

Highways Performance Dashboard

Report of the Chief Officer for Highways, Infrastructure Development and Waste

1. Introduction

In response to the recommendations of the Planned & Reactive Maintenance: Potholes & Drainage Task Group presented to the Corporate, Infrastructure and Regulatory Services (CIRS) Scrutiny Committee in March 2019 an updated Performance Dashboard Report has been produced. The intention of this report is to provide Members with an overview of the performance of Devon Highways on key seasonal aspects of delivery.

This report considers the following areas;

- Winter service;
- Cyclical drainage works;
- Carriageway safety defects;
- Civil parking enforcement.

2. Winter Service

The period to the end of December has been very wet but has also experienced a significant number of marginal nights requiring treatment. The lowest temperature so far has been -4.2°C on 1st December. This has resulted in the overall level of treatments being about 80% of the average expected by this stage in the winter (see graph in Appendix A). The longer-range forecast is currently suggesting that a severe snow event or prolonged freeze is less likely this winter than average but that does not rule out cold spells.

Skanska have been challenged in resourcing the winter service this year, due to the reduction in the overall scale of the work being passed through the contract affecting the size of their workforce and their plant. Subsequently more emphasis has been placed on sub-contract resources, to fill in the gaps. Whilst this has the potential to limit their flexibility in responding to unexpected changes in the forecast, to date they have responded to all the instructed service requests. We are working with Skanska to look for opportunities to increase the resilience of the service.

Four gritters have been replaced this winter with a further two expected to be delivered early in the new year. The saturators (which produce brine for the pre-wet system) in our Rydon and Tiverton depots have now been replaced.

3. Cyclical Drainage Works

3.1. Gully Emptying

An update on the progress of the gully emptying programme can be seen in Appendix B. The works are slightly behind programme.

Following the prolonged wet period Skanska moved away from the programmed works for the week before Christmas to address any outstanding issues prior to the two-week shutdown. Skanska have introduced two further machines and will continue to monitor the situation.

3.2. Drainage Cleaning

An update on the progress of the drainage cleaning programme can be seen in Appendix B.

The wet weather through Autumn has been challenging and placed significant demand on the Service and our contractor, particularly in the Neighbourhood Teams. At the peak of the demand, Skanska were operating with an additional five jetting units provided through their supply chain. The aim is to address the additional work through the supply chain without diverting resources away from the programmed works and failing to meet the annual programme.

As a result of the above approach the drainage cleaning workstream has moved slightly ahead of programme and we remain confident that the additional gangs previously introduced will ensure completion this financial year.

4. Carriageway Safety Defects

Analysis of the number of recorded potholes can be found on the previously published electronic dashboard. The headline figures are provided in Appendix C.

The weather since August has resulted in a steady increase in reported potholes, up to 3,395 in December. The continued increase in demand plus the Christmas break has been a challenge to manage. We continue to work with Skanska to prioritise resources to reduce the risk to the travelling public.

Despite the current difficulties the number of potholes recorded in 2019 were a third less than recorded in 2018.

5. Civil Parking Enforcement

5.1. Service Performance

Since April 2014 Devon County Council's Traffic Management Team has provided an in-house on-street Civil Parking Enforcement service. The team provides a sustainable and business-like service in order to meet the needs of our communities and network. The service continues to exceed expectations set out for it when considering delivery models in 2013.

The service provides a county wide service deploying staff to over 120 communities and provides public facing information on our web pages showing a monthly breakdown of Penalty Charge Notices (PCNs) issued by community (see Appendix D), this information, along with previous years is also available online at;

<https://www.devon.gov.uk/roadsandtransport/parking/how-parking-is-regulated/>

Appendix E contains information regarding the processing of PCNs; appeals received and processed, penalty charge issue numbers, payments received and cancellations during the period commencing over that period.

Whilst our larger communities, urban areas and arterial routes receive regular scheduled attendances, the service is reliant on intelligence gathered through customer feedback, online

“report it” forms and social media to review deployment, beat patterns, and further enhance the service.

6. Annual Reporting

The Parking and Traffic Regulations Outside London (PATROL) Joint Committee comprises 313 local authorities that undertake civil parking and traffic enforcement in England (and Wales) and requires each to report their service figures on an annual basis. The Parking Annual Reports by Councils (PARC) Awards recognise excellence in annual reporting by local Authorities. In 2019, Devon County Council received the award for best practice in “Customer Service” reporting at the PARC Awards.

