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**The London Authorities of Bromley and Bexley  
Parking Services**

**Bromley  
KPIs Schedule**

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## Contents

GENERAL PROVISION .....	3
HEALTH AND SAFETY MATTERS .....	4
ENFORCEMENT AND ASSOCIATED SERVICES .....	5
SUSPENSION AND DISPENSATION MANAGEMENT .....	7
MSCP MAINTANENCE (non Structural) .....	7
SURFACE AND CAR PARK MAINTENENCE .....	7
CLEANING AND MSCP SPECIFICATION .....	8
SIGNS AND LINE MAINTENENCE .....	9
CASH COLLECTION SERVICE .....	9
KIOSK STAFF FOR MULTISTORY CAR PARK.....	11
ASSET MANAGEMENT.....	11
CASHLESS PARKING SOLUTION.....	12
CIVIL ENFORCEMENT SYSTEM.....	13
PERMITS SYSTEM .....	15
BUSINESS PROCESS SOLUTION .....	16
PERMIT PROCESSING ADMINISTRATION .....	19
ENFORCEMENT AGENTS .....	19
FPN KPIs.....	20
CASH COUNTING AND BANKING SERVICE.....	22
EXPLANATION OF PERFORMANCE RELATED REDUCTION/DEFAULT NOTICES TO TERMINATIONS .....	23

## GENERAL PROVISION

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
GP1	Training standards as set out in method statement	Each failure to achieve standards set out = 1 event in KPI table	£100
GP2	Payments as set out in specification and method statements to be processed and received into respective accounts within agreed time tables	For each working day after target date payment is not made = 1 event on the Master KPI Table	£250
GP3	<p>Compliance with PCI regulations and financial standards. i.e. Failure to re-register for PCI compliance will equal a failure. Adequate action must be made to rectify in agreement with the authority, or further KPI failings may result.</p> <p>The Service Provider will also be liable for any expenses incurred by the authority which are attributed to the Service Provider not complying with PCI regulations.</p>	For each occasion a service does not adhere to this KPI = 1 event on the Master KPI Table	£500+ expenses incurred by the Authority
GP4	Unacceptable behaviour or customer service in any service area of this contract will result in a failure to meet this KPI. The decision of unacceptable conduct will be at the sole decision of the Authorities.	For each occasion a service does not adhere to this KPI = 1 event on the Master KPI Table	£100

## HEALTH AND SAFETY MATTERS

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
H&S 1	<b>Health &amp; Safety (General Adherence to Policies)</b> Adhere to all Health & Safety matters. E.g. fire certificate, appropriate training, etc.	Each failure = 1 event of the Master KPI Table	£250
H&S 2	<b>Health &amp; Safety (Make good, low risk)</b> Make good and repair all Health & Safety matters within 48 hours.	Each failure = 1 event of the Master KPI Table	£250
H&S 3	<b>Health &amp; Safety (Make good, HIGH risk)</b> Report and make safe or repair any matters of any Health & Safety in which a member of the public may be at risk, within 4 hours  For each subsequent 4 hours the repair is not completed or made safe, it will be recorded as an additional event on the Master KPI Table	Each failure = 1 event of the Master KPI Table	£250
H&S 4	<b>Health &amp; Safety (Reporting)</b> Failure to report a safety issue which reasonably should have been observed and was brought to the Authorities attention by a member of the public or the Authorities own inspection	Each failure = 1 event of the Master KPI Table	£250

## ENFORCEMENT AND ASSOCIATED SERVICES

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
Enf. 1	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
Enf. 2	<b>CCTV notice Processing</b> (PCN and Warning Notices included).  100% of CCTV footage must be reviewed and PCN's 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
Enf. 3	<b>Civil Enforcement Error.</b> For the purposes of assessing performance, CEOs error which have been cancelled as part of a client processing procedures. Voids & Spoilt are not included in this KPI  <ul style="list-style-type: none"> <li>Insufficient or poor quality evidence, notes, photographs etc.</li> <li>Incorrect information on PCN e.g. Incorrect contravention code, incorrect street etc.,</li> <li>PCNs issued in error i.e. driver complied with rules and regulations</li> <li>Failure to follow Enforcement Guidelines e.g. observation times,</li> <li>Other errors originating with the CEO that results in a cancelled PCN, which should have been rectified by the Service Provider not including performance Related reductions</li> </ul>	Each error = 1 event on Master KPI Table	£25
Enf. 4	<b>Minimum Deployment level on a given day</b> Measured against the method statement provided or agreement throughout the contract.	1 person under minimum deployment levels = 1 event on Master KPI Table	£250

