

**Appendix C (Annex to RTA's Appendices)**

**Survey to TRO Comparison – council progress  
Action Plan progress –council progress**



Street Name	TRO schedule			Survey			Findings	Line/bay/blip condition	Sign condition	Included in Jacob's survey?	Comment on differences to Jacob's survey	Recommended actions		Action
	Side	Restriction type	TRO schedule states	Side Surveyed	Restriction type surveyed	Length surveyed						TRO	Maintenance	
Athenaeum Street	Both	No Waiting At Any Time	from its intersection with the extended western building line of the Train Station to its intersection with the extended northern kerb line of the un-named street immediately east of Waterloo Place	North	Variously unrestricted, NWAAT and SY lines	from its intersection with the extended western building line of the Train Station for 3.4m no restriction, 29.5m SY lines, 0.5m unrestricted and 12.9m NWAAT into Fawcett Street West Back	Some sections of unrestricted and SY lines instead of DY lines	DY lines - Good. Layby private	No signs	No		None	None	No action required
Borough Road	Both	No Waiting At Any Time	from a point 84m west of the extended western kerb line of North Durham Street to its western extent	Both	No Waiting At Any Time	South side - from its junction with Villiers Street South to its junction with Villiers Street South East Back. North side - from its junction with Villiers Street East Back for a distance of 20.5m westwards	OK to TRO within distance surveyed	Good	None required	No		None	None	None
Borough Road	Both	No Loading Mon-Sat 8.30am-9.30am & 4pm-6pm	from a point 83.5m west of its intersection with the extended western kerb line of North Durham Street to its western extent	Both	No Loading Mon-Sat 8.30am-9.30am & 4pm-6pm	South side - from its junction with Villiers Street South to its junction with Villiers Street South East Back. North side - No loading blips found.	South side - OK to TRO within distance surveyed. North side - Single loading blips missing.	Adequate	South side - good. North side - missing.	No		None	Refresh north side loading blips. Erect north side loading signs.	Completed
Cowan Terrace	Both	No Waiting At Any Time	for its entire length	Both	No Waiting At Any Time/No Stopping Except Buses/Street Parking Place	South side - for its entire length. North side - from its junction with Stockton Road for a distance of 75.2m NWAAT, 8.5m Bus Stop and 13.4m Street Parking Place (in lay-by) and 73.3m NWAAT.	North side - Bus Stop and Parking Place within TRO distance	North side - DY lines Adequate. South side - from its junction with Stock Road for 80.5m DY lines Adequate and 61m Poor.	None required	No		None. TRO contains provision for parking bays to supersede DYL	Delete one of the end markings	Completed
Cowan Terrace	North	Parking Bay Mon-Sat 8am-6pm 20 Mins Maximum No Return Within 1 Hour	from a point 31.5m east of its intersection with the extended eastern kerb line of the egress junction from Park Lane Bus Station for a distance of 13m in an easterly direction	North	Parking Bay	from a point 31.5m east of its intersection with the extended eastern kerb line of the egress junction from Park Lane Bus Station for a distance of 13m in an easterly direction	No sign to confirm restriction.	Adequate, but this is marked as two bays and only has single end lines	Missing	No		None	Replace single end marker with double end markers. Erect sign.	Completed
Derwent Street	North-west	Loading Only Mon-Sat 8am-6pm	from a point 9.5m south west of its intersection of its extended north western kerb line with the extended south western kerb line of Stockton Road for a distance of 15.5m in a south westerly direction	North-west	Loading Only	from a point 9.8m south west of its intersection of its extended north western kerb line with the extended south western kerb line of Stockton Road for a distance of 15.1m in a south westerly direction	Sign shows Loading Only (no times). Restriction commences 0.3m later and is 0.4m shorter.	Good, but double end lines should be single	Good	No		None	Delete one of the end markings	Completed
Derwent Street	North-west	Parking Bay Mon-Sat Midnight-8am, 6pm-Midnight. Sunday at any time	from a point 9.5m south west of its intersection of its extended north western kerb line with the extended south western kerb line of Stockton Road for a distance of 15.5m in a south westerly direction	North-west			No sign or lines found on road.		Missing	No		Proposed order contains changes to the restriction to be consistent with other restrictions in Derwent Street	Replace sign when new order confirmed (also affects loading only sign in same location)	Work in progress
Derwent Street	Both	No Loading At Any Time	for its entire length	Both	No Loading At Any Time	North-west side - from the intersection with the north-west kerb line with the north-east kerb line of Stockton Road for 3.2m no blips, 15.0m double loading blips, 27.7m no blips, 6.5m double loading blips, 27.5m no blips and 22.9m double loading blips. South-east side - Double Loading blips	No sign to confirm NLAAT restriction. North-west side - 3 lengths blips missing. South-east side - none	North-west side -15.0m and 6.5m double loading blips - adequate. 22.9m double loading blips - poor. South-east side - double loading blips - adequate.		Yes	Agree	None. TRO contains provision for parking bays to supersede No Loading at any Time	Refresh blips where required	Completed