This is the fourth year that we have been shortlisted, and the third in which an award has been received. In 2017, Devon picked up the “Customer Service” award, and in 2018, we won “Best Overall” report.

Since the inception of the Civil Parking Service the group has published an annual report providing residents and businesses with information on how the service has performed and where any revenue has been spent. Our annual reports dating back to 2014/15 are available online here: <https://www.devon.gov.uk/roadsandtransport/parking/how-parking-is-regulated/>

Meg Booth
Chief Officer for Highways, Infrastructure Development and Waste

Electoral Divisions: All

Cabinet Member for Highway Management: Councillor Stuart Hughes

Local Government Act 1972: List of Background Papers

Contact for enquiries: Rob Richards

Room No. Lucombe House, County Hall, Exeter. EX2 4QD

Tel No: (01392) 383000

Background Paper	Date	File Reference
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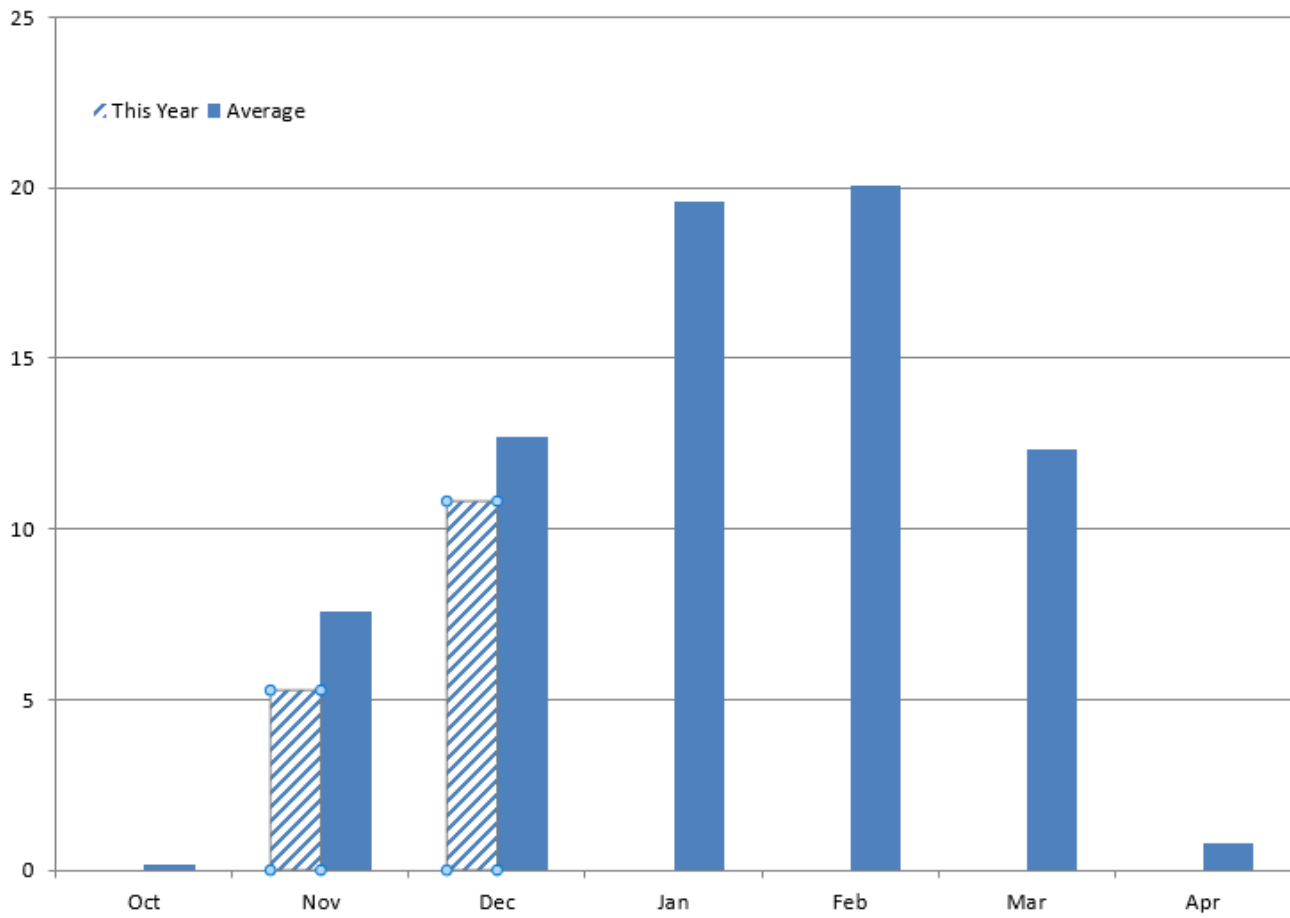
Nil

