

SCHEDULE 5

Service Level Agreement

1. Performance Management Regime Introduction

- 1.1 The objective of the performance management regime is to encourage the Service Provider to meet defined service levels (each a “**Service Level**” or “**SL**”) by measuring performance against a range of performance indicators (each a “**Performance Indicator**” or “**PI**”).
- 1.2 The PIs have been selected to reflect areas of the Services which are essential in order to deliver an acceptable level of customer service and systems performance, and to avoid exposing TfL to significant financial or reputational risk. Service failure points (“**Service Failure Points**”) have been set for each PI, to reflect the relative impact of failure to meet the acceptable service level for the PI.

2. Performance Management Regime Overview

- 2.1 The performance management regime (“**Performance Management Regime**”) consists of the PIs, the start and end points for assessment of PIs (where appropriate), the level of service required and the Service Failure Points to be accrued if the required levels of service performance are not met as set out in this Schedule. Table 1 in Annex A to this Schedule (“**Table 1**”) sets out the performance management regime parameters for each of the Performance Indicators.
- 2.2 The ‘Performance Indicator Title’ column in Table 1 gives the name of the various Performance Indicators on which the performance of the Service Provider shall be measured and against which Service Failure Points shall accrue.
- 2.3 The ‘Start Point’ column in Table 1 details the time from when the Performance Indicator shall start to accrue the Service Failure Points (the “**Start Point**”).
- 2.4 The ‘End Point’ column in Table 1 details the time at which the relevant Performance Indicator ceases to be subject to Service Failure Points (the “**End Point**”).
- 2.5 The ‘Acceptable Service Level’ column in Table 1 specifies the range of operational performance for the Performance Indicator that is expected of the Service Provider (each an “**Acceptable Service Level**”) for which no Service Failure Points shall accrue. Some Acceptable Service Levels are measured according to performance over a specified measurement period, while others are measured on a ‘per event’ basis.
- 2.6 Failure to meet the Acceptable Service Level shall result in the Service Provider accumulating Service Failure Points as detailed in Table 1. The number of Service Failure Points accumulated depends on the extent to which the Service Provider has failed to meet the Acceptable Service Level for each PI. For each Performance Indicator there are three (3) bands of Service Failure Points.
- 2.7 The ‘Band 1’ column in Table 1 indicates the range of performance for the first band

below the Acceptable Service Level and the associated level of Service Failure Points which shall accrue. For each instance of the Service Provider's performance for a Performance Indicator falling within 'Band 1' the Service Provider will accrue an amount of Service Failure Points equal to the Band 1 Service Failure Points.

- 2.8 The 'Band 2' column in Table 1 indicates the range of performance for the second band below the Acceptable Service Level and the associated level of Service Failure Points which shall accrue. The bands of Service Failure Points operate cumulatively so that for each instance of the Service Provider's performance for a Performance Indicator falling within 'Band 2', the Service Provider will accrue an amount of Service Failure Points equal to:
- (A) the Band 1 Service Failure Points for that Performance Indicator; plus
 - (B) the Band 2 Service Failure Points for that Performance Indicator.
- 2.9 The 'Band 3' column in Table 1 indicates the range of performance for the third band below the Acceptable Service Level and the associated level of Service Failure Points which shall accrue. The bands of Service Failure Points operate cumulatively so that for each instance of the Service Provider's performance for a Performance Indicator falling within 'Band 3', the Service Provider will accrue an amount of Service Failure Points equal to:
- (A) the Band 1 Service Failure Points for that Performance Indicator; plus
 - (B) the Band 2 Service Failure Points for that Performance Indicator; plus
 - (C) the Band 3 Service Failure Points for that Performance Indicator.
- 2.10 The Service Level achieved for each Performance Indicator must be calculated to one (1) decimal place, with the exception of PI 2 which must be calculated to two (2) decimal places.
- 2.11 Service Failure Points shall be totalled for all Performance Indicators at the end of each Month and the corresponding Service Failure Deductions shall be calculated as follows:

$$X = Y \text{ multiplied by } Z$$

Where:

X = the monetary value of Service Failure Deductions to be deducted from the Service Charges.

Y = the aggregate Service Failure Points accrued in a particular Month for all Performance Indicators, in accordance with this Schedule 5 (Service Level Agreement).

Z = the value of a Service Failure Point ("**Service Failure Point Value**"), which at the date of this Agreement is one pound Sterling (£1) per Service Failure Point.

- 2.12 The value of the Service Failure Deductions calculated as due in accordance with

paragraph 2.11 shall be deducted from the Service Charges and shall be included as a separate line in the relevant Invoice. The Service Provider shall include with such Invoice full details of how the value of the Service Failure Deductions has been calculated.

- 2.13 The value of the Service Failure Deductions shall be capped each month at an amount equivalent to twenty per cent (20%) of the Service Charges for that Month ("**Service Failure Deduction Cap**").
- 2.14 The value of a Service Failure Point shall be subject to annual Indexation in accordance with paragraph 4, Schedule 7 (Charging and Operational Pricing).

3. **Calculation of Working Days**

- 3.1 When measuring the timeliness of any item subject to a PI based on Working Days the following rules will apply:
- (A) any complete Working Day between the item Start Point and End Point shall be included in the Working Day count;
 - (B) any part Working Day which contains Working Hours between the item Start Point and End Point shall be included in the Working Day count;
 - (C) when an item is correctly escalated to TfL during Working Hours, then that Working Day and any subsequent complete Working Day the item is with TfL shall be excluded in the Working Day count; and
 - (D) when an item is correctly escalated to TfL outside of Working Hours, then any subsequent complete Working Day the item is with TfL shall be excluded in the Working Day count.

Worked example:

An item was received on Friday 02 November at 10:25. This item was correctly escalated to TfL on Wednesday 07 November at 17:50. A response was received back from TfL on Friday 09 November at 10:15. The item was responded to on Monday 12 November at 18:30.

Date	Service Provider Working Day?	Description
Fri 02 Nov	Yes	Item received during Working Hours
Sat 03 Nov	No	Non Working Day
Sun 04 Nov	No	Non Working Day
Mon 05 Nov	Yes	Item with Service Provider
Tue 06 Nov	Yes	Item with Service Provider
Wed 07 Nov	No	Correctly escalated to TfL during Working Hours
Thu 08 Nov	No	Item with TfL
Fri 09 Nov	Yes	Returned from TfL during Working Hours
Sat 10 Nov	No	Non Working Day
Sun 11 Nov	No	Non Working Day

Mon 12 Nov	Yes	Response sent at 18:30
Total	5 Working Days	

4. **PI Reporting Weeks**

4.1 The PI reporting weeks (“**PI Reporting Weeks**”) are defined as:

- (A) Week 1 = 1st to 7th of the Month
- (B) Week 2 = 8th to 14th of the Month
- (C) Week 3 = 15th to 21st of the Month
- (D) Week 4 = 22nd to the last day of the Month

5. **Performance Monitoring**

- 5.1 The Service Provider shall be responsible for ensuring that all Data required to accurately produce Performance Indicator Reports is provided. Any absence of Data from Reports may, at TfL’s discretion, be deemed a maximum accrual of Service Failure Points for all Performance Indicators which are affected. In such cases, where the Service Provider believes there are mitigating circumstances, the Service Provider may present to TfL reasons why this Data is unavailable, what actions shall be taken to ensure it shall be available in future, and provide evidence that the Services were not adversely affected during the period of lost Data. TfL may, at its absolute discretion and without prejudice to its other rights under this Agreement, consider all such presentations and may, at its absolute discretion, elect to waive all or part of the Service Failure Points accrued due to the absence of Data.
- 5.2 The Service Provider shall accurately document all processes for the identification of performance against the PIs in accordance with Schedule 10 (Contract Management and Reporting).
- 5.3 Performance by the Service Provider in meeting the Service Levels in respect of each PI shall be monitored and assessed monthly in accordance with Schedule 10 (Contract Management and Reporting).
- 5.4 The Service Provider shall diligently seek to perform and complete each action which is subject to the Performance Management Regime, regardless of any accruals of Service Failure Points in respect of such action.
- 5.5 Any reference to the date on which an item is received refers to the date an item is received in the mail room of the Service Provider (or a relevant Sub-Contractor) or the date on which an email or internet form is received by the Service Provider (or Sub-Contractor). The Service Provider shall ensure that all items received in the mail room are processed, with the time and date recorded, on the day of receipt. Any failure by the Service Provider to do so for an item shall result in the performance for that item being deemed to be a failure to meet the Acceptable

Service Levels which falls within "Band 3" for the relevant Performance Indicator(s) and the associated Service Failure Points in respect of that item shall be calculated in accordance with paragraph 2.9.

- 5.6 The provisions of Clauses 56 (Relief Events), and 57 (Force Majeure) shall, provided the Service Provider fully complies with its obligations there under, apply to the PIs directly affected by Relief Events and Force Majeure Events.

6. **Verification of Service Provider's Performance**

- 6.1 If, as part of a report verification exercise carried out in accordance with Schedule 2 (Statement of Requirements), it is found that the Service Provider's performance is lower than reported, and the Service Provider has not met one or more of the Acceptable Service Levels, then:

- (A) the performance level for the Month shall be adjusted accordingly;
- (B) the level of Service Failure Points which should have accrued shall be calculated and;
 - (1) the difference between this figure and the amount of Service Failure Points actually applied shall be calculated and;
 - (2) any corresponding Service Failure Deductions (if any) shall be;
 - a) added to the Service Failure Deductions due; and
 - b) applied to the Service Charges for the then current Month.

- 6.2 The Service Provider shall measure and provide such data as is reasonably required by TfL for the purposes of monitoring the performance of the Service Provider in meeting the Service Levels and PIs in accordance with Schedule 2 (Statement of Requirements).

7. **Changes to Performance Indicators**

- 7.1 TfL and the Service Provider may at any time request a change to any part or all of the Performance Management Regime set out in this Schedule including, without limitation to the generality of the foregoing, to the Performance Indicators, the Acceptable Service Levels, the bands, the Service Failure Points, the Start Point and/or the End Point of a particular transaction measured against a Performance Indicator and/or the Service Failure Point Values. Any such amendments to the Performance Management Regime, including without limitation, to the Service Levels or PIs, shall be implemented in accordance with Schedule 9 (Change Control Request Procedure).

8. **Publication Date**

- 8.1 The Performance Indicator Report shall contain the performance for the previous Month.
- 8.2 The Service Provider shall publish the Performance Indicator Report on the Performance Indicator Report Date.

9. **Further Details Relating To The PIs**

PI 1 Contract Compliance

- PI 1.1 The Service Provider shall at all times comply fully with this Agreement.
- PI 1.2 A “high severity” breach of this PI is defined as:
- (A) a breach of this Agreement which results in Services still functioning with a workaround, however the functionality or performance is impacted by the breach;
 - (B) a breach of this Agreement which results in an impact on the public or on TfL, as determined by TfL (acting reasonably); or
 - (C) a failure by the Service Provider to rectify any low severity breach (as defined below) (and the causes of such breach) within ten (10) Working Days.
- PI 1.3 A “low severity” breach of this PI is defined as a breach of this Agreement which TfL deem to have impacted the services and increased financial and / or reputational risk to TfL.
- PI 1.4 The PI measure shall be based upon all contract compliance breaches identified during the Month.
- PI 1.5 In the event that PI 1 is breached as described in PI 1.2, and/or PI 1.3 above, and the event giving rise to such breach also results or has resulted in Service Failure Points being accrued under any other PI or PIs in the same Month, then, in relation to such breach, only the Service Failure Points accruing in relation to those other PIs shall apply and no additional Service Failure Points shall accrue in respect of PI 1 in that Month.

PI 2 Critical Service Systems and Interfaces Availability

- PI 2.1 The Service Provider shall be assessed on the availability of the following critical Service Systems and Interfaces:
- (A) the Interface between the Website and the Service Provider’s Service Systems; and
 - (B) all Service Systems and Interfaces relating to payment services; and
 - (C) the IVR.
- PI 2.2 Availability is defined as the proportion of time over the Month that the Service Systems and Interfaces specified in PI 2.1(A), 2.1(B) and PI 2.1 (C) are in a fully functional condition.

- PI 2.3 The Service Provider shall ensure that the availability of all Service Systems and Interfaces specified in PI 2.1 (A), 2.1(B) and PI 2.1 (C) shall be greater than or equal to 99.95% per Month.
- PI 2.4 Service System and Interface availability shall be determined by Industry Standard Automated System Performance Reports, to be provided by the Service Provider to TfL.
- PI 2.5 Planned Downtime agreed in advance with TfL in accordance with Schedule 2 (Statement of Requirements (General)) shall be excluded from the measurement of this PI.
- PI 2.6 Without prejudice to the processing of Incidents and Defects in accordance with section 9, Schedule 2 (Statement of Requirements (General)), unplanned downtime that is agreed by TfL, in accordance with Schedule 10 Contract Management and Reporting, to have had no impact on the Services shall be excluded from the measurement of this PI.
- PI 2.7 The PI measure shall be based upon all periods of critical Service System and Interface unavailability that end during the Month.

PI 3 Web Interface Response Times

- PI 3.1 The Service Provider shall be assessed on the percentage of requests sent from the TfL Website which do not complete within a given timeframe.
- PI 3.2 The Service Provider shall ensure that 95.0% of TfL Website requests to the Web Interface are processed within two (2) seconds per calendar day.
- PI 3.3 The Web response times shall be determined by Industry Standard Automated System Performance Reports, to be provided by the Service Provider to TfL.
- PI 3.4 The PI measure shall be based upon all requests sent from the TfL Website that end during the Month.

