



Enforcement Operations Agreement

Schedule 2

Appendix 25 – Enforcement Volumes

tfl_scp_000555

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1. Introduction

- 1.1 This appendix contains information on the current (Table 1) and projected (Table 2) volumes of specific transactions for Enforcement Operations.
- 1.2 In the next few years TfL will be actively moving customers from using post, retail and phones to online (web) self service transactions. The projected volumes in Table 2 are TfL's best estimate of these and other changes.
- 1.3 The information in Table 1 and Table 2 contain information on scanning and processing. Please note this information applies to both Enforcement Operations and Business Operations as it is not possible to distinguish the volumes for each operation.
- 1.4 The information in Table 1 and Table 2, with the exception of items 133, 134 and 135, contain combined Enforcement Operations and Business Operations information for the size of the document stores. It was not possible to provide the information solely for Enforcement Operations so the following information is provided on the average size and volumes of PCNs, Representations, and Appeals for Enforcement Operations in order to project the size of the storage requirements for Enforcement Operations without Business Operations included:

Item	Average size	Average per Month
PCN	240 (KB)	5,398
Representation	50 (KB)	525
Appeal Pack	1 (MB)	59

- 1.5 For the purpose of sizing storage the following assumptions should be made:
 - Data shall be retained in accordance to Appendix 24 Data Retention;
 - Capacity shall be sufficient to capture and store data for the Term of the Contract in accordance to Section 2: Statement of Requirements (General).

2. Table 1: Current Operational Volumes

Table Notes

All figures are rounded.

Lot	Internal Ref	Volumetric	Unit	Capacity	Weekend Average	Weekday Average	Average Week	Average Month	Volume As At Jun 13	Daily Peak
xCommon	65	Scanning, storing and processing documents including documents related to PCN proc	Number	0	0	2,000	10,200	41,500	0	0
Lot 2	72	PCN Issue	Number	0	650	3,600	19,300	87,000	0	5,398
Lot 2	73	PCN Issue CSEP	Number	0	32	310	1,600	6,900	0	554
Lot 2	74	PCN Issue CCTV	Number	0	920	1,400	8,600	38,000	0	1,821
Lot 2	75	Process PCN Payment Phone	Number	0	77 *	330	1,700	7,400	0	615
Lot 2	76	Process PCN Payment Phone On Street	Number	0	2 *	9	47	210	0	0
Lot 2	77	Process PCN Payment Phone CCTV	Number	0	23 *	79	420	1,900	0	0
Lot 2	78	Process PCN Payment Post	Number	0	0	300	1,500	6,500	0	527
Lot 2	79	Process PCN Payment Post On Street	Number	0	0	26	130	570	0	0
Lot 2	80	Process PCN Payment Post CCTV	Number	0	0	230	1,200	4,900	0	0
Lot 2	81	Process PCN Payment Bailiff	Number	0	16 *	110	540	2,400	0	288
Lot 2	82	Process PCN Payment Bailiff On Street	Number	0	0	0	19	75	0	0
Lot 2	83	Process PCN Payment Bailiff CCTV	Number	0	0	0	170	650	0	0
Lot 2	84	Process PCN Payment IVR	Number	0	87	250	1,500	6,200	0	353
Lot 2	85	Process PCN Payment IVR On Street	Number	0	18	50	290	1,300	0	0
Lot 2	86	Process PCN Payment IVR CCTV	Number	0	140	420	2,400	11,000	0	0
Lot 2	87	Process PCN Payment Web	Number	0	330	1,100	6,000	26,000	0	1,428
Lot 2	88	Process PCN Payment Web On Street	Number	0	18	64	360	1,600	0	0
Lot 2	89	Process PCN Payment Web CCTV	Number	0	200	600	3,400	15,000	0	0
Lot 2	90	Enquiries Phone	Number	0	230 *	800	4,200	19,000	0	1,117
Lot 2	91	Enquiries Phone On Street	Number	0	10 *	45	240	1,100	0	0
Lot 2	92	Enquiries Phone CCTV	Number	0	90 *	370	2,000	8,400	0	0
Lot 2	93	Enquiries Email/Post	Number	0	53 *	270	1,500	6,100	0	0
Lot 2	94	Enquiries Email/Post On Street	Number	0	41 *	78	430	1,900	0	0
Lot 2	95	Enquiries Email/Post CCTV	Number	0	340 *	500	2,900	13,000	0	0
Lot 2	96	Representations (Processing)	Number	0	30	420	2,100	9,100	0	525
Lot 2	97	Representations (Processing) On Street	Number	0	3	42	220	1,100	0	0
Lot 2	98	Representations (Processing) CCTV	Number	0	24	230	1,200	5,200	0	0
Lot 2	99	Appeals (Processing)	Number	0	5 *	16	88	390	0	59
Lot 2	100	Appeals (Processing) On Street	Number	0	1 *	2	8	36	0	0
Lot 2	101	Appeals (Processing) CCTV	Number	0	4 *	16	84	370	0	0
Lot 2	102	Processing Statutory Declarations	Number	0	0	16	81	360	0	70
Lot 2	103	Processing Statutory Declarations On Street	Number	0	0 *	1	7	29	0	0
Lot 2	104	Processing Statutory Declarations CCTV	Number	0	1 *	8	41	180	0	0
Lot 2	105	Issue Charge Certificates	Number	0	0	600	3,000	13,000	0	1,959
Lot 2	106	Issue Charge Certificates On Street	Number	0	0	36	180	780	0	0
Lot 2	107	Issue Charge Certificates CCTV	Number	0	0	340	1,700	7,300	0	0
Lot 2	108	Issuing Debt Registrations	Number	0	0	480	2,400	11,000	0	1,774
Lot 2	109	Issuing Debt Registrations On Street	Number	0	0	36	180	780	0	0
Lot 2	110	Issuing Debt Registrations CCTV	Number	0	0	250	1,300	5,400	0	0

Lot 2	111	Warrant Requests	Number	0	0	430	2,200	9,300	0	2,934
Lot 2	112	Warrant Requests On Street	Number	0	0	38	200	830	0	0
Lot 2	113	Warrant Requests CCTV	Number	0	0	200	960	4,200	0	0
Lot 2	114	Processing N244s	Number	0	0	0	0	1	0	1
Lot 2	115	Processing N244s On Street	Number	0	0	0	0	1	0	0
Lot 2	116	Processing N244s CCTV	Number	0	0	0	0	1	0	0
Lot 2	120	Notice to Owner documents issued	Number	0	0	82	400	1,800	0	0
Lot 2	121	Enforcement Notice documents issued	Number	0	0	17	85	370	0	0
Lot 2	122	Average Size of a PCN	KB	240	-	-	-	-	-	-
Lot 2	123	Average Size of a Representation	KB	50	-	-	-	-	-	-
Lot 2	124	Average Size of a CC Appeal	MB	1	-	-	-	-	-	-
xCommon	125	Printing volumes	Number	0	0	11,000	55,000	220,000	0	0
xCommon	126	Interim Evidence Store	GB	4,540	-	-	-	-	-	-
xCommon	127	Volume of documents in DOC management store	Number	87,000,000	-	-	-	-	-	-
xCommon	128	Reference Store	GB	340	-	-	-	-	-	-
xCommon	129	Permanent Evidence store	GB	5,700	-	-	-	-	-	-
xCommon	130	Document Store	GB	3,800	-	-	-	-	-	-
Lot 2	133	CCTV/ On-Street Database Size	GB	520	-	-	-	-	-	-
Lot 2	134	CCTV/ On-Street Document Store	TB	2.3	-	-	-	-	-	-
Lot 2	135	CCTV/ On-Street Call Recordings	GB	420	-	-	-	-	-	-

Note:

* Average based on Saturday only. Volume for Sunday is zero, and so has been excluded from the average

3. Table 2: Projected Operational Volumes

Lot	Internal Ref	Volumetric	Unit	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
xCommon	65	Scanning, storing and processing documents including documents related to PCN proc	Number	498,000	480,876	463,752	449,839	435,927	422,014	408,102	394,189	380,277	366,364	352,452	338,539	324,626
Lot 2	72	PCN Issue	Number	1,044,000	1,023,120	1,002,658	982,605	962,953	943,694	924,820	906,324	888,198	870,434	853,025	835,965	819,246
Lot 2	73	PCN Issue CSEP	Number	82,800	82,800	82,800	82,800	82,800	82,800	82,800	82,800	82,800	82,800	82,800	82,800	82,800
Lot 2	74	PCN Issue CCTV	Number	456,000	456,000	456,000	456,000	456,000	456,000	456,000	456,000	456,000	456,000	456,000	456,000	456,000
Lot 2	75	Process PCN Payment Phone	Number	88,800	87,024	85,284	79,399	77,811	76,255	74,730	73,609	72,505	71,417	70,346	69,291	68,251
Lot 2	76	Process PCN Payment Phone On Street	Number	2,520	2,520	2,520	2,394	2,274	2,161	2,053	1,950	1,950	1,950	1,950	1,950	1,950
Lot 2	77	Process PCN Payment Phone CCTV	Number	22,800	22,800	22,800	21,660	20,577	19,548	18,571	17,642	17,642	17,642	17,642	17,642	17,642
Lot 2	78	Process PCN Payment Post	Number	78,000	70,200	63,180	56,862	51,176	46,058	41,452	41,452	41,452	41,452	41,452	41,452	41,452
Lot 2	79	Process PCN Payment Post On Street	Number	6,840	6,156	5,540	4,986	4,488	4,039	3,635	3,635	3,635	3,635	3,635	3,635	3,635
Lot 2	80	Process PCN Payment Post CCTV	Number	58,800	52,920	47,628	42,865	38,579	34,721	31,249	31,249	31,249	31,249	31,249	31,249	31,249
Lot 2	81	Process PCN Payment Bailiff	Number	28,800	28,224	27,660	27,107	26,565	26,034	25,513	25,003	24,503	24,013	23,533	23,062	22,601
Lot 2	82	Process PCN Payment Bailiff On Street	Number	900	900	900	900	900	900	900	900	900	900	900	900	900
Lot 2	83	Process PCN Payment Bailiff CCTV	Number	7,800	7,800	7,800	7,800	7,800	7,800	7,800	7,800	7,800	7,800	7,800	7,800	7,800
Lot 2	84	Process PCN Payment IVR	Number	74,400	72,912	71,454	74,204	72,720	71,266	69,841	68,071	66,341	64,652	63,001	61,389	59,816
Lot 2	85	Process PCN Payment IVR On Street	Number	15,600	15,600	15,600	15,726	15,846	15,959	16,067	16,170	16,170	16,170	16,170	16,170	16,170
Lot 2	86	Process PCN Payment IVR CCTV	Number	132,000	132,000	132,000	133,140	134,223	135,252	136,229	137,158	137,158	137,158	137,158	137,158	137,158
Lot 2	87	Process PCN Payment Web	Number	312,000	312,000	311,376	310,203	308,548	306,471	304,027	297,117	290,346	283,710	277,206	270,832	264,586
Lot 2	88	Process PCN Payment Web On Street	Number	19,200	19,884	20,500	21,054	21,552	22,001	22,405	22,405	22,405	22,405	22,405	22,405	22,405
Lot 2	89	Process PCN Payment Web CCTV	Number	180,000	185,880	191,172	195,935	200,221	204,079	207,551	207,551	207,551	207,551	207,551	207,551	207,551
Lot 2	90	Enquiries Phone	Number	228,000	223,440	218,971	214,592	210,300	206,094	201,972	197,933	193,974	190,095	186,293	182,567	178,916
Lot 2	91	Enquiries Phone On Street	Number	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200
Lot 2	92	Enquiries Phone CCTV	Number	100,800	100,800	100,800	100,800	100,800	100,800	100,800	100,800	100,800	100,800	100,800	100,800	100,800
Lot 2	93	Enquiries Email/Post	Number	73,200	71,736	70,301	68,895	67,517	66,167	64,844	63,547	62,276	61,030	59,809	58,613	57,441
Lot 2	94	Enquiries Email/Post On Street	Number	22,800	22,800	22,800	22,800	22,800	22,800	22,800	22,800	22,800	22,800	22,800	22,800	22,800
Lot 2	95	Enquiries Email/Post CCTV	Number	156,000	156,000	156,000	156,000	156,000	156,000	156,000	156,000	156,000	156,000	156,000	156,000	156,000
Lot 2	96	Representations (Processing)	Number	109,200	107,016	104,876	102,778	100,722	98,708	96,734	94,799	92,903	91,045	89,224	87,440	85,691
Lot 2	97	Representations (Processing) On Street	Number	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200	13,200
Lot 2	98	Representations (Processing) CCTV	Number	62,400	62,400	62,400	62,400	62,400	62,400	62,400	62,400	62,400	62,400	62,400	62,400	62,400
Lot 2	99	Appeals (Processing)	Number	4,680	4,586	4,494	4,404	4,316	4,230	4,145	4,062	3,981	3,901	3,823	3,747	3,672
Lot 2	100	Appeals (Processing) On Street	Number	432	432	432	432	432	432	432	432	432	432	432	432	432
Lot 2	101	Appeals (Processing) CCTV	Number	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440
Lot 2	102	Processing Statutory Declarations	Number	4,320	4,234	4,149	4,066	3,985	3,905	3,827	3,750	3,675	3,602	3,530	3,459	3,390
Lot 2	103	Processing Statutory Declarations On Street	Number	348	348	348	348	348	348	348	348	348	348	348	348	348
Lot 2	104	Processing Statutory Declarations CCTV	Number	2,160	2,160	2,160	2,160	2,160	2,160	2,160	2,160	2,160	2,160	2,160	2,160	2,160
Lot 2	105	Issue Charge Certificates	Number	156,000	152,880	149,822	146,826	143,889	141,011	138,191	135,427	132,718	130,064	127,463	124,914	122,416
Lot 2	106	Issue Charge Certificates On Street	Number	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360
Lot 2	107	Issue Charge Certificates CCTV	Number	87,600	87,600	87,600	87,600	87,600	87,600	87,600	87,600	87,600	87,600	87,600	87,600	87,600
Lot 2	108	Issuing Debt Registrations	Number	132,000	129,360	126,773	124,238	121,753	119,318	116,932	114,593	112,301	110,055	107,854	105,697	103,583
Lot 2	109	Issuing Debt Registrations On Street	Number	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360	9,360
Lot 2	110	Issuing Debt Registrations CCTV	Number	64,800	64,800	64,800	64,800	64,800	64,800	64,800	64,800	64,800	64,800	64,800	64,800	64,800
Lot 2	111	Warrant Requests	Number	111,600	109,368	107,181	105,037	102,936	100,877	98,859	96,882	94,944	93,045	91,184	89,360	87,573
Lot 2	112	Warrant Requests On Street	Number	9,960	9,960	9,960	9,960	9,960	9,960	9,960	9,960	9,960	9,960	9,960	9,960	9,960
Lot 2	113	Warrant Requests CCTV	Number	50,400	50,400	50,400	50,400	50,400	50,400	50,400	50,400	50,400	50,400	50,400	50,400	50,400
Lot 2	114	Processing N244s	Number	12	12	12	12	12	12	12	12	12	12	12	12	12
Lot 2	115	Processing N244s On Street	Number	12	12	12	12	12	12	12	12	12	12	12	12	12
Lot 2	116	Processing N244s CCTV	Number	12	12	12	12	12	12	12	12	12	12	12	12	12
Lot 2	120	Notice to Owner documents issued	Number	21,600	21,600	21,600	21,600	21,600	21,600	21,600	21,600	21,600	21,600	21,600	21,600	21,600
Lot 2	121	Enforcement Notice documents issued	Number	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440	4,440
Lot 2	122	Average Size of a PCN	KB	240	240	240	233	226	218	211	204	197	190	182	175	168
Lot 2	123	Average Size of a Representation	KB	50	50	50	49	47	46	44	43	41	40	38	37	35
Lot 2	124	Average Size of a CC Appeal	MB	1	1	1	1	1	1	1	1	1	1	1	1	1
xCommon	125	Printing volumes	Number	2,640,000	2,520,000	2,400,000	2,328,000	2,256,000	2,184,000	2,112,000	2,040,000	1,968,000	1,896,000	1,824,000	1,752,000	1,680,000
xCommon	126	Interim Evidence Store	GB	3,400	3,400	3,400	3,400	3,400	3,400	3,400	3,400	3,400	3,400	3,400	3,400	3,400
xCommon	127	Volume of documents in DOC management store	Number	87,000,000	87,000,000	87,000,000	87,000,000	87,000,000	87,000,000	87,000,000	87,000,000	87,000,000	87,000,000	87,000,000	87,000,000	87,000,000
xCommon	128	Reference Store	GB	340	340	340	340	340	340	340	340	340	340	340	340	340
xCommon	129	Permanent Evidence store	GB	5,700	5,700	5,700	5,700	5,700	5,700	5,700	5,700	5,700	5,700	5,700	5,700	5,700
xCommon	130	Document Store	GB	3,800	3,800	3,800	3,800	3,800	3,800	3,800	3,800	3,800	3,800	3,800	3,800	3,800
Lot 2	133	CCTV/ On-Street Database Size	GB	0	0	0	0	0	0	0	0	0	0	0	0	0
Lot 2	134	CCTV/ On-Street Document Store	TB	0	0	0	0	0	0	0	0	0	0	0	0	0
Lot 2	135	CCTV/ On-Street Call Recordings	GB	0	0	0	0	0	0	0	0	0	0	0	0	0