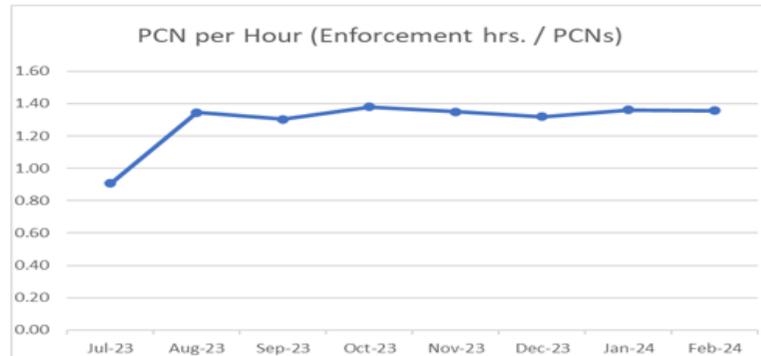
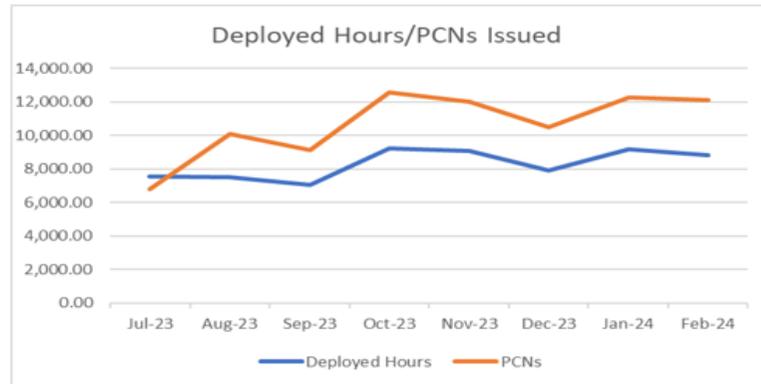


Appendix 1 b - Parking Performance

Civil Enforcement Officer Activity

Deployment & PCN issuance

- Consistent trend in deployed hours, PCN's Issued, and productivity rates
- Joint review of Deployment plans using data and intelligence to maximise coverage across the borough to support the demands for enforcement.
- The new Hand Held devices that were rolled out in mid January have been successful.
- Centralised CEO bases and virtual briefings coming to fruition reducing downtime
- PCNs issued above 12,000 per month



Brent	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Total
NonEnforcement Hours	86.36	0.00	41.21	149.37	191.88	4.28	147.34	135.99	6,434.44
Enforcement Hours	7,479.32	7,510.62	6,999.62	9,094.57	8,877.98	7,907.85	9,046.64	8,682.89	110,832.69
Deployed Hours	7,565.68	7,510.62	7,040.88	9,243.94	9,069.86	7,912.13	9,198.98	8,818.88	66,355.92
PCNs	6,781	10,098	9,120	12,544	11,987	10,477	12,280	12,080	85,367
PCN per Hour (Enforcement hrs. / PCNs)	0.91	1.34	1.30	1.38	1.35	1.32	1.36	1.36	1.32
PCN per Hour (Deployed hrs. / PCNs)	0.90	1.34	1.30	1.36	1.32	1.32	1.34	1.34	1.30

Back Office

Permit Statistics

- NSL agents providing support for permit enquiries and responding to emails and calls
- Emails usually responded to with 24 hours
- 92.6% of calls answered with few call backs necessary
- Permit enquires at business-as-usual levels

Grant Permits	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	12 Month total
Residential*	2130	2242	2092	2258	2239	1989	2256	2072					17278
Visitor Household	190	255	279	302	284	197	232	258					1997
Event Day Resident	264	355	194	273	202	125	100	212					1725
Event Day Visitor	14	151	57	86	56	32	19	64					479
Event Day Business	2	3	0	8	5	0	0	2					20
Event Place of Worship	2	1	1	7	4	3	0	0					18
Business	32	20	37	30	28	22	26	17					212
Business Address	14	12	28	23	11	15	16	15					134
Business (LP Zone)	0	2	6	7	7	0	4	1					27
Housing Estate	7	5	5	16	20	17	63	49					182
Housing Estate Disabled	0	0	0	0	0	1	0	0					1
Visitor Temple	1	5	2	1	1	0	1	1					12
EW Visitor 1830 - 2100	15	21	24	23	19	23	12	13					150
Doctor	0	0	0	0	0	0	0	0					0
Total	2671	3072	2725	3034	2876	2424	2729	2704					22235

