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%	The KPI will be considered met if the Service Provider provides deployment as detailed in their 12week Deployment Plan, including: The number of deployed hours are met; The proposed shift patterns met, including location deployment. The deployment method proposed met. Compliance against this KPI will be assessed using the following thresholds: 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%	The Provider has a duty to ensure that hardware is operational as part of delivering enforcement duties. Failure to repair machines within the required timescales. Core hours are 08:00 to 21:00 and KPI relates to 4hrs within this period.	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

				Compliance against this KPI will be assessed using the following thresholds: • 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	The Authority will monitor the total volume of complaints about CEO conduct received each month. Compliance against this KPI will be assessed using the following thresholds: Green = 0 Amber = 0.1-1 Red = >1.1	The Service Provider provides the Authority with copies of all complaints and responses. The Authority verifies that all responses are sent on time and to the agreed standard.	Monthly

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

				Compliance against this KPI will be assessed using the following thresholds: • 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%	The Service Provider should ensure that the removal service is provided and associated requirements as per the specification requirements. Compliance against this KPI will be assessed using the following thresholds: Green = 100% Amber = 97% - 99.9% Red = <96.9%	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. The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
	Percentage of non-urgent removals actioned within 48 hours.	The number of vehicles abandoned or requested to be removed that are nonurgent that are not removed within 48 hours, expressed as a percentage of the total number of nonurgent requests	100%	The Service Provider should ensure that the removal service is provided and associated requirements as per the specification requirements. Compliance against this KPI will be assessed using the following thresholds: • Green = 100% • Amber = 97% - 99.9% • Red = <96.9%	The Service Provider will provide the relevant data to support measurement of the PI.	

Signs & Lines	Percentage of	The number of	100%	The provider will ensure that	The Service Provider will	Monthly
	appeals	appeals against PCNs		appropriate signage etc is in place.	provide the relevant	
	upheld in	that are upheld due to			data to support	
	relation due	poor or absent signs		Compliance against this KPI will be	measurement of the PI	
	to poor or	and lines, expressed		assessed using the following		
	absent signs	as a percentage of the		thresholds:		
	and lines	number of PCNs		• Green = 100%		
		appealed.		• Amber = 97% - 99.9%		
				• Red = <96.9%		

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: • 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

payment system uptime, expressed as a percentage of total number of hours of or	of the nline	Failure to resolve availability failures within 4 hours 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: Green = 100% Amber = 99.5% - 99.9% Red = <99.4% The Provider has a duty to ensure that the online payment system is operational as part of delivering enforcement duties. Compliance against this KPI will be assessed using the following thresholds: Green = 100% Amber = 99.5% - 99.9%	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
The number of instances w	horo 100%	• Red = <99.4%	The Service Provider	Monthly
online payment system ayment availability failures were no vailability resolved within agreed		ensure that the online payment system is operational as part of	will provide the relevant data to support measurement	Monthly
	The number of hours of one payment system uptime, expressed as a percentage total number of hours of or payment system uptime during age of s where ayment availability failures were not on the number of instances were not online payment system availability failures were not only the number of instances were not only the number of inst	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. The number of hours of online payment system uptime due. The number of instances where online payment system availability failures were not resolved within agreed	Failure to resolve availability failures within 4 hours 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: • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% 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. The number of hours of online payment system is operational as part of delivering enforcement duties. Compliance against this KPI will be assessed using the following thresholds: • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% The number of instances where online payment system availability failures were not resolved within agreed	Failure to resolve availability failures within 4 hours 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: • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% The Provider has a duty to ensure that the online payment system uptime, expressed as a percentage of the total number of hours of online payment system uptime due. The Service Provider will provide the relevant data to support measurement of the PI. The Normal Provider has a duty to ensure that the online payment system is operational as part of delivering enforcement duties. Compliance against this KPI will be assessed using the following thresholds: • Green = 100% • Amber = 99.5% - 99.9% • Red = <99.4% The Provider has a duty to ensure that the online payment system availability failures were not ensure that the online payment system is operational as part of support measurement of the PI.