Street Name	TRO schedule			Survey			Findings	Line/bay/blip condition	Sign condition	Included in Jacob's survey?	Comment on differences to Jacob's survey	Recommended actions		Action
	Side	Restriction type	TRO schedule states	Side Surveyed	Restriction type surveyed	Length surveyed						TRO	Maintenance	
Derwent Street	Both	No Waiting At Any Time	for its entire length	Both	No Waiting At Any Time/SY Lines	North-west side - from the intersection with the north-west kerb line with the north-east kerb line of Stockton Road for 3.2m no DY lines, 15.0m DY lines, 0.7m no lines, 26.3m SY lines, 0.7m no lines, 6.5m DY lines, 0.7m no lines, 26.3m SY lines, 0.7m no lines, 22.9m DY lines. South-east side - DY	No sign to confirm SY lines but in accordance with Chapter 3	All lines Good	None required	Yes	Agree	None. TRO contains provision for parking bays to supersede DY.		No action required
Derwent Street	North-west	Parking Bay Mon-Sat Midnight-8am, 6pm-Midnight. Sunday at any time	from a point 20m north east of its intersection with the extended north east kerb line of Stockton Road for a distance of 27m in a north easterly direction	North-west	Parking Bay Mon-Sat Midnight-6am, 6pm-Midnight. Sunday at any time	from a point 19.6m north east of its intersection with the extended north east kerb line of Stockton Road for a distance of 26.7m in a north easterly direction	Sign shows Midnight-6am not 8am. Restriction commences 0.4m earlier and is 0.3m shorter.	Good	Good (correct for current order)	Yes (sign only)	Agree	None		No action required
Derwent Street	North-west	Loading Only Mon-Sat 8am-6pm	from a point 20m north east of its intersection with the extended north east kerb line of Stockton Road for a distance of 27m in a north easterly direction	North-west	Loading Only Mon-Sat 8am-6pm	from a point 19.6m north east of its intersection with the extended north east kerb line of Stockton Road for a distance of 26.7m in a north easterly direction	Restriction commences 0.4m earlier and is 0.3m shorter.	Good	Good	Yes (sign only)	Agree	None		No action required
Derwent Street	North-west	Parking Bay Mon-Sat Midnight-8am, 6pm-Midnight. Sunday at any time	from a point 54.0m north east of its intersection with the extended north east kerb line of Stockton Road for a distance of 26.5m in a north easterly direction	North-west	Parking Bay Mon-Sat Midnight-6am, 6pm-Midnight. Sunday at any time	from a point 53.7m north east of its intersection with the extended north east kerb line of Stockton Road for a distance of 26.4m in a north easterly direction	Sign shows Midnight-6am not 8am. Restriction commences 0.3m earlier and is 0.1m shorter.	Good	Good (correct for current order)	Yes (sign only)	Agree	None		No action required
Derwent Street	North-west	Loading Only Mon-Sat 8am-6pm	from a point 54.0m north east of its intersection with the extended north east kerb line of Stockton Road for a distance of 26.5m in a north easterly direction	North-west	Loading Only Mon-Sat 8am-6pm	from a point 53.7m north east of its intersection with the extended north east kerb line of Stockton Road for a distance of 26.4m in a north easterly direction	Restriction commences 0.3m earlier and is 0.1m shorter.	Good	Good	Yes (sign only)	Agree	None		No action required
Fawcett Street West Back	East	No Waiting Mon-Sat 8am-6pm	from a point 31m north of the extended northern kerb line of Borough Road to its southern extent (note this says 31.1m in ParkMap showing that ParkMap is not being used to generate schedules )(note this section of road is called Holmeside in some schedules and Borough Road in others)	East	No Waiting Mon-Sat 8am-6pm	from a point 31.5m north of the extended northern kerb line of Borough Road/Holmeside for 26.1m SY lines then 5.4m DY lines.	5.4m DY lines within distance (Borough Road/Holmeside DY extends too far into Fawcett Street West Back)	Adequate	None required (within CPZ)	No		None	None	No action required
Fawcett Street West Back	East	No Loading Mon-Sat 8am-6pm	Not yet included in draft schedule	East		from a point 5.4m north of the intersection of the extended northern kerb line of Borough Road for 26.3m northwards	Signs on site.	Poor	Good	No		Add loading restriction to Parkmap schedule	Refresh loading blips	Completed
Fawcett Street West Back	East		Under Misc Prov Act	East	Taxi Bay	from a point 31.5m north of the extended northern kerb line of Borough Road for 14.5m northwards	Sign missing	Good	Missing	No		Add taxi bay to Parkmap schedule	Install sign	Completed
Fawcett Street West Back	East	Loading only 8am-6pm	from a point 46 metres north of the extended northern kerbline of Holmeside to a point 60.5 metres north of the extended northern kerbline of Holmeside (note this road is named in the schedule as Waterloo Place East Back)	East	Loading only 8am-6pm	from a point 44.6m north of the intersection of its extended eastern kerb line with the extended northern kerb line of Holmeside for a distance of 14.5m in a northerly direction	Restriction starts 1.4m sooner and finishes 1.4m sooner	Good	Good	Yes	Jacobs measured as 45.7m and 14.8m. RTAA measured as 44.6m and 14.5m	Amend TRO description, including the name of the street		Work in progress