PI 4 Service Systems and Interfaces Availability

- PI 4.1 The Service Provider shall be assessed on the availability of all Service Systems and Interfaces, with the exception of the critical Service Systems and Interfaces that are measured under PI 2.
- PI 4.2 All other Service Systems and Interfaces, including TfL access to Service Systems, shall be included in this PI measure except as expressly agreed otherwise in writing by TfL.

- PI 4.3 Availability is defined as the proportion of time over the Month that all non-critical Service Systems and Interfaces are in a fully functional condition.
- PI 4.4 The Service Provider shall ensure that the availability of all non-critical Service Systems and Interfaces shall be greater than or equal to 99.5% per Month.
- PI 4.5 Service System and Interface availability shall be determined by Industry Standard Automated System Performance Reports, to be provided by the Service Provider to TfL.
- PI 4.6 Planned Downtime agreed in advance with TfL in accordance with Schedule 2 (Statement of Requirements (General)) shall be excluded from the measurement of this PI.
- PI 4.7 Without prejudice to the processing of Incidents and Defects in accordance with section 9, Schedule 2 (Statement of Requirements (General)), unplanned downtime that is agreed by TfL, in accordance with Schedule 10 Contract Management and Reporting, to have had no impact on the Services shall be excluded from the measurement of this PI.
- PI 4.8 The PI measure shall be based upon all periods of non-critical Service System and Interface unavailability that end during the Month.

PI 5 Adherence to Fix Times

- PI 5.1 The Severity Level of an Incident shall be determined as defined in Schedule 1 (Definitions).
- PI 5.2 The time taken to resolve an Incident is the time from any person raising the Incident to the time the Incident is resolved and closed. An Incident is considered to be resolved and closed when corrective action has been completed, Tested and the Incident properly recorded as closed in the Incident Log by the Service Provider with the express written agreement of TfL, which agreement may be given retrospectively.
- PI 5.3 The time which must be logged in the Incident Log as the time when the Incident arose is the earliest of: (i) a warning or alarm being generated by any element of the Service; (ii) notification of an Incident being provided to the Service Provider; (iii) any of the applications or Services becoming unavailable; (iv) where an Incident is raised by Service Provider Personnel; or (v) the Service Provider or the Service Provider Personnel otherwise become aware of an Incident.
- PI 5.4 The Start Point shall be the time at which the Incident is logged (or should have been logged in accordance with paragraph PI 5.3) in the Incident Log.

PI 5.5 The End Point shall be the time at which the Incident is resolved and closed (in accordance with paragraph PI 5.2).

PI 5.6 The PI measure shall be based upon all Incidents with an End Point during the Month.

PI 6 Accuracy of MIS Data

PI 6.1 The Service Provider shall provide complete and correct Data in the MIS as defined in Schedule 2 (Statement of Requirements).

PI 6.2 This PI measures the resolution of Incidents raised due to inaccurate or incomplete MIS Data ("MIS Incident").

PI 6.3 Each MIS Incident will be allocated a severity rating based on the following:

- Severity 1: the data error has material impact on reports or information provided by TfL to external parties
- Severity 2: the data error has material impact on reports or information used internally by TfL and has a business operational impact
- Severity 3: the data error has material impact on reports or information used internally by TfL and has a MIS operational impact.

PI 6.4 The time taken to resolve a MIS Incident is the time logged in the Incident Log for a MIS Incident to the time the MIS Incident is resolved and closed.

PI 6.5 The time which must be logged in the Incident Log as the time the MIS Incident arose is the time either Party or a member of either Party's Personnel becomes aware or is made aware of any inaccurate or incomplete MIS Data.

PI 6.6 A MIS Incident is considered to be resolved and closed when the Service Provider has provided complete and correct Data to TfL and the MIS Incident has been properly recorded as closed in the Incident Log by the Service Provider with the express written agreement of TfL, which agreement may be given retrospectively.

PI 6.7 The Start Point shall be the time at which the MIS Incident is logged (or should have been logged in accordance with paragraph PI 6.5).

PI 6.8 The End Point shall be the time at which the MIS Incident is resolved and closed in accordance with paragraph PI 6.6.

PI 6.9 The PI measure shall be based upon all MIS Incidents with an End Point during the Month.

PI 7 Timely, Complete and Correct Provision of Reports

- PI 7.1 The Service Provider shall provide complete and correct Reports in accordance with the timescales agreed under or in accordance with the Agreement or as otherwise expressly agreed in writing by the Parties.
- PI 7.2 For recurring Reports (e.g. daily, weekly or monthly), each instance of a Report delivered on its due date shall be deemed to be a unique Report. TfL shall determine the list of recurring Reports against which this PI shall be measured.
- PI 7.3 For the avoidance of doubt, Service Failure Points will be applied individually to each instance a Report is late, incomplete or inaccurate.
- PI 7.4 The Start Point shall be the date and time a Report is due or an error is identified.
- PI 7.5 The End Point shall be the date and time a Report is delivered or corrected.
- PI 7.6 The PI measure shall be based upon all Reports with an End Point during the Month.

PI 8 Contact Centre Availability

- PI 8.1 The Acceptable Service Level for Contact Centre availability is 98.5% per Contact Centre Operational Day within the Month.
- PI 8.2 Contact Centre availability is defined as the proportion of time during the Contact Centre Operational Hours on each Contact Centre Operational Day that the Contact Centre is available to receive Customer calls.
- PI 8.3 "Available to receive Customer calls" means that Customers are able to successfully connect to an Operational User as selected by the Customer from the IVR.
- PI 8.4 Availability shall be determined by Industry Standard Automated System Performance Reports, to be provided by the Service Provider to TfL.

PI 9 Abandon Rate

- PI 9.1 The Service Provider shall ensure that no more than 5.0% of all calls, per Month, made to the Contact Centre at any time shall be "Abandoned Calls".
- PI 9.2 "Abandoned Calls" are calls where the caller hangs up before the call is answered by an Operational User, excluding any calls abandoned before entering an IVR system queue.

PI 10 Queuing Time Objective

- PI 10.1 98.0% of calls into the Contact Centre per Month shall be answered by an Operational User within two hundred and forty (240) seconds of the call being received on the queue at the relevant Contact Centre.
- PI 10.2 70.0% of calls into the Contact Centre per PI Reporting Week shall be answered by the Operational Users within ninety (90) seconds of the call being received on the queue at the relevant Contact Centre.
- PI 10.3 The length of time taken to deliver the data protection message and first level IVR system message shall not be included in the PI calculation. Where calls are queued from the IVR system, when a Customer chooses to redirect the call to an Operational User or where Customers are automatically redirected to an Operational User by the IVR system, the period measured shall be from the moment the Customer redirects the call using the relevant IVR option or the moment the IVR system automatically redirects the call.
- PI 10.4 The Start Point shall be the date and time the call is received on the queue at the relevant Contact Centre.
- PI 10.5 The End Point shall be the date and time the call is answered by an Operational User.
- PI 10.6 The PI measure shall be based upon:
- (A) all days with an End Point in the Month; and
- (B) all days with an End Point in the PI Reporting Weeks within the Month.

