

**Appendix E Key Performance Indicators
KPIs – Lot 1**

Could have penalties applied if 3 / 5 highlighted measures are red at the same time

Summary	Performance Indicator (PI)	PI description	Target	Process and compliance	Information sources	Frequency
Deployed hours as per Deployment Plan	Percentage of deployed hours met	The number of actual hours delivered, expressed as a percentage of the contracted hours set out in the Deployment Plan.	100%	<p>The KPI will be considered met if the Service Provider provides deployment as detailed in their 12week Deployment Plan, including:</p> <ul style="list-style-type: none"> • The number of deployed hours are met; • The proposed shift patterns met, including location deployment. • The deployment method proposed met. <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 95% - 99.9% • Red = <94.9% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
Pay and display hardware maintenance	Percentage of faulty hardware repaired within required timescales	The number of simple faults not rectified within 4hrs and other faults within 1 day, expressed as a percentage of the total number of faults recorded.	100%	<p>The Provider has a duty to ensure that hardware is operational as part of delivering enforcement duties.</p> <p>Failure to repair machines within the required timescales. Core hours are 08:00 to 21:00 and KPI relates to 4hrs within this period.</p>	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

				<p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 95% - 99.9% • Red = <94.9% 		
Complaints	Number of formal complaints about CEO conduct upheld	The number of formal complaints about CEO conduct found to be upheld	0	<p>The Authority will monitor the total volume of complaints about CEO conduct received each month.</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <p>Green = 0 Amber = 0.1-1 Red = >1.1</p>	<p>The Service Provider provides the Authority with copies of all complaints and responses.</p> <p>The Authority verifies that all responses are sent on time and to the agreed standard.</p>	Monthly

Summary	Performance Indicator (PI)	PI description	Target	Process and compliance	Information sources	Frequency
Cancellations due to CEO error	Percentage of PCNs cancelled due to CEO error	The number of PCNs cancelled due to CEO error, expressed as a percentage of the total number of PCNs issued.	0.8%	The Service Provider should ensure that all necessary information is collected in an error free manner on the handheld devices, including clear notes and digital images as set to the standards in the specification.	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

				<p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 0 – 0.8% • Amber = 0.81 -1% • Red = >1.1% 		
Removal services	Percentage of urgent removals actioned within 4 hours	The number of vehicles parked within a suspended parking area that are not removed within 4 hours, expressed as a percentage of the total number of urgent requests.	100%	<p>The Service Provider should ensure that the removal service is provided and associated requirements as per the specification requirements.</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 97% - 99.9% • Red = <96.9% 	<p>The Service Provider will self-monitor and provide the Authority with a report. Information from the Authority’s parking software will be used to verify the Service Provider’s report.</p> <p>The Service Provider will provide the relevant data to support measurement of the PI.</p>	Monthly
	Percentage of non-urgent removals actioned within 48 hours.	The number of vehicles abandoned or requested to be removed that are non-urgent that are not removed within 48 hours, expressed as a percentage of the total number of non-urgent requests	100%	<p>The Service Provider should ensure that the removal service is provided and associated requirements as per the specification requirements.</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 97% - 99.9% • Red = <96.9% 	<p>The Service Provider will provide the relevant data to support measurement of the PI.</p>	

Signs & Lines	Percentage of appeals upheld in relation due to poor or absent signs and lines	The number of appeals against PCNs that are upheld due to poor or absent signs and lines, expressed as a percentage of the number of PCNs appealed.	100%	The provider will ensure that appropriate signage etc is in place. Compliance against this KPI will be assessed using the following thresholds: <ul style="list-style-type: none"> • Green = 100% • Amber = 97% - 99.9% • Red = <96.9% 	The Service Provider will provide the relevant data to support measurement of the PI	Monthly
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KPIs – Lot 2 Systems relating to Parking Enforcement

Could have penalties applied if 3 / 5 highlighted measures are red at the same time