Street Name	TRO schedule			Survey			Findings	Line/bay/blip condition	Sign condition	Included in Jacob's survey?	Comment on differences to Jacob's survey	Recommended actions		Action
	Side	Restriction type	TRO schedule states	Side Surveyed	Restriction type surveyed	Length surveyed						TRO	Maintenance	
Fawcett Street West Back	East	No Waiting At Any Time Except Taxis	from a point 46m north of the intersection of its extended eastern kerb line with the extended northern kerb line of Holmeside for a distance of 15m in a northerly direction (note this section of road is called Holmeside in some schedules and Borough Road in others)	East	No Waiting 6pm-8am except taxis	from a point 46.0m north of the intersection of its extended eastern kerb line with the extended northern kerb line of Holmeside for a distance of 14.5m in a northerly direction	Restriction is 0.5m shorter than TRO	Good	Good	No		None		No action required
Fawcett Street West Back	East		Under Misc Prov Act.	East	SY lines	from a point 46.0m north of the intersection of its extended eastern kerb line with the extended northern kerb line of Holmeside for a distance of 14.5m in a northerly direction	No Waiting 6pm-8am except taxis is the restriction	Good	Good	No		Clarify No stopping except taxis and No waiting restrictions. Add Taxi bay to ParkMap schedule		No action required
Fawcett Street West Back	East	Loading Only	from a point 60.5 metres north of the extended northern kerblines of Holmeside to a point 82 metres north of the extended northern kerblines of Holmeside (note this section of road is called Holmeside in some schedules and Borough Road in others)	East	Loading Only	from a point 60.5m north of the intersection of the extended northern kerb line of Holmeside to a point 82.3m north of the extended northern kerblines of Holmeside	restriction is 0.3m longer than TRO	Good	Good	No		None		No action required
Glanville Road	North-west	No Waiting At Any Time	For its full length	North-west	No Waiting At Any Time/No Stopping Except Buses	from the intersection of the extended western kerb line of Moorside Road for 101.5m DY lines, 36.9m Bus Stop and DY lines to its junction with Camberwell Way	OK to TRO	Good	Bus stop clearway good	No		None. TRO contains provision for Bus Stop Clearway to supersede DYL		No action required
Glanville Road	South-east	No Waiting At Any Time	For its full length	South-east	No Waiting At Any Time/No Stopping Except Buses	from the intersection of the extended western kerb line of Moorside Road for 64.5m DY lines, 36.5m Bus Stop and DY lines to its junction with Camberwell Way	OK to TRO	Good	Bus stop clearway good	No		None. TRO contains provision for Bus Stop Clearway to supersede DYL		No action required
Moorside Road	Both	No Waiting At Any Time	From a point 23 metres north of the intersection of its extended western kerblines and the extended northern kerblines of Granville Road, for a distance of 65 metres in a Southerly direction, measured along its western kerblines	Both	No Waiting At Any Time	From a point 22.8m north of the intersection of its extended western kerblines and the extended northern kerblines of Granville Road, for a distance of 66.6 metres in a Southerly direction, measured along its western kerblines	0.2m shorter than TRO at start and 1.6m longer at end	Good	None required	No		Amend TRO distance		Work in progress
Nelson Street	Both	No Waiting At Any Time	From its northernmost extent in a Southerly direction for 15 metres	Both	No Waiting At Any Time	from its junction with Ryhope Street for 14.4m on the west side and 10.5m on the east side	0.6m shorter than TRO on west side and 4.5m on east side	Poor	Not required	No			Remark lines and end markers	Completed
Park Lane	Both	No Waiting At Any Time	for its entire length (within section surveyed)	Both	No Waiting At Any Time	for its entire length (within section surveyed)	OK to TRO within distance surveyed	Good	None required	No		None	None	No action required

Street Name	TRO schedule			Survey			Findings	Line/bay/blip condition	Sign condition	Included in Jacob's survey?	Comment on differences to Jacob's survey	Recommended actions		Action
	Side	Restriction type	TRO schedule states	Side Surveyed	Restriction type surveyed	Length surveyed						TRO	Maintenance	
Ryhope Street	North	No Waiting At Any Time	from its intersection with the extended eastern kerb line of Western Hill to its eastern extent	North	No Waiting At Any Time	from its intersection with the extended eastern kerb line of Western Hill to its eastern extent	None	From its intersection of the extended eastern kerb line of Western Hill for a distance of approximately 250 metres, adequate, then good. DYL from its intersection with the extended eastern kerb line of Western Hill for approximately 15 metres eastwards is incorrectly shown as a broken line	None required	No		None	Remark DYL to be continuous	Completed
Ryhope Street	South	No Waiting At Any Time	from the intersection of its southern extended kerb line with the north eastern extended kerb line of Bevan Avenue to a point 20.5m east	South	No Waiting At Any Time	from the intersection of its southern extended kerb line with the north eastern extended kerb line of Bevan Avenue to a point 19.6m east	0.9m shorter than TRO	Adequate	None required	No		None		No action required
Ryhope Street	South	No Waiting At Any Time	from a point 19m west of its intersection with the extended western kerb line of Back Ryhope Street to its eastern extend	South	No Waiting At Any Time	from a point 18.4m west of its intersection with the extended western kerb line of Back Ryhope Street to its eastern extent	0.6m shorter than TRO	Adequate for 17.3 m then poor then good	None required	Yes	Jacobs measured as 19.3m. RTAA measured as 18.4m	None	Refresh line	Completed
Ryhope Street	South	Parking Bay Mon-Sat 8am-6pm 1 Hour No Return 1 Hour	from a point 21m (note ParkMap says 20.9m) east of the intersection of its southern extended kerb line with the extended north eastern kerb line of Bevan Avenue to a point 20.5m west of the intersection of its southern extended kerb line and the extended western kerb line of Back Ryhope Street	South	Parking Bay Mon-Sat 8am-6pm 1 Hour No Return 1 Hour	from a point 19.6m east of the intersection of its southern extended kerb line with the extended north eastern kerb line of Bevan Avenue to a point 22.0m west of the intersection of its southern extended kerb line and the extended western kerb line of Back Ryhope Street	Commences 1.4m sooner than TRO and is 1.5m shorter at its end. The start point does not coincide with the NWAAT length to its west	Good	None required	No		Amend TRO distances		Work in progress
Ryhope Street South	North	No Waiting At Any Time	from a point 43.5m west of its intersection with the extended eastern kerb line of Roselea to its western extent	North	No Waiting At Any Time	from a point 43.5m west of its intersection with the extended eastern kerb line of Roselea Avenue to its western extent	OK to TRO	Good	None required	No		Note, the road name referred to is actually called Roselea Avenue. This should be corrected in the TRO schedule.	None	Work in progress
Ryhope Street South	South	No Waiting At Any Time	from its intersection with the extended north-western kerb line of Burdon Lane to its western extent	South	No Waiting At Any Time	from its intersection with the extended north-western kerb line of Burdon Lane for 100.5m DY lines, 25.8m unrestricted and DY lines to its western extent	25.8m unrestricted within TRO distance	Good	None required	No		Add Parking Bay restriction to schedule		Work in progress
Stockton Road	Both	No Waiting At Any Time	for its entire length (but there are other items in the same description that contradict this)	North-east	No Waiting At Any Time	for its entire length	OK to TRO within distance surveyed	Adequate from its junction with Cowan Terrace south. Poor from Cowan Terrace to its junction with Park Lane Interchange. Good from Park Lane Interchange to the western building line of No 10 May Street	Signs show NWAAT	No		None	Remove NWAAT signs. Refresh lines	Completed
Stockton Road	Both	No Loading Mon-Sat 8.30am-9.30am & 4pm-6pm	from its intersection with the extended northern building line of 24 Stockton Road to its north western extent	North-east	No Loading Mon-Sat 8.30am-9.30am & 4pm-6pm	from its junction with Cowan Street to the western building line of 10 Mary Street (only this section surveyed)	OK to TRO within distance surveyed	Poor	Good	No		None	Refresh loading blips	Completed