PI 11 Data Protection Subject Access Requests

- PI 11.1 The Service Provider shall accumulate Service Failure Points for each calendar day a response to a Subject Access Request is late, where providing a response is the responsibility of the Service Provider under Clause 49 (Information Governance).
- PI 11.2 Where the Service Provider is sending a response direct to the individual who has made a Subject Access Request, the Service Provider shall ensure that the correct response (including confirmation (if relevant) that no data has been found) shall be sent to the individual within the relevant statutory timescales. (This is currently forty (40) calendar days of initial receipt of his or her valid request, but may be subject to change).
- PI 11.3 The Start Point shall be the date the initial valid request is received from the individual.
- PI 11.4 The End Point shall be the date the information is sent to the individual

who made the request.

PI 11.5 The PI measure shall be based upon all relevant Subject Access Requests with an End Point during the Month.

PI 12 Freedom of Information Act, Environmental Information Regulations and Data Protection Subject Access Requests by TfL or an Other Service Provider

PI 12.1 Where TfL or an Other Service Provider requests information from the Service Provider in relation to an Information Access Request, all information relevant to a request shall be retrieved and provided to TfL by the Service Provider within five (5) Working Days (or such other period as the Parties may expressly agree in writing) of TfL or an Other Service Provider requesting it.

PI 12.2 Where TfL or an Other Service Provider requests information from the Service Provider in relation to a Subject Access Request, all information relevant to a request shall be retrieved and provided to TfL by the Service Provider within ten (10) Working Days (or such other period as the Parties may expressly in writing agree) of TfL or an Other Service Provider requesting it.

PI 12.3 The Start Point shall be the date and time the Information Access Request or Subject Access Request is received by the Service Provider from TfL or an Other Service Provider.

PI 12.4 The End Point shall be the date and time the information is sent to TfL or an Other Service Provider.

PI 12.5 The PI measure shall be based upon all relevant Information Access Requests or Subject Access Requests with an End Point during the Month.

PI 13 Freedom of Information Act, Environmental Information Regulations and Data Protection Subject Access Requests received by the Service Provider from the Public

PI 13.1 All Information Access Requests received directly from a member of the public by the Service Provider shall be forwarded to TfL by the Service Provider within five (5) Working Days. Elapsed time for this PI 13 is independent of the elapsed time for PI 12.

PI 13.2 All Subject Access Requests received directly from a member of the Public by the Service Provider relating to information it does not hold, shall be forwarded to TfL by the Service Provider within five (5) Working Days. Elapsed time for this PI 13 is independent of the elapsed time for PI 12.

PI 13.3 The Start Point shall be the date and time the Information Access

Request or Subject Access Request is received by the Service Provider from a member of the Public.

PI 13.4 The End Point shall be the date and time the Information Access Request or Subject Access Request is sent to TfL.

PI 13.5 The PI measure shall be based upon all relevant Information Access Requests or Subject Access Requests with an End Point during the Month.

PI 14 Data Protection Breaches

PI 14.1 This PI measures failures by the Service Provider to work within the requirements of the Data Protection Act including, but not limited to, failure to provide or to restrict provision of (as appropriate) Personal Data to a Data Subject, failure to update Personal Data correctly, unauthorised disclosure of Personal Data and failure to issue all held Personal Data in response to a Subject Access Request.

PI 14.2 A "high severity" breach of this PI is defined as:

- (A) any breach where TfL deems it necessary to inform the Information Commissioner; or the Information Commissioner contacts TfL and, in either case, a breach is confirmed by the Information Commission as at least likely to have occurred;
- (B) any breach that results in the commission of a criminal offence under privacy legislation including the Data Protection Act 1998, Freedom of Information Act 2000 and the Computer Misuse Act 1990;
- (C) any breach where a successful claim for compensation is made under the Data Protection Act (in which case Service Failure Points shall accrue in addition to any costs recovered from the Service Provider in respect thereof);
- (D) any breach where evident harm, in TfL's opinion, (e.g. loss of money, potential identity theft/fraud, exposure of payment card details, unwarranted distress, damage) has been caused to an individual as a result of that breach;
- (E) failure to rectify Data Protection Act breaches (and the causes of those breaches) within the timescales stipulated by TfL;
- (F) any breach that results, in TfL's opinion, in adverse publicity;
- (G) any breach where more than one hundred (100) people are affected;
- (H) any medium or low severity breach of a substantially similar nature that reoccurs on more than three (3) occasions; or

(l) failure to report any breach in accordance with PI 14.5.

- PI 14.3 A “medium severity” breach of this PI is defined as any single breach affecting more than ten (10) people but not resulting in any of the outcomes stipulated for high severity.
- PI 14.4 A “low severity” breach of this PI is defined as any breach affecting an individual or up to nine (9) individuals but not resulting in any of the outcomes stipulated for high severity.
- PI 14.5 In accordance with current Data Protection legislation, the Service Provider shall report any breach of the Data Protection Act to TfL as soon as possible following the point at which the breach comes to the attention of any of the Service Provider's Personnel.
- PI 14.6 The PI measure shall be based upon all Data Protection breaches identified during the Month.

PI 15 Valid Customer Complaints

- PI 15.1 A Valid Customer Complaint is defined as a complaint by a Customer regarding an aspect of the Service Provider's performance where there is evidence of:
- (A) the provision of incorrect information;
 - (B) failures to take account of relevant matters in coming to a decision;
 - (C) offensive/insensitive behaviour;
 - (D) malice or bias or unfair discrimination; or
 - (E) failure to respond to the customer
- by the Service Provider or its Personnel, where the Customer has made a complaint to TfL, the Greater London Authority, the Mayor of London's office, the London Transport Users' Committee or the Local Government Ombudsman.
- PI 15.2 This measure only includes complaints relating to the Services.
- PI 15.3 The PI measure shall be based upon all valid complaints received during the Month.
- PI 15.4 Multiple complaints regarding the same problem shall be counted as one complaint. An example would be where a Customer made the same complaint to both the Mayor of London's office and the Local Government Ombudsman, for clarification this would count as one complaint.