Enf. 5	<p><b>Deployed Hours</b> (CEOs on Street only) – (not linked to actual CEOs) Measured against the method statement provided or agreement throughout the contract.</p> <p><b>Permitted variation to planned hours</b> Hours Met/Not Met. (up to - 5% and +10% each month. Up to end of March per annum 100% must be achieved).</p>	For each 1 x hour over the minimum 5% = 1 event on the Master KPI Table	£25 per hour
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Enf. 6	<p><b>Number of CEOS deployed per day</b></p> <p>Measured against the method statement provided or agreement throughout the contract.</p>	1 CEO/Shift under minimum deployment levels = 1 event on Master KPI Table	£250
Enf. 6	<b>Deployed hours</b>	Worked calculation set out in pricing schedule.	As per pricing schedule.
Enf. 7	<p><b>Compliance rate</b></p> <p>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.</p>	Each event of inadequate enforcement occurs will result in 1 event on the master KPI table	£50
Enf. 8	<p>Urgent enforcement requests.</p> <p>The Service Provider must attend requests within times set in the table set out in 4.11.2.</p>	Each 1% under 100% will result in 1 occasion /instants on the master	£50
Enf. 9	<p>BWV quantity.</p> <p>95% of PCNs must have body worn video unless the Service Provider has highlighted a problem in advance. i.e. 100 PCNs issued and 10 of those do not have any BWV Video. This would result in 5 individual failures.</p>	Each 1% under will result in 1 occasion/instants on the master	£50
Enf. 10	<p>Quality BWV Video.</p> <p>This KPI will be measured by random sampling up to 100 body worn video checks in any monthly period, and the percentage of checks where the standard of body worn video has fallen below the satisfactory level cannot be lower than 95% at any time throughout the contract term. The Authorised Officer will have the final decision on what constitutes a pass or fail.</p>	Each 1% under will result in 1 occasion/instants on the master	£25

## SUSPENSION AND DISPENSATION MANAGEMENT

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
S&D 1	The Service Provider must erect applicable signage no later than 3 working days before the suspension is due to commence or within 24 hours, if notified later.	Each failure = 1 event on the Master KPI Table	£50
S&D 2	The Service Provider must take down all signage within 24 hour of the end of suspension	Each failure = 1 event on the Master KPI Table	£50
S&D 3	Digital images of the erected signage shall be taken and sent to the Authorities on the day the signs were erected.	Each failure = 1 event on the Master KPI Table	£50

## MSCP MAINTENANCE (Non Structural)

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
MSCP1	Replacement of bulbs within 7 days of discovery.	1 failure = 1 event on the Master KPI Table	£25

## SURFACE AND CAR PARK MAINTENENCE

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Perform ance related reducti ons
CP_ M1	Potholes and Minor repairs (vehicle movement areas) Including area of the car park. Make good within 1 week of discovery.	Each failure = 1 event of the Master KPI Table	£50
CP_ M2	Potholes and Minor repairs (pedestrian walkways) including the often used area of the car parks, which may result in a trip hazards) and unused area of the car park. Make good within 1 day of discovery.	Each failure = 1 event of the Master KPI Table	£50

## CLEANING AND MSCP SPECIFICATION

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
Clean 1	Graded standards (consistency) All Car Parks to meet Grade A (High Public use area) or B (All other areas) as set out in the specification.	Each inspection resulting in a car park not meeting the standard = 1 event.	£200
Clean 2	<b>Graded Standards (making good)</b> Any area found to be below the standard set in the spec to be rectified 24 hours.	Failure to make good within 24 hours = 1 event on the Master KPI Table	£100
Clean 3	<b>Timing of works</b> Failure to carry out cleaning works outside of busy times, which resulted in an inconvenience being caused to the public without prior approval.	Each failure to meet = 1 event on the Master KPI Table	£100
Clean 4	<b>Graffiti</b> The removal graffiti on all signage, walls and pay and display machines to be undertaken within 5 working days of being reported. Continued failure to meet KPI will result in 1 event on Master KPI Table for every 5 days thereafter.  Racist or offensive graffiti must be removed with 2 working days. Continued failure to meet KPI will result in 1 event on Master KPI Table for every 2 days thereafter.	Each failure to meet = 1 event on the Master KPI Table	£100
Clean 5	<b>Fly Tipping</b> The removal of Fly Tipping and other significant dumping of rubbish to be undertaken within 2 working day of being reported. Continued failure to meet KPI will result in 1 event on Master KPI Table for every 2 days thereafter.	Each failure to meet = 1 event on the Master KPI Table	£100