Street Name	TRO schedule			Survey			Findings	Line/bay/blip condition	Sign condition	Included in Jacob's survey?	Comment on differences to Jacob's survey	Recommended actions		Action
	Side	Restriction type	TRO schedule states	Side Surveyed	Restriction type surveyed	Length surveyed						TRO	Maintenance	
Villiers Street East Back	Both	No Waiting At Any Time	for its entire length	Both	No Waiting At Any Time	West side - for its entire length. East side - from the northern kerb line of Little Villiers Street for 20.5m DY lines, 104.5m Street Parking Place, 46.1m DY lines, 54.3 Parking Bays and 13.2m DY lines to its junction with Borough Road.	East side, two lengths of Parking Bays within TRO distance.	Good	None required	Yes	Agree with Jacobs	None. TRO contains provision for parking bays to supersede DYL		No action required
Villiers Street East Back	East	Parking Bays All Days All Hours	a point 44m (to the northernmost extent of the bays) south of its intersection with the extended southern kerb line of Coronation Street a point 82.5m (to the southernmost extent of the bays) south of its intersection with the extended southern kerb line of Coronation Street	East	Parking Bays All Days All Hours	a point 45.1m (to the northernmost extent of the bays) south of its intersection with the extended southern kerb line of Coronation Street a point 82.2m (to the southernmost extent of the bays) south of its intersection with the extended southern kerb line of Coronation Street	Restriction commences 1.1m later than TRO and is 0.3m shorter at south end.	Good	None required	Yes	Agree with Jacobs except slight measurement differences	Amend TRO reference to parallel parking to be changed to echelon parking		Work in progress
Villiers Street East Back	East	Parking Bay Mon-Sat 8am-6pm 1 Hour No Return 1 Hour	a point 26m (to the northernmost extent of the bays) south of its intersection with the extended southern kerb line of Coronation Street a point 47.5m (to the southernmost extent of the bays) south of its intersection with the extended southern kerb line of Coronation Street	East	Parking Bay Mon-Sat 8am-6pm 1 Hour No Return 1 Hour	a point 25.8m (to the northernmost extent of the bays) south of its intersection with the extended southern kerb line of Coronation Street a point 47.4m (to the southernmost extent of the bays) south of its intersection with the extended southern kerb line of Coronation Street	Restriction commences 0.2m earlier than TRO and is 0.1m shorter at south end.	Good	Good	Yes	Agree with Jacobs except slight measurement differences	Amend TRO reference to parallel parking to be changed to echelon parking		Work in progress
Villiers Street East Back	East	Parking Bay Mon-Sat 8am-6pm 1 Hour No Return 1 Hour	a point 8m (to the southernmost extent of the bays) north of its intersection with the extended northern kerb line of Coronation Street a point 43m (to the northernmost extent of the bays) north of its intersection with the extended northern kerb line of Coronation Street	East	Parking Bay Mon-Sat 8am-6pm 1 Hour No Return 1 Hour	a point 8.0m (to the southernmost extent of the bays) north of its intersection with the extended northern kerb line of Coronation Street a point 46.7m (to the northernmost extent of the bays) north of its intersection with the extended northern kerb line of Coronation Street	Restriction is 3.7m longer at north end. Schedule says vehicle to be parked parallel to the kerb. This is incorrect, it is echelon parking	Good	Good (except one sign at the southern end of this restriction is poor as it is missing the "P" symbol)	Yes	Agree with Jacobs except slight measurement differences. Jacobs identified replacement of defective sign missing the "P" symbol.	Amend TRO reference to parallel parking to be changed to echelon parking	Replace defective sign	Work in progress
Villiers Street East Back	East	Parking Bays All Days All Hours	a point 40m (to the southernmost extent of the bays) north of its intersection with the extended northern kerb line of Coronation Street a point 114m (to the northernmost extent of the bays) north of its intersection with the extended northern kerb line of Coronation Street	East	Parking Bays All Days All Hours	a point 44.3m (to the southernmost extent of the bays) north of its intersection with the extended northern kerb line of Coronation Street a point 112.8m (to the northernmost extent of the bays) north of its intersection with the extended northern kerb line of Coronation Street	Restriction commences 4.3m later than TRO and is 1.2m shorter at north end. Schedule says vehicle to be parked parallel to the kerb. This is incorrect, it is echelon parking	Good	None required	Yes	Agree with Jacobs except slight measurement differences	Amend TRO reference to parallel parking to be changed to echelon parking		Work in progress
Villiers Street South	East	Parking Bay Mon-Sat 8am-6pm 1 Hour No Return 1 Hour	from a point 5.5m south of the intersection of its eastern kerbline and the Southern kerbline of Borough Road for a distance of 6.6m in a Southerly direction	East	Parking Bay Mon-Sat 8am-6pm 1 Hour No Return 1 Hour	from a point 5.1m south of its intersection with the extended southern kerb line of Borough Road for 6.4m southwards	restriction commences 0.4m earlier than TRO and is 0.6m shorter at its Southern end	Good	Good	No		None	None	No action required

