



Department
for Transport

Street Manager Annual Report



July 2021

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Street Manager Annual Report

Introduction

1. Street Manager is a digital service for the creation, co-ordination and monitoring of road and street works. It is used by every local highway authority, utility company and their contractors in England to raise and approve the permits needed to carry out works, record progress with works, register reinstatements and inspections, and issue any fines.
2. 1st July 2020 to 30th June 2021 marked the first year of live operation for this transformational service. Its launch saw the biggest change to the IT systems used to manage street and road works for a generation. This report provides some key highlights about the performance of the service and its use. To pick out a few, nearly 2.7 million permits have been created. Just to have this figure is a first for the DfT and the industry as, previously, there was no national, comprehensive and open data available. The DfT is also now able to use Street Manager data to publish more detailed quarterly, aggregated information on a number of key performance indicators that can be used by the sector and research organisations to monitor performance and trends.
3. Transition to the new service, during the start of the Covid-19 pandemic and after a 3 month delay due to the first lockdown, went very smoothly with all organisations being ready for the switch and few problems reported. Since 1st July 2020, the service has had excellent uptime with availability for the year beyond the target of 99.5% and the team has worked hard to maintain and improve the infrastructure to maintain this level of service.
4. We have added significant new functionality through the year as part of our commitment to continuous improvement, with the key sample inspections piece of work added in January. This was crucial as it was essential that Highway Authority (HA) Street Manager users were able to run their inspection regimes from April 2021.
5. Service desk performance has been excellent with the overwhelming number of tickets answered and resolved within Service Level Agreements.

Total number of registered organisations/users

6. This section shows the number of organisations and users currently registered and using Street Manager.

Organisations

HA organisations	Promoter organisations	Contractor organisations	Total organisations
158	162	244	564

Users

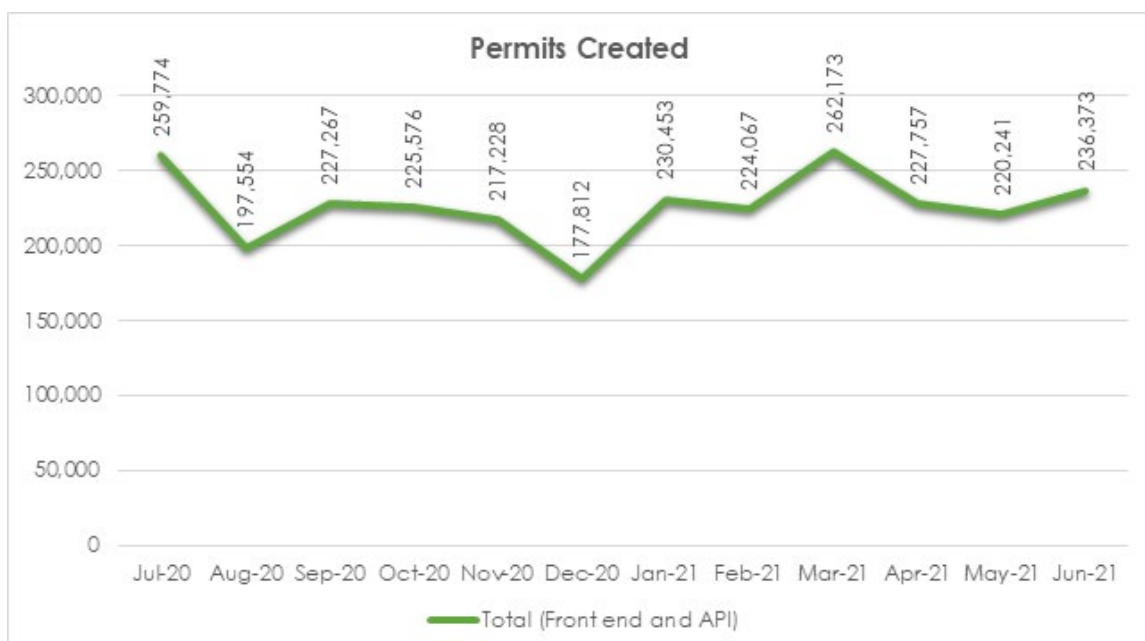
Confirmed users
9,165

7. We have seen a consistent flow of new promoter and contractor organisations being added into Street Manager each month. Note also that the total number of Street Manager users will be much higher than the numbers of confirmed users, because one API (Advanced Programming Interface) account is often used by many users.