Visitor Parking Sessions	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
	11864	16668	17978	19538	20591	19221	19737	19516				

ESU	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
New/Renewal	73	86	93	79	77	32	50	280				
COV	3	16	18	13	12	3	9	9				
Total	76	102	111	92	89	35	59	289				

Regio Permits Cancelled / Refunded	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Total Permits Cancelled	107	160	91	175	449	157	292	213				
Parking Fee Refund Value	£3,439.99	£5,506.13	£5,737.91	£12,734.82	£12,049.58	£10,549.98	£13,633.30	£11,896.95				

Permit Emails	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Total	3047	3659	3496	3175	2976	2368	2569	2236				

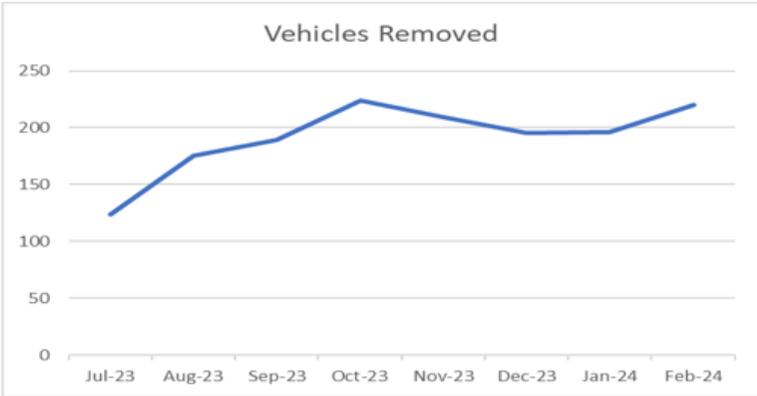
Grant Dispensations	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Yellow Line	0	11	0	1	4	0	4	12				
Skip	0	17	11	9	11	4	8	46				
Total	0	28	11	10	15	4	12	58				

DRPP Permits	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
New	1	2	0	1	3	2	1	2				
COV	3	8	5	8	9	13	19	23				
Total	4	10	5	9	14	15	20	25				

Removal Service

- Increase in numbers of vehicles impounded and relocated in line with Brent Councils removal protocols.
- Two tow trucks now available for Wembley Events
- Continued focus on persistent evaders.

	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Vehicles Removed	124	175	189	224	209	195	196	220
Vehicles Released	114	168	176	205	173	189	182	207
Release Rate	92%	96%	93%	92%	83%	97%	93%	93%
Vehicles Relocated	34	19	31	22	32	15	58	26
Brent Pound Stock Level	17	15	19	29	22	19	20	19
Vehicles Disposed	7	8	8	8	14	8	11	13
Vehicles released FOC	0	2	1	1	5	1	2	1



Pay & Display

Maintenance & Cash Collection

- Cash collections being carried out over 3 days a week, Monday, Wednesday & Saturday through the month of February.
- A collection schedule was devised in advance based on historical cash takings to reduce risk.
- NSL are delivering the planned preventative maintenance element of the service for our 362 P&D machines.

Brent	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
P&D Machines	396	392	392	392	392	392	369	362
Cash Boxes Pulled	431	478	314	541	438	564	422	437
Ratio	1.08	1.22	0.80	1.38	1.11	1.44	1.14	1.20
Cash Collected	£56,635.60	£51,531.80	£41,047.35	£46,141.85	£45,405.85	£44,798.60	£35,265.70	£38,209.40
2nd Line Faults	0	18	11	77	13	11	7	17
KPI Fault Response Score	0.00%	81.20%	96.51%	95.61%	100.00%	100.00%	100.00%	100.00%

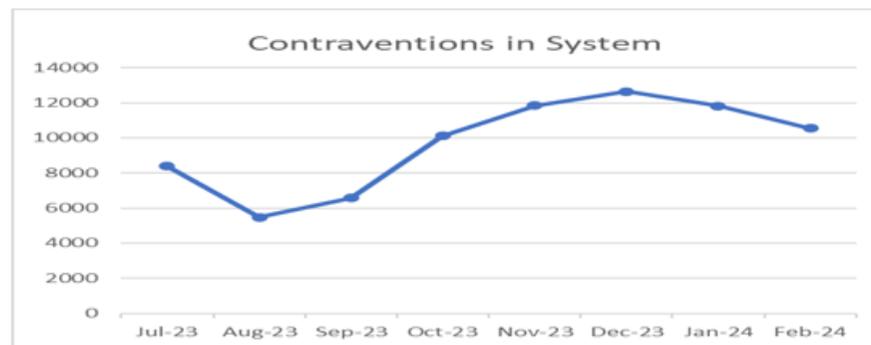
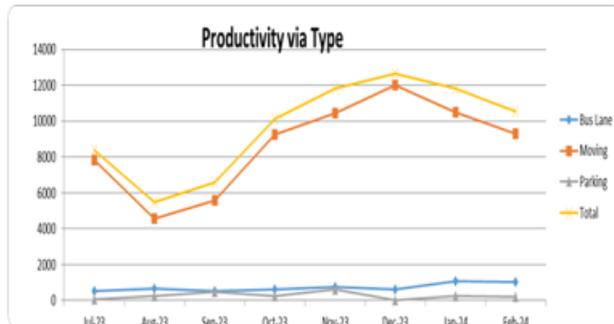
CCTV Enforcement

Overall Activity

- A review and modernisation of the CCTV enforcement camera function is in progress.
- A significant increase in PCNs due 12 new Cameras and the redeployment of 18 existing cameras
- Continuous review of CCT camera locations and compliance levels
- February affected by upgraded from 3G to 4G upgrade carried out by Tyco

Brent CCTV	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Enforcement Hours	480.5	799.75	738.75	681.75	390	327.75	749.5	829
Review Hours	1364.75	849.5	1028.75	1209.75	1460.5	1485	1210.5	1035.5
Deployed Hours	1845.25	1649.25	1767.50	1891.50	1850.50	1812.75	1960.00	1864.50
Contraventions Captured	8615	5641	6791	10140	11867	12705	11907	10635
Issued PCNs	7996	5234	6164	9614	11131	12112	11129	8336
Contraventions in System	8378	5468	6574	10111	11851	12640	11819	10553
Contraventions Awaiting Issue	7	6	11	11	27	31	64	1730
DVLA Errors	7	1	1	1	7	3	2	323
Not Issued/Other	368	227	398	485	686	494	624	164
Issued Conversion Rate	92.8%	92.8%	90.8%	94.8%	93.8%	95.3%	93.5%	78.4%
Contravention Conversion Rate	97.2%	96.9%	96.8%	99.7%	99.9%	99.5%	99.3%	99.2%

	Bus Lane	Moving	Parking	Total
Jul-23	504	7816	58	8378
Aug-23	660	4554	254	5468
Sep-23	521	5571	482	6574
Oct-23	637	9237	237	10111
Nov-23	767	10467	617	11851
Dec-23	606	12027	7	12640
Jan-24	1094	10476	249	11819
Feb-24	1028	9317	208	10553



KPIs

- The overall KPI Achievement for the month of February was 94.12%. KPI 1 CEO Errors was failed as errors were recorded beyond the threshold of 0.75%.
- NSL are supporting the CEOs with refresher training, and taking appropriate actions to improve PCN quality there is a need to review the threshold against the actual Deployed hours and higher number of PCNs being issued as it may now be set too low.

KPIs

Ref	Heading	Description	Weight	Feb-24	
KPI 1	PCN Errors	CEO Error Rate	1.00	0.00	
KPI 2	CEO Deployment	On-Foot Deployment	1.00	1.00	Combined KPI 2&3 passed at 102.07%
KPI 3	CEO Deployment	Moped Deployment	1.00	1.00	
KPI 4	Street Compliance		1.00	1.00	
KPI 5	Enforcement Requests		1.00	1.00	
KPI 6	PCN Errors	CCTV Error Rate	1.00	1.00	
KPI 7	CCTV Deployment		1.00	1.00	
KPI 8	CCTV Review	Reviewed within 24 hours	1.00	1.00	KPI under review
KPI 9	CCTV Review	Reviewed within 72 hours	1.00	1.00	KPI under review
KPI 10	Cash Collections	< £250	1.00	1.00	KPI under review
KPI 11	Cash Collections	> £500	1.00	1.00	KPI under review
KPI 12	P&D Reactive Faults		1.00	1.00	
KPI 13	P&D 1st Line Maintenance		1.00	1.00	
KPI 14	Suspensions	Removed within 2 days	1.00	1.00	
KPI 16	Scanning	Scanned within 48 hours	1.00	1.00	
KPI 17	Scanning	Scanned within 5 days	1.00	1.00	
KPI 18	Statutory Documents Printing	Printed on the day of receipt	1.00	1.00	
			17.00	16.00	