## SIGNS AND LINE MAINTENANCE

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
S&L 1	<b>Replacement of less common Signs</b> No more than 28 working days from date of reported fault to replace sign. For each 14 days thereafter the sign is not replaced it will be recorded as an additional event.	Each failure to meet = 1 event on the Master KPI Table	£100
S&L 2	<b>Replacement of Common Signs</b> No more than 14 working days from date of reported fault to replace sign. For each 7 days thereafter if the sign is not replaced it will be recorded as an additional event.	Each failure to meet = 1 event on the Master KPI Table	£100
S&L 3	<b>High Priority</b> CPZ & RPZ signs. Replacement 2 working days. For each 2 working days thereafter if the sign is not replaced it will be recorded as an additional event.	Each failure to meet = 1 event on the Master KPI Table	£100
S&L 4	<b>Cleaning and realignment of signs.</b> 10 working days to clean or realign. For each 5 working days thereafter if the sign is not made good it will be recorded as an additional event.  Cleaning and realignment of High Priority signs 24 hours. For each 24 hours thereafter if the sign is not made good it will be recorded as an additional event.	Each failure to meet = 1 event on the Master KPI Table	£50
S&L 5	<b>TSRG</b> 100% adherence to legislative requirements or approval by Local Authority.	Each failure to meet = 1 event on the Master KPI Table	£50
S&L 6	<b>Line refreshing –</b> Within 14 working days. For each 7 days thereafter if the line is not made good it will be recorded as an additional event.	Each failure to meet = 1 event on the Master KPI Table	£100

## CASH COLLECTION SERVICE

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
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CC 1	<p><b>Cash Delivery Times</b> All monies delivered within 24 hours of collection (Monday-Thursday) or within next working day for Friday to Sunday.</p> <p><i>For each 24 hours thereafter if the cash is not delivered it will be recorded as an additional event.</i></p> <p>Each 24 hours thereafter the Performance Related Reduction will be doubled. More than 48 hours = £400 More than 72 hours = £800 More than 96 hours = £1,600 More than 120 hours = £3,200 Etc.</p> <p>Continued failure will invoke termination clauses as set out in the contract.</p>	Each failure to meet the KPI = 1 event in the Master KPI Table	£200
CC 2	<p><b>Reports/Data</b> As set out in specification -</p>	Each failure to meet the KPI = 1 event in the Master KPI Table	£100
CC 3	All faulty P&D machines to be notified to the Authorities within 24 hours.	Each failure to meet the KPI = 1 event in the Master KPI Table	£50
CC 4	<p><b>Emergency collections</b> Made within 24 hours of notification by Authorities.</p>	Each failure to meet the KPI = 1 event in the Master KPI Table	£200
CC 5	<p><b>End of year collection</b> At financial year end all machines to be collected at least once from machines and passed to banking house on 7 days leading up to 31<sup>st</sup> March.</p>	Each failure to meet the KPI = 1 event in the Master KPI Table	£200
CC 6	<p><b>Investigate/reporting of discrepancy</b></p> <p>Investigate discrepancies of greater than £10 between collected amount (audit ticket) and counted/banked amounts, within 14 working days of notification by Counting House of amount banked including a full reconciliation.</p> <p>For each 7 days thereafter if reconciliation if not undertaken (with satisfactory explanations of any discrepancies, it will be recorded as an additional event.</p>	Each failure to meet the KPI = 1 event in the Master KPI Table	£100

## KIOSK STAFF FOR MULTISTORY CAR PARK

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
KM 1	Manning of Kiosk. The kiosk shall be manned in accordance with the specification.	For each 1 hour unattended = 1 event on the Master KPI Table.	£50
KM 2	Failure to be contactable for the remote operation or barrier rises.	For each 1 hour unattended = 1 event on the Master KPI Table.	£50