Service Volumes

8. This section shows month by month breakdowns of the volume of transactions for various aspects of the service.

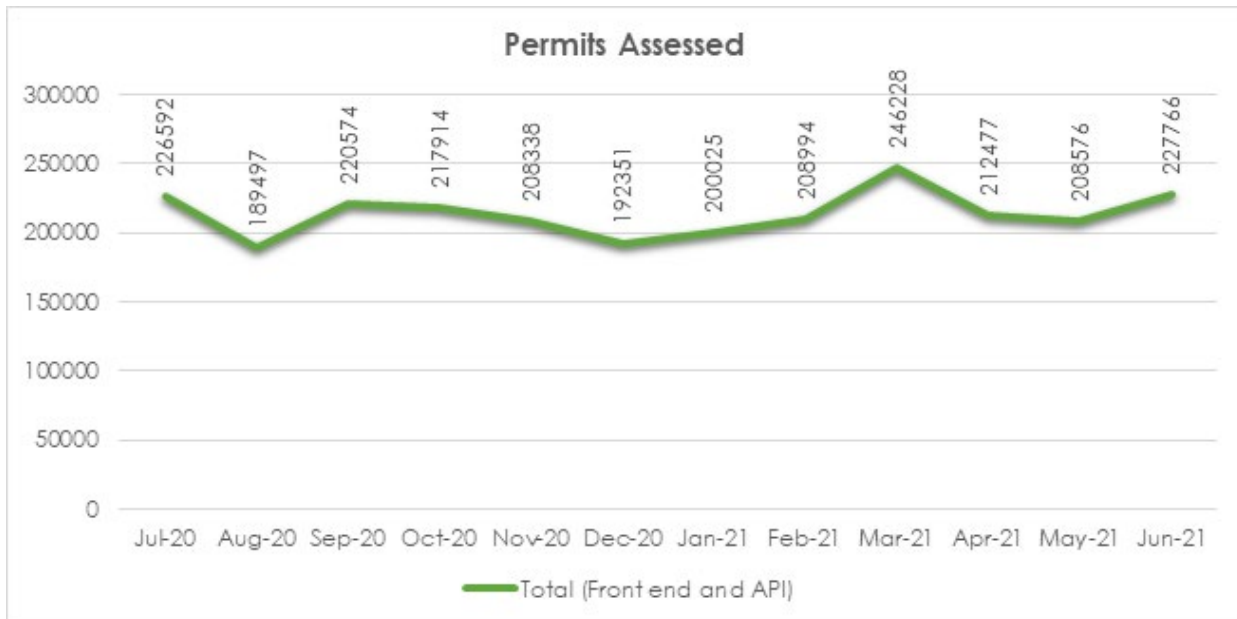
Permits created



Total number of permits created 1st July 2020-30th June 2021 = 2,676,292

9. The high number of permits raised in July 2020 is a consequence of the transition regulations which allowed permits from the previous street works IT systems to be added into Street Manager to enable a smooth changeover. Otherwise, we see a lull over Christmas and a peak at the end of the financial year. This pattern fits anticipated norms for levels of street and road works and indicates that Street Manager is capturing all works as expected.

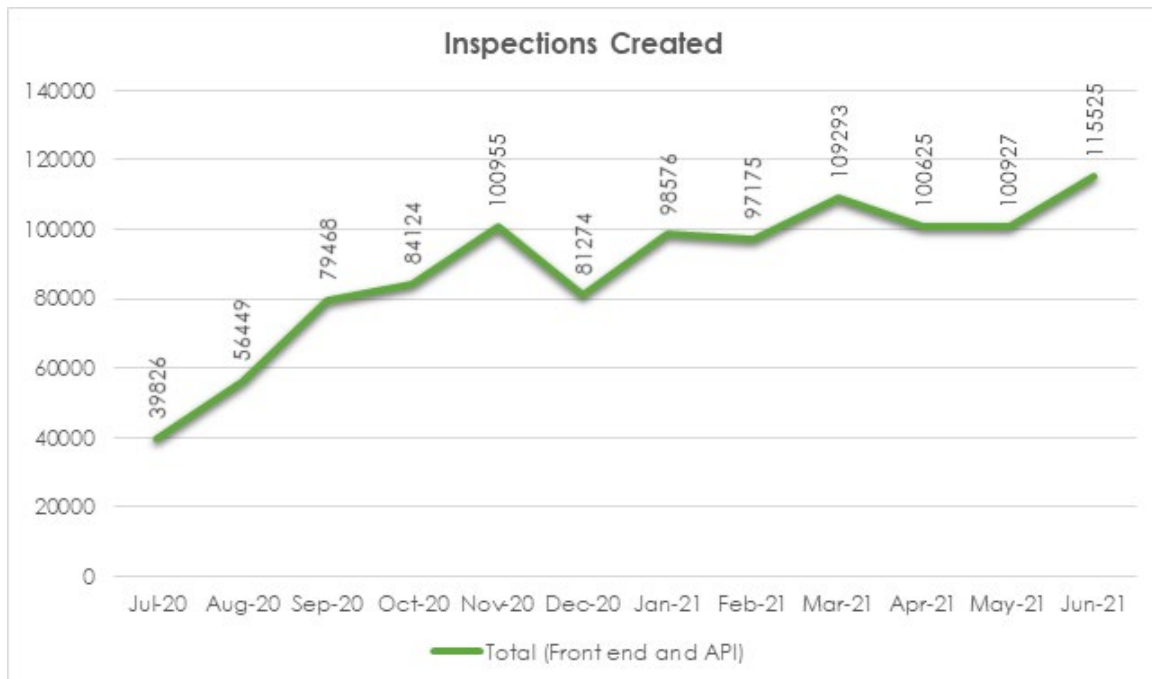
Permits assessed



Total number of permits assessed 1st July 2020-30th June 2021 = Total: 2,526,886

10. We can see a similar pattern to permit creation as would be expected. It is clear that users are using Street Manager to assess permits in very high volumes. The disparity in the two figures of permits created and assessed is caused by permits deeming (which they do if not assessed within a certain time), being auto granted when works are completed before assessment and if works are created but cancelled before assessment can take place.

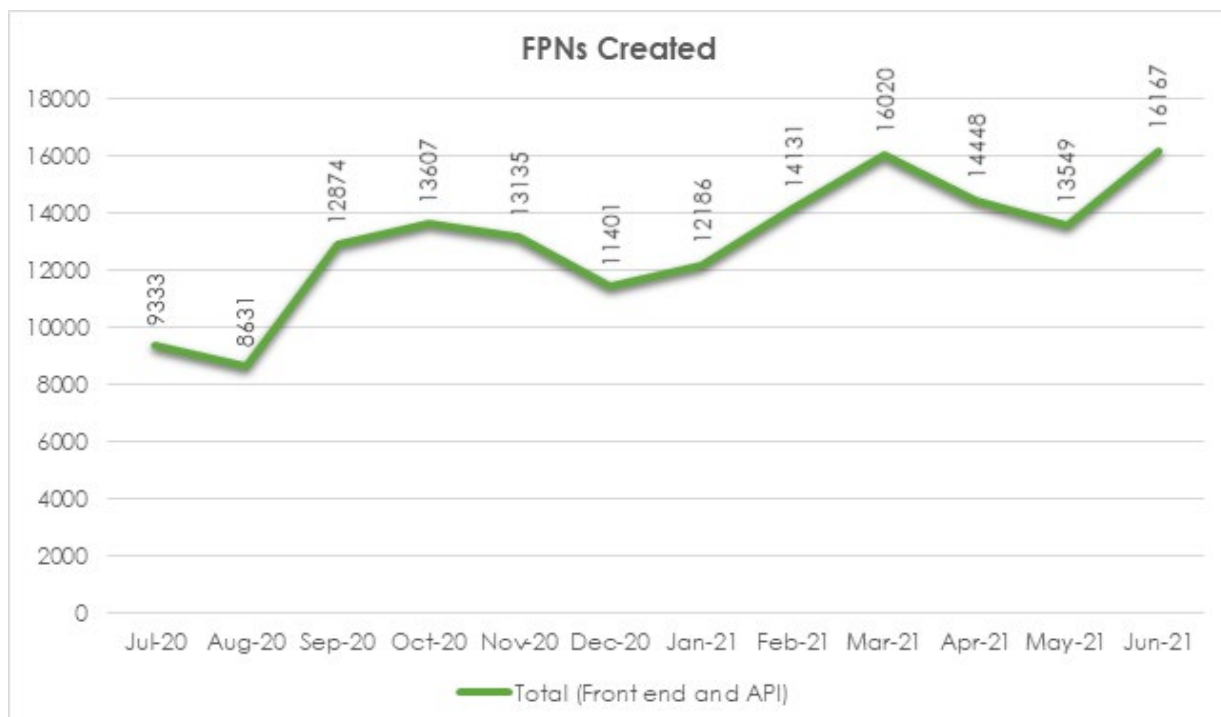
Inspections created



Total number of inspections created 1st July 2020-30th June 2021 = Total: 1,056,107

11. Inspections of a sample number of reinstatements have climbed and climbed in Street Manager which does suggest there was an initial period where people were getting to grips with using Street Manager for inspections. The figures also reflect the fact that early in the financial year would be a busy time as new inspection regimes kick-in.

