

KPI's	Details	14/15	15/16	16/17
Total cost to administer the on-street parking service – the overall net cost of operating the on-street enforcement element of the parking service.	These are set out in annexes 1 and 2.	£124,328.26	£119,254.14	£137,639.20
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 net enforcement costs 2016/17 are £137,639.20  Total hours deployed on-street including travelling is estimated at 5508 each year	£22.57ph	£21.65ph	£24.98ph
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 2979 in 2016/17	0.48 (2676)	0.43 (2383)	0.54 (2979)
PCN cancellation rate - the total number of PCNs cancelled as a ratio of the total number of PCNs issued.	2979 PCNs were issued.  247 PCNs were cancelled	5.45% (146)	7.67% (183)	8.29% (247)
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 2979  5 PCN were successfully appealed at the formal appeal stage.	1.45% (39)	1.21% (29)	0.16% (5)
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	5 working days	5 working days

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