## ASSET MANAGEMENT

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
AM 1	<p><b>Availability of assets</b>            98% of all machines to be working order between 08:30 and 18:30.            e.g. if only 88% of the machines are working at any one time = 2 x 5% which = 2 events.</p> <p>To record this performance a report shall be run by the Service Provider each morning at 09:00 stating how many machines are non-operational and also record the number of machines which should be optional. At the end of the month the total number of machines should be totalled, then divided by the number of calendar days in that month. That number should then be divided to find the percentage. See example.</p>	Each 5% under will = 1 x event on the Master KPI.	£200
AM 2	<p><b>Repair of assets</b>            Location where if the machine(s) is/are not working and the facility becomes inoperational. 24 hours to make operational.</p>	Each failure = 1 x event on the Master KPI. Each 24 hour period thereafter = 1 x additional event.	£150

AM 3	<b>Repair of assets (Multi machine location)</b> Locations where the facility can remain operational 3 days to make operational	Each failure = 1 x event on the Master KPI. Each 2 day period thereafter = 1 x additional event.	£150
AM 4	<b>Reports</b> Provide monthly usage and income reports for each car park, including by tariff category.	Each failure = 1 x event on the Master KPI.	£100

## CASHLESS PARKING SOLUTION

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
MP 1	<b>Availability</b> All elements of the system must have 99% availability during 24/7, including web pages, apps and pay by phone.	Each 1% under this requirement = 1 x event on the Master KPI.	£250
MP 2	<b>New Zones and tariff changes, etc.</b> To amend errors within 24 hours and create zones and tariffs within 7 days.	Each failure = 1 x event on the Master KPI.	£50
MP 3	Contact Authority with 30 mins of system failure.	Each failure = 1 x event on the Master KPI.	£50
MP 4	<b>Payment of Parking Tariff.</b> All payments to the local authority to be made as set out in the specification. Twice monthly, once on the 16 <sup>th</sup> and another at the month end. Failure to make payment within 7 days thereafter will result in further failure event.  Each 7 days thereafter the Performance Related Reduction will be doubled. More than 7 days = £100 More than 14 days = £200 More than 21 days = £400 More than 28 days = £800 Etc.  Continued failure will invoke termination clauses as set out in the contract.	Each failure to make payment = 1x event on the Master KPI.	£100

## CIVIL ENFORCEMENT SYSTEM

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
CES1	<p>The failure of an automatic progression to run by the following evening (24 hours), after a single failure will be considered a failure to meet this KPI.</p> <p>A failure of the automatic progression to run on:</p> <p>2 consecutive days will equal £300</p> <p>3 consecutive days will equal £600</p> <p>4 consecutive days will equal £900</p> <p>5 consecutive days will equal £1,500</p> <p>7 consecutive days will equal £3,000</p> <p>(Any period longer than stated above will result in Service Provider attend Authorises offices with resolution plan).</p>	Each failure to make payment = 1 x event on the Master KPI	£100
CES 2	<p><b>System Availability</b></p> <p>The service managed by supplier shall have service availability, excluding planned system outage time, of not less than 98.5%. Between 06:00 &amp; 21:00 hrs.</p>	Each 1% under will = 1 x event on the Master KPI	£2,000
CES 3	<p><b>Business Critical Impact (2 Hours)</b></p> <p>System Availability, Severe Business disruption – Service Unit unable to operate, critical system failed or severely impaired, Unable to issue PCNs or FPNs or Blue Badge or Permits, Data is severely corrupted, not manually correctable and requiring full restore, all users sites affected. Between 06:00 &amp; 21:00 hrs.</p>	<p>Each failure = 1 x event on the Master KPI.</p> <p>Each 2 hour period thereafter = 1 x additional event</p>	£2,000
CES 4	<p><b>Major Operational Impact 4 Hours</b></p> <p>Unable to progress cases or issue Recovery Documents, User group or Key user unable to operate, or experiencing significant reduction in system performance, Financial Queries by User group or Key user, scanners malfunction/failure, the system hangs indefinitely in use causing highly unacceptable or indefinite delays for resource</p>	<p>Each failure = 1 x event on the Master KPI.</p> <p>Each 4 hour period thereafter = 1 x additional event</p>	£2,000