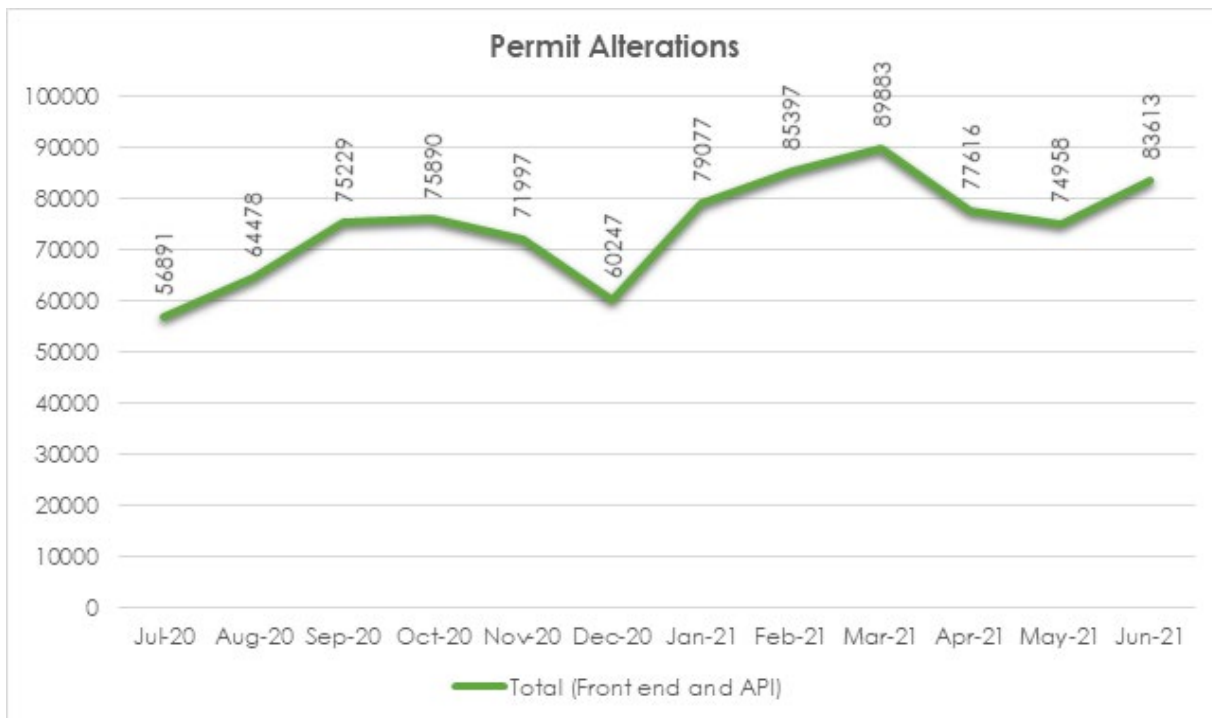
Fixed Penalty Notices (FPNs) created



Total number of FPNs created 1st July 2020-30th June 2021 = Total: 155,482

12. To a certain extent, FPNs mirror work volumes but with a slight lag, as you might expect. These are small variations from month to month and the numbers are small compared to permit volumes. Please note these numbers are FPNs raised. It is optional for users to record FPNs as withdrawn/paid etc, so there is no full dataset available to enable a breakdown by status.

Permit alterations



13. The pattern of permit alterations in the service follows a similar pattern to permits created and permits assessed, but at a lower volume.

Work starts and stops

Month	Starts	Stops
July	70,537	106,025
August	85,431	128,126
September	103,279	153,367
October	101,156	152,723
November	104,936	155,695
December	70,575	126,736
January	90,823	134,510
February	94,427	153,421
March	121,002	189,950
April	103,304	160,234
May	99,712	150,621
June	113,206	167,576
Totals	1,158,388	1,778,984

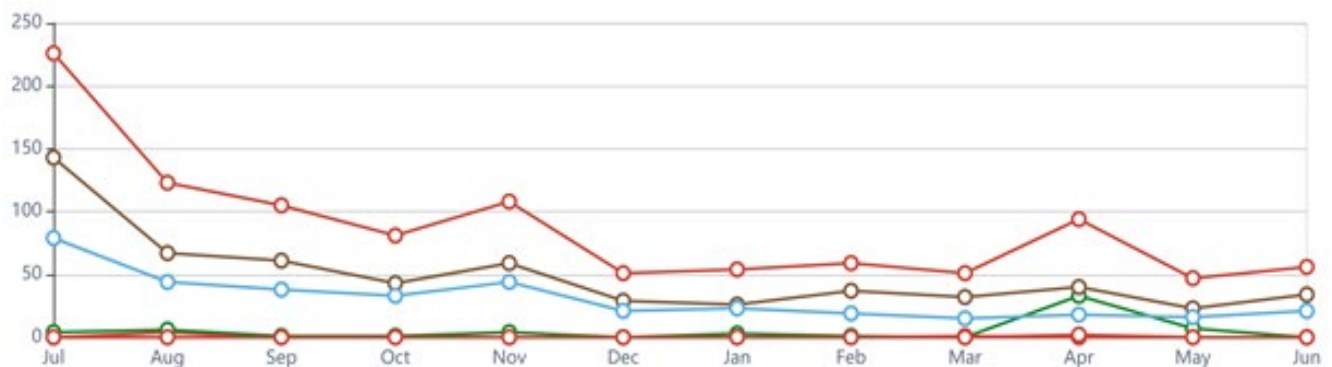
14. Note that immediate works do not require a separate work start to be sent, as they are already in progress when they are initially recorded in Street Manager. The number of work stops is the best guide we have as to how many works are occurring in England each month as not every permit application turns into an actual job on the road network - some are refused and some are cancelled.

Service Desk Volumes

15. This section summarises Service Desk tickets received within the reporting year – July 2020-June 2021.

All Incidents by priority

5 P1 - Critical (Live)
 60 P2 - High (Live)
 594 P3 - Medium
 371 P4 - Low / Query
 1 P1 - Sandbox
 2 P2 - Sandbox
 1055 All Incidents



16. This chart shows a clear pattern of a very high volume of service requests at the time of the initial launch and a then a levelling off after 3 months, with a fairly consistent level of requests after that time. The P1-P4 refers to the incident definitions outlines in the service level agreement (SLA). Street Manager has a Production environment for the main, live service, and a Sandbox for training and testing purposes.

Created vs Resolved

2054 Service Requests Created
 2057 Service Requests Resolved
 1055 Incident Created
 1068 Incidents Resolved



17. The service support team has done an excellent job resolving virtually every ticket that we have had in the last year. Note that some of the resolved tickets will have been raised pre-July 2020, so the number resolved can be higher than the number created, as is the case here.