Street Name	TRO schedule			Survey			Findings	Line/bay/blip condition	Sign condition	Included in Jacob's survey?	Comment on differences to Jacob's survey	Recommended actions		Action
	Side	Restriction type	TRO schedule states	Side Surveyed	Restriction type surveyed	Length surveyed						TRO	Maintenance	
Villiers Street South	Both	No Waiting Mon-Sat 8am-6pm	for its entire length	East	NWAAT/SY lines/Single loading blips/Parking Bay Mon-Sat 8am-6pm 1 Hour No Return Within 1 Hour	from the intersection with Borough Road for 2.6m DY lines and Single Loading blips (considered to be part of Borough Road restrictions), 2.3m SY lines and 6.4m Parking Bay.		DY lines - Good. SY lines - Good.	None required (within CPZ)	No		None	None	No action required
Waterloo Place	Both	No Waiting At Any Time	for its entire length	West	No Waiting At Any Time	for its entire length	OK to TRO	Good	None required	No		None	None	No action required
Waterloo Place	West		Not yet included in draft TRO schedule	West	No Loading Mon-Sat 8.30am-9.30am & 4pm-6pm	for its entire length	Signs but no TRO to confirm NL restriction.	Poor	Good	No		Add loading restriction to schedule	Refresh loading blips	Completed

## DPE ACTION PLAN – Project Board Meeting Monday 12<sup>th</sup> May 2008

### DPE Action Plan (need to re-brand to read CPE not DPE after TMA was introduced on 30<sup>th</sup> march 2008)

The following is a list of suggested changes to the DPE Action Plan. The plan is considered and progress updated at monthly project board meetings, but the fundamental recommendations and actions have not been reviewed and updated. We were asked to consider what changes should be made. In some cases we have split the list, as there are activities that have been introduced and others in the same recommendation that need further work.

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
1	The system for the handling of requests for schemes and tracking of progress be revised and controls introduced to ensure compliance. Once agreed this system should be formally documented.	The existing spreadsheet system is to be reviewed to determine whether it allows for the efficient and effective management of processing and tracking of requests. Any deficiencies identified and improvement action agreed.	19 May 2006	<b>Head of Transport and Engineering/</b> Manager, Traffic, Parking and Road Safety	System changes implemented July 07	Requests for service have been assessed and this has identified over 250 items of works that need to be delivered. This is being delivered by Traffic and Road Safety staff supported by our framework consultant.	New system has been in place for one year. To be reviewed as part of the council internal BPR process.
		Consider how best to deal with telephone requests and acknowledgements including the recording of data on spreadsheet system	19 May 2006	<b>Head of Transport and Engineering/</b> Manager, Traffic, Parking and Road Safety	All telephone requests logged		To be reviewed as part of the council internal BPR process.

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
		System used for this work is to be documented (including procedures for management review to ensure compliance). Staff are to be briefed on the requirements of the procedure.	16 June 2006	<b>Head of Transport and Engineering/</b> Manager, Traffic, Parking and Road Safety	Four related procedure documents were produced in July 07  Others are being progressed as part of the Business Process Re-engineering (BPR) project which commenced in January 08		There is a need to define the whole list of procedure documents, make sure they are all written in the same format, are consistent with each other and are distributed to relevant staff in Traffic, Legal and Parking. Officers are to be identified to have responsibility for the procedure documents and keep master copies.
		Written service standards will be developed in relation to the processing of requests (e.g. response times) accompanied by appropriate performance management arrangements.	30 June 2006	<b>Head of Transport and Engineering/</b> Manager, Traffic, Parking and Road Safety	Target of 20 working days for a substantive response to service requests.  Acknowledgement made within 5 working days		Support the proposal that the spreadsheet recording service request is able to record automatically the length of time between request and response, and automatically produce management statistics including a monthly report to be produced for the traffic manager

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
2	Pending completion of the above improvements, the existing records should be reviewed to determine the position for live requests.	Current spreadsheet to be reviewed to determine the position for cases where no acknowledgement or no full response date has been recorded. If any cases are found where no response has been issued, the Traffic, Parking and Road Safety Manager will consider the appropriate action to take.	30 Sept 2006	Manager in consultation with Head of Transport and Engineering	Design and Implementation Programme 07/08 produced October 07  Review of schemes with merit currently being undertaken for 08/09 works programme  Draft prioritisation scoring system developed  Additional external staff brought in to assist with work.	Correspondence is now approximately a month in arrears. This is a significant improvement overall and the section is working towards achieving a 20 days turn around for general enquiries.	Prioritise requests and agree a target for clearance.
		The schemes with merit will be reviewed on a quarterly basis and the list will be revised / updated as necessary in consultation with Director of Development and Regeneration and Portfolio Holder as appropriate.	31 Jan 2007	Manager in consultation with Head of Transport and Engineering		The review of the schemes with merit is being undertaken and those meeting the criteria will be included in the Traffic Design and Implementation Programme 2008/2009.	Complete the identification of schemes meeting the criteria and specify when the list will be ready for the 2008/2009 programme.
3	A conclusion be reached as to whether computerisation of part or all of the process would improve efficiency and effectiveness.		30 <sup>th</sup> June 2006 Revised date	Head of Transport and Engineering	Agreed that current spreadsheet system acceptable.  Options for data management systems were considered, and DMT elected to adopt an appropriate system.	The Traffic and Road Safety section will be the first to have the extended system. The BPR project that is ongoing will also deliver an improved prioritisation system	Implementation of data management system is included in the BPR program for 2009/2010 implementation.  The draft prioritisation system is being trialled on list of

