

OFFICER EXCHANGE PROGRAMME



REPORT TO NATIONAL STEERING COMMITTEE

Prepared By

Representing.....Council

Hosted byCouncil

Date

At its June 2000 meeting in Melbourne, the National Steering Committee discussed the formalisation of a number of existing processes. One of these processes was the "Officer Exchange Programme".

The Committee were unanimous in its decision that in future a structured reporting procedure should be put in place. In the past officers who participated in an exchange have reported back to their own management upon return, but rarely have the reports been seen by anyone else. The new reporting procedure is designed to provide uniform information to the participants, the National Steering Committee and all other parking authorities throughout Australia.

The information and experience gained by an officer who participates in an exchange program is invaluable and should be used not only to benefit his or her own organisation, but all similar organisations throughout the country.

To this end, the National Steering Committee has designed this new pro-forma which is required to be completed by each officer participating in an exchange program. The questions asked in the pro-forma relate directly to the activities of the authority hosting the exchange. It is envisaged that the completed pro-forma will provide a handy tool for both hosts and participants, one which can be used to assist in benchmarking and performance measuring exercises.

The sending and receiving of the pro-forma will be coordinated by the Steering Committee who in turn will make copies available, in the first instance to the participating authorities and secondly by publishing details via the national web site for all others to see.

As an officer participating in an exchange you are requested to complete this form in its entirety and forward it back to the Chairman of the National Parking Steering Committee for distribution. Please endeavour to answer all the questions and include additional comments where requested. There is a section at the end for further comments or observations, please use this to add anything of importance or relevance.

When completed please send completed pro-forma to: Matthew Tyrrell,
Chairman of the National Parking Steering Committee:
(email) tyrrellm@mailnet.hcc.tas.gov.au.
(mail) GPO Box 503E Hobart 7001
(Facsimile) 62382186

Please answer the following questions in the spaces provided. If you do not have sufficient space please include an attachment, clearly identified, for reference purposes.

Section 1

About the city you are visiting

Geographical size.

Population.

Climate.

Topography (Steep/flat/both).

Tourist destination. Yes/No

Describe the area (business/residential etc).

Section two

Infrastructure

How many parking meters.

How many multi-bay machines.

How many voucher parking spaces.

Does this Council run carparks.

If yes - how many.

If no - how many privately run carparks are there.

Section three

Parking Operations

How many Parking Officers.

How many teams.

Hours of parking operations.

Average hours worked per week by officers.

If weekends are worked, what penalty rates are paid.

Average yearly salary of a Parking Officer.

Do Officers receive any allowances.

Average yearly salary of a Team Leader.

What equipment is used eg: (PDE's Radios)

Are Vehicles used. If so how many.

Do the Parking Officers operate the carparks.

Other duties besides parking enforcement eg: (events, secondments). Please describe full range of duties.

Are the officers based at the Council offices or at other locations.

Do the officers work on set rounds/ areas of patrol.

How are the rounds structured. Please describe.

Describe the uniform - mens and womens.

Describe the officers insignia. (Send an example if possible)

Briefly explain the uniform policy/ code. (send example if possible)

Is there a heat stress policy. (send example if possible). Briefly explain:

Do officers work in the rain. (describe the policy)

Is footwear provided. (if yes describe policy, allowance, style etc.)

What type of headwear is worn.

Are team meetings conducted. If so how often and for what duration.

Section four

Statistics

Please explain the fine structure for infringements. Eg: (parking meter fines \$10.00)

How many infringement notices are issued per annum.

Total value of all infringements issued per annum.

What percentage of infringements are cancelled per annum.

What percentage of infringements are prosecuted.

Average infringements issued per officer per hour.

Average sick days per year per officer.

How many vehicles use the Council's car parks per year.

Are benchmarking exercises performed on officers and rounds.

Section five
Procedures

Is time given as a grace period prior to issuing an infringement on a vehicle.

What are the general guidelines followed prior to issuing and infringement

What officer training takes place.

Do officers work alone or in pairs.

Who represents the organisation for prosecutions.

Is there a quota of infringements to be met.

Are the Parking Meter Technicians employees of the organisation or on contract.

Section six

General

Further observations (any additional items, procedural or operational that you feel is worth documenting).