SLA fulfilment

3102

First Response - Met

2

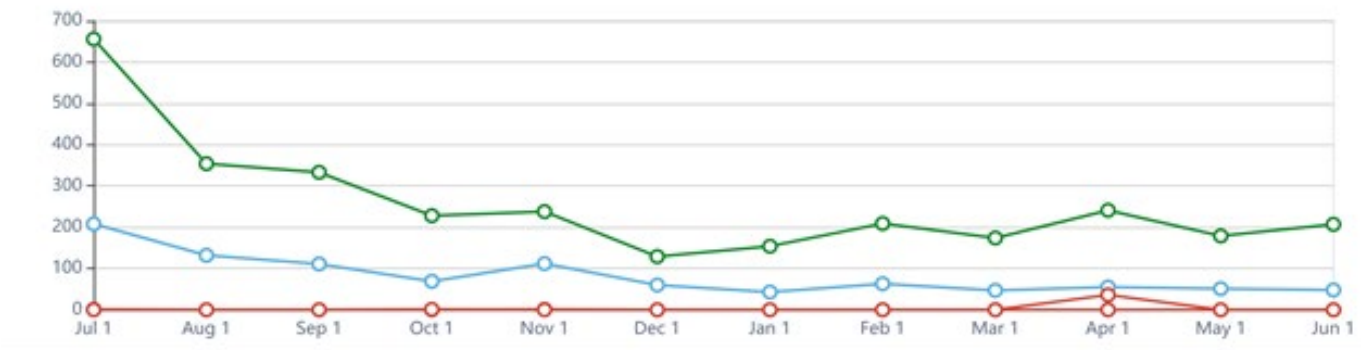
First Response - Breached

999

Resolution - Met

37

Resolution - Breached



18. Here we see that virtually all tickets are responded to within the terms in the SLA and a very high percentage are resolved within the SLA terms. Service requests do not require resolution, hence the disparity between the two sets of numbers.

Service Level Agreement (SLA) Success Rate

99.9 %

Time to first
response

96.4 %

Time to resolution



19. This chart shows an excellent effort by the team to answer the vast majority of service requests within SLA timescales, with a slight dip during the system outage during April 2021, which saw a high volume of tickets raised on the same topic.

Service Requests by type

2054

All service requests

696

General queries

345

Suggestions /
Feedback

379

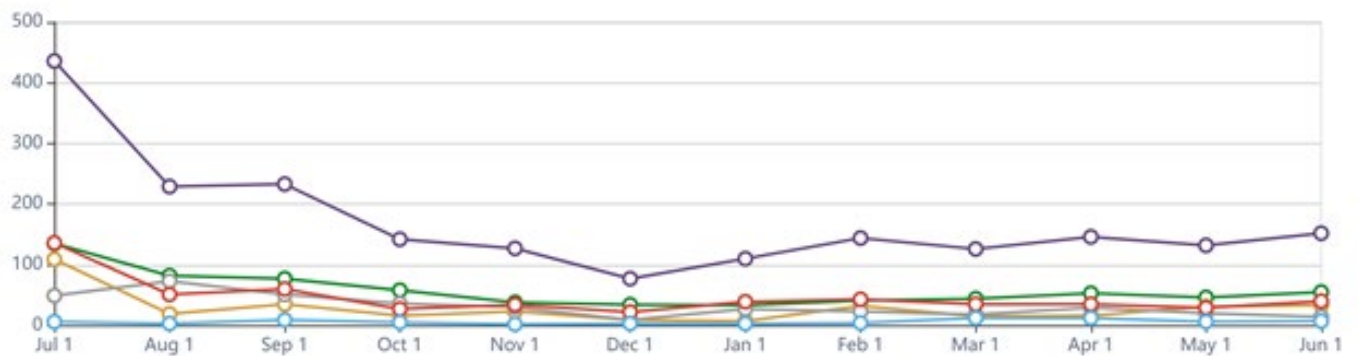
Email requests

551

User Account
Problems

72

Open Data
Subscription



20. Here we see the same pattern of the initial high volume at launch and the levelling off after 3 months, settling to a consistent level. One finding of note is that initially, tickets were simple, questions about logging-in or expired passwords.

Service Availability

21. This section summarises service availability between 1st July 2020 and 30th June 2021.

Yearly 24/7 Availability

24/7 availability excluding downtime within a planned maintenance window	24/7 availability including downtime within a planned maintenance window
99.64%	99.58%

