

Impact: Registration Balancing

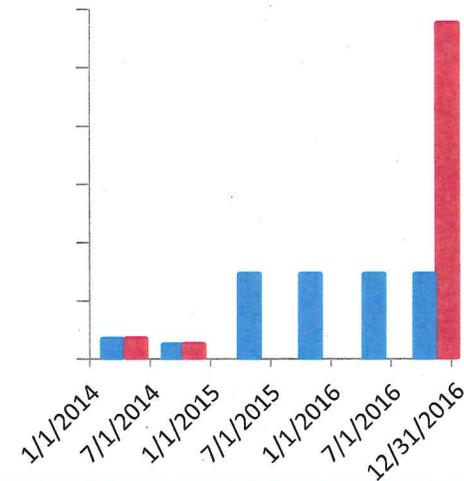
DPD's goal: predict registration volumes so that we can staff appropriately and provide good customer service

Incentives are not predictable

Major staffing impacts with unbalanced registrations of 1-4 unit properties:

- 85 staff needed if 1-4 unit properties register December 2016
 - High volume of temp staff has facilities and supervisory impacts (additional cost)
- 16 staff needed if spread over six months July-December 2016
- 4 consistent staff required if registrations balanced over 24 months 2015-2016

Registration volume, 2014-2016



Do you agree that registrations should be balanced in order to meet goals?

How many deadline dates are appropriate?