	<p>or response, duplicate payment files being processed, payment files not being processed.</p> <p>Service Provider shall monitor the progress of all scheduled interface processes, scheduled tasks and outputs, including primary auto progression. In the event of any failure, supplier shall In the situation where the Service Provider has not availed itself of supplier's disaster recovery service and in the event of a request from the Service Provider for a need for restoration of data the supplier will respond to such a request within 2 Support Hours. Between 06:00 &amp; 21:00 hrs.</p>		
CES 5	<p><b>Minor Operational Impact 2 working days</b> Single user unable to operate with no available work around, Queries raised by user group or key user regards to financial reporting, configuration error/software fault causing incorrect operation of a function, missing reports, part of the system is unusable but not preventing users from carrying out their duties. User or user group experiencing problems, but with a work around that does not affect service delivery, test database faults, software errors causing inconvenience, general customer queries and advise. Including adding/removing codes (cancellation/hold etc.) minor adjustments to progression paths, (day to progress to next stage etc.) amendments to templates, (merge fields etc.).</p> <p>A request for information or a problem which does not affect service delivery or user productivity, Escalation management process and effectiveness (Quarterly), Calls outstanding at end of month, approved change requests, request for service team assistance, minor cosmetic bugs, follow up fault investigation</p>	<p>Each failure = 1 x event on the Master KPI. Each 24 hour period thereafter = 1 x additional event</p>	£500
CES6	<p>The contractor must provide reports specifies in appendix 6 within 14 days of the end of the month.</p> <p>A failure to provide the reports for every 7 days thereafter will result in an additional performance related reduction of £250</p>	<p>Each failure to produce reports = 1 x event on the Master KPI</p>	£250

## PERMITS SYSTEM

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
PS 1	<b>Configuration Amendments - 10 Working Days</b> To be responsible for making any necessary changes to the system, in relation to new locations being added to existing zones, any new zones being added to the system or any charge amendments.	Each failure = 1 x event on the Master KPI. Each 2 day period thereafter = 1 x additional event.	£25
PS 2	<b>System Availability</b> The service managed by supplier shall have service availability, excluding planned system outage time, of not less than 98.5%. Between 06:00 & 21:00 hrs.	Each 1% under will = 1 x event on the Master KPI.	£500
PS 3	<b>Business Critical Impact (2 Hours)</b> System Availability, Severe Business disruption – Service Unit unable to operate, critical system failed or severely impaired, Unable to issue PCNs or FPNs or Blue Badge or Permits, Data is severely corrupted, not manually correctable and requiring full restore, all users sites affected. Between 06:00 & 21:00 hrs.	Each failure = 1 x event on the Master KPI. Each 2 hour period thereafter = 1 x additional event.	£500
PS 4	<b>Major Operational Impact 4 Hours</b> Unable to progress cases or issue Recovery Documents, User group or Key user unable to operate, or experiencing significant reduction in system performance, Financial Queries by User group or Key user, scanners malfunction/failure, the system hangs indefinitely in use causing highly unacceptable or indefinite delays for resource or response, duplicate payment files being processed, payment files not being processed.  Supplier shall monitor the progress of all scheduled interface processes, scheduled tasks and outputs, including primary auto progression. In the event of any failure, supplier shall In the situation where the Service Provider has not availed itself of supplier's disaster recovery service and in the event of a request from the Service Provider for a need for restoration of data the supplier will respond to such a request within 2 Support Hours. Between 06:00 & 21:00 hrs.	Each failure = 1 x event on the Master KPI. Each 4 hour period thereafter = 1 x additional event.	£500

## BUSINESS PROCESS SOLUTION

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
BPS 1	Failure to inform the automated progression has failed by 9am	Each failure to make event = 1 x event on the Master KPI.	£50
BPS 2	Stuck Cases Report. To provide on a weekly basis a list of all cases that have not progressed in accordance with the statutory progression.	Each failure to make event = 1 x event on the Master KPI.	£50
BPS 3	Printing, posting and ensuring accuracy of all outgoing post and associated attachments in relations to the PCN process within the statutory deadlines.	Each event = 1 event on the Master KPI table.	£50
BPS 4	Scanning & logging 100% entered on by next working day,	Each 1% under 100% not sent = 1 event on the Master KPI table.	£50
BPS 5	Emails PCN/Permits 95% of emails relating to Challenges or Representations (PCN) and Permit are to be processed on the date of receipt if received before 16:30 hours. The remaining 5% to be completed on the next working day.	Each 1% under 95% not sent = 1 event on the Master KPI table.	£50
BPS 6	Emails (Non PCN) General Parking Enquires are to be replied to within 2 working days.	Each 1% under 95% not sent = 1 event on the Master KPI table.	£50
BPS 7	Reconciliation of all PCN and Permit (inc dispensation/suspension etc.). To provide a daily, weekly, monthly and annual reconciliation statement of all payments received and banked against ICT software and all payment systems, including web, phone and authorities payment files.  100% reconciliation to be achieved and conformation report sent with any differences to the attention of the Authorities by the next working day.	Each occasion failure to provide reports = 1 event on the Master KPI table.	£150
BPS 8	Payment Files including payment files from enforcement agents. 100% of payment files to be completed by the end of same working from when received.  Each 1 day thereafter the Performance Related reduction will be doubled. More than 2 days = £500	Each event = 1 event on the Master KPI table.	£250



