

## Appendix 1: Key performance indicator summary - parking and traffic enforcement and associated services contract

KPI No.	Nature of key performance indicator	KPI Threshold Required	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
<b>KPI 1 - Effective Parking Management</b>			Yes	Yes	Yes	No	No	No	No	No	Yes	Yes
a	Number of CEOs deployed as per contractual requirement	100.00%	100.00%	100.00%	98.40%	98.29%	99.44%	97.22%	83.88%	97.81%	100.00%	100.00%
b	Number of CEO employed	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
c	Number of PCNs cancelled as a result of CEO errors on street - Cancelled as spoils or retrieved by supervisor	1.0% or less	0.33%	0.30%	0.40%	0.40%	0.51%	0.30%	0.40%	0.49%	1.04%	0.96%
d	Number of PCNs cancelled as a result of CEO errors on street - identified at challenge stage	1.0% or less	0.09%	0.09%	0.05%	0.19%	0.11%	0.10%	0.10%	0.09%	0.34%	TBC
e	Compliance with parking restrictions	92.00%	99.30%	99.30%	99.30%	98.66%	98.43%	99.07%	98.72%	98.95%	99.14%	100.00%
f	Abandoned Vehicles Service	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>KPI 2 – Effective remittance of the Council Income</b>			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
a	All income to be banked on the following working day	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b	All income reports to be received with reconciled income from the previous week no more than 3 working days from the end of the week	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
c	All income to be transferred to the council no later than 5 working days from the end of the last completed week	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>KPI 3 - Effective Notice Processing</b>			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
a	Correctly scanning all incoming correspondence within 24 hrs of receipt	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b	VQ4 requests, 1st, 2nd and 3rd within 50 days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
c	Issuing of Debt Registration within 110 days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
d	Issuing of Warrant of control within 150 days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
e	Monthly Reports - That all of the reports within specified time scales	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>KPI 4 - Processing of Parking Suspension</b>			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
a	Parking suspension to be implemented on time, resident bays 5 days all others at least 2 days prior	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b	Suspension boards removed after the completion of a suspension, within 2 working days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>KPI 5 - IT Service</b>			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
a	Degree to which the IT system performs efficiently and in accordance with the specification. - APCOA will not take responsibility or be penalised for the slow running of the system when it is not within their control. i.e. Internet Network Issues	99.00%	99.02%	99.02%	99.02%	99.90%	99.76%	99.67%	99.90%	99.00%	99.74%	99.02%
<b>KPI 6 - Siemens CCTV unattended cameras</b>			Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
a	Camera installation	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b	Camera relocation	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
c	Quality of captures	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
d	Camera uptime	97.00%	100.00%	95.00%	97.00%	98.25%	98.00%	98.00%	95.74%	98.00%	94.00%	98.00%
<b>KPI 7 - PayByPhone and DASH</b>			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
a	Availability of permit system including virtual	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b	Availability of IVR/APP for cashless	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.00%	100.00%	98.00%	98.00%
c	Uptime of vehicle compliance software	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.00%	100.00%	98.00%	98.00%
<b>KPI 8 TES - ANPR and CCTV</b>			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
a	Correct number of vehicles deployed	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b	Software downtime	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
c	CDM updated	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>KPI 9 - FGL Back Office</b>			Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes
a	System downtime	98.50%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b	Additional modules delivered timely	98.50%	100.00%	100.00%	100.00%	90.00%	90.00%	90.00%	100.00%	100.00%	100.00%	90.00%
c	CEO tracking	98.50%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>KPI 10 - Quality of Evidence</b>			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
a	Quality of CEO PCNs - Evidence - Measured: 09.00 - 17.30 Mon - Fri excluding bank holidays and also excludes planned system downtime due to maintenance	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
b	Quality of CCTV PCNs - Evidence	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Key Performance Indicator Levels</b>			2	3	2	1	0	0	0	0	1	0

Passed
Passed but issue identified
Failed