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Winter Treatments

Treatments against profile

Countywide equivalents against 7 year average



Drainage Cleaning - Gully emptying

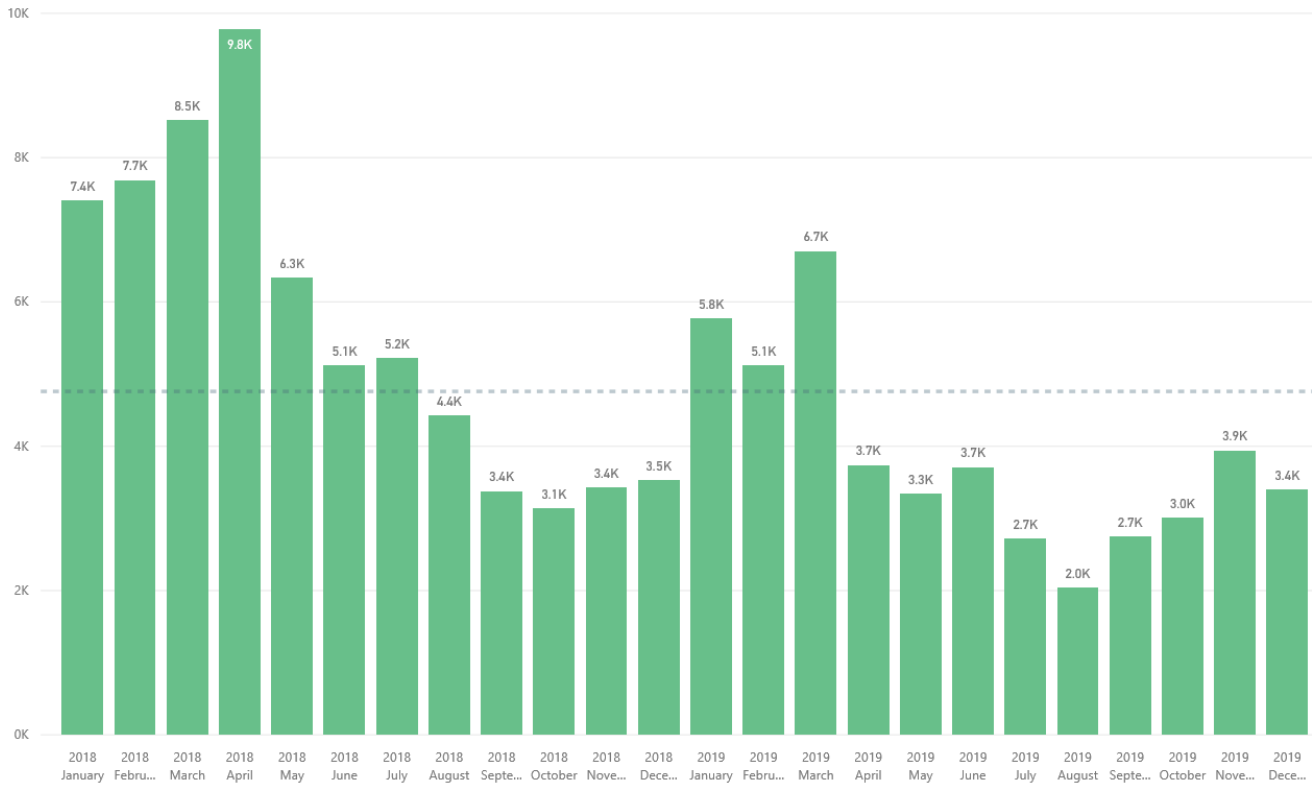
As at 3/1/2020			77% Through the year		
	% Complete Overall	Total Programmed	Attended	Cleaned	Remaining
Honiton	92%	23,630	21,658	21,303	1,972
Exeter and Mid	60%	33,662	20,229	18,524	13,433
Rydon	77%	23,394	18,036	17,579	5,358
Ivybridge	64%	19,030	12,094	10,991	6,936
Okehampton	72%	15,207	11,002	10,435	4,205
Torrington	67%	11,632	7,824	6,994	3,808
South Molton	65%	21,149	13,656	12,539	7,493
Additional 1	-	-	1,188	939	-
Additional 2	-	-	1,436	1,320	-
Summary	71%	147,704	104,499	98,365	43,205

