

KPI's	Details	15/16	16/17	17/18
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.	£119,254.14	£137,639.20	£155,255.54
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 2017/18 are £155,255.54 Total hours deployed on-street including travelling is estimated at 2600 each year however an additional 2600 estimated hours were completed by Agency CEOs in 2017/18 and 1300 estimated hours in 2016/17	£45.87ph	£35.29ph	£29.86ph
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 3,498 in 2017/18	0.92 (2383)	0.76 (2979)	0.67 (3498)
PCN cancellation rate - the total number of PCNs cancelled as a ratio of the total number of PCNs issued.	3,498 PCNs were issued. 144 PCNs were cancelled	7.68% (183)	8.29% (247)	4.12% (144)
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 3,498 31 PCN were successfully appealed at the formal appeal stage.	1.22% (29)	0.17% (5)	0.89% (31)
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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