24/7 Availability Breakdown Per Month

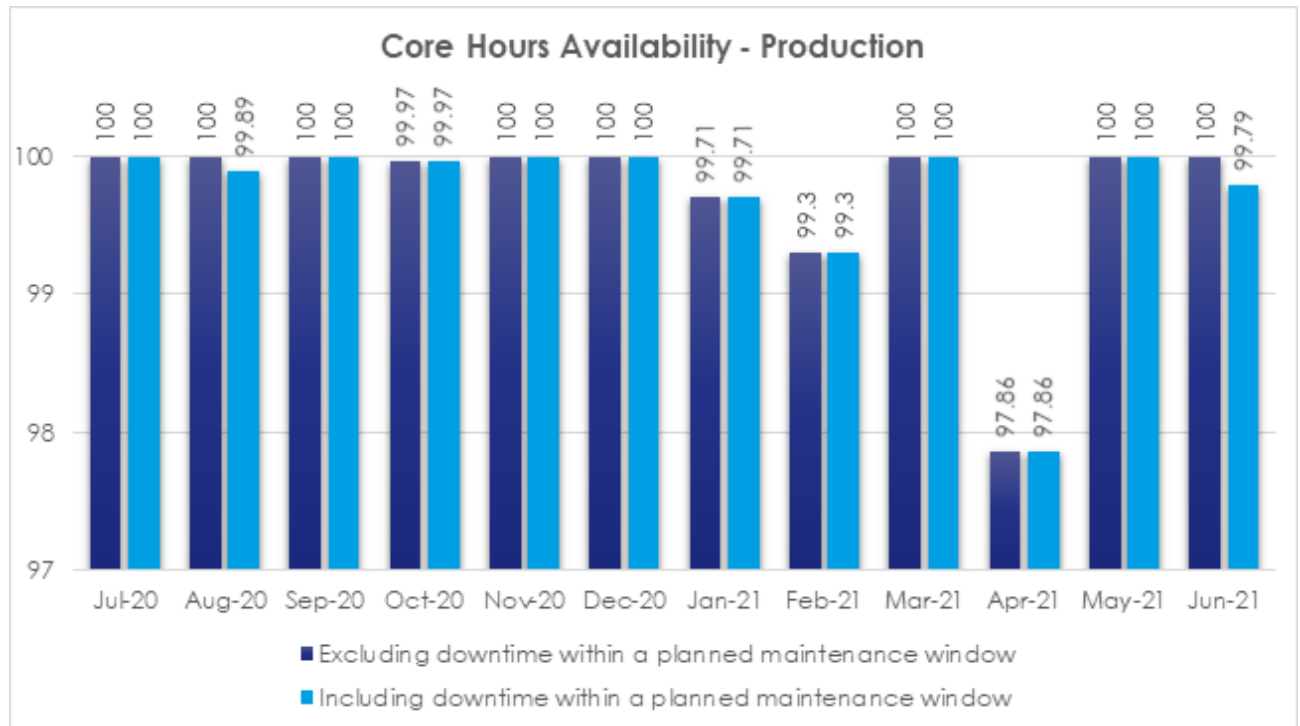


Yearly Availability During Core Hours

22. Excluding scheduled downtime or outages caused by AWS (Amazon Web Services), the availability target for Street Manager is 99.5% during core hours, i.e. 08:00 to 18:30, Monday to Friday excluding UK public holidays.

Core hours availability excluding downtime within a planned maintenance window	Core hours availability including downtime within a planned maintenance window
99.74%	99.71%

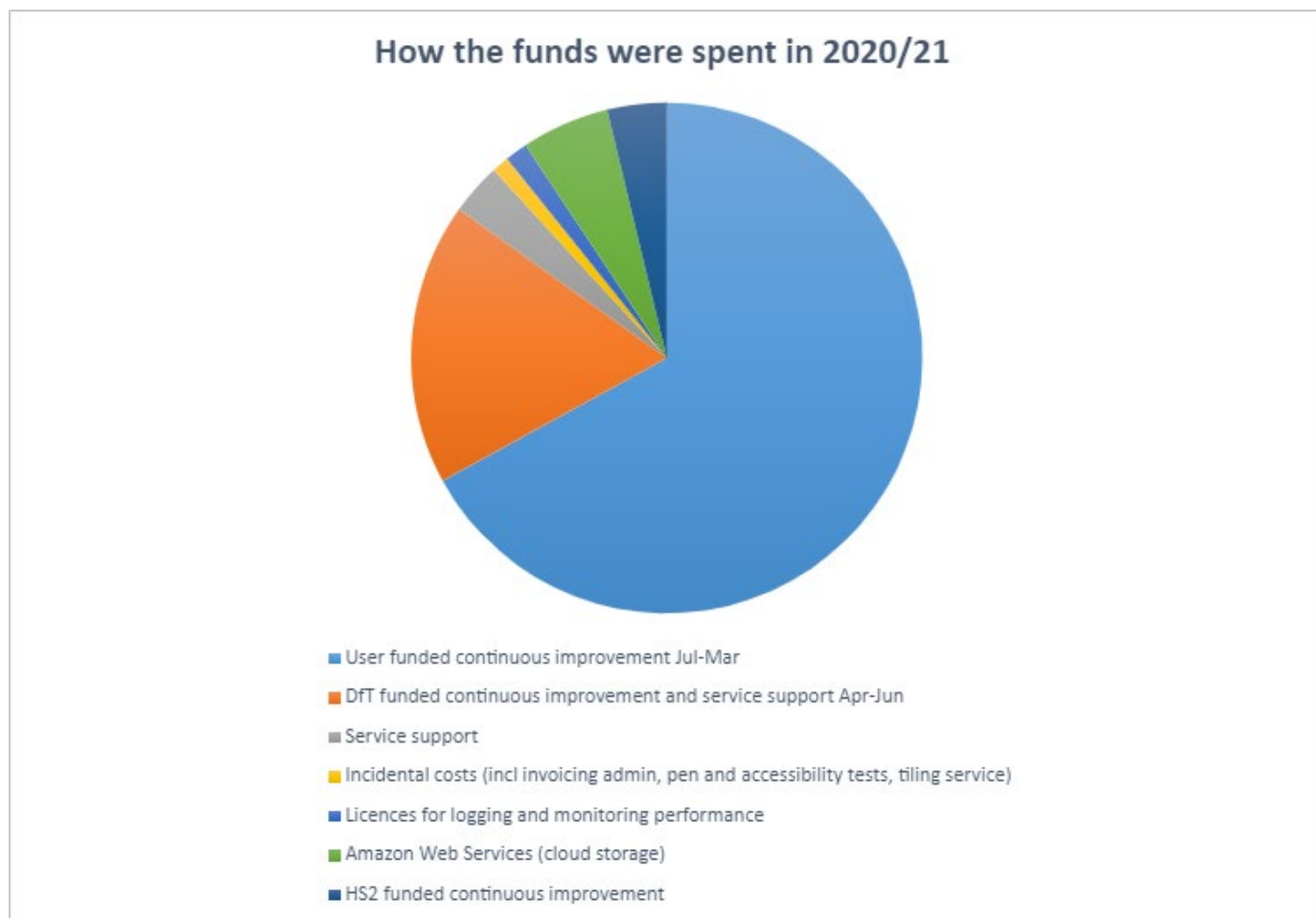
Core Hours Availability Breakdown Per Month