Grips, Easements and Buddleholes

As at 3/1/2020		77% Through the year		
	Total Assets Programmed	New Asset Added	Total Assets Cleaned	Left to Attend
Exeter/Mid machine gang	12165	505	11511	1159
South hand clean gang	2503	705	2926	282
North/West hand clean gang	7839	917	6585	2171
Honiton machine gang	29398	2081	17983	13496
West machine gang	16949	2753	14348	5354
North machine gang	9554	583	6885	3252
South machine gang	9994	2556	11315	1235
Exeter/Mid machine gang	3978	167	2427	1718
Roaming machine gang	66	436	2620	0
Roaming machine gang	43	1671	4044	0
Roaming machine gang	0	2	698	0
Summary	92,380	10,267	73,980	28,667

	Programmed (m)	Cleaned (m)	Additional Cleaned (m)	% Complete
Exeter/Mid machine gang	35,229	34,390	4,356	91%
South hand clean gang	14,090	7,993	1,206	117%
North/West hand clean gang	16,651	21,993	7,489	84%
Honiton machine gang	109,594	50,228	3,108	61%
West machine gang	35,998	52,258	20,700	85%
North machine gang	51,398	27,837	4,337	72%
South machine gang	25,811	33,816	10,686	113%
Exeter/Mid machine gang	6,875	5,919	241	61%
Roaming machine gang	-	14,264	-	
Roaming machine gang	-	25,096	-	
Roaming machine gang	-	2,489	-	
Summary	295,649.30	234,438.26	52,125.46	80%

Carriageway Safety Defects



**Appendix D
To HIW/20/1**

Penalty Charge Notices Issue by Community by Month 2019

Community	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Appledore	5	1	8	9	12	2	5	14	0	7	0	0	63
Ashburton	31	33	29	16	31	36	22	27	30	42	58	12	367
Aveton Gifford	0	2	1	0	0	0	4	0	0	3	3	0	13
Axminster	5	2	11	5	4	6	7	7	7	3	5	3	65
Bampton	0	0	0	0	2	0	0	0	1	1	0	0	4
Bantham	0	0	0	0	0	0	1	1	0	0	0	0	2
Barnstaple	239	218	272	244	273	170	170	280	224	238	186	88	2602
Beer	4	3	1	8	5	9	2	1	9	5	1	0	48
Bere Alston	0	1	0	0	0	1	1	4	1	6	1	0	15
Berrynarbour	0	0	0	0	0	1	0	0	0	0	0	6	7
Bickington	0	1	0	0	0	0	0	0	0	0	0	0	1
Bideford	180	139	144	222	194	100	136	196	138	155	105	111	1820
Bishopsteignton	3	4	17	11	4	1	6	0	1	10	8	2	67
Bishops Tawton	1	1	0	0	0	0	0	0	0	0	0	0	2
Bovey Tracey	31	28	42	22	21	15	33	20	34	33	29	24	332
Bow	5	3	3	7	3	2	3	1	4	2	5	0	38
Bradninch	0	0	0	0	0	0	0	0	0	0	0	1	1
Braunton	19	24	13	12	8	2	3	15	14	22	19	11	162
Brixton	0	0	0	0	0	1	0	0	0	0	0	0	1
Broadclyst	0	0	0	0	0	0	0	0	0	1	0	0	1
Buckfastleigh	13	14	16	10	12	4	10	18	25	21	35	16	194
Budleigh Salterton	47	20	19	32	31	25	22	23	25	12	14	8	278
Chagford	9	23	21	15	21	18	23	23	37	37	21	24	272
Chillington	0	0	0	0	0	1	0	1	0	0	0	0	2
Chudleigh	22	20	34	18	24	12	17	26	19	31	10	6	239
Clovelly	0	0	0	0	4	1	0	2	0	0	0	0	7
Clyst Honiton	0	0	0	0	0	0	0	0	0	0	10	0	10

