



Ref	Key Performance Indicators	Target	April 16 – March 16	Explanation
KPI - 01	The number of justified complaints received by the Council in respect of any aspect of car park management covered by the contract	No more than 4 per month	Achieved	The Council received 4 justified complaints for the year
KPI - 02	The number and frequency of patrols undertaken at all of the car parks included in the contract to the agreed programme	98%	Achieved	Both cleansing and patrols are currently at 100%
KPI - 03	Provision of required management information to the Council (income reports, PCN reports etc etc)	100%	Achieved	All information has been provided in a timely manner
KPI - 04	Following day response time to service requests when a car park is out of operation relating the critical failures	100%	Achieved	No critical failures have been recorded
KPI - 05	The equipment 'up time' (will be monitored by the contractor)	98%	Achieved	So far this year this KPI is currently at 99%
KPI - 06	Pass rate for cleansing of all car parks detailed in the contract in accordance with the required standards reference to the Environmental Protection Act 1990' Code of Practice in Litter and Refuse'	98%	Achieved	Both cleansing and patrols are currently at 100%
KPI - 07	All damage to Council property is reported immediately (next working day) in accordance with the agreed protocols and escalated accordingly	99%	Achieved	All faults have been reported within tolerances
KPI - 08	Season ticket passes are issued within 5 working days in accordance with Council Policy	98%	Achieved	So far this year this KPI is currently at 99%