

**Our Ref:** 165-11-517  
**Your Ref:**



Stephanie Mottershead

Email: [request-86100-xxxxxxx@xxxxxxxxxxxxxxxxxxx.xxx](mailto:request-86100-xxxxxxx@xxxxxxxxxxxxxxxxxxx.xxx)

**Information Access Team**  
**Surrey Police H.Q**  
01483 630007

3<sup>rd</sup> October 2011

Dear Mr Mottershead

**FREEDOM OF INFORMATION REQUEST REFERENCE NO: 165-11-517**

I write in connection with your request for information received on 16<sup>th</sup> September 2011.

The Information that you have requested is held by Surrey Police.

**1. Please indicate how many motoring offences notices were issued in 2010?**

- Endorsable offence (meaning an offence which carried a penalty of fine and points on licence) tickets- 8471
- Non-Endorsable (offences which carry a fine and no points) offence tickets- 8922

**2. Once the notice form has been completed by the offender and sent back, please explain how their data is processed? By data entry?**

Surrey Police is currently going through a transition from paper hand written issued tickets to ones where an officer types the ticket on a handheld palm computer.

Paper hand written tickets are received at the Central Ticket Office and are typed into the administrative system. Queries are checked against various other systems to ensure data accuracy.

Tickets issued by officers using the mobile handheld devices (called in Surrey Police mobile data terminals or MDT's) are sent electronically and the information is downloaded into the same administration system, the information is then again checked for data accuracy.

**3. *How many people are employed to process these forms?***

The Central Ticket Office currently has 3 full time staff and 2 part-time staff members and an Administration Coordinator. The Central Ticket office does not just input notices, the department is also the first point of contact for queries from members of the public regarding notices issued by Surrey Police, and all administration of the notices, processing of driving licences surrendered for Endorsable offences and all administration of other notices issued by Surrey Police not to do with traffic offences.

**4. *Are the forms scanned?***

The paper hand written fixed penalty notices are not scanned, but kept as a paper record once entered on the system. However the notices issued on the mobile data terminals (MDTs) have an electronic copy kept automatically in the operating system, only when fully necessary is the notice printed out.

Surrey Police provides you the right to request a re-examination of your case under its review procedure. How to do this is set out in the attached Appeals Notice. Having followed the full procedure, if you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give your case consideration.

I would like to take this opportunity to thank you for your interest in Surrey Police. Should you have any further enquiries concerning this matter, please write or contact us on 01483 - 630007 quoting the reference number above.

Yours sincerely

**Becky King**  
**Information Access Team**