Clyst St Mary	1	0	30	16	4	4	2	7	4	6	9	4	87
Colyton	0	0	3	4	2	2	0	1	0	0	0	0	12
Combe Martin	21	22	32	23	27	3	5	16	17	9	10	13	198
Copplestone	2	0	0	0	0	0	2	1	0	1	1	1	8
Crediton	67	58	77	127	106	78	45	63	113	62	89	83	968
Croyde	0	0	0	0	10	4	7	12	1	0	0	0	34
Cullompton	82	33	41	44	58	46	25	53	38	34	40	36	530
Dartmouth	88	82	100	129	195	176	151	128	146	138	108	101	1542
Dawlish	92	59	99	90	72	73	83	102	77	85	85	84	1001
Dawlish Warren	0	0	0	0	0	1	2	1	0	0	0	0	4
East Budleigh	0	0	0	2	0	0	0	0	0	0	0	0	2
East the Water	5	12	7	8	6	3	1	3	4	7	0	0	56
Exeter	2893	2476	2728	2701	2828	2778	2538	2603	3418	3549	3219	2837	34568
Exminster	0	3	2	0	1	0	0	1	0	0	0	0	7
Exmouth	374	355	455	563	420	441	397	378	323	402	422	404	4934
Fremington	0	0	1	0	0	0	0	0	0	0	0	0	1
Great Torrington	36	35	41	45	53	15	22	13	19	23	27	9	338
Hartland	0	0	0	0	2	2	0	0	0	0	0	0	4
Harbertonford	2	0	0	2	0	0	0	0	0	0	1	1	6
Heathfield	0	0	1	0	0	0	0	0	1	1	0	0	3
Holbeton	1	1	0	0	0	1	20	10	0	0	0	0	33
Holsworthy	16	12	13	20	13	8	13	11	12	28	13	12	171
Honiton	24	42	57	69	66	41	50	106	62	74	45	50	686
Horrabridge	0	0	0	2	1	1	0	0	2	0	0	0	6
Hope Cove	0	0	0	0	0	0	3	2	0	0	0	0	5
Ide	6	0	0	0	0	1	2	0	1	0	3	0	13
Ilfracombe	131	104	123	98	84	51	58	67	76	149	85	65	1091
Instow	4	4	9	0	5	6	4	12	0	5	1	7	57
Ipplepen	1	0	0	0	0	0	1	0	0	0	0	0	2
Ivybridge	20	33	25	27	30	18	26	21	15	47	30	34	326
Kingsbridge	67	91	94	91	103	73	97	84	97	100	137	115	1149

Kingskerswell	1	0	7	1	7	4	1	10	4	2	5	0	42
Kingsteignton	3	3	11	10	1	3	7	7	2	8	8	6	69
Kingswear	15	5	8	11	18	12	15	61	16	16	19	10	206
Lee Mill	13	14	6	5	6	7	8	5	6	6	4	3	83
Loddiswell	0	1	0	0	1	0	0	1	1	0	0	0	4
Longcombe	0	0	1	0	0	0	0	0	0	0	0	0	1
Lympstone	6	0	0	0	0	0	0	12	6	6	1	5	36
Lynmouth	0	0	0	0	6	1	4	16	1	0	0	0	28
Lynton	0	0	0	0	22	7	9	15	5	0	0	0	58
Marlborough	0	0	0	0	0	0	3	0	0	0	0	0	3
Marldon	1	0	5	0	0	1	0	0	0	1	0	0	8
Modbury	14	10	9	5	8	7	7	15	7	13	25	13	133
Moretonhampstead	8	17	10	10	25	10	19	11	15	26	16	22	189
Mortehoe	0	0	0	2	1	4	4	2	1	0	0	0	14
Newton Abbot	326	308	414	391	462	360	379	405	395	436	474	354	4704
Newton Ferrers	0	1	2	1	1	2	3	0	5	1	2	0	18
Newton Poppleford	0	0	0	0	0	0	0	0	0	0	1	0	1
Newton St Cyres	0	0	0	0	0	0	0	0	0	2	0	0	2
North Tawton	5	3	3	6	11	3	5	3	12	19	6	11	87
Northam	9	13	12	10	10	13	6	22	0	12	4	8	119
Okehampton	46	27	46	67	74	29	21	27	34	40	67	51	529
Otterton	0	0	0	0	0	1	0	0	0	0	0	0	1
Ottery St Mary	39	36	39	45	44	29	25	51	32	57	42	26	465
Plympton	0	4	0	1	0	3	3	0	0	0	1	0	12
Poundsgate	0	0	0	24	1	13	45	47	0	0	0	0	130
Princetown	0	0	0	0	0	0	0	0	0	0	0	2	2
Roundswell	0	0	0	0	0	0	0	0	0	1	0	0	1
Salcombe	35	54	49	56	93	63	96	103	69	87	54	48	807
Sandford	1	0	0	3	4	1	0	0	1	0	0	2	12
Seaton	32	31	16	46	19	37	30	13	26	23	5	4	282
Shaldon	15	16	24	30	28	21	45	17	11	37	31	7	282