Unplanned Disruption in February and April 2021

Date/time	Within a planned maintenance window (Yes/No)	Duration	Reason
03/02/2021 00:15 to 12:42	No	12 hours 27 mins	Production environment degraded performance for 12 hours 27 mins due to incorrect 3rd party configuration
15/04/2021 08:38 to 15:38	No	7 hours	Production environment had degraded performance for 7 hours due to system behaviour under an increased load of requests from a 3rd party integrator
14/04/2021 09:48 to 18:09	No	8 hours 21 mins	Production environment had degraded performance for 8 hours 21 mins due to system behaviour under an increased load of requests from a 3rd party integrator

Spending 2020/2021

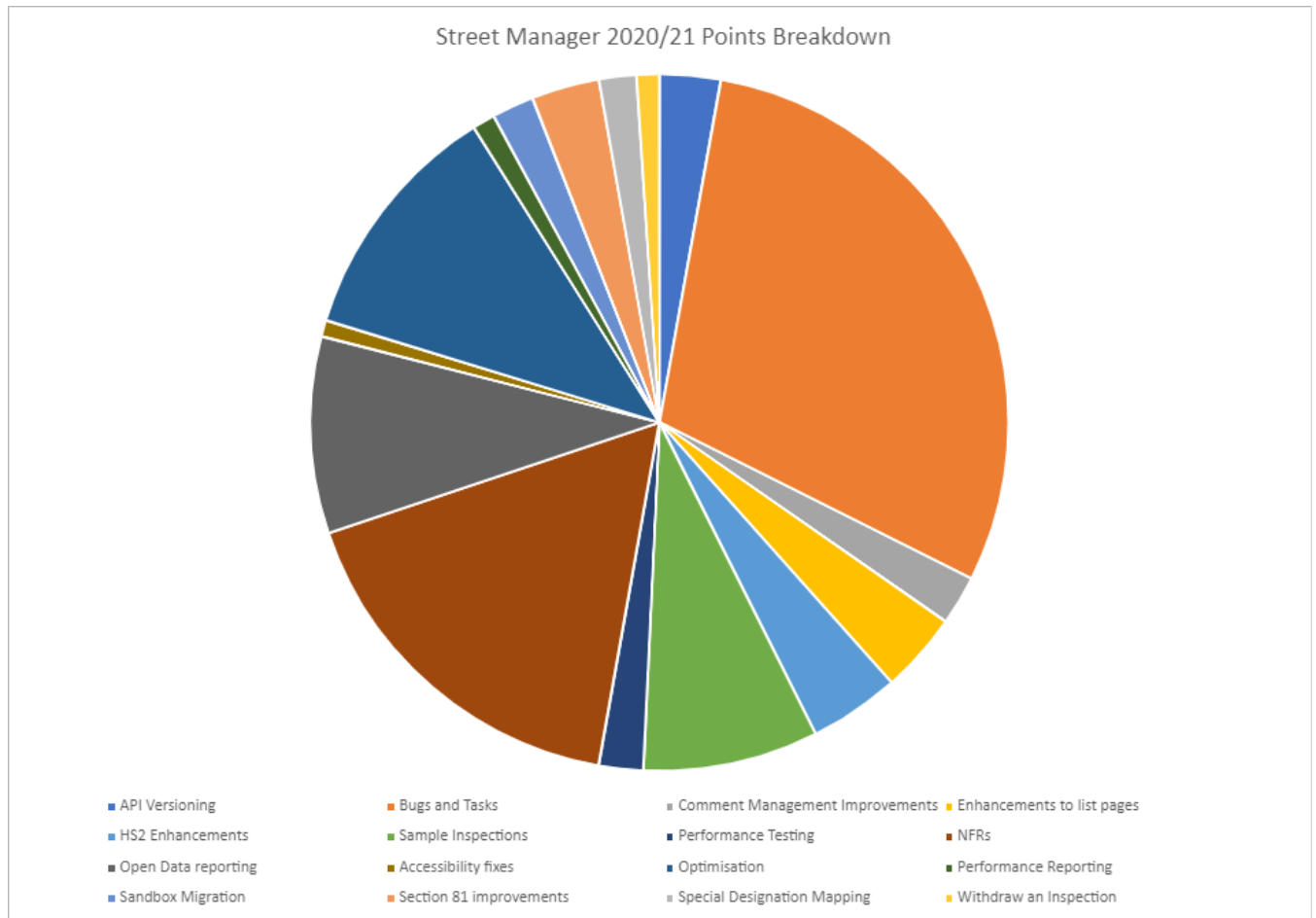


23. The DfT paid for the development of Street Manager up until 30th June 2020. Since 1st July 2020, the DfT charges highway authority and utility companies for the cost of the service support and continuous improvement. This chart shows the main areas where the money was spent during the last financial year – April 2020-March 2021.

Number of Open Data Registrations

24. We have been publishing a sub-set of Street Manager data since 1 July 2020 [here](#). It is freely available to anyone or organisation who registers. We have had 32 organisations and individuals register for the open data between July 2020 and June 2021. These users can vary from a single private individual to a large organisation. Please note, only those who have accepted the invitation have been successfully registered.

Story points



25. Unlike other information in this report which covers July 2020 to June 2021, this chart covers April 2020 to March 2021 - phases 1 and 2 of live operation. It would be difficult to show this information across phase boundaries due to the way the information is recorded. Each one of the chart's segments represents an "Epic" that the team have worked on during this period. An epic is simply the name for a collection of work that is required to introduce a feature and is measured using 'story points' which represent the amount of development time the team needs to spend on building and releasing that piece of functionality.
26. 'Optimisations' are the small enhancements or changes we make that do not require a separate epic. These would include things like adding the ability to cancel a refused permit and non-functional requirements that involve development effort to maintain the performance and security of the service in one way or another. This might involve updates to the platform that Street Manager runs on, updating some of the software we use, maintaining the API or any number of other things. It's also important to note that 'bugs and tasks' includes certain things that aren't simply bug fixes. For example, each release we do takes a certain amount of development effort and is accounted for by the team.

New features

