

Appendix Two - Parking Enforcement Performance Indicators

Below is a review of the Parking Enforcement Performance Indicators for the Parking Services Contractor, APCOA. The information below is for Year 2 of the Contract for April to December 2018.

PK1	Processing of all Regulation 9 CEO issued PCNs and Warning Notices. To be processed and uploaded onto the ICT system with associated photographs, BWV within 24 hours of issue.	Each 1% below = 1 event on the Master KPI Table	25
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PK1 - This KPI is to ensure that all Penalty Charge Notices (PCNs) that are issued by the CEOs are transferred onto the system within 24 hours of the PCNs being issued. This is to allow for a better service to the motorist as they will be able to appeal or pay their PCN immediately.

When a PCN has been issued the basic information will be transferred over to the parking back office system, all further information like the digital images and CEO comments will be transferred over the next morning.

The above is an automatic process; therefore, it is extremely unusual for this KPI to be triggered. There has been one occurrence where 114 cases were not transferred onto the system within 24 hours..

PK2	CCTV notice Processing (PCN and Warning Notices included). 100% of CCTV footage must be reviewed and PCNs entered and processed onto the notice processing system within three working days of the contravention being recorded, including uploading of evidence onto the public-facing module of the IT system. This will be measured using the daily log sheet recorded by the CCTV Operatives.	Each 1% below = 1 event on the Master KPI Table	25
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PK2 - This KPI is to ensure that all (PCNs) that are issued by CCTV are transferred onto the system within 3 working days of the PCNs being issued. As these PCNs are sent via the post, the legislation only allows 28 days to get the first notice to the customer, therefore the quicker the case is uploaded on to the system, the more opportunity we have to tracing the registered keeper of the vehicle via the DVLA.

There has been no defaults triggered on this KPI this contract year.

PK3	<p>Civil Enforcement Error For the purposes of assessing performance this will include: CEOs error which have been cancelled as part of a client processing procedures (Voids & Spoilt are not included in this KPI); Insufficient or poor quality evidence, notes, photographs etc. Incorrect information on PCN e.g. Incorrect contravention code, incorrect street etc., PCNs issued in error i.e. driver complied with rules and regulations; Failure to follow Enforcement Guidelines e.g. observation times; Other errors originating with the CEO that results in a cancelled PCN, which should have been rectified by Service providers, not including Performance Related Reductions.</p>	Each error = 1 event on Master KPI Table	25
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PK3 - If a CEO issues a PCN incorrectly, the case will be cancelled as a CEO error and a default of £25.00 will apply to each case.

Within year 2 of the contract, there has been 685 cases cancelled as a CEO error, this is an average of 76 each month.

PK4	<p>Minimum Deployment level on a given day Measured against the method statement provided or agreement throughout the contract.</p>	1 person under minimum deployment levels = 1 event on Master KPI Table	250
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PK4 - This KPI is ensuring APCOA has the minimum deployment levels on street every day. The minimum CEOs they should have on street is 18 Monday – Friday, 17 on a Saturday and 4 on a Sunday.

APCOA have been defaulted on this KPI once in this contract year.

PK5	<p>Deployed Hours (Civil Enforcement Officers on Street only) - (not linked to actual CEOs) Measured against the method statement provided or agreement throughout the contract. Permitted variation to planned hours</p>	For each 1 x hour over the minimum 5% = 1 event on
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	Hours Met/Not Met. (up to - 5% and +10% each month. Up to end of March per annum 100% must be achieved).	the Master KPI Table
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PK5 - This KPI is to ensure that APCOA meets the agreed amount of hours deployed in every month. This figure changes monthly as it takes in to consideration how many weekends and bank holidays are within the month. This figure is agreed at the beginning of the contract year.

APCOA have not been defaulted for this KPI in this contract year.

It should be noted that the specification allows for a permitted variance in these hours each month. The variance is for 5% under and 10% over the agreed hours each month. At the end of the contract year, the hours have to be met and any hour missing will be defaulted the £25 per hour.

Although no defaults have been triggered so far, it is predicted that if APCOA continue to deploy at the same rate, there will be minimal default for the annual hours due in March 2019.

PK6	Number of CEOs deployed per day Measured against the method statement provided or agreement throughout the contract.	1 CEO/Shift under minimum deployment levels = 1 event on Master KPI Table
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PK6 - This KPI is ensuring that APCOA has the average deployment levels on street every day. The average number of CEOs they should have on street is 21 Monday – Friday, 20 on a Saturday and 6 on a Sunday.

APCOA have been defaulted once on this KPI in this contract year, this was in one month where they were 11 CEOs under the agreed amount.

PK7	Compliance rate The compliance rate will be monitored by client officers observing vehicles in the defined areas to assess if adequate enforcement coverage is being achieved. Failure to address non-compliance of parking regulations will result in a failure to meet this KPI.	Each event of inadequate enforcement occurs will result in 1 event on the Master KPI table
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PK7 - This KPI is to ensure compliance of the parking restrictions is achieved around the borough. This KPI has been monitored by a mystery shopper approach where a council officer has parked within a restriction to see if a CEO attends to their vehicle. This approach works out rather timely and does mean that only a small amount of resources can monitor a small part of the borough.

Due to the above, it has been agreed that in order to focus on compliance around the borough; this KPI will be changed for a trial period of 6 months. The KPI will be split into 2, starting in February 2019 and will be jointly reviewed in September 2019.

The first KPI will be monitoring the car parks compliance by focusing around a daily visit to each car park Monday to Saturday. The KPI measure will be for 95% of all carparks to be visited every day, after each 1% would result in a £50 default.

The second KPI will be monitoring the on street compliance. A report will be issued detailing the number of visits and PCNs issued around the borough. The Council and APCOA will agree a set of 15 target streets that need to be visited more over the following 2 months. This would not remove the need for the rest of the borough to be enforced also but will help to concentrate the deployment in areas where there may be a potential problem.

Compliance reports will be run to ensure the 15 target streets will be enforced daily as well as the rest of the borough.

The KPI measure will be for 95% attendance to these streets Monday to Saturday. After each 1% would result in a £50 default.

PK8	Urgent enforcement requests Service providers must attend requests within times set in the table set out in 'Bromley Expected Compliance Levels'.	Each 1% under 100% will result in 1 event on the Master KPI table
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The above KPI is to monitor APCOA responding to the public enforcement requests. As detailed in the main report, this on line service has become increasingly popular and has increased by 132% in the last 3 years. The KPI currently instructs APCOA to attend every enforcement request within 30 minutes to 2 hours depending on the time of day and the area of the borough.

APCOA have been defaulted on this every month of this contract year, there has been 63 occasions where APCOA have not met this KPI.

Summary

In summary, the enforcement element of this contract has resulted in 73.75% of all defaults issued throughout the contract year.

It has been agreed that some KPIs may need amending to suit the changes in the service and a review of this will take place over 2019.

Continual joined up working will take place between the managers of Parking Services and APCOA to ensure that they service is being as efficient as possible, achieving both compliance of the parking restrictions and where necessary a PCN being issued to those vehicles who are contravening.