Sidbury	2	0	0	1	0	0	0	0	0	0	0	0	3
Sidford	0	0	0	1	0	1	0	0	1	0	0	0	3
Sidmouth	25	40	22	54	57	32	34	212	40	29	21	26	592
Silverton	1	2	0	1	2	0	0	2	1	3	0	2	14
Slapton	0	0	0	0	0	0	0	1	0	0	0	0	1
South Brent	6	5	5	8	13	3	7	10	3	10	7	19	96
South Milton	0	0	0	0	0	1	0	0	0	0	0	0	1
South Molton	84	68	61	45	68	14	22	19	17	19	30	19	466
South Zeal	0	0	0	0	0	0	0	0	0	2	0	0	2
Starcross	0	0	1	0	0	0	0	0	0	0	0	0	1
Sticklepath	39	12	16	21	16	8	9	9	10	10	18	13	181
Stoke Fleming	0	0	0	0	0	0	0	2	1	1	0	0	4
Stoke Gabriel	1	0	0	0	0	2	0	0	0	0	1	0	4
Tavistock	42	71	133	77	81	83	42	72	79	70	90	54	894
Teignmouth	219	211	273	259	280	256	330	246	250	322	290	263	3199
Tiverton	111	80	135	127	104	135	97	115	165	80	96	107	1352
Topsham	44	24	44	44	62	44	66	50	69	24	56	43	570
Torcross	0	0	0	0	0	0	0	1	0	0	0	0	1
Totnes	201	140	146	239	226	166	165	156	161	222	187	181	2189
Uffculme	0	0	0	1	0	0	0	0	1	0	0	0	2
Wembury	0	0	0	0	0	2	0	7	0	0	0	0	9
West Alvington	0	1	1	2	0	0	0	0	0	0	1	0	5
Westward Ho!	2	8	5	0	4	5	5	9	2	5	1	3	49
Widcombe in the Moor	0	0	0	0	0	0	0	0	0	0	0	1	1
Woodbury	0	0	0	0	0	1	1	0	0	0	0	0	2
Woolacombe	0	0	0	56	48	35	57	69	38	1	2	0	306
Yealmpton	4	5	2	0	3	0	0	6	6	5	3	8	42
Yelverton	1	0	0	0	0	10	8	5	2	3	3	1	33
Totals	5898	5169	6075	6352	6541	5662	5597	6188	6490	6948	6406	5480	72805

Penalty Charge Notices Processing Statistics

Yearly Between 01/01/2019 and 31 /12/2019		
Penalty Charge Notices - Off-street contraventions only		
Number of PCNs issued for parking contraventions:		81
Number of PCNs paid within 14 days:		46
Number of PCNs paid after 14 days but before charge certificate:		9
Number of PCNs paid after charge certificate served:		1
Number of cases going for adjudication:		0
Number of charge certificates registered:		3
Number of cases where no further action is taken:		17
Number of vehicles wheelclamped:		0
Number of vehicles removed:		0
Penalty Charge Notices - On-street contraventions only		
Number of PCNs issued for parking contraventions:		73,301
Number of PCNs paid within 14 days:		45,302
Number of PCNs paid after 14 days but before charge certificate:		5,949
Number of PCNs paid after charge certificate served:		909
Number of cases going for adjudication:		83
Number of charge certificates registered:		3,673
Number of cases where no further action is taken:		8,353
Number of vehicles wheelclamped:		0
Number of vehicles removed:		0

Civil Parking Enforcement Customer Contact 2019

