepting of the concept of a professional, knowledgeable, helpful and fair officer, if the idea can be put to them.

This is particularly true if the officers remember to put forward this image in all their dealing with members of the public. Even when under duress, keeping a level head and treating people in an even-handed way will score more 'points'.

Comments such as "Get a real job" are made by simple people, and are best left for them to contemplate-after all they probably don't even have a job.

