|  | **PCNS issued/annum** | **Resident permits issued/annum** | **Business Permits issues/annum** | **Staff employed through external Service Provider** | **Staff employed directly by Local Authority** | **Other information** |
| --- | --- | --- | --- | --- | --- | --- |
| Three Rivers DC | 4000 | 800 | 65 | 3 x Contract Manager/Assistant Contract Manager  4 x CEO Supervisors  6 x Senior CEOs  31 x CEOs  4 x Admin staff  2.5 x Counter staff  3.5 x Cash Collection Officers | Shared Parking Manager 0.3 FTE  1 x Reps Officer  2 x Reps Officers, equivalent to approx 0.4 FTE | 4 CEOs dedicated to TRDC |
| Watford BC shared contract (3 LA’s) | 28,000  Dacorum 20,000 |  |  | Watford BC:  Shared Parking Manager  Deputy Parking Manager  3.5 x Reps Officers (1 x senior)  Dacorum BC (40% of shared contract with WBC/TRDC)  Shared Parking Manager  3 x Reps Officers | Contractor provides counter and telephone staffing for the Parking Shop  All Notice processing is handled by directly employed Reps staff |
| Hertsmere BC | 8000 | 5000-6000 | 400 | No External Provider | 16 FTE:  Parking Services Manager (2.5 days)  Reps Officer  1.5 x Informal Challenges Officer  2 x Permit Processing Officers  CEO Supervisor (responsible for signs and lines, manages P&D)  11 x CEOs. |  |
| East Herts DC Consortium | 27,000  9,000 Welwyn Hatfield BC  9,000 Stevenage BC |  |  | From spec for all 3 Authorities for enforcement:  Contract Manager  Assistant Contract Manager  Administrator  Radio controller  4 x CEO Supervisors  6 x Senior CEOs  25 x CEOs | 10 FTE:  Parking Manager  Enforcement and Admin Manager  4 x Notice Processing Officers/Reps Officer  2 x Admin Support Officers (includes permit processing)  Contract Manager  Car park inspector/officer  CSC staff handle high volume/low complexity enquiries | East Herts carry out all back office processing of PCNs for 3 authorities but only their own other back office services such as permit processing.  Contractor (NSL) does cash collection and banking on behalf of East Herts DC |
| Chiltern DC/South Bucks DC | 6,000 (on street only) | - | 1500 | No External Provider | 9 FTE:  Parking Services Manager  Lead Admin Officer  1.5 Admin Assistants (admin team handle all enquiries, permit processing, all Notice processing)  CEO Supervisor  6 CEOs | Contract out services such as P&D machine maintenance, cash collection and baliff services, lease vehicles for their CEO’s |