	<p>More than 3 days = £1000  More than 4 days = £2000  More than 5 days = £4000  Etc.</p> <p>Continued failure will invoke termination clauses as set out in the contract.</p>		
BPS 9	<p>Cheque processing including Part Payments and Refunds  100% of cheques to be processed by the next working day.</p>	Each 1% under 100% not sent = 1 event on the Master KPI table.	£50
BPS 10	<p>Processing Royal Mail Returns  100% Royal Mail returns to be processed within 10 working.</p>	Each 1% under 100% not sent = 1 event on the Master KPI table.	£50
BPS 11	<p>Processing hardcopy VQ5s  For 100% hard copy VQ5 returns to be processed within 14 days.</p>	Each 1% under 100% not sent = 1 event on the Master KPI table.	£50
BPS 12	<p>DVLA – VQ4 &amp; VQ5s  100% of cases to be sent to the DVLA by next working day and returned DVLA data to be uploaded on day of receipt from the DVLA.</p> <p>2 consecutive days = £50  3 consecutive days = £75  4 consecutive days = £150  5 consecutive days = £500  6 consecutive days = £1000  7 consecutive days = £1500</p> <p>(Any longer will result in Service Provider attending Council offices with resolution plan).</p>	Each file not sent or uploaded = 1 event on the Master KPI table.	£50
BPS 13	<p>London Tribunals (Formally PATAS)) –  100% of footage including CCTV and or BWV to be uploaded onto ICT system within 3 working days of the request.</p>	Each 1% under 100% not sent = 1 event on the Master KPI table.	£50
BPS 14	<p>London Tribunal (formally PATAS) and witness statement – summery packs.  95% within 3 working days from summery being provided. Remaining 5% within statutory deadline date.</p>	Each 1% under 100% not sent = 1 event on the master KPI table.	£50
BPS 15	<p>Processing the Enforcement Agent Return files  100% returned cases to be processed within 14 days of receipt.</p>	Each 1% under 100% not sent = 1 event on the Master KPI table.	£50

BPS 16	<p>Warrants Re-seals.</p> <p>To process all warrant re-seals and holds when received from the Enforcement Agent on to the parking system.</p> <p>95% to be completed within 3 days and remaining 5% to be completed by the end of the 5th working day</p>	Each 1% under 100% not sent = 1 event on the Master KPI table.	£50
BPS 17	<p>Enforcement Agents Returned Warrants –</p> <p>All warrants returned by the Enforcement Agents should be processed onto the ICT system on a weekly basis. 100% of all warrants to be processed within 14 days</p>	Each 1% under 100% not sent = 1 event on the Master KPI table.	£50
BPS 18	<p>Enforcement Agents Resealed Warrants Requests –</p> <p>All weekly reseal request reports from the Enforcement Agents should be reviewed within 2 days of receipt of the report.</p>	Each 1% under 100% not sent = 1 event on the Master KPI table.	£50
BPS 19	<p>Progression of Debt Recovery cases to TEC –</p> <p>Ensure that cases are progressed within timescales of recovery (36 Days after the Charge Certificate has been sent out.)100% of all case to be sent between 36 and 60 days.</p>	For every case not sent = 1 event on the Master KPI Table	£50
BPS 20	<p>Order for Recovery –</p> <p>100% of all Order for Recovery documents must be sent out within 14 days of receiving authorisation from TEC. Failure to adhere will result in an actual loss to the authority, the PCN must be cancelled.</p>	For every case not sent = 1 event on the Master KPI Table	£50
BPS 21	<p>Progression of Warrants to TEC–</p> <p>100% of all cases to be progressed within timescales of recovery (28 to 40 Days after the Order for Recovery has been sent out.)</p>	For every case not sent = 1 event on the Master KPI Table	£50
BPS 22	<p>Warrant of Control –</p> <p>100% of Warrant of Controls must be sent to the Enforcement Agents within 7 days of receiving authorisation from TEC. Failure to adhere will result in an actual loss to the authority, the PCN must be cancelled.</p>	For every case not sent = 1 event on the Master KPI Table	£50
BPS 23	<p><b>Parking Dispensations/Suspensions.</b></p> <p>100% of dispensations and suspensions to be approved or referred to the authorities for decision by end of the 2nd working day after receipt.</p>	Each failure = 1 event on the Master KPI table.	£50

## PERMIT PROCESSING ADMINISTRATION

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
PPA 1	<b>Permit Applications, Reminders &amp; change of vehicles</b> For 100% of all applications & reminders to be processed within 10 working days.	Each failure = 1 x event on the Master KPI.	£25
PPA 2	<b>Scanning hardcopy documents</b> For 100% of all applications & reminders to be processed within 10 working days.	Each failure = 1 x event on the Master KPI.	£25
PPA 3	<b>Refunds permits/ Dispensations/Suspensions</b> For all refunds to be actioned within 5 days.	Each failure = 1 x event on the Master KPI.	£25

## ENFORCEMENT AGENTS

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
EA 1	100% of complaints must be fully dealt with, within 10 days.	For each complaint under = 1 event on the Master KPI Table	£50
EA 2	Adherence to the Audit Procedures	For each occasion, incomplete or inaccurate data sent = 1 event on the Master KPI Table	£500

## FPN KPIs

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
FPNS 1	<b>System Availability</b> The service managed by supplier shall have service availability, excluding planned system outage time, of not less than 98.5%. Between 06:00 & 21:00 hrs.	Each 1% under will = 1 x event on the Master KPI	£250
FPNS 2	<b>Business Critical Impact (2 Hours)</b> System Availability, Severe Business disruption – Service Unit unable to operate, critical system failed or severely impaired, Unable to issue PCNs or FPNs or Blue Badge or Permits, Data is severely corrupted, not manually correctable and requiring full restore, all users sites affected. Between 06:00 & 21:00 hrs.	Each failure = 1 x event on the Master KPI. Each 2 hour period thereafter = 1 x additional event	£250
FPNS 3	<b>Major Operational Impact 4 Hours</b> Unable to progress cases or issue Recovery Documents, User group or Key user unable to operate, or experiencing significant reduction in system performance, Financial Queries by User group or Key user, scanners malfunction/failure, the system hangs indefinitely in use causing highly unacceptable or indefinite delays for resource or response, duplicate payment files being processed, payment files not being processed.  Service Provider shall monitor the progress of all scheduled interface processes, scheduled tasks and outputs, including primary auto progression. In the event of any failure, supplier shall In the situation where the Service Provider has not availed itself of supplier's disaster recovery service and in the event of a request from the Service Provider for a need for restoration of data the supplier will respond to such a request within 2 Support Hours. Between 06:00 & 21:00 hrs.	Each failure = 1 x event on the Master KPI. Each 4 hour period thereafter = 1 x additional event	£250
FPNS 4	<b>Minor Operational Impact 2 working days</b> Single user unable to operate with no available work around, Queries raised by user group or key user regards to financial reporting, configuration error/software fault causing incorrect operation of a function, missing reports, part of the system is unusable but not preventing users from carrying out their duties. User or user group experiencing problems, but	Each failure = 1 x event on the Master KPI. Each 24 hour period thereafter = 1 x additional event	£100

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
	<p>with a work around that does not affect service delivery, test database faults, software errors causing inconvenience, general customer queries and advise. Including adding/removing codes (cancellation/hold etc) minor adjustments to progression paths, (day to progress to next stage etc) amendments to templates, (merge fields etc).</p> <p>A request for information or a problem which does not affect service delivery or user productivity, Escalation management process and effectiveness (Quarterly), Calls outstanding at end of month, approved change requests, request for service team assistance, minor cosmetic bugs, follow up fault investigation</p>		