Summary	Performance Indicator (PI)	PI description	Target	Process and compliance	Information sources	Frequency
Parking enforcement systems	Percentage of software solution system “uptime”	The number of hours of software solution uptime, expressed as a percentage of the total number of hours of software solution uptime due.	100%	The Provider has a duty to ensure that the software solution is operational as part of delivering enforcement duties. Compliance against this KPI will be assessed using the following thresholds: <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
	Percentage of instances where software availability failures are not	The number of instances where software availability failures were not resolved within agreed timescales, expressed as a	100%	The Provider has a duty to ensure that software is operational as part of	The Service Provider will provide the relevant data to	Monthly

	resolved within agreed timescales	percentage of the total number of instances of software availability failures.		<p>delivering enforcement duties.</p> <p>Failure to resolve availability failures within 4 hours during core hours. This relates to core hours of 08:00 to 17:00</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 	support measurement of the PI.	
	Percentage of online payment system “uptime”	The number of hours of online payment system uptime, expressed as a percentage of the total number of hours of online payment system uptime due.	100%	<p>The Provider has a duty to ensure that the online payment system is operational as part of delivering enforcement duties.</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
	Percentage of instances where online payment system availability failures are not	The number of instances where online payment system availability failures were not resolved within agreed timescales, expressed as a percentage of the total number	100%	<p>The Provider has a duty to ensure that the online payment system is operational as part of delivering enforcement duties.</p>	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

	resolved within agreed timescales	of instances of online payment system failures.		<p>Failure to resolve availability failures within 4 hours during core hours. This relates to core hours of 08:00 to 17:00</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 		
	Percentage of Authority requests for resolution responded to within agreed timescales	The number of requests for resolution made by the Authority to the Service Provider that are responded to within agreed timescales, expressed as a percentage of the total number of requests for resolution made by the Authority to the Service Provider.	100%	<p>The specification sets out the agreed timescales for the Service Provider's response to the Authority's requests for resolution.</p> <p>Failure to comply with a request from The Authority within 3 working days during core hours. This relates to core hours of 08:00 to 17:00 Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 95% - 99.9% • Red = <94.9% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

Lot 3 KPIs Moving traffic contraventions

Could have penalties applied if 3 / 5 highlighted measures are red at the same time

Summary	Performance Indicator (PI)	PI description	Target	Process and compliance	Information sources	Frequency
Moving traffic contraventions	Percentage of software solution system “uptime”	The number of hours of software solution uptime, expressed as a percentage of the total number of hours of software solution uptime due.	100%	<p>The Provider has a duty to ensure that the software solution is operational as part of delivering enforcement duties.</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
	Percentage of instances where software availability failures are not resolved within agreed timescales	The number of instances where software availability failures were not resolved within agreed timescales, expressed as a percentage of the total number of instances of software availability failures.	100%	<p>The Provider has a duty to ensure that software is operational as part of delivering enforcement duties.</p> <p>Failure to resolve availability failures within 4 hours during core hours. This relates to core hours of 07:00 to 20:00</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

	Percentage of hardware solution system “uptime”	The number of hours of hardware solution uptime, expressed as a percentage of the total number of hours of software solution uptime due.	100%	<p>The Provider has a duty to ensure that the hardware solution is operational as part of delivering enforcement duties.</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
	Percentage of instances where hardware availability failures are not resolved within agreed timescales	The number of instances where hardware availability failures were not resolved within agreed timescales, expressed as a percentage of the total number of instances of software availability failures.	100%	<p>The Provider has a duty to ensure that software is operational as part of delivering enforcement duties.</p> <p>Failure to resolve availability failures within 1 working day during core hours. This relates to core hours of 07:00 to 20:00</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
	Percentage of Authority requests for resolution responded to within agreed timescales	The number of requests for resolution made by the Authority to the Service Provider that are responded to within agreed timescales, expressed as a percentage of	100%	The specification sets out the agreed timescales for the Service Provider’s response to the Authority’s requests for resolution.	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

		the total number of requests for resolution made by the Authority to the Service Provider.		<p>Failure to comply with a request from The Authority within 3 working days during core hours. This relates to core hours of 08:00 to 17:00</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 95% - 99.9% • Red = <94.9% 		
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KPIs – Lot 4 Environmental enforcement