KPI Achievement: 100% **94.12%**

Profit Achievement: 20.00% **18.82%**

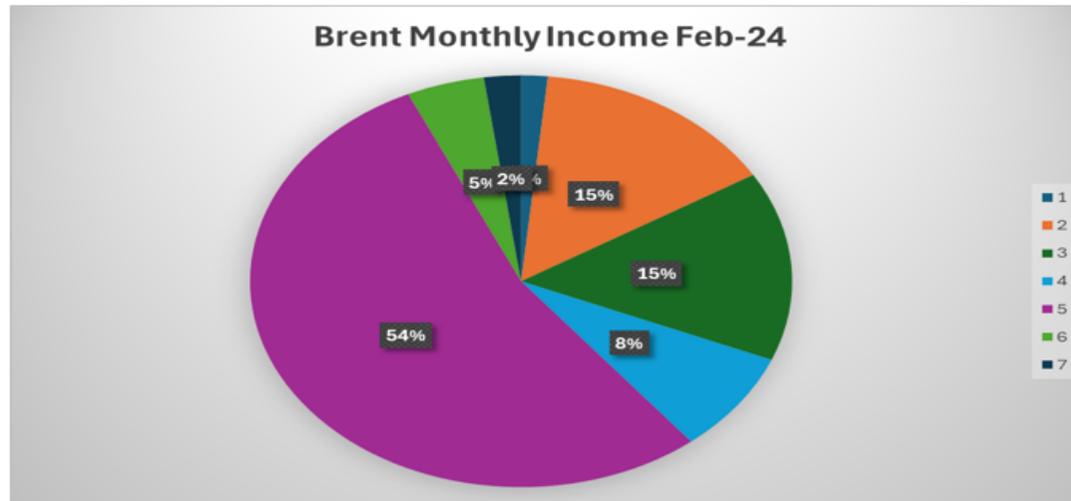
Service Credits

SC	Category	Description	Weight	Fails	Credits	
SC1	Suspensions	Erected with 7 days notice	£100.00	0	£0	
SC2	P&D	Box Pulls Audit	£25.00	0	£0	KPI under review
SC4	Scanning	Scanned on a correct case	£10.00	0	£0	
			Total	0	£0	

Parking Income

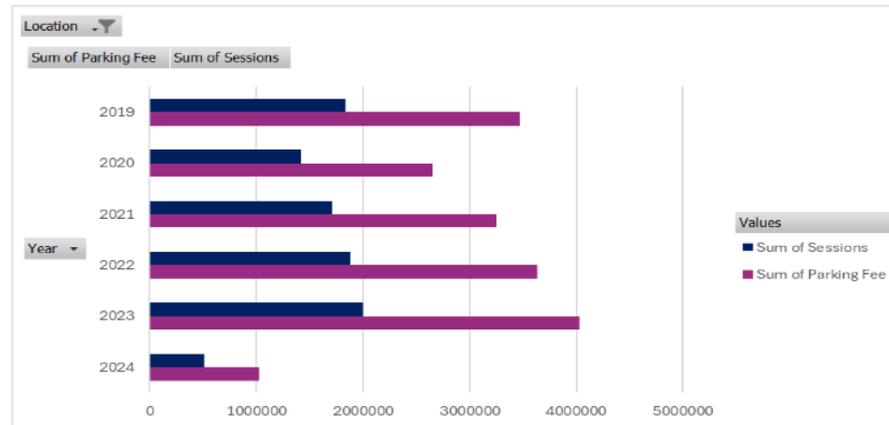
The overall Parking account income continues to steadily increase as a result of service improvements and efficiencies

Brent	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Yearly Total
Pay and Display	£56,636	£51,532	£41,047	£53,103	£45,406	£44,799	£35,266	£38,209					£365,997
RingGo Cashless	£374,916	£362,828	£365,042	£392,012	£383,506	£334,509	£357,512	£356,735					£2,927,060
RingGo Permit	£285,327	£376,582	£382,654	£402,130	£397,047	£325,557	£379,616	£359,210					£2,908,123
Suspension	£164,021	£133,360	£163,087	£174,622	£128,681	£119,088	£127,274	£192,530					£1,202,663
PCNs	£918,930	£976,882	£910,289	£1,146,812	£1,166,598	£1,231,863	£1,290,329	£1,302,630					£8,944,334
Permits (Physical)	£40,544	£44,876	£50,056	£40,156	£42,229	£18,613	£27,810	£111,801					£18,613
Pounds	£28,020	£41,740	£44,380	£48,765	£50,660	£48,460	£50,705.00	£53,175					£365,905
Total	£1,868,394	£1,987,800	£1,956,555	£2,257,600	£2,214,127	£2,122,889	£2,268,511	£2,414,292					£16,337,751



