

From:
Sent: 21 September 2011 10:58
To: Taylor David (Parking Services)
Cc:
Subject: RE: CCTV PCNs by period
Attachments: .docx

<<Dear .docx>>

Dave, this is a report from the Late shift team 3.

One idea I have had to possibly increase PCN's quickly and minimum fuss is that if the team have reviews less than 6 days or less, then they can double shift on Sunday. If they have reviews on 7 or more then they stick to reviewing. If we trial this for a few weeks and see how it goes. If it works them maybe we could do this on Saturday as well. However I am in the middle of 1-2-1 with all staff and checking inputting rates, so I need to focus Team 3 on increasing their rate to the high end of the target of 8-12/hr. 2 out of 3 are doing well and 1 needs improving but I think I have found part of the issue why.

See what you think.

From: Taylor David (Parking Services)
Sent: 12 September 2011 13:19
To:
Subject: RE: CCTV PCNs by period

Thanks and yes please re the maps

From:
Sent: 12 September 2011 13:05
To: Taylor David (Parking Services)
Cc:
Subject: RE: CCTV PCNs by period

<< Message: RE: My Observation about weekend enforcement and extra day request >>

David,

I asked for one bit of feedback in a broad way which I attach from . I visited them after my leave. One idea was that on a Sunday that we get them to do double shifts. So the 2 x officers do 2 shifts each, 2 x in the morning and 2 x in the evening. My worry was did that leave enough time to review? I think we should trial this for 2 weeks and see how we go.

Obviously they may need more hours. They have been asking for additional hours. I give 48 over 5 days as a norm if required but they are all interested in doing 55.5 over 6 days where possible which is what we do with Agency officers if they want to work their DOFS. How many time's per month can we let them work a 6th day? Currently I am allowing it every 3 weeks if requested. Can we allow every 2 weeks??

I will ask for fuller feedback from all 3 late shift officers in the mean timen as you requested.