27. This section highlights some of the new features and items that have been added to Street Manager during this reporting period.
28. **Sample Inspections** - The key sample inspection functionality was added, including the ability to record and update your programme of inspections and track progress.

List of promoters for sample inspections

You can only set up a maximum of 30 promoters for sample inspection targets

[Set up another promoter for sample inspections](#)

[Generate sample inspections](#)

Organisation	Agreed targets			Actual progress			Maximum number that can be generated				
	Cat A	Cat B	Cat C	Cat A	Cat B	Cat C	Cat A	Cat B	Cat C		
BROADCAST SATELLITE TELEVISION	120	150	120	0	0	0	0	0	0	Close targets	Update targets
CADENT GAS LIMITED	50	50	100	0	0	0	100	100	100	Close targets	Update targets
OPEN NETWORK SYSTEMS LIMITED	50	50	50	0	0	0	3	6	3	Close targets	Update targets
Smoke Test Promoter	10	10	10	72	12	6	40	40	40	Close targets	Update targets

This is a sample inspection management screen.

29. **List page enhancements** – This added search, sort and filter functionality to various Street Manager list pages.

Fixed penalty notice (FPN) list

Look up a reference, street name, town, area, USRN or promoter



This shows the fixed penalty notice search functionality, added in 20/21.

30. **Section 81 improvements** – This work added, most notably, the ability to re-assign and link a notice issued under Section 81 of the New Roads and Street Works Act 1991 relating to the duty to maintain apparatus.

Reference: 0000186596742-03

Link a permit application to a Section 81

Works reference: [0000186596742 \(opens in new tab\)](#)

Works location: HANSOL ROAD, BEXLEYHEATH ([View on map in new tab](#))

Enter the Section 81 reference number

[Link permit](#)

This shows linking a permit to a Section 81.

31. **Performance reporting** – 4 performance reports are now added which means users can now run some standard reports on key items, with more to follow in 2021.

Performance Reporting

What are the report details?

Report type



Number of PAAs and PAs sent or received

Total number of PAAs and PAs sent or received within a requested timeframe and based on date created



PAA and PA outcomes

Outcome of PAA and PA assessments based on the date the outcome decision was made

This shows an example of performance reports that can be run in Street Manager.

32. **Withdraw an inspection** – Highway Authorities can now withdraw inspections created in error.

Withdraw inspection

Why do you need to withdraw this inspection?

Reason for withdrawing inspection



Incorrect outcome recorded



Recorded against the wrong works or organisation



Wrong details recorded



Outcome changed due to onsite agreement



Other

Withdrawal details

Withdraw inspection

[Don't withdraw, take me back](#)

This shows the withdraw an inspection screen.