- Key**
- 1 Pay & Display
 - 2 RingGo Cashless
 - 3 RingGo Permit
 - 4 Suspension
 - 5 PCNs
 - 6 Permit Physical
 - 7 Pound

L.B Brent Cashless Performance

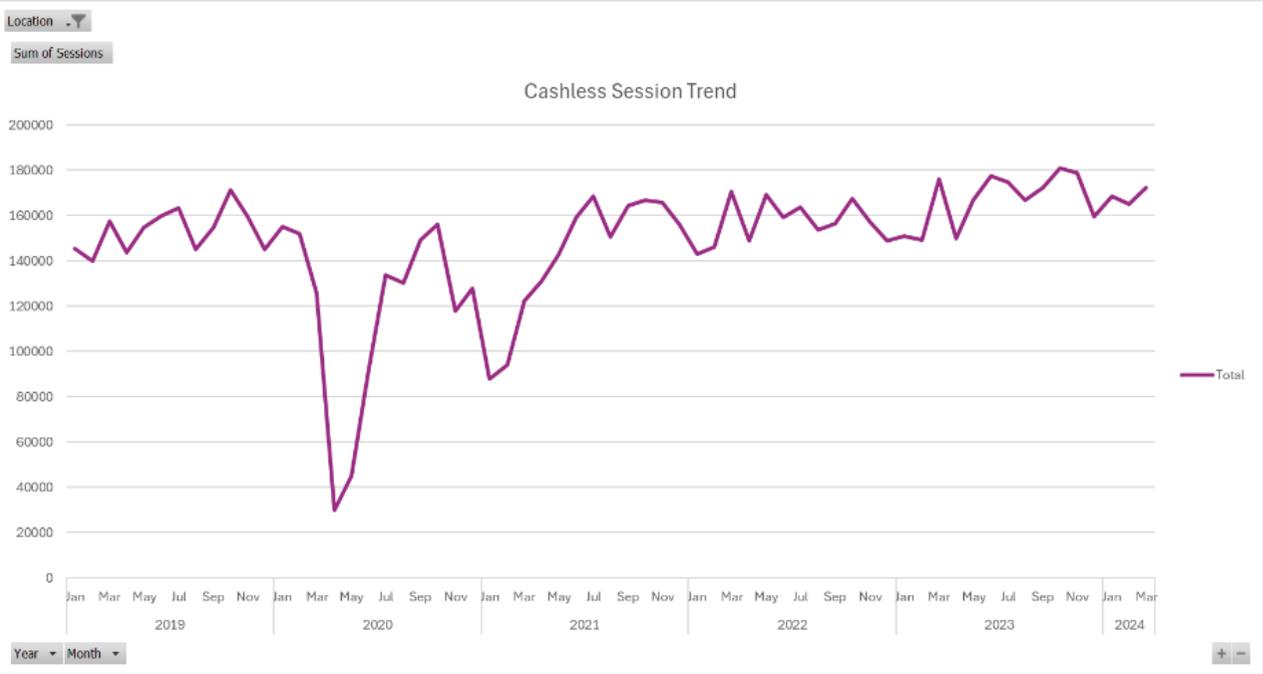


2021 Sessions **1,709,224** Revenue **£3,253,500**
2022 Sessions **1,884,162** Revenue **£3,633,014**
2023 Sessions **2,003,879** Revenue **£4,025,372**
Q1 2024 Sessions **505,678** Revenue **£1,025,700**

