## SCHEDULE 4 KEY PERFORMANCE INDICATORS

CPI   Objective   Measure   Year of Year of Contituous   KPI   Measurement   Measure	Person			A-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1						
KPI   Objective   Measure Target Improvement   KPI   Continuous   KPI   Measure Target Improvement   KPI   Measurement   Measu				Tertum eastassid week			On-Street	Core Service Area		
Measure   Meas				Quality		Enforcement Performance		Group		
Measure Target Target Improvement KPI Measurement Daily Monthly Quarterly Monthly deployment of plants against arget Individual Service Provider of Six Actual daily deployment deployment deployment of thour against target Individual of Service Provider of Service Pr	Public complaints (upheld)	CEO errors	Training Plan	Staff	Compliance	CEO activity level	Actual deployed hours	전		
Seurice Target Contituous KPI Measurement Target Improvement KPI Measurement Children Measurement KPI Measurement Norman Ves Service Provider X X Counthly Monthly Mon	Upheld complaints will not exceed the agreed number per period	Quality PCNs	Evidence of training and development needs being addressed	Staff with a minimum of six month's experience	Minimum compliance levels are met	Efficiency in deployed resource	100% deployment as per deployment plan	Objective		
Yes vo Yes Council Responsibility Continuous KPI Responsibility for Daily Monthly Quarterly Monthly  No Yes Service Provider X  Yes Ves Council X  Yes Ves Council X  Yes No Council X  Yes Ves Council X  Yes Yes Council X	Count of complaints upheld	% error PCNs of all PCNs	Relevance of training and development in the measurement period	% of experienced staff of all staff	Actual compliance against target compliance	PCN issue rate by deployed hour	Actual daily deployment against planned daily deployment	Measure		
Critical Responsibility Measurement for Daily Monthly Quarterly Monthly Yes Service Provider X  No Service Provider X  Yes Council X	N	3%	100%	80%	To be applied from month 7	± ω	%001	Year 1 Target		
Responsibility for for Measurement Daily Monthly Quarterly Monthly Service Provider X  Service Provider X  Council X  Council X  X  X  X  X  X  Council X  X  X  X	Yes	Yes	No	No	Yes	Yes	No	Year on Year Continuous Improvement		
Meas ure ment Freq Six X X X X X X X X X X X X X	No	Yes	No	No	Yes	No	Yes	Critical KPI		
Monthly Quarterly Monthly  X  X  X  X  X  X  X  X	Council	Council	Service Provider	Service Provider	Council	Service Provider	Service Provider	Responsibility for Measurement		
Quarterly Monthly					×			Meas		
Quarterly Monthly		×	×	×		×	×	u r e Monthly		
Six Monthly	×							THE PERSON NAMED AND ADDRESS OF THE PERSON NAMED AND ADDRESS O		
Annually					×					
			,					uency		

			Marine Ma			T		*	T
		9	- Section of		CCTV				Core Service Area
	Quality		Enforcement Performance			Management information and routine reporting			Group
CEO errors	Training Plan	Staff Retention	Compliance	CEO activity level	Actual Deployment	Reporting	Customer Service	PCN Image Quality	ΚĐ
Quality PCNs	Evidence of training and development needs being addressed	Staff with a minimum of six month/s experience	Minimum compilance levels are met	Efficiency in deployed resource	100% deployment as per deployment plan	Timeliness, completeness, and accuracy of reports	Minhnum customer service standards are met	Quality images to support PCN issue	Objective
% error PCNs of all PCNs	Relevance to the measurement period	% minimum of experienced staff of all	Actual compliance against target compliance	PCN issue rate by deployed hour	Actual deployment against planned deployment	All required reports are complete and submitted by deadline	Mystery shopping score against pre-defined criteria and scoring	% compliance to photo protocol	Weasure
3%	100%	80%	80%	2.5	100%	100%	90%	95%	Year 1 Target
Yes	No	No	Yes	Yes	No	No	Yes	Yes	Year on Year Continuous Improvement
Yes	No	20	Yes	No	Yes	Yes	N <sub>0</sub>	Yes	Critical KPI
Service Pravider	Service Provider	Service Provider	Council	Service Provider	Service Provider	Council	Council	Council ,	Responsibility for Measurement
	POSSONIA SONO POR SON					×			Me as Daily
×	×	×		×	×	×		×	Monthly
						×			m e n t Quarterly
			×			×	×		Six Monthly
						×	T design		u e n c y

The state of the s

The state of the s

L. L. Commonwell

te Major

## **Explanatory Notes**

**Actual Deployed Hours** 

The Service Provider is required to fulfill the requirements outlined in the deployment plan which shall be provided after Contract award. Definitions of what constitutes 'deployed' in the various Services are outlined in the Specification. The deployment requirements are daily requirements that will be measured monthly. In the first year of the Contract, the expectation is that 100% of daily deployment requirements will be met on at least 28 of the days in any one month.

**CEO Activity Level** 

An on-going dialogue will be in place between the Service Provider and the Council that involves discussion, analysis and review of the relationship between deployment hours, patterns and frequencies with trends in compliance to parking and traffic regulations. The Service Provider has a degree of freedom in which allocated resources may be focused and this KPI is intended to be a measure of the Service Provider's efficiency in managing the allocated resources for carrying out enforcement by PCN issue. The Council will refer to activity reports based on data provided by the Service Provider to analyse and verify performance statistics. PCN issue rates per deployed hour must be achieved or exceeded to have met this KPI.

## **CEO Errors**

For avoidance of doubt, an on-street CEO error would arise in (but would not be limited to) the following circumstances:

 Incorrect recording of factual information (e.g., street name, street location, VRM, tax disc number), including circumstances where the information recorded in the HHCT contradicts information recorded in the pocketbook

 An incorrect issue of a PCN, i.e., where the PCN has been issued contrary to instructions issued by the Council

A failure to adequately record primary and secondary PCN information in the pocketbook and/or HHCT, as appropriate. e.g., information such as the contravention code, destination of notice, PCN number, distance to the timeplate and time-plate information, conversation with a driver, details of parking documents on display, etc)

Illegible handwriting

 A PCN is issued in a location where enforcement is not permitted (e.g., in a borough other than LBC, in a private street, in a location designated for CCTV enforcement, or where the lines and/or signs are inadequate)

 A failure to provide the appropriate digital images of the vehicle and contravention, or a failure to adequately document the reason for an absence of digital images within the case records

A failure to provide a sufficiently accurate diagram to support the issue of PCN codes 24, 26, 62, and 99 (and any other codes as instructed by the Council)

A failure for the PCN to be uploaded into the Council's PCN processing software

An incorrect use of abbreviations

 Where an additional PCN(s) has been issued on the same day to an unmoved vehicle

The issue of a PCN in a location monitored by CCTV enforcement operators

A failure to void a PCN as appropriate

 Any other circumstances that clearly constitute poor judgement on the part of the CEO in deciding to issue a PCN

Evidence relating to the issue of that PCN is marked with 'void'.

A CCTV CEO error would arise in (but would not be limited to) the following circumstances: