

TARGETS	Performance against targets from 1 October 2010 to 31 December 2010	Performance against targets from 1 January 2011 to 31 March 2011	Performance against targets from 1 April 2011 to 30 June 2011	Performance against targets from 1 July 2011 to 30 September 2011
Abandoned vehicles We aim to remove 95% of abandoned vehicles within three working days of them being reported to us.	We removed 100% of abandoned vehicles within three working days of them being reported to us.	We removed 100% of abandoned vehicles within three working days of them being reported to us.	We removed 100% of abandoned vehicles within three working days of them being reported to us.	We removed 100% of abandoned vehicles within three working days of them being reported to us.
Phone calls We aim to answer 90% of phone calls within one minute and to deal with 90% of calls without transferring them.	We answered 90% of calls within one minute and dealt with 93% without transferring them.	We answered 90% of calls within one minute and dealt with 92% without transferring them.	We answered 92% of calls within one minute and dealt with 93% without transferring them.	We answered 90% of calls within one minute and dealt with 92% without transferring them.
Repairs to pay and display machines We aim to repair pay and display machines in an average time of less than 1 hour of a fault being reported to us.	We repaired 99% of machines within 1 hour of a fault being reported.	We repaired 99% of machines within 1 hour of a fault being reported.	We repaired 99% of machines within 1 hour of a fault being reported.	We repaired 99.5% of machines within 1 hour of a fault being reported.
Challenges against Penalty Charge Notices We aim to deal with 90% of challenges against Penalty Charge Notices within 20 working days of receiving them.	We answered 90% of challenges against Penalty Charge Notices within 20 working days of receiving them.	We answered 92% of challenges against Penalty Charge Notices within 20 working days of receiving them.	We answered 80% of challenges against Penalty Charge Notices within 20 working days of receiving them.	We answered 69% of challenges against Penalty Charge Notices within 20 working days of receiving them.
Controlled parking zones We aim to make sure that 95% of all surveys in controlled parking zones meet the contractual requirement (that is, do not have more than one offending vehicle per 70 metres).	100% of all surveys in controlled parking zones met the contractual requirement.	100% of all surveys in controlled parking zones met the contractual requirement.	100% of all surveys in controlled parking zones met the contractual requirement.	100% of all surveys in controlled parking zones met the contractual requirement.