PI 16 Processing of Items Received

- PI 16.1 95.0% of all items received, via any channel, shall be processed by the Service Provider within five (5) Working Days of receipt.
- PI 16.2 99.5% of all items received, via any channel, shall be processed by the Service Provider within ten (10) Working Days of receipt.
- PI 16.3 'Items received' means account registrations, Discount applications, Enquiries, Complaints and other Customer Correspondence received by the Service Provider.
- PI 16.4 The Start Point shall be the date and time at which the item is received.
- PI 16.5 The End Point shall be the date and time recorded on the response when despatched.
- PI 16.6 The PI measure shall be based upon all items with an End Point during the Month.
- PI 16.7 This measure shall not include periods of time where the Service Provider has properly escalated the item to TfL or where the Service Provider has properly requested additional information required for the item from the Customer or other Third Parties.

PI 17 Timely Application of Payments

- PI 17.1 99.5% of all payments shall be applied by the Service Provider no later than midnight on the calendar day of receipt.
- PI 17.2 All payment transactions are included regardless of payment type.
- PI 17.3 The Start Point shall be the date and time at which the payment is offered.
- PI 17.4 The End Point shall be the date and time the payment is processed and the Service Provider systems updated.
- PI 17.5 The PI measure shall be based upon all payments with an End Point during the Month.

PI 18 Timely Application of Refunds

- PI 18.1 95.0% of all refunds shall be issued by the Service Provider within five (5) Working Days of receipt.
- PI 18.2 99.5% of all refunds shall be issued by the Service Provider within ten (10) Working Days of receipt.
- PI 18.3 The Start Point shall be the date and time at which the refund is

requested or, where the refund is declined by the banking authority, the Start Point shall be the date and time of that notification.

PI 18.4 The End Point shall be the date and time the refund is processed and the Service Provider systems updated.

PI 18.5 The PI measure shall be based upon all refunds with an End Point during the Month.

PI 19 Timely Identification of Auto Pay Usage by the Service Systems

PI 19.1 The Service Provider shall identify all Auto Pay usage within twenty-four (24) hours of the last opportunity to manually make a Charge Payment for the relevant usage.

PI 19.2 The Start Point shall be the time at which it is no longer possible for the Customer to manually make a Charge Payment for their usage.

PI 19.3 The End Point shall be the time at which an Auto Pay usage record is settled against an Auto Pay account.

PI 19.4 The PI measure shall be based upon all Auto Pay usage records with an End Point during the Month.

PI 19.5 This measure excludes cases where incorrect or incomplete information is provided by an Other Service Provider.

PI 20 Timely Application of Fleet and CC Auto Pay Payments

PI 20.1 The Service Provider shall apply all Fleet and CC Auto Pay payments within one (1) Working Day of the payment due date.

PI 20.2 The application of Fleet and CC Auto Pay payments means that the Service Provider has requested the direct debit or requested the payment amount from the nominated credit or debit card, as per the details associated with the Auto Pay account.

PI 20.3 For the avoidance of doubt, the application of payments relates to the attempt to take a charge and not the financial success of the transaction. The Service Provider is responsible for all payments up until the point whereby the funds request has been applied for by the Service Provider payment services.

PI 20.4 The Start Point shall be the time at which the payment is due.

PI 20.5 The End Point shall be the time at which the direct debit application is made or the payment is created for fulfilment.

PI 20.6 The PI measure shall be based upon all Fleet or CC Auto Pay payments with an End Point during the Month.

PI 21 Timely Production of Fleet and CC Auto Pay Statements

- PI 21.1 The Service Provider shall create Fleet and CC Auto Pay account statements for issue within one (1) Working Day of the Statement Due Date as per the Statement Due Date held against the Auto Pay account.
- PI 21.2 The Start Point shall be the Statement Due Date.
- PI 21.3 The End Point shall be the time at which the statement is created for issue.
- PI 21.4 The PI measure shall be based upon all Fleet and CC Auto Pay statements with an End Point during the Month.

PI 22 Timely Processing of Contravention Candidates

- PI 22.1 The Service Provider is responsible for identifying all Contravention Candidates in the Service Systems and processing all resulting Contravention Candidates (i.e. accepting that the VRM interpretation is correct, rejecting the case back to Service Systems as incorrect or another action as identified in the SOR).
- PI 22.2 The Service Provider shall accept or reject 90.0% of Contravention Candidates in line with the Business Rules by 1pm on the second Working Day following the last opportunity to pay the Charge Payment or obtain an Exemption or 100% Discount for the relevant usage, excluding time correctly referred to TfL or the DVLA (or another Vehicle Data Service).
- PI 22.3 The Service Provider shall accept or reject 100.0% of Contravention Candidates in line with the Business Rules within three (3) Working Days of the last opportunity for the Customer to pay the Charge Payment or obtain an Exemption or 100% Discount for the relevant usage, excluding time correctly referred to TfL or the DVLA (or another Vehicle Data Service).
- PI 22.4 The Start Point shall be the last time at which the Customer is able to pay the Charge Payment or obtain an Exemption or 100% Discount for the relevant usage.
- PI 22.5 The End Point for accepted Contravention Candidates shall be the time at which the accepted Contravention Candidate has been sent to or requested by the EOps Systems.
- PI 22.6 The End Point for rejected Contravention Candidates shall be the time at which the Contravention Candidate is rejected back to the Service Systems.
- PI 22.7 The PI measure shall be based upon all Contravention Candidates with

an End Point during the Month.

PI 23 Penalty Charge Cancellations due to Service Provider Error

- PI 23.1 The Service Provider shall ensure that the number of Penalty Charges cancelled due to Business Operations Service Provider error, as a percentage of total PCNs issued during the Month, does not exceed 0.2%.
- PI 23.2 A Penalty Charge cancelled due to a "Business Operations Service Provider error" shall be determined by reference to a list of reason codes for cancellations corresponding to the reasons set out below. The reasons set out below are not an exhaustive list of reasons and TfL may determine additional reasons from time to time.
- PI 23.3 The reasons referred to in paragraph PI 23.2 above are:
- (A) PCNs issued incorrectly due to Contravention Validation and Verification Check error;
 - (B) Cancelled due to incorrect information, advice or poor customer service; or
 - (C) Cancelled due to a processing error such as payments, Discounts and Auto Pay service setup.
- PI 23.4 The PI measure shall be based upon all cancellations due to Service Provider error during the Month.

PI 24 Open Work Items

- PI 24.1 As the majority of PIs are based on when an item is closed, this PI is included to encourage the Service Provider to complete any open work items which have breached the Acceptable Service Level as quickly as possible.
- PI 24.2 The Service Provider will strive to complete all work items covered in PIs 5, 6, 7, 11, 12, 13, 16, 17, 18, 20, 21, 22 within the Acceptable Service Level timescales for these PIs.
- PI 24.3 Any items still open at the end of the Month that have breached their Acceptable Service Level will accrue Service Failure Points.
- PI 24.4 The PI measure shall be based upon all work items, as at the end of the Month, that are still open and have breached their Acceptable Service Level.
- PI 24.5 The application of Service Failure Points to open work items will not preclude further Service Failure Points being applied to these work items from other PIs once these work items are eventually closed.