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
					A key consideration was that an appropriate system (Civica) was already in use in the Planning and Building Control Depts of the Directorate.	for assessing those schemes with merit. This is essential if the 08/09 Capital Programme is to be achieved.	schemes to prepare a suggested prioritised programme for 2008/2009.
4	The system for making, logging, referencing and storing of TRO's, and the system for the retention of supporting documentation, be revised in line with good practice, incorporating suitable controls to ensure compliance with the Regulations in all cases. Once agreed this system should be formally documented.	Models operated by other Authorities to be researched to identify good practice. Once agreed, the optimal solution will be implemented	30 Sept 2006	Head of Transport and Engineering / Assistant City Solicitor	<p>Training of staff in the preparation of TRO's has taken place.</p> <p>TRO procedure documents for Traffic and Legal Services are now integrated.</p> <p>Referencing of TRO files is appropriately documented.</p>	<p>Parkmap is now being used as the recording database for all new and proposed orders. The schedules for the Sunderland South Traffic Regulation Order were produced in Parkmap.</p> <p>When the TRO review process is completed and the information is input to Parkmap, Legal Services will have training and access to the system. An introductory session on the system has been held with Legal Services staff.</p>	<p>Enhance ParkMap to have the facility to automatically produce all schedules. To remove the current need for some manual scheduling.</p> <p>TRO procedure documents for Traffic and Legal Services could be better integrated by improving style and presentation.</p> <p>Making ParkMap available to Legal and Parking should take place now as part of the process rather than later, to aid familiarisation.</p>

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
		In the interim, the current system (spanning both the Traffic Team and Legal Services) will be evidenced, any weaknesses addressed (including formal communication arrangements) and staff briefed on the requirements. Enhanced quality assurance arrangements (including checklists and increased supervision) will be put in place to ensure compliance with the written procedures.	9 June 2006	Head of Transport and Engineering / Assistant City Solicitor		An integrated spreadsheet which covers both Legal and Traffic Services milestones within the TRO process has been developed and is being worked to.	The integrated spreadsheet has been developed but whilst being used by key staff does not appear to be being used at present by all staff as other spreadsheets were mentioned by officers during the review.
5	Improved communication arrangements between the Development and Regeneration Directorate and City Solicitor's Department should be developed	Monthly liaison meetings to occur between the Traffic Team, Parking Team and Legal Services with a standing agenda.	28 April 2006	Head of Transport and Engineering / Assistant City Solicitor	Meetings take place generally on a fortnightly basis Frequency of meetings will be kept under review	The meetings continue and the spreadsheet above forms the basis of the meeting discussion.	Spreadsheet being used as a basis for meeting and forms informal agenda.
		Opportunities for developing team working skills and behaviours between Traffic, Parking and Legal staff with TRO responsibilities are to be explored.	26 May 2006	Head of Transport and Engineering / Assistant City Solicitor / Corporate Head of Personnel	Course on writing of TRO's attended by Traffic and Legal Services.		Suggest joint seminar for all staff involved with creation, maintenance and enforcement of TROs.
6	The potential impact, if any, of the areas of non-compliance should be identified and any necessary action taken.	The areas of non compliance are to be considered in detail and remedial actions taken where appropriate.	14 July 2006	Assistant City Solicitor and Head of Transport and Engineering	Complete		Consolidation Orders are in preparation. Sunderland South has been prepared. North Sunderland is work in

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
							progress and the other three Consolidation Order areas are planned for further review.
7	The computerised system for the recording of TROs be kept up to date or an alternative IT solution developed and maintained.	Park Map to be updated with consolidation order and amendment order.	24 Feb 2006	Head of Transport and Engineering	<p>Consultants were appointed to populate the Parkmap system</p> <p>TRO verification process is ongoing Parkmap will be used to develop and store new orders.</p>	The Parkmap system is now in use and will be the database for recording all TRO's in the City.	<p>Consider developing ParkMap to generate text schedules automatically or mapped schedules.</p> <p>Consider creating new Orders on ParkMap from start rather than them being added retrospectively.</p>
		The effectiveness and functionality of Park Map is to be reviewed against alternative ICT solutions.	1 July 2006	<b>Head of Transport and Engineering / Assistant City Solicitor</b>	<p>Training in the use of Parkmap has been given by the software supplier Buchanan.</p> <p>D&amp;R have reviewed Parkmap and approved the system. An order has been placed with Buchanan's for an upgrade to a networked system.</p> <p>The system is now networked. Further training of staff is required to realise the full potential of the system.</p>	The software supplier continues to give remote support and advice, and the system is being used confidently by trained staff.	<p>The system is being used confidently by trained staff. Further training is needed for both Legal and Parking staff before widening the application of the system.</p> <p>The system has yet to be fully implemented in Legal and Parking sections although the network facility is available.</p>

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
8	The responsibility for ensuring that the lines and signs placed on site, in respect of new TRO's, is held by the Traffic, Parking and Road Safety Section and that appropriate arrangements are developed to meet that responsibility.	Current organisational arrangements are being reviewed in order to address this recommendation.	28 April 2006	Head of Transport and Engineering	<p>Following completion of the review current organisational arrangements have been examined and organisational changes have been made.</p> <p>A procedure for the implementation of TRO's is in place. The procedure being followed is that all TRO's are being set out on site by traffic officers and will only be signed off when correct in conjunction with CCS. This will be the responsibility of the Senior Project Engineer responsible for the scheme.</p>		Organisation changes not yet fully agreed. Head of Transport and Engineering to agree structure changes.

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
		Implement new organisational arrangements along with protocol for signing off TRO signing and lining prior to enforcement	28 July 2006	Head of Transport and Engineering	The TRO team were appointed in December 2007 and all new and proposed orders are delivered through the team.	<p>Adverts for staff vacancies in Traffic and Road Safety and Parking service areas have been recently placed.</p> <p>An advert has been placed for vacancies within Traffic and Road Safety with a closing date for applications of 9<sup>th</sup> June 2008. Interest generated so far has been encouraging.</p>	Organisation changes not yet fully implemented. Complete changes as part of BPR project.
					Consultants have been appointed under a framework agreement which will assist in the provision of appropriate resources.		Consider how much training staff working for the Framework Consultant need and in what (least critical) roles they can best be used.
9	Revised arrangements are introduced for the inspection and maintenance of lines and signs in relation to parking restrictions, considering the options for co-ordination with the other highways inspection and maintenance arrangements. The revised arrangements should be	NCP instructed to carry out inspection of lines and signs as part of their patrolling.	2 Feb 2006	Head of Transport and Engineering	Procedure in place		Revised procedures suggested for CEOs and Highways Inspectors to inspect signs and lines as part of their regular patrols. With NCP no longer in post, internal staff undertake this role.

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
	formally documented and agreed.	NCP to be provided with Training in order to undertake this role.	26 May 2006	Head of Transport and Engineering			Standard reporting process to be introduced, Highways Inspectors to be trained and CEO training to be refreshed. As NCP no longer in post, internal staff to be trained for this role.
Procedure for reporting problems, placing orders for remedial action and monitoring progress of works to be fully documented, including quality assurance to ensure compliance with the written procedures.		31 March 2006	Head of Transport and Engineering	Procedure in place and any improvements in service will be subject to the ability to increase resources in this area.		BPR to review and amend procedures. Streamlining of remedial works service needed as several parties involved in undertaking on-site work.	
Reports provided and checked as part of monthly invoice.		1 April 2006	Head of Transport and Engineering	Since 1 <sup>st</sup> December 2007 the on street parking service has been provided by Council staff following the service transfer from NCP. Training in the reporting systems has been provided and a standard proforma is used to report defects. This process will be reviewed as part of the BPR project.		BPR to review and amend procedures based on the in-house service provision. Prompt action needed to ensure signs and lines are as accurate as possible.	

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
10	As a precaution, appropriate checks be made to ensure that formal project management arrangements are being operated throughout the Directorate.	A review of the current position is to be undertaken and the findings considered by the Directorate Management Team.	July 2006	Director of Development and Regeneration	Complete The current list of projects has been reviewed. Monitoring of major projects is being revised. DMT regularly discuss project management arrangements and progress on key projects.		
		Reports to DMT on regular basis re project management arrangements in place and progress on key projects.	31 March 2006	Director of Development and Regeneration			
11	The council review the approach to drafting TROs and the level of description included, to one where the description is sufficient to illustrate to the public the nature of the restriction whilst not being unnecessarily specific, whilst still complying with the law.	Legal Services and the Traffic Team to agree the approach for the future.	7 July 2006	<b>Assistant City Solicitor /</b> Manager, Traffic, Parking and Road Safety and Parking Services Team Leader	Complete through team development working and liaison as set out in Recommendation 5 above this completed action will be kept under review.		Consideration to be given to using lower degree of tolerance or mapped schedules.
12	Improved communication arrangements should be developed between the two areas.	Any actions required from this recommendation will be dealt with within Recommendation 5.					
13	Any future specifications should remove this potential ambiguity and this should also be formally clarified with NCP.	NCP to be formally written to clarify the current position regarding the specification.	4 Feb 2006	Parking Services Team Leader	Complete Completed 5 April 2006		No further comment, activity no longer required.

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
		Suitable amendments will be made to the specification at the next contract renewal.	October 2010	Parking Services Team Leader	Further consideration will be necessary as and when the council brings the on-street parking enforcement service in house.		No further comment, activity no longer required
14	The council formally exercise this option as there is no cost implication and photographs are of valuable assistance at appeal.	Instructions to be issued to NCP.	4 Feb 2006	Parking Services Team Leader	Complete Completed 5 April 2006		No further comment, activity no longer required.
15	Information should be routinely provided on a monthly basis in order that the council can assure itself that the staff deployed on the contract are appropriately trained.	Instructions to be issued to NCP and added to Standing Agenda.	4 Feb 2006	Parking Services Team Leader	Complete Completed 5 April 2006		NCP no longer undertake this work.
16	The council keep the NCP training material under review to ensure it is in line with legislation, the contract specification and Council policy.	Item to be included on the Standing Agenda with NCP	4 Feb 2006	Head of Transport and Engineering	Complete Completed 13 April 2006		No further comment, activity no longer required.
		NCP to be requested to submit significant variations to their training material to the council for review. Council to issue to NCP any significant required changes to their training material to address changes to legislation etc.	22 June 2006	Head of Transport and Engineering	Completed		No further comment, activity no longer required.

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
		Annual formal review to be undertaken of the training materials.	March 2007	<b>Manager, Traffic, Parking and Road Safety</b> and Parking Services Team Leader	This review will be undertaken throughout the life of the contract.		As the service is now in-house, this should now be undertaken by the enforcement manager on a planned annual basis ensuring the in-house training is in line with current legislation.
17	The warnings should be revised so that the nature of them is clear and so that there is no implication that a payment is required.	Instructions to be issued to NCP.	31 March 2006	Parking Services Team Leader	Complete		No further comment, activity no longer required.
		Checks are to be undertaken to ensure that warnings issued are in accordance with instructions issued.	28 April 2006	Parking Services Team Leader	As part of the monthly monitoring of the contract performance		No further comment, activity no longer required.
18	A standard agenda be developed for these meetings to ensure key areas are covered.	An agreed Standing Agenda is to be developed and kept under review.	20 Feb 2006	Parking Services Team Leader / <b>Head of Transport and Engineering</b>	Complete		No further comment, activity no longer required
19	The checks of monthly invoices expected to be undertaken should be documented.	The items to be identified and checked will be documented and review to ensure appropriateness of level of checking	26 May 2006	Parking Services Team Leader	Complete As part of the monthly monitoring of the contract performance		No further comment, activity no longer required.