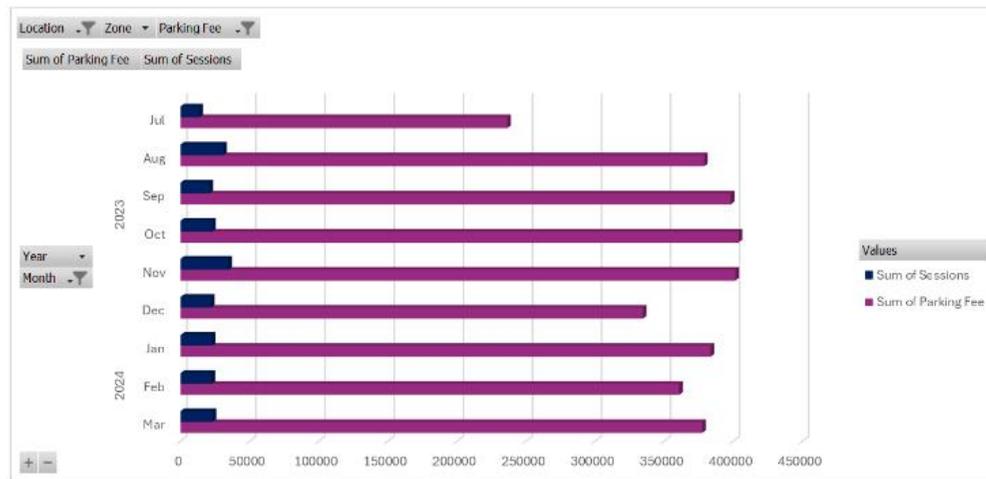


- Over 2 million interactions with Residents and Visitors in Brent in 2023.
Over £4 Million parking fees collected.
- >150K first time users in Brent since 2020 >53,000 in the last 12 months
- 635,000 Sessions have been extended to allow motorists more time since 2020
- 214,891 in the last 12 months

L.B Brent Session Trend



L.B Brent Permit Performance



2023 Q3 Permits **65,335** Revenue **£1,013,556**
 2023 Q4 Permits **79,430** Revenue **£1,140,244**
 2024 Q1 Permits **68,502** Revenue **£1,121,961**
 Total Permits **213,267** Total Revenue **£3,275,762**



L.B Brent Permit Trend



L.B Brent

RingGo Availability

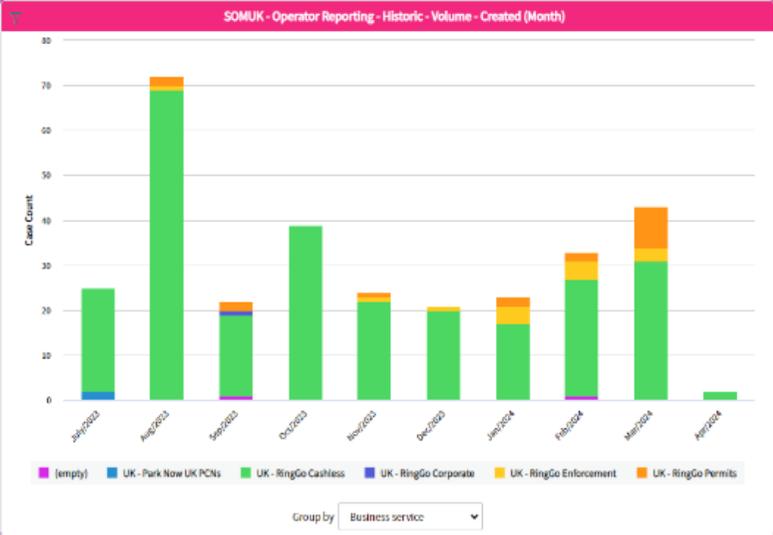
Summary - Service - Outage		Service Outage * Adjusted to include 'All' option								Overall	
										99.98%	
		Month	SLA	RingGo CP IVR	RingGo CP Apps	RingGo CP SMS	RingGo CP Web	RingGo CP Insight	RingGo CP Enforcement	PSP Payment	RingGo All
Nov-22	99.80%	99.95%	99.95%	99.95%	99.95%	99.64%	100.00%	100.00%	99.97%	99.97%	
Dec-22	99.80%	100.00%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%	99.97%	99.97%	
Jan-23	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Feb-23	99.80%	100.00%	99.82%	100.00%	99.82%	100.00%	100.00%	100.00%	99.95%	99.95%	
Mar-23	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	99.98%	
Apr-23	99.80%	98.89%	98.89%	98.89%	98.89%	98.89%	98.89%	98.89%	98.89%	98.89%	
May-23	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Jun-23	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Jul-23	99.80%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	99.77%	
Aug-23	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Sep-23	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Oct-23	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Nov-23	99.80%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	99.78%	
Dec-23	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Jan-24	99.80%	99.92%	99.92%	99.92%	99.92%	99.92%	99.92%	99.92%	99.92%	99.92%	
Feb-24	99.80%	99.82%	99.82%	99.82%	99.80%	99.82%	99.82%	99.82%	99.82%	99.82%	
Mar-24	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	



L.B Brent

RingGo - Performance

Tickets Raised by L.B Brent



Tickets Completed by RingGo