PI 25 Requests from TfL

- PI 25.1 100.0% of all requests received from TfL in the manner specified in this Agreement (or otherwise agreed with TfL) shall be processed within either:
- (a) the time specified in accordance with Schedule 2 (Statement of Requirements); or
 - (b) two (2) Working Days, unless otherwise agreed in writing with TfL, where there is no time specified in Schedule 2 (Statement of Requirements).
- PI 25.2 The Service Provider shall accurately process all requests received from TfL including, but not limited to, the following requests and any other activity required by and in relation to the services being delivered:
- (A) amendments and emergency messages on the IVR; and
 - (B) deactivate Discounts or other services; and
 - (C) scan and associate documents to the operational system; and
 - (D) amend system parameters; and
 - (E) amend existing letters and paragraphs; and
 - (F) add new letters or paragraphs.
- PI 25.3 The Start Point shall be the date and time the request is made.
- PI 25.4 The End Point shall be the date and time the action has been successfully completed, where 'successfully' means to TfL's satisfaction.
- PI 25.5 The PI measure shall be based upon all requests with an End Point during the Month.

PI 26 Quality Monitoring

- PI 26.1 The Service Provider shall perform a weekly monitoring regime, supported by system functionality, of Discount and Auto Pay applications (reported monthly) composed of:
- (A) three (3) randomly selected Discount application quality checks per Operational User per week (reported monthly); and
 - (B) two (2) randomly selected Auto Pay application quality checks per Operational User per week (reported monthly); and
 - (C) where an Operational User makes a critical error against their

application(s) quality checked in any given week, one (1) more application from this Operational User shall be quality checked.

- PI 26.2 The Service Provider shall perform a weekly monitoring regime, supported by system functionality, of two (2) randomly selected processed refunds per Operational User per week (reported monthly). Where an Operational User makes a critical error against their refund(s) quality checked in any given week, one (1) more refund from this Operational User shall be quality checked.
- PI 26.3 The Service Provider shall perform a weekly monitoring regime, supported by system functionality, of two (2) randomly selected out-going ad-hoc letters per Operational User per week (reported monthly). Where an Operational User makes a critical error against their correspondence item(s) quality checked in any given week, one (1) more correspondence item from this Operational User shall be quality checked.
- PI 26.4 The Service Provider shall perform a weekly call monitoring regime, supported by system functionality, of three (3) quality checks per Operational User per week from randomly selected inbound and/or outbound calls to the Contact Centre. The Service Provider shall report on this monthly and ensure that for each call selected and/or monitored, that a completed monitoring form is produced and appropriate feedback provided to the Operational User. Where an Operational User makes a critical error against their call(s) quality checked in any given week, one (1) more call from this Operational User shall be quality checked.
- PI 26.5 The Service Provider shall perform a weekly monitoring regime, supported by system functionality, of five (5) randomly selected processed Contravention Candidates per Operational User per week (reported monthly). Where an Operational User makes a critical error against their Contravention Candidate(s) quality checked in any given week, one (1) more Contravention Candidate from this Operational User shall be quality checked.
- PI 26.6 The Service Provider shall perform a weekly monitoring regime, supported by system functionality, of one hundred and fifty (150) randomly selected Auto Pay payments per week (reported monthly).
- PI 26.7 The Service Provider shall perform a weekly monitoring regime, supported by system functionality, of one hundred and fifty (150) randomly selected Auto Pay statements per week (reported monthly).
- PI 26.8 The Service Provider shall perform a monthly monitoring regime, supported by system functionality, of all Subject Access Request / Information Access Request responses submitted in the Month.
- PI 26.9 The PI measure shall be based upon the quality monitoring checks performed during the Month and any resulting critical errors identified in the Month. For the avoidance of doubt, the Service Provider shall be deemed to have breached the PI if:
- (A) the number of quality checks required under paragraphs PI 26.1 to PI 26.8 have not been completed; or

(B) the quality checks performed under paragraphs PI 26.1 to PI 26.8 identify any critical errors.

PI 26.10 Quality monitoring shall be carried out independently for each of the areas outlined in paragraphs PI 26.1 to PI 26.8. Any resulting Service Failure Points shall also be calculated and applied separately for each area, based on the total number of quality checks stipulated in each area.

PI 26.11 The results of any quality monitoring checks, in relation to the areas covered by paragraphs PI 26.1 to PI 26.8, carried out by TfL during the Month will also be included under this PI.

PI 26.12 Factors that constitute a critical error within each of the areas that will be quality monitored under paragraphs PI 26.1 to PI 26.8 shall be agreed in advance with TfL.

PI 27 TfL Quality Benchmarking

PI 27.1 TfL shall monitor aspects of the Services each Month in accordance with the Statement of Requirements. These activities shall be carried out for any aspect of the Service not covered by PI 26 and will be notified in advance to the Service Provider.

PI 27.2 The sample size for this monitoring shall be notified in advance to the Service Provider.

PI 27.3 The acceptable quality standard for this PI shall be agreed in advance with TfL.

PI 27.4 Where TfL identifies any inaccuracies which are affecting the reported PI performance, TfL shall be entitled to make such adjustments to the Service Failure Points incurred for that Month for the relevant PI(s) as it deems reasonably appropriate in order to take account of and/or correct such inaccuracies. For the avoidance of doubt, this is in addition to the Service Failure Points accrued under this PI.

PI 27.5 The PI measure shall be as determined by TfL and shall be based upon the results of the monitoring checks performed by TfL during the Month.

PI 28 Customer Satisfaction Index Benchmark Variance

PI 28.1 This PI shall measure the shortfall in customer satisfaction in relation to the Service Provider against the Acceptable Service Level and shall be measured using index points, as further described below.

PI 28.2 The index shall be a customer satisfaction survey conducted by an independent third party market research company to allow ad-hoc surveys at TfL's discretion, but no more than every three (3) months. The index may also be based upon automated surveys as notified by TfL. The parties shall agree the basis of this survey before the Operational Commencement Date and the survey shall gauge Customer perceptions

of the level of service received when interacting with the Service Provider. The range of Customers to be surveyed shall include, but not be limited to, those who have made Charge Payments, applied for Discounts (including those rejected) and used the Enquiries and Complaints service. The survey shall be indexed and benchmarked against the Acceptable Service Level.

- PI 28.3 The survey of customer satisfaction shall exclude Customer perceptions of the Scheme(s) and Scheme(s) policy for index purposes.
- PI 28.4 The survey shall, if required by TfL, also include a number of non-scored questions for research purposes.
- PI 28.5 The PI measure shall be applied in the Month in which the survey result is received from the third party market research company.
- PI 28.6 An incentive payment will be offered against this PI whereby, if the Service Provider achieves a survey result that is above the Acceptable Service Level and shows a minimum one (1) point improvement compared to the previous survey result, then the Service Provider shall be entitled to an incentive payment of 2% of the Service Charges for that Month.