## CASH COUNTING AND BANKING SERVICE

KPI Item	KPI description	KPI calculations (Same for both Authorities)	Performance related reductions
CB 1	<p><b>Banking of cash</b> For all monies to be counted, transported and banked within 24 hours of receipt in accordance with the specification.</p> <p><i>For each 24 hours thereafter if the cash is not delivered it will be recorded as an additional event.</i></p> <p>Each 24 hours thereafter the performance related reductions will be doubled. More than 48 hours = £400 More than 72 hours = £800 More than 96 hours = £1,600 More than 120 hours = £3,200 Etc.</p> <p>Continued failure will invoke termination clauses as set out in the contract.</p>	Each failure = 1 event in the Master KPI Table	£200
CB 2	<p><b>Reconciliation</b> For all reconciliation and documentation to be completed as set out within the specification and available to the authority within 7 days.</p>	Each failure = 1 event in the Master KPI Table	£50
CB 3	<p><b>Investigate/reporting of discrepancy</b></p> <p>Investigate discrepancies of greater than £10 between collected amount (audit ticket) and counted/banked amounts, within 14 working days of notification by Counting House of amount banked including a full reconciliation.</p> <p>For each 7 days thereafter if reconciliation if not undertaken (with satisfactory explanations of any discrepancies, it will be recorded as an additional event.</p>	Each failure = 1 event in the Master KPI Table	£50

## **EXPLANATION OF PERFORMANCE RELATED REDUCTION/DEFAULT NOTICES TO TERMINATIONS**

### **Monthly**

Depending on the total value of the performance related reduction per month, a possibility of 6 different outcomes can take place:

1. No further action to be taken.
2. A minuted contract meeting and an administration charge of £250
3. A Default Notice Level 1 and an administration charge of £500
4. A Default Notice Level 2 and an administration charge of £1500
5. A Final Default Notice Level 3 and an administration charge of £3000
6. Clause 10 of the contract may be activated, leading to termination and an administration charge of £5000

Each Default Notice will include details as set out in clause 8 of the contract.

If the agreement within the Default Notice is not met, the next level will be served (for example if the Service Provider fails to meet the requirements of the level 1 Default Notice, a Default Notice level 2 will be served, even if the existing months Defaults are low and should not trigger an action).

Note: A Rectification Notice may be issued whether or not a deduction of payment is also made under Clause 3.1(b) of the contract in relation to the same subject matter or a Level 1 Default Notice, Level 2 Default Notice or Level 3 Final Default Notice has been issued in relation to the same subject matter.

### **Rolling 3 Month**

To address continual poor service, a rolling 3 month Default level will also be served. If within 3 months the performance related reduction triggers a threshold set out in the table below one of the following outcomes can take place:

1. A Default Notice Level 1 and an administration charge of £500
2. A Default Notice Level 2 and an administration charge of £1500
3. A Final Default Notice Level 3 and an administration charge of £3000
4. Clause 10 of the contract may be activated, leading to termination and an administration charge of £5000.

**TABLE OF PERFORMANCE RELATED REDUCTION/DEFAULT NOTICES TO TERMINATIONS**

<b>Category (Monthly)</b>	<b>Performance related reduction Monthly amount against KPIs total</b>	<b>Action to be taken by Authority</b>	<b>Administration Charge</b>
Less than	£4,999	No action less than £4,999.	n/a
Between	£5,000 -£14,999	Between £5k £10k a special minuted meeting to take place	Plus £250 administration charge
Between	£15,000 -£24,999	Level 1 Default Notice	Plus £500 administration charge
Between	£25,000 - £34,999	Level 2 Default Notice	Plus £1500 administration charge
Between	£35,000 - £69,999	Level 3 Final Default Notice	Plus £3000 administration charge
Over	£70,000	Clause 10 in Contract may be activated, leading to termination.	Plus £5000 administration charge
<b>Rolling 3 month limits</b>	<b>Performance related reduction Monthly amount against KPIs total</b>	<b>Action to be taken by Authority</b>	<b>Administration Charge</b>
Between	£30,000 - £49,999	Level 1 Default Notice	Plus £500 administration charge
Between	£50,000 -£69,999	Level 2 Default Notice	Plus £1500 administration charge
Between	£70,000 - £99,999	Level 3 Final Default Notice	Plus £3000 administration charge
Over	£100,000	Clause 10 in Contract may be activated, leading to termination.	Plus £5000 administration charge