resolved within agreed timescales	of instances of online payment system failures.		Failure to resolve availability failures within 4 hours 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: • 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%	The specification sets out the agreed timescales for the Service Provider's response to the Authority's requests for resolution. 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: • 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 contraventio ns	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: • 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%	The Provider has a duty to ensure that software is operational as part of delivering enforcement duties. Failure to resolve availability failures within 4 hours during core hours. This relates to core hours of 07:00 to 20:00 Compliance against this KPI will be assessed using the following thresholds: • 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	The number of hours of	100%	The Provider has a duty to	The Service Provider	Monthly
hardware solution	hardware solution uptime,		ensure that the hardware	will provide the	
system "uptime"	expressed as a percentage of		solution is operational as part of	relevant data to	
	the total number of hours of		delivering enforcement duties.	support	
	software solution uptime due.			measurement of the	
			Compliance against this KPI will	PI.	
			be assessed using the following		
			thresholds:		
			• Green = 100%		
			• Amber = 99.5% - 99.9%		
			• Red = <99.4%		
Percentage of	The number of instances	100%	The Provider has a duty to	The Service Provider	Monthly
instances where	where hardware availability		ensure that software is	will provide the	
hardware	failures were not resolved		operational as part of delivering	relevant data to	
availability failures	within agreed timescales,		enforcement duties.	support	
are not resolved	expressed as a percentage of			measurement of the	
within agreed	the total number of instances		Failure to resolve availability	PI.	
timescales	of software availability failures.		failures within 1 working day		
			during core hours. This relates		
			to core hours of 07:00 to 20:00		
			Compliance against this KPI will		
			be assessed using the following		
			thresholds:		
			• Green = 100%		
			• Amber = 99.5% - 99.9%		
			• Red = <99.4%		
Percentage of	The number of requests for	100%	The specification sets out the	The Service Provider	Monthly
Authority requests	resolution made by the		agreed timescales for the	will provide the	
for resolution	Authority to the Service		Service Provider's response to	relevant data to	
responded to within	Provider that are responded to		the Authority's requests for	support	
agreed timescales	within agreed timescales,		resolution.	measurement of the	
	expressed as a percentage of			PI.	

the total number of request	Failure to comply with a request
for resolution made by the	from The Authority within 3
Authority to the Service	working days during core hours.
Provider.	This relates to core hours of
	08:00 to 17:00
	Compliance against this KPI will
	be assessed using the following
	thresholds:
	• Green = 100%
	• Amber = 95% - 99.9%
	• Red = <94.9%

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%	The KPI will be considered met if the Service Provider provides deployment as detailed in their 12week Deployment Plan, including: • The number of deployed hours are met;	The Service Provider will self-monitor and provide the Authority with a report to verify details.	Monthly

				 The proposed shift patterns met, including location deployment. The deployment method proposed met. Compliance against this KPI will be assessed using the following thresholds: 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	The Authority will monitor the total volume of complaints about CEO conduct received each month. Compliance against this KPI will be assessed using the following thresholds: Green = 0 Amber = 0.1-1 Red = >1.1	The Service Provider provides the Authority with copies of all complaints and responses. The Authority verifies that all responses are sent on time and to the agreed standard.	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

Compliance against this KPI will be assessed using the following thresholds:
 Green = 0 - 0.8% Amber = 0.81 -1% Red = >1.1%

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
Environment al 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: 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%	The Provider has a duty to ensure that software is operational as part of delivering enforcement duties.	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly

			Failure to resolve availability failures within 4 hours 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: • 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%	The Provider has a duty to ensure that the online payment system is operational as part of delivering enforcement duties. Compliance against this KPI will be assessed using the following thresholds: • 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%	The Provider has a duty to ensure that the online payment system is operational as part of delivering enforcement duties.	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 the total number of requests for resolution made by the Authority to the Service Provider.	100%	Failure to resolve availability failures within 4 hours 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: Green = 100% Amber = 99.5% - 99.9% Red = <99.4% The specification sets out the agreed timescales for the Service Provider's response to the Authority's requests for resolution. 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: Green = 100% Amber = 95% - 99.9% Red = <94.9%	The Service Provider will provide the relevant data to support measurement of the PI.	Monthly
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