Could have penalties applied if 3 / 5 highlighted measures are red at the same time

Summary	Performance Indicator (PI)	PI description	Target	Process and compliance	Information sources	Frequency
Deployed hours as per Deployment Plan	Percentage of deployed hours met	The number of actual hours delivered, expressed as a percentage of the contracted hours set out in the Deployment Plan.	100%	<p>The KPI will be considered met if the Service Provider provides deployment as detailed in their 12week Deployment Plan, including:</p> <ul style="list-style-type: none"> • The number of deployed hours are met; 	The Service Provider will self-monitor and provide the Authority with a report to verify details.	Monthly

				<ul style="list-style-type: none"> The proposed shift patterns met, including location deployment. The deployment method proposed met. <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> Green = 100% Amber = 95% - 99.9% Red = <94.9% 		
Complaints	Percentage of complaints upheld	The number of complaints found to be upheld, expressed as a percentage of the total number of complaints received.	0	<p>The Authority will monitor the total volume of complaints about CEO conduct received each month.</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <p>Green = 0 Amber = 0.1-1 Red = >1.1</p>	<p>The Service Provider provides the Authority with copies of all complaints and responses.</p> <p>The Authority verifies that all responses are sent on time and to the agreed standard.</p>	Monthly
Cancellations due to EO error	Percentage of Environmental Enforcement FPNs cancelled due to EO error	The number of Environmental Enforcement FPNs cancelled due to EO error, expressed as a percentage of the total number of FPNs issued.	0.8%	The Service Provider should ensure that all necessary information is collected in an error free manner on the handheld devices, including clear notes and digital images as set to the standards in the specification.	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

				<p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 0 – 0.8% • Amber = 0.81 -1% • Red = >1.1% 		
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Software solution KPIs

Could have penalties applied if 2 / 3 highlighted measures are red at the same time

Summary	Performance Indicator (PI)	PI description	Target	Process and compliance	Information sources	Frequency
Environmental enforcement systems	Percentage of software solution system “uptime”	The number of hours of software solution uptime, expressed as a percentage of the total number of hours of software solution uptime due.	100%	<p>The Provider has a duty to ensure that the software solution is operational as part of delivering enforcement duties.</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
	Percentage of instances where software availability failures are not resolved within agreed timescales	The number of instances where software availability failures were not resolved within agreed timescales, expressed as a percentage of the total number of instances of software availability failures.	100%	<p>The Provider has a duty to ensure that software is operational as part of delivering enforcement duties.</p>	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

				<p>Failure to resolve availability failures within 4 hours during core hours. This relates to core hours of 08:00 to 17:00</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 		
	Percentage of online payment system “uptime”	The number of hours of online payment system uptime, expressed as a percentage of the total number of hours of online payment system uptime due.	100%	<p>The Provider has a duty to ensure that the online payment system is operational as part of delivering enforcement duties.</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
	Percentage of instances where online payment system availability failures are not resolved within agreed timescales	The number of instances where online payment system availability failures were not resolved within agreed timescales, expressed as a percentage of the total number of instances of online payment system failures.	100%	<p>The Provider has a duty to ensure that the online payment system is operational as part of delivering enforcement duties.</p>	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

				<p>Failure to resolve availability failures within 4 hours during core hours. This relates to core hours of 08:00 to 17:00</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 		
	Percentage of Authority requests for resolution responded to within agreed timescales	The number of requests for resolution made by the Authority to the Service Provider that are responded to within agreed timescales, expressed as a percentage of the total number of requests for resolution made by the Authority to the Service Provider.	100%	<p>The specification sets out the agreed timescales for the Service Provider's response to the Authority's requests for resolution.</p> <p>Failure to comply with a request from The Authority within 3 working days during core hours. This relates to core hours of 08:00 to 17:00</p> <p>Compliance against this KPI will be assessed using the following thresholds:</p> <ul style="list-style-type: none"> • Green = 100% • Amber = 95% - 99.9% • Red = <94.9% 	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly