

SCHEDULE 2 – Appendix 31

Enforcement Operations Volumes

[note that systems and processes have been designed around the volumes in Scenario 1]

Table 1: Forecast Monthly Average Steady State Operational Volumes

	Measure	Scenario 1		Scenario 2	Scenario 3
		R1	R2	S2	S3
Enforcement Operations Process:					
PCN Issue	per month	130,000	100,000	480,000	1,400,000
Process PCN Payment - Telephone	per month	26,000	20,000	85,000	240,000
Process PCN Payment - OSE	per month	1,000	790	3,400	9,700
Process PCN Payment - Postal	per month	25,000	19,000	82,000	230,000
Process PCN Payment - Bailiff	per month	4,100	3,100	14,000	39,000
Process PCN Payment - IVR	per month	7,200	5,500	24,000	68,000
Process PCN Payment - Web	per month	35,000	27,000	120,000	330,000
Request for Consideration - Telephone	per month	1,100	910	4,200	12,000
Request for Consideration - Postal/Fax	per month	410	330	1,500	4,300
Request for Consideration - Web/email	per month	200	160	760	2,200
Post DVLA Manual Check	per month	260,000	210,000	950,000	2,700,000
Representation Consideration	per month	21,000	17,000	100,000	300,000
Appeal Consideration	per month	1,600	1,300	6,800	20,000
Processing Statutory Declarations	per month	1,500	1,200	6,800	20,000
Issue Charge Certificates	per month	28,000	23,000	120,000	370,000
Debt registrations	per month	22,000	18,000	97,000	290,000
Warrant requests	per month	18,000	14,000	77,000	230,000
Processing N244s	per month	220	180	990	2,900
Tracing of Returned PCNs	per month	2,000	1,500	7,500	21,500