

KPIs 2013-14

| KPI | Details | Result |
|---|--|--|
| Total cost to administer the on-street parking service – the overall net cost of operating the on-street enforcement element of the parking service. | Our total costs including parking reviews, management of pay and displays, and permit administration is £197,144. The net cost of the on-street service is positive with income at £379,739. | Net surplus less expenditure £182,595 |
| Civil enforcement officer (CEO) deployment efficiency – this measures the number of hours deployed CEO time spent on-street or travelling to sites as a ratio of the total cost of the enforcement operation. | Total enforcement cost is estimated at £152,949. Total hours deployed on-street or travelling is estimated at 3800. | £40.25 |
| Penalty charge notices (PCN) issued per deployed hour – total number of PCNs issued as a ratio of the total number of CEO hours on-street. | The number of penalty charge notices issued on-street was 5780. The estimated time deployed was 3300 and travelling time was 500. | 1.75 |
| PCN cancellation rate - the total number of PCNs cancelled as a ratio of the total number of PCNs issued. | 522 PCNs were cancelled and 5780 PCNs were issued. | 9% |
| PCN Appeal Rate - the total number of PCNs successfully appealed, as a ratio of the total number of PCNs issued. | Total number of PCNs issued was 5780. 1 PCN was successfully appealed at the formal appeal stage. | 0.02% |
| Time taken to issue parking permits/ dispensations/ suspensions – measuring the average number of days taken to deal with general customer requests for service (excluding PCN appeals or comments on parking). | | 5 working days |

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