

## Appendix 2 – Contract Key Performance Indicators

ID	KPI	GREEN	AMBER	RED	Comments	RAG	RAG	RAG
KPI 1	Deployment levels <i>Staff deployed as per levels specified or any subsequent amendments</i>	<100% - 97%	<96.99% - 93%	<92.99%	101.16% deployment	Green	Green	Green
KPI 2	Continuous Service Provision by the Contractor (all Contractor provider ICT systems) <i>Availability - All elements of the Contractor provided ICT systems must have 99% availability 24/7 Where system outages are experienced, the Contractor must contact the LBH within 30 minutes. The Contractor will rectify the problem in a timely manner as detailed in the Specification.</i>	99%> of all system outages are rectified within 1 hour.	85% - 98.9% of all system outages are rectified within 4 hours.	<85%	No major HHCT issues	Green	Green	Green
KPI 3	Error with On-Street and Off-Street PCN's (excluding CCTV) are to be accurate and complete. <i>Inaccurate PCN's cancelled due to error by Contractor's staff or error with Contractor's equipment/systems</i> <i>(Newly qualified CEO's will be exempt for a period of 2 calendar weeks after their on-street supervision period is complete.)</i>	<1% Per month	< 2% – 1.01% Per month	>2.01% Per month	CEO Errors for September 2024: 25 errors (after APCOA challenges) out of 5,706 PCNs issued, this is 0.44%	Green	Green	Green
KPI 4	CCTV PCNs (footage captured by unattended CCTV enforcement unit but reviewed, checked, and issued by CEO). PCN's are to be accurate and complete and uploaded as specified. <i>Inaccurate PCN's cancelled due to error by Contractor's staff or error with Contractor's equipment/systems.</i>	<1% Per month	< 2% – 1.01% Per month	>2.01% Per month	All captured and processed	Green	Green	Green
KPI 5	Response to Enforcement Action Requests from LBH or Members of the Public. <i>The Contractor will be expected to action enforcement and information requests within 30 minutes of receiving such requests. Requests where an Officer will need to attend must be actioned within 2 hours of receiving the request.</i>	<1% Per month	< 2% – 1.01% Per month	>2.01% Per month	Average Enforcement response time for the month was 00:37:27	Green	Green	Green
KPI 6	Adherence to uniform policy <i>The Contractor is to ensure that all CEOs are dressed in accordance with the agreed uniform standards.</i>	100% per month	<100% - 75.01% per month	<75% per month	No uniform issues	Green	Green	Green

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KPI 7	<p>Complaints: All complaints relating to enforcement, a lack of enforcement or conduct must be investigated by the Contractor and feedback provided to the Council.</p> <p><i>A written report of the findings must be provided to the Council with any supporting evidence, within 5 working days of being received.</i></p> <p><i>In the event of a staff complaint, if additional time is required to completed staff management processes then a written update must be provided within 5 working days and, thereafter, every 5 working days until complete.</i></p>	100%	<100% - 75.01% per month	<75% Per month	All complaints responded	Green	Green	Green
KPI 8	<p>Timely, accurate and complete performance reports must be submitted monthly to Parking Services. The report should be submitted within 5 working days of the scheduled Contract Review meeting.</p> <p><i>The monthly report must contain the details in Appendix A3</i></p>	Within 5 working days of meeting	Within 3 working days of meeting	Less than 1 working day	Achieved	Green	Green	Green
KPI 9	<p>Equipment Checks and deployment of equipment</p> <p><i>Each staff member must be provided with the specified equipment (e.g., HHCT, printer, voice communication system and digital recording system and it must be fit for purpose and correctly calibrated where applicable.</i></p> <p><i>Evidence of the appropriate checks to be provided to the Council immediately upon request</i></p>	100%	>97.5% - 99.9%	<97.5%	99.2% of BWC recordings	Green	Green	Green
KPI 10	<p>Continuous Service Provision by the Contractor (vehicles)</p> <p><i>Vehicles deployed as per levels specified in Appendix A2 or any subsequent amendments</i></p>	<100% - 97%	<96.99% - 93%	<92.99%		Green	Green	Green
KPI 11	<p>Incident Witness Reporting</p> <p><i>The Contractor must ensure that CEOs complete an Incident Report/Witness Statement for any Health &amp; Safety incident and/or altercation (which is reported as a code Red or Yellow incident) by the end of their days shift in which the incident took place. The report must be e-mailed to Parking Services within 1 working day of the incident or altercation occurring.</i></p>	100%	<100% - 75.01% per month	<75% Per month	<p>No alerts from APCOA QM.</p> <p>CM emailed incidents to Parking Services within 1 working day</p>	Green	Green	Green