

The Contractor is required to submit a detailed schedule setting out the proposals to ensure that these criteria are sustained.

- 3 However, it is proposed that the Contractor and the Client's parking management staff will adopt a pro-active role in monitoring the on- and off-street enforcement and it will be necessary to amend the patrolling durations and frequencies over time. Any such amendments will be subject to discussion and consultation between the Contractor and the Authorised Officer at the monthly monitoring meetings. Any amendments required will be confirmed by the Authorised Officer by issue of a Service Instruction.

Durations of Patrolling

- 1 Patrolling within CPZs shall continue throughout the period of control relevant to each respective CPZ.
- 2 Patrolling within the CEA/SEA generally shall continue throughout the period 07.00hrs through to 19.00hrs, Monday to Saturday inclusive.
- 3 Outside the hours stated above the Contractor may be required to carry out special patrols for particular tasks as instructed by the Authorised Officer.
- 4 Overnight patrols will be carried out by the MPU.

PCN Issue Rates

- 1 The level of PCN issue is considered to be the product of staff deployment levels and typical productivity levels.
- 2 In the current circumstances the council initially expects the overall valid PCN issue level to be 110,000 per annum + 100,000 CCTV PCN issues. The Council is aware that the ability to issue these levels may reduce as compliance improves or increase as new zones r restrictions are implemented. The Council will consult the Contractor on any changes to these levels but reserves the right to change these levels at its sole discretion at any time by means of issuing a Service Instruction.
- 3 The above is to be used as a basis for calculating the monthly deployment levels to meet the PCN production levels above together with the need to meet patrolling requirements and maintaining the balance of supervisory staff to supervised staff. The details are to be set out in the Monthly Enforcement Plan, taking account of month lengths, no. of weekends, seasonal factors etc. The average individual productivity level is expected to improve through an improved level of training, supervision and management.
- 4 Performance will be checked daily and payment reductions according to the Schedule of Rates will be imposed if the monthly figures show the deployment levels have fallen below the defined thresholds.