

MAIDSTONE BOROUGH COUNCIL

**ENVIRONMENT AND TRANSPORTATION OVERVIEW AND
SCRUTINY COMMITTEE**

17 AUGUST 2010

REPORT OF HEAD OF CHANGE AND SCRUTINY

Report prepared by Les Smith

1. 2010-11 FIRST QUARTER PERFORMANCE OF PARK AND RIDE

1.1 Issue for Consideration

1.1.1 To consider the 2010-11 first quarter performance results of usage of the park and ride service and determine whether action is required to improve performance.

1.2 Recommendation of the Head of Change and Scrutiny

1.2.1 The 2010-11 first quarter results showed 104,014 park and ride transactions compared to a target of 112,500. Members are recommended to interview Brian Morgan, Assistant Director of Development, establish the reasons for performance and recommend action as appropriate.

1.3 Reasons for Recommendation

1.3.1 The Environment and Transportation Overview and Scrutiny Committee is responsible for monitoring performance of the areas of the Council's business that falls within its remit, which includes parking.

1.3.2 A key role for overview and scrutiny is to drive improvement in public services, reviewing performance management information, identifying services that are not performing and making recommendations for improvement. Interviewing Brian Morgan, Assistant Director of Development, to establish the reasons for the shortfall and identify appropriate action will ensure the committee is monitoring and seeking to improve the council's performance in key service areas.

1.4 Alternative Action and Why Not Recommended

1.4.1 The Committee could choose not to interview Brian Morgan about the first quarter performance, but that would prevent the Committee from fulfilling its remit to be responsible for performance management of the services within its terms of reference.

