

Greater London Authority (GLA)

Road User Charging Appeal Service

Appendix 3 –

Management Information (MI) Statement of Requirements

1. MANAGEMENT INFORMATION

This section covers the generic Requirements with regards to the MI applicable to the Service Provider.

1.1 Performance Indicator Reports

The Service Provider shall provide Performance Indicator Reports to an agreed specification and within an agreed delivery timetable. This section outlines the Requirements for the design, production and verification of these Performance Indicator Reports.

M1.1.1

Mandatory

The Service Provider shall provide the Performance Indicator Reports to GLA for each Month within the timescales outlined in Appendix 4: Service Level Agreement.

M1.1.2

Mandatory

The Service Provider shall ensure that the Performance Indicator Reports can be delivered in a format (including Excel/CSV) whereby GLA has the ability to extract the raw Data from the report and present the Data in another format within other GLA reports.

M1.1.3

Mandatory

The Service Provider shall produce functional specifications for each of the defined Performance Indicator Reports. The Service Provider shall ensure that the proposed features and specifications are Approved by GLA prior to being implemented and, when submitting these for Approval, shall include explanations of how the reports are constructed, including:

- the source of the Data;
- the logic and approach used to obtain the Data;
- any constraints or exclusions applied to the Data;
- any transformation, including calculations and business rules applied to the Data;
- the presentation of the Data;

- the process and tools used to generate the report; and
- any input Parameters to the report and report frequency if generated automatically.

M1.1.4		Mandatory
<p>The Service Provider shall ensure that all supporting Data used in the calculation of the Performance Indicator Reports shall be provided to GLA at the same time as the Performance Indicator Report, as outlined in Appendix 4: Service Level Agreement.</p>		

1.2 Operational Reports		
<p>The Service Provider shall provide several defined Operational Reports to an agreed specification and within an agreed regular delivery timetable. This section outlines the Requirements for the design, production and verification of these defined Operational Reports.</p>		

M1.2.1		Mandatory
<p>The Service Provider shall ensure that the Operational Reports can be delivered in a format (including Excel/CSV) whereby GLA has the ability to extract the raw Data from the reports and present the Data in another format within other GLA reports.</p>		

M1.2.2		Mandatory
<p>The Service Provider shall ensure that the frequency and format of Operational Reports can be changed by ensuring that such reports are Parameterised.</p>		

M1.2.3		Mandatory
<p>The Service Provider shall ensure that all Operational Reports are provided within the timescales outlined in the Master Report List described in section 1.5 of this Appendix. During the Implementation Phase, Operational Report Requirements shall be defined, developed and submitted to GLA for Approval.</p>		

M1.2.4		Mandatory
<p>The Service Provider shall produce functional specifications for each of the defined</p>		

Operational Reports. The Service Provider shall ensure that the proposed features and specifications are Approved by GLA prior to being implemented and, when submitting these for Approval, shall include explanations of how the reports are constructed, including:

- the source of the Data;
- the logic and approach used to obtain the Data;
- any constraints or exclusions applied to the Data;
- any transformation, including calculations and business rules applied to the Data;
- the presentation of the Data;
- the process and tools used to generate the report; and
- any input Parameters to the report and report frequency if generated automatically.

1.3 Ad Hoc Reports

The Service Provider shall ensure that, in addition to the defined Reports set out in sections 1.1 Performance Indicator Reports and 1.2 Operational Reports, they can provide Ad Hoc MI reports when requested.

M1.3.1		Mandatory
<p>The Service Provider shall provide GLA with Ad Hoc reports upon request and at no additional cost to GLA. This will apply only where part or all of the Data required is not available via regular reporting.</p>		

M1.3.2		Mandatory
<p>The Service Provider shall deliver new Ad Hoc reports to GLA within forty eight (48) hours of GLA's request for same, unless otherwise agreed with GLA (for example, where an urgent ad hoc report is required more quickly or where the Service Provider can reasonably demonstrate that due to the complexity of a report it requires more time for delivery).</p>		

M1.3.3		Mandatory
<p>The Service Provider shall ensure that the Ad Hoc reports and Data can be provided in a format specified by GLA at the time of the request. This format must ensure GLA have the ability to extract the raw Data from the report and present the Data in another format within</p>		

other GLA reports.

M1.3.4

Mandatory

The Service Provider shall ensure that they are able to report on the high-level categories of Data as set out in the MIS Data Requirements Overview described in section 1.6 of this Appendix. During the Implementation Phase, detailed Data requirements shall be defined, developed and submitted to GLA for Approval.

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1.4 Volumetrics

CC & LEZ RUCAS Volumes

Financial Year	2010/11	2011/12	2012/13	2013/14	2014/15
Appeals Recieved	8,245	7,536	7,393	7,826	6,497
Total Cases Closed	5,453	7,317	7,426	7,170	5,825

Source: Road User Charging Adjudicator's Annual Report 2014-15

1.5 Master Report List

Report Type	Report Frequency	Delivery Date/ Time	Report Title
Performance Indicator	Monthly	8 th Working Day of following Month	PI1 Contact Centre Performance
			PI2 Appeal Processing
			PI3 Correspondence (excluding Complaints) Processing
			PI4 Complaints Processing
			PI5 Web and Interface Availability
			PI6 Appeal Cancellations Due to Service Provider Error
			PI7 Timely, Complete and Correct Provision of Reports
Operational	Weekly	9am Tuesdays	Weekly Performance Report (including Appeals received, decisions, hearings etc)
	Daily	9am	Administration Report (including Call Centre statistics, complaint volumes etc)
	Weekly	9am Tuesdays	Finance Report
Ad Hoc Requests	Ad Hoc	Within 48 hours	

Note: Report List is indicative of the type of reports that will be required. Final list will be defined during the Implementation Phase.

1.6 MIS Data Requirements Overview

Data to include, but not limited to:	Continued:
VRM	Costs Decision
Scheme type/ID	Costs decision reasons
PCN Number	Date of Costs decision
Appeals Case Reference Number	Date costs decision notified
Date Appeal Received	
Ground of Appeal	Complaint received date
Channel of Appeal	Complaint reference number
Date of Appeal decision	Complaint decision date
Date Decision issued	Complaint outcome
Appeal decision (Allowed, Refused, Out of Time etc)	
Appeal decision reason	Call centre
Date Appeal Hearing date notified	Call type / group
Hearing date and Time	Call date
Hearing Type	Scheme ID
Date Appeal notified to TfL	Calls received
Date Appeal notified to Appellant	Calls answered
Adjournments	Calls answered within xx seconds
Reschedules	Calls Abandoned
Additional Evidence requests	Calls dropped
Date of receipt of Statutory Declaration	Call Durations
Ground of Statutory Declaration	Average handling Times
Direction Decision	Speed of Answer
Date of Review application	
Review Decision & Adjudicator	Web Analysis
Review decision reasons	Availability
Date of review decision	Web page usage
Date review decision notified	
Date of costs application	Workflow / case management tool reporting
Appeal status	Any Performance Indicator and Operational reporting data not listed above

Note: This Data Requirement Overview is indicative of the type of data items that will be required. Detailed Data requirements will be defined during the Implementation Phase.