|  | **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 Manager4 x CEO Supervisors6 x Senior CEOs31 x CEOs4 x Admin staff2.5 x Counter staff3.5 x Cash Collection Officers | Shared Parking Manager 0.3 FTE 1 x Reps Officer2 x Reps Officers, equivalent to approx 0.4 FTE | 4 CEOs dedicated to TRDC |
| Watford BC shared contract (3 LA’s) | 28,000Dacorum 20,000 |  |  | Watford BC:Shared Parking ManagerDeputy Parking Manager3.5 x Reps Officers (1 x senior) Dacorum BC (40% of shared contract with WBC/TRDC)Shared Parking Manager3 x Reps Officers | Contractor provides counter and telephone staffing for the Parking ShopAll 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 Officer1.5 x Informal Challenges Officer2 x Permit Processing OfficersCEO Supervisor (responsible for signs and lines, manages P&D)11 x CEOs. |  |
| East Herts DC Consortium | 27,0009,000 Welwyn Hatfield BC9,000 Stevenage BC |  |  | From spec for all 3 Authorities for enforcement:Contract ManagerAssistant Contract ManagerAdministratorRadio controller4 x CEO Supervisors6 x Senior CEOs25 x CEOs | 10 FTE:Parking ManagerEnforcement and Admin Manager4 x Notice Processing Officers/Reps Officer2 x Admin Support Officers (includes permit processing)Contract ManagerCar 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 ManagerLead Admin Officer1.5 Admin Assistants (admin team handle all enquiries, permit processing, all Notice processing) CEO Supervisor6 CEOs | Contract out services such as P&D machine maintenance, cash collection and baliff services, lease vehicles for their CEO’s |