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
20	That a written procedure should be drafted covering each stage of the recovery process including the identification of PCNs to be written off, obtaining the necessary approvals, and recording the sums as written off within the computer system.	Procedures to be refined and documented covering all issues and scenarios of PCN issue and debt recovery, to incorporate quality assurance to ensure that the written procedures are complied with.	16 June 2006	Parking Services Team Leader	Complete		The new PCN procedures in place. A flowchart that is currently being developed is to outline the recovery process.
		These are to be agreed with Legal Services and Internal Audit	30 June 2006	Parking Services Team Leader	Complete		Need to be updated to reflect new requirements under CPE.
		Authority will be sought from the City Treasurer to write off irrecoverable sums and such authority will be sought on an annual basis thereafter. Appropriate adjustments should be made on the computer system for all amounts approved for write-off. These adjustments will be suitably controlled and identifiable against the approved write off sum. Adjustments due to write off will be capable of being distinguished from PCNs cancelled for other reasons.	Annually	Parking Services Team Leader	Complete Procedures have been developed and have been integrated with the existing systems for dealing with irrecoverable sums.		The council already has a system in place for 'write offs' of the PCNs as they are independently checked and authorised by internal auditors working distinct from the parking section prior to confirming 'write offs' on the IT system. Written procedure not seen but interviews revealed that this procedure is already working.

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
21	The council works with NCP in future in assessing their performance and focusing this improvement planning process on outcome measures. This should include an assessment of how the contract and NCP's	This will be considered as part of the quarterly meeting between NCP and the Head of Transport and Engineering.	13 April 2006	Head of Transport and Engineering	Quarterly meetings now consider this issue. Information has been obtained from another CPE Authority. Work is on going in the development of suitable performance indicators for the City.		No further comment, activity no longer required.

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
	performance contributes to the achievement of the Local Transport Plan and Council Parking Policy.	Discuss with other DPE Authorities about benchmarking initiatives	30 May 2006	Parking Services Team Leader	<p>From the information available it would appear that the KPI's which are in use are comparable with similar Authorities who are operating CPE.</p> <p>The Traffic Penalty Tribunal (TPT) Annual Review is used to inform future policy on parking and TRO's.</p> <p>This is an area where further development is required and will be linked into the overall Transport Strategy for Sunderland City Council and the Local Transport Plan for Tyne&amp;Wear.</p> <p>A set of revised KPI's has been agreed with the Performance Manager.</p>		The full list of KPIs was not seen by the consultant but it is understood that they are available. Evidence of PCN monitoring was given and reasons for cancellations etc were supplied. This list is not a KPI list. Benchmarking is difficult nationally due to localised differences between the nature and characteristics of CPE authorities. The council's approach to use TPT statistics is commended for monitoring this provides only part of performance monitoring. The British Parking Association (BPA) is also a very good source of up to date knowledge and statistics.
22	Where an appeal is allowed, the information held in the spreadsheet should be expanded upon to show the reasons for the successful	PCN record processes protocol to be further developed in order to address this recommendation.	30 June 2009	Parking Services Team Leader	The recording system has been amended and improved to address this recommendation.		Appeals data is held by NCP remote to the council offices and the time taken to recover the data in the right

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
	<p>appeal. Similarly, where the Parking Services Team decide not to contest an appeal the reasons for this should also be recorded. This information should be used thereafter to identify any particular trends or problem areas, and to identify issues where the council or NCP need to take any particular action to ensure that as high a proportion possible of PCNs issued are valid and likely to be upheld at appeal.</p>	<p>Learning points will be discussed at the monthly meetings with NCP or Legal Services where appropriate.</p>					<p>format can be shortened by bringing the IT system back in house. On going amendments and additions to the record keeping could then be undertaken in a simplified manner.</p>
23	<p>The delegation scheme of the Directorate of Development and Regeneration be revisited to ensure clarity as to which officers are responsible for ensuring the DPE scheme is operating effectively, and that the performance monitoring arrangements be reviewed to give the Director assurance in</p>	<p>Scheme of delegation to be re-visited to ensure that responsibility for the operation of the DPE scheme is clearly allocated.</p>	30 May 2006	<b>Head of Transport and Engineering</b> and Performance Development Manager	<p>The delegation scheme is reviewed annually and will address any further appropriate delegations relating to DPE.</p> <p>The scheme of delegation has been reviewed and amended.</p>		<p>The Consultant has not investigated this aspect but would recommend input for Parking Services when the next CPE delegation review is programmed.</p>

<b>No.</b>	<b><u>Recommendations</u></b>	<b><u>Action</u></b>	<b><u>Target Date</u></b>	<b><u>Responsible</u></b>	<b><u>Summary of Developments</u></b>	<b><u>D&amp;R Update May 12<sup>th</sup> 2008</u></b>	<b><u>RTAA suggestions or comment on the council work</u></b>
	relation to these issues.	Performance monitoring arrangements to be reviewed to ensure that adequate monitoring and reporting of performance takes place. This will include reporting against the Service Standards which are to be developed as well as a range of other performance information (e.g. response times, no. of cancelled PCN's, no. of appeals and their outcome, no. of complaints, etc.)	8 September 2006	<b>Head of Transport and Engineering</b> and Performance Development Manager	The Directorate has a comprehensive performance monitoring framework.  The new service standards/procedures will be incorporated in the forthcoming service planning process for future years.  New Service Standards will be developed as part of the implementation of the in-house service. (See Recommendation 21).		The service standards are included in the Parking Charter and monitoring statement needs to be included in the Annual Report.
24	A logging system be developed in order to track progress in relation to all instructions issued to NCP. This log should be regularly reviewed and progress should form part of the weekly contract management meetings with NCP.	System to be developed along with contract monitoring role.	30 June 2006	Parking Services Team Leader	Complete		No further comment, activity no longer required.
		Include as standard item on agenda	1 Feb 2006	Parking Services Team Leader	Completed 20 March 2006  Variation orders are considered at regular contract management meetings with NCP  With the service transfer of on street enforcement this only relates to issues relating to NCP's responsibility for off street enforcement.		No further comment, activity no longer required.

Where two or more people are identified as being responsible the bold lettering indicates the lead officer.