

**SCHEDULE 4  
KEY PERFORMANCE INDICATORS**

Core Service Area	Group	KPI	Objective	Measure	Year 1 Target	Year on Year Continuous Improvement	Critical KPI	Responsibility for Measurement	Meas	ure	ment	Freq	uancy											
									Daily	Monthly	Quarterly	Six Monthly	Annually											
On-Street	Enforcement Performance	Actual deployed hours	100% deployment as per deployment plan	Actual daily deployment against planned daily deployment	100%	No	Yes	Service Provider		X														
		CEO activity level	Efficiency in deployed resource	PCN issue rate by deployed hour	1.3	Yes	No	Service Provider		X														
		Compliance levels	Minimum compliance levels are met	Actual compliance against target compliance	To be applied from month 7	Yes	Yes	Council				X												
		Staff Retention	Staff with a minimum of six month's experience	% of experienced staff of all staff	80%	No	No	Service Provider		X														
Quality	Training Plan	Evidence of training and development needs being addressed	Relevance of training and development in the measurement period	100%	No	No	Service Provider			X														
														CEO errors	Quality PCNs	% error PCNs of all PCNs	3%	Yes	Yes	Council		X		
														Public complaints (upheld)	Upheld complaints will not exceed the agreed number per period	Count of complaints upheld	2	Yes	No	Council			X	

Core Service Area	Group	KPI	Objective	Measure	Year 1 Target	Year on Year Continuous Improvement	Critical KPI	Responsibility for Measurement	Measure		Frequency	
									Daily	Monthly		
CCTV	Management Information and routine reporting	Reporting	Timeliness, completeness, and accuracy of reports	All required reports are complete and submitted by deadline	100%	No	Yes	Council	X	X	X	X
		Actual Deployment	100% deployment as per deployment plan	Actual deployment against planned deployment	100%	No	Yes	Service Provider		X		
	Enforcement Performance	CEO activity level	Efficiency in deployed resource	PCN Issue rate by deployed hour	2.5	Yes	No	Service Provider		X		
		Compliance levels	Minimum compliance levels are met	Actual compliance against target compliance	80%	Yes	Yes	Council			X	
		Staff Retention	Staff with a minimum of six months experience	% minimum of experienced staff of all staff	80%	No	No	Service Provider		X		
	Quality	Training Plan	Evidence of training and development needs being addressed	Relevance to the measurement period	100%	No	No	Service Provider		X		
		CEO errors	Quality PCNs	% error PCNs of all PCNs	3%	Yes	Yes	Service Provider		X		

## 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 time-plate 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: