

FAQs – Towing in the Perth CBD Clearways, Bus Lanes and No Stopping zones

1. Where in the CBD does towing apply?

From 8 September 2014 vehicles stopped in Clearways, No Stopping zones, and Bus Lanes during the restricted times may be towed.

2. How can towing help ease congestion in the CBD?

Vehicles stopped in Clearways, Bus Lanes and No Stopping zones impact the flow of traffic and safety of other road users by causing a blockage to the flow of traffic. Removing vehicles that are illegally stopped in these zones will help ensure traffic moves safely and efficiently within the CBD, especially during the busiest times of day.

3. What is a clearway?

Clearways are key roads within the CBD that have been designated as 'no stopping' zones during specific times of the day to help traffic flow freely and safely. They provide an additional traffic lane during peak periods, which helps move traffic more efficiently through the CBD during these especially busy times.

4. What times do clearways apply?

Clearways operate from 7.30am to 9.00am and 4.15pm to 6.00pm Monday to Friday, which means there is no stopping or parking in Clearways during these times. Clearways do not operate on Saturdays or Sundays. Street signage show the Clearway times and remind you that if you illegally park your vehicle in these zones, it will be towed away.

5. What is a No Stopping zone?

If a street is signed as 'No Stopping' this means you may not stop your vehicle for any reason in this zone. No Stopping zones apply 24 hours a day, seven days a week or unless otherwise specified on the No Stopping sign.

6. When does towing apply to a Bus Lane?

Towing applies to both Bus Lanes in the CBD at the following times:

- Beaufort Street Bus Lane: 6.30am to 9.00am and 4.00pm to 6.30pm, Monday to Friday
- St Georges Tce Bus Lane (between William and Barrack Streets): 24 hours a day, seven days a week

7. How do I know if I have parked in a clearway?

Clearways are marked by a special roadside sign with a big white letter 'C' against a red background, often with the words 'no stopping'. These signs state the times that Clearways operate. Clearways are also advertised on parking meters throughout the City. These meters will not take money during the Clearway operational times so people know not to park there.

8. I thought towing already applied to Clearways in the City?

Previously, you may have received a fine for parking in a Clearway in the CBD by the City of Perth; however towing has not been enforced until now. Towing has been introduced as part of the State Government's CBD Transport Plan to address CBD congestion.

It is important to note that the City of Perth can still issue fines for vehicles illegally parked in Clearways and if a fine has been issued, this does not make the vehicle exempt from being towed.

9. Why not just continue to fine people and not tow them away?

To keep traffic flowing freely it is important that Clearways, No Stopping zones and Bus Lanes operate effectively. Clearways allow cars and buses to keep moving and avoid delays during peak times. Just one vehicle parked in a Clearway, can significantly disrupt traffic flow, cause major delays for emergency services and public transport, and cause frustration for hundreds of drivers. To make it fair for all road users, vehicles parked in these restricted areas will be towed to ensure our roads can operate the way they are designed to.

10. How will I know that my vehicle has been towed and not stolen?

If you have parked illegally and your vehicle is gone when you return, check the signage along the street where you parked. The signage will confirm if you did stop in a restricted area and will advise of the number to call to enquire about your vehicle. That number is 138 138.

11. What do I do if my vehicle is towed?

If you think your vehicle has been towed you must contact the Clearway Towing Compound on 138 138 to confirm they have your vehicle, the cost of removal and arrange collection.

12. What do I need to provide in order to collect my vehicle if it has been towed?

When you arrive at the Clearway Towing Compound, you will be asked to present a valid driver's license and keys to the vehicle. You will have to know the make, model and registration number of the vehicle. You will have to sign a release form which acknowledges that you understand that you must pay the costs of the removal of your vehicle. The details of the person retrieving the vehicle will be recorded.

13. Where is the Towing Compound located?

The Clearway Towing Compound is located at 57 John Street, Northbridge.

The Clearway Towing Compound opening hours for the retrieval of vehicles are:

Monday	7:00am to 7:00pm
Tuesday	7:00am to 7:00pm
Wednesday	7:00am to 7:00pm
Thursday	7:00am to 8:00pm
Friday	7:00am to 8:00pm
Saturday	9:00am to 12:00noon

14. What costs apply to retrieve my vehicle?

To retrieve your vehicle, you will be required to pay the towing cost recovery fee. This fee can vary from \$368.50 to upwards of \$400 and covers the cost of towing and administration costs.

A City of Perth infringement notice may also be issued to all vehicles towed within the CBD.

It is important to note that the City of Perth can still issue fines for vehicles illegally parked in restricted areas and if a fine has been issued, this does not make the vehicle exempt from being towed. When you collect your vehicle from the Clearway Towing Compound, you may find your vehicle has also been fined.

15. What if I cannot pay the fee?

To retrieve your vehicle, the towing recovery fee must be paid. If you are unable to pay at the time of collection, you will be asked to call 138 138 and speak to one of the Clearway Operations Officer.

16. What if I refuse to pay the costs of the removal?

If you do not pay for the removal of your vehicle, you will be sent a reminder notice that includes additional administration fees. If you then choose to not pay the reminder notice, Main Roads will seek to recover the costs in the Magistrates Court; here you will have to pay the court costs as well.

17. What if I don't retrieve my vehicle?

If your vehicle is not retrieved, Main Roads will still seek to recover the cost through the magistrate court. You will have to pay the court costs as well.

18. What if I think my vehicle should not have been towed?

If you think your vehicle should not have been towed, you can write to Main Roads WA and request a review of the tow. You will need to provide details of the time, date and location of where your vehicle was towed plus the reasons why you believe your vehicle should be exempt.

Based on the information you provide, Main Roads will review the circumstances of the tow. Main Roads will not refund the towing recovery fee in circumstances where signs have been misread.

Please address correspondence to:
Clearway Towing Administrator, Main Roads WA, Don Aitken Centre, Waterloo Crescent
East Perth WA, 6006
Or
Email
enquiries@mainroads.wa.gov.au

19. What should I do if my vehicle was damaged when it was towed?

The towing contractor is responsible for the care of vehicles towed. If you believe that your vehicle was damaged during towing please fill out a Damage Claim form available at the yard and it will be sent to the person in charge.

20. What if I see a vehicle parked illegally and I want to report it?

If you would like to report a vehicle parked illegally in a tow-away zone on a CBD road please call 138 138.

21. Will vehicles who overstay their paid parking be towed as well?

Main Roads manage Clearways and Bus Lanes during the AM and PM peak periods and No Stopping zones at all times. These are the only zones in the CBD where towing applies. Under existing arrangements, overstays in short term parking bays are managed by the City of Perth, and may be subject to an infringement from the City of Perth. These vehicles will not be towed.

22. Does the Incident Response Service tow vehicles in the restricted CBD zones?

No. The Incident Response Service (IRS) responds to incidents and debris that are affecting the flow of traffic but are not a towing service. They respond to vehicles that have broken down or are involved in an incident, and can safely relocate vehicles using their specially designed, front-mounted push pad.