

Derbyshire Road Safety Partnership Casualty Reduction Enforcement Support Team (CREST)

How **StarTraq Limited** and **CREST** have worked together to improve efficiencies in the back office processing of road traffic offences.

Background

CREST are part of the Derby & Derbyshire Road Safety Partnership which exists to reduce the number of people killed and hurt on the roads. The partnership was set up in April 2007 in response to a new approach to road safety funding by the government.

The new approach saw the end of local safety camera partnerships, which were funded through speeding fines, and the launch of a new road safety grant scheme for councils.

Councils wishing to bid for grant funding were encouraged to form partnerships with other public sector organisations in their area with an interest in reducing road deaths and injuries.



CREST are part of the Derby and Derbyshire Road Safety Partnership.

The Challenge

Improving road safety with ever deepening budget cuts is one of the biggest challenges facing CREST. A key road safety strategy for CREST is to utilise speed camera technology to enforce the speed limits on Derbyshire's roads. With this in mind the importance of maintaining a robust deterrent to speeding motorists has never been clearer. The physical presence of the cameras themselves ensures that most people will stick to the speed limit but there is still a significant number of drivers who break the law. The outcome for these drivers is determined by how much they are exceeding the speed limit by and they will either be offered driver education, given 3 penalty points on their license with £100 fine or an appearance in court.

Processing a traffic offence from 'camera capture' to one of these outcomes can be complex. Firstly, a stringent set of rules have to be adhered to in the lifecycle of a traffic offence e.g. the cameras have to be type approved and calibrated, Notices of Intended Prosecution (NIPS) have to be issued within 14 days and speeding bands need to be set for each outcome. Secondly, if the offending driver has to go court an evidence trail needs to be produced to support the case for the prosecution. And finally, it is important to deter errant drivers with camera enforcement but it is equally important that all drivers are treated fairly; the 'Justice Gap' where a significant number of offending motorists just simply get away with it, is clearly unfair.

Derbyshire Road Safety Partnership Casualty Reduction Enforcement Support Team (CREST)

The Solution

So rules, evidence and fairness are key to a successful camera enforcement programme and police forces are under increasing pressure to process more traffic offences with dwindling staff resources. To meet this challenge CREST turned to technology provider StarTraq Ltd to help them with their back office processing of traffic offences. Essentially StarTraq provide a sophisticated workflow and document management system that enables the processing of traffic offences from different camera types through to a successful prosecution outcome.

CREST needed a back office solution that would allow them to process more traffic offences with fewer staff.

“The beauty of working with a boutique company like StarTraq is that they care about the individual customer.”

Geoffrey Hall
CREST Manager

Derbyshire Road Safety Partnership originally installed StarTraq back office system (StarDocs) in 2004 because they needed a system that could automatically read the ‘data block’ embedded in the wetfilm picture taken by the Truvelo speed camera. Since then, other cameras have been integrated into the StarTraq system e.g. Gatso, LaserWitness, Teletraffic and SPECS3. The fact that the StarTraq system can integrate with these cameras and all other UK type approved cameras is a real benefit to CREST.

In 2015, CREST upgraded to the latest browser based back office processing application from StarTraq, the Dome. Some of the key features of the Dome include camera integration, verification of offences, document management, workflow automation, rules management, flags, workspaces, online offence viewing and the production of court files.

According to Crest Manager, Geoffrey Hall, there have been significant improvements since upgrading to the Dome:

- We are now processing more offences without the need to increase our staff. We now process 10,000 offences per year per member of staff and cope with 1,200 offences per week at peak times.
- We have never failed to issue a NIP within the allotted 14 days.
- The scanning speed has been improved greatly with the Dome allowing us to scan in the returned Section 172 forms in minutes rather than hours.

“StarTraq were able to tailor the Dome processing system to our business processes.”

Geoffrey Hall
CREST Manager

Derbyshire Road Safety Partnership Casualty Reduction Enforcement Support Team (CREST)

- The Dome ribbon in Microsoft Word allows us to insert pre-made paragraphs into standard responses to respond to any enquiry that comes in.
- Linking offence images to a letter has been simplified meaning correspondence with the public is easier.
- Dome Dockets has meant the preparation of court files is faster and more efficient.

In Conclusion

Reducing the number of deaths on the roads is non-negotiable for CREST, 36 people were killed in the partnership's area in 2014, and that is still too many. To maintain a robust safety camera enforcement strategy CREST need the technology to manage the evidence trail of a traffic offence and ensure that prosecutions and diversions to driver education are conducted efficiently and fairly for all.

"In more than 37 years of working in the public sector StarTraq is the best company I have ever dealt with because they listen and respond."

Geoffrey Hall
CREST Manager

Allan Freinkel, CEO of StarTraq Limited reflects on what StarTraq and CREST have achieved: "By working closely with our clients and continuing to invest in modern technology we have been able to deliver an enforcement solution that makes a real and positive contribution to the goals of CREST in Derbyshire".