ANNEX A

Performance Indicator Tables

Table 1

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
					Low Severity		High Severity
PI 1	Contract Compliance	N/A	N/A	0 breaches	1,000 Service Failure Points per breach per day		15,000 Service Failure Points per breach per day
					<99.95% - 99.90%	<99.90% - 99.50%	<99.50%
PI 2	Critical Service Systems and Interfaces Availability	N/A	N/A	100.00% - 99.95% availability per Month	250 Service Failure Points per minute of unacceptable outage	200 Service Failure Points per minute of unacceptable outage	10,000 Service Failure Points
					<95.0%-93.0%	<93.0-90.0%	<90.0%
PI 3	Web Interface Response Times	N/A	N/A	100.0% - 95.0% requests within 2 seconds per calendar day	1,500 Service Failure Points per day	3,000 Service Failure Points per day	5,000 Service Failure Points per day

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
					<99.5% - 98.5%	<98.5% - 97.5%	<97.5%
PI 4	Service Systems and Interfaces Availability	N/A	N/A	100.0% - 99.5% availability per Month	50 Service Failure Points per minute of unacceptable outage	50 Service Failure Points per minute of unacceptable outage	5,000 Service Failure Points
					4-8 hours	>8-16 hours	>16 hours
PI 5a	Adherence to Fix Times	The time at which the Incident is logged	The time at which the Severity 1 Incident is resolved and closed	Severity 1 <4 hours	1,500 Service Failure Points per Incident	3,500 Service Failure Points per Incident	45,000 Service Failure Points per Incident
					24-48 hours	>48-72 hours	>72 hours
PI 5b	Adherence to Fix Times	The time at which the Incident is logged	The time at which the Severity 2 Incident is resolved and closed	Severity 2 <24 hours	1,500 Service Failure Points per Incident	3,500 Service Failure Points per Incident	45,000 Service Failure Points per Incident
					3-4 months	>4-6 months	>6 months
PI 5c	Adherence to Fix Times	The time at which the Incident is logged	The time at which the Severity 3 Incident is resolved and closed	Severity 3 <3 calendar months or next closest maintenance release date	1,500 Service Failure Points per Incident	3,000 Service Failure Points per Incident	6,000 Service Failure Points per Incident
					5-6 Working Days	>6-8 Working Days	>8 Working Days
PI 6a	Accuracy of MIS Data	The time at which the Incident is logged	The time at which a MIS Sev 1 Incident is resolved and closed	Severity 1 within 5 Working Days	1,000 Service Failure Points per Incident	2,000 Service Failure Points per Incident	4,000 Service Failure Points per Incident

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
					10-12 Working days	>12-15 Working days	>15 Working days
PI 6b	Accuracy of MIS Data	The time at which the Incident is logged	The time at which a MIS Sev 2 Incident is resolved and closed	Severity 2 within 10 Working Days	500 Service Failure Points per Incident	1,000 Service Failure Points per Incident	2,000 Service Failure Points per Incident
					30-45 Working Days	>45-60 Working Days	>60 Working Days
PI 6c	Accuracy of MIS Data	The time at which the Incident is logged	The time at which a MIS Sev 3 Incident is resolved and closed	Severity 3 within 30 Working Days	100 Service Failure Points per Incident	200 Service Failure Points per Incident	500 Service Failure Points per Incident
					1 – 5 Working Days	>5 – 10 Working Days	>10 Working Days
PI 7	Timely, Complete and Correct Provision of Reports	Date and time Report is due or an error is identified	Date and time Report is delivered or corrected	0 Reports late, incomplete or inaccurate	100 Service Failure Points per Report per Working Day late	300 Service Failure Points per Report per Working Day late	500 Service Failure Points per Report per Working Day late
					<98.5% - 95.0%	<95.0% - 92.5%	<92.5%
PI 8	Contact Centre Availability	N/A	N/A	100.0% - 98.5% available each Contact Centre Operational Day	400 Service Failure Points per minute unavailable	200 Service Failure Points per minute unavailable	50 Service Failure Points per minute unavailable

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
					<95.0% - 90.0%	< 90.0% - 85.0%	< 85.0%
PI 9	Abandon Rate	N/A	N/A	100.0% - 95.0% unabandoned calls per Month	10 Service Failure Points per call	15 Service Failure Points per call	20 Service Failure Points per call
					<98.0% - 95.0%	<95.0% - 93.0%	<93.0%
PI 10a	Queuing Time Objective	Date and time the call is received on the queue at the relevant Contact Centre	Date and time the call is answered by an Operational User	100.0% - 98.0% calls answered within 240 seconds per Month	2 Service Failure Points per call	3 Service Failure Points per call	5 Service Failure Points per call
					<70.0% - 68.0%	<68.0% - 65.0%	<65.0%
PI 10b	Queuing Time Objective	Date and time the call is received on the queue at the relevant Contact Centre	Date and time the call is answered by an Operational User	100.0% - 70.0% calls answered within 90 seconds per PI Reporting Week	4 Service Failure Points per call	6 Service Failure Points per call	8 Service Failure Points per call
					1 – 5 days late	>5– 10 days late	>10 days late
PI 11	Data Protection Subject Access Requests	Date initial valid request is received from the individual	Date information is sent to the individual who made the request	Within relevant statutory timescale (currently 40 calendar days)	1,000 Service Failure Points per calendar day late	2,000 Service Failure Points per calendar day late	5,000 Service Failure Points per calendar day late

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
					1 – 5 days late	>5– 10 days late	>10 days late
PI 12a	Freedom of Information Act, Environmental Information Regulations and Data Protection Subject Access Requests by TfL or an Other Service Provider	Date and time Information Access Request is received by the Service Provider	Date and time information is sent to TfL or an Other Service Provider	0 - 5 Working Days	500 Service Failure Points per Working Day late	1,000 Service Failure Points per Working Day late	2,500 Service Failure Points per Working Day late
PI 12b	Freedom of Information Act, Environmental Information Regulations and Data Protection Subject Access Requests by TfL or an Other Service Provider	Date and time Subject Access Request is received by the Service Provider	Date and time information is sent to TfL or an Other Service Provider	0 - 10 Working Days	500 Service Failure Points per Working Day late	1,000 Service Failure Points per Working Day late	2,500 Service Failure Points per Working Day late
					1 – 2 days late	>2– 5 days late	>5 days late
PI 13	Freedom of Information Act, Environmental Information Regulations and Data Protection Subject Access Requests	Date and time the request is received by the Service Provider	Date and time the request is sent to TfL	0 - 5 Working Days	500 Service Failure Points per Working Day late	1,000 Service Failure Points per Working Day late	2,500 Service Failure Points per Working Day late

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
	received by the Service Provider from the Public						
					Low Severity	Med Severity	High Severity
PI 14	Data Protection Breaches	N/A	N/A	0 breaches	500 Service Failure Points per instance	5,000 Service Failure Points per instance	20,000 Service Failure Points per instance
					5-15	>15-30	>30
PI 15	Valid Customer Complaints	N/A	N/A	0-4 valid complaints	300 Service Failure Points per complaint	400 Service Failure Points per complaint	600 Service Failure Points per complaint
					<95.0% - 90.0%	<90.0% - 85.0%	<85.0%
PI 16a	Processing of Items Received	Date and time item is received	Date and time response is despatched	100.0% - 95.0% within 5 Working Days	15 Service Failure Points per item received	25 Service Failure Points per item received	50 Service Failure Points per item received
					< 99.5% - 97.0%	<97.0% - 95.0%	<95.0%
PI 16b	Processing of Items Received	Date and time item is received	Date and time response is despatched	100.0% - 99.5% within 10 Working Days	30 Service Failure Points per item received	50 Service Failure Points per item received	100 Service Failure Points per item received
					< 99.5% - 97.0%	<97.0% - 95.0%	<95.0%
PI 17	Timely Application of Payments	Date and time payment is offered	Date and time payment is processed	100.0% - 99.5% on calendar day	30 Service Failure Points per payment	50 Service Failure Points per payment	100 Service Failure Points per payment

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
				of receipt			
					<95.0% - 90.0%	<90.0% - 85.0%	<85.0%
PI 18a	Timely Application of Refunds	Date and time refund is requested or date and time of notification the refund has been declined	Date and time refund is processed	100.0% - 95.0% within 5 Working Days	30 Service Failure Points per refund	50 Service Failure Points per refund	100 Service Failure Points per refund
					< 99.5% - 97.0%	<97.0% - 95.0%	<95.0%
PI 18b	Timely Application of Refunds	Date and time refund is requested or date and time of notification the refund has been declined	Date and time refund is processed	100.0% - 99.5% within 10 Working Days	30 Service Failure Points per refund	50 Service Failure Points per refund	100 Service Failure Points per refund
					<100.0% - 97.0%	<97.0% - 95.0%	<95.0%
PI 19	Timely Identification of Auto Pay usage by the Service Systems	Date and time at which it is no longer possible for the Customer to manually make a Charge Payment for their usage	Date and time at which an Auto Pay usage record is settled against an Auto Pay account	100.0% within 24 hours	10 Service Failure Points per Auto Pay usage	10 Service Failure Points per Auto Pay usage	10 Service Failure Points per Auto Pay usage

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
					1 – 5 Working Days Late	>5 – 10 Working Days Late	>10 Working Days Late
PI 20	Timely Application of Fleet and CC Auto Pay Payments	Date and time payment is due	Date and time the direct debit application is made or the payment is created for fulfilment	100.0% within 1 Working Day	20 Service Failure Points per payment per day late	20 Service Failure Points per payment per day late	20 Service Failure Points per payment per day late
					1 – 5 Working Days Late	>5 – 10 Working Days Late	>10 Working Days Late
PI 21	Timely Production of Fleet and CC Auto Pay Statements	Statement Due Date	Date and time the statement is created for issue	100.0% within 1 Working Day;	20 Service Failure Points per statement per day late	20 Service Failure Points per statement per day late	20 Service Failure Points per statement per day late
					<90.0% - 87.0%	<87.0% - 85.0%	<85.0%
PI 22a	Timely Processing of Contravention Candidates	Last date and time that the Customer is able to pay the Charge Payment or obtain Exemption or 100% Discount for the relevant usage	Date and time the accepted Contravention Candidate has been sent to or requested by the Enforcement Operations Service Provider Service System or the date and time the rejected Contravention Candidate is	100.0% - 90.0% by 1pm on the second Working Day following the last opportunity to pay or obtain exemption / 100% Discount	10 Service Failure Points per Contravention Candidate	10 Service Failure Points per Contravention Candidate	10 Service Failure Points per Contravention Candidate

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
			rejected back to the Service Systems				
					1 – 5 Working Days Late	>5 – 10 Working Days Late	>10 Working Days Late
PI 22b	Timely Processing of Contravention Candidates	Last date and time that the Customer is able to pay the Charge Payment or obtain Exemption or 100% Discount for the relevant usage	Date and time the accepted Contravention Candidate has been sent to or requested by the Enforcement Operations Service Provider Service System or the date and time the rejected Contravention Candidate is rejected back to the Service Systems	100.0% within 3 Working Days	20 Service Failure Points per Contravention Candidate per day late	20 Service Failure Points per Contravention Candidate per day late	20 Service Failure Points per Contravention Candidate per day late
					<99.8% - 99.0%	<99.0% - 98.0%	<98.0%
PI 23	Penalty Charge Cancellations due to Service Provider error	N/A	N/A	100.0% - 99.8% of Penalty Charges not cancelled due to Service Provider error	80 Service Failure Points per Penalty Charge cancelled	100 Service Failure Points per Penalty Charge cancelled	120 Service Failure Points per Penalty Charge cancelled

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
					1-15 days late	>15-30 days late	>30 days late
PI 24	Open Work Items	N/A	N/A	0 breach work items	10 Service Failure Points per open item	30 Service Failure Points per open item	50 Service Failure Points per open item per Working Day late
					1-5 days late	>5-10 days late	>10 days late
PI 25	Requests from TfL	Date and time the request is made	Date and time the action has been successfully completed	100.0% within specified time	10 Service Failure Points per request per Working Day late	20 Service Failure Points per request per Working Day late	50 Service Failure Points per request per Working Day late
					<100.0% - 97.0%	<97.0% - 95.0%	<95.0%
PI 26	Quality Monitoring	N/A	N/A	100.0% quality checks performed/ no critical errors identified within each area outlined in paragraphs PI 26.1 to PI 26.8	50 Service Failure Points per quality check not performed or critical error found	75 Service Failure Points per quality check not performed or critical error found	100 Service Failure Points per quality check not performed or critical error found
					<97.0% - 96.0%	<96.0% - 95.0%	<95.0%
PI 27	TfL Quality Benchmarking	N/A	N/A	100.0% - 97.0% of sample meets agreed quality standard	50 Service Failure Points per item	100 Service Failure Points per item	150 Service Failure Points per item

PI #	Performance Indicator Title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
					<75-70	<70-65	<65
PI 28	Customer Satisfaction Index Benchmark Variance	N/A	N/A	100-75 satisfaction score	1,000 Service Failure Points per satisfaction point	3,000 Service Failure Points per satisfaction point	6,000 Service Failure Points per satisfaction point