

APPENDIX TWO - Comparison of Performance Data post In-Sourcing and Extension

		July	August	September	October	November	December	January	February	March	April	Average
Enforcement Hours	Post-	4031	4,301	4,620	4,748	4,203	4,559	4,313	4,349	4,019		4,349
	Pre-	3893	3,896	3,840	3,837	4,080	3,827	3,674	3,014	3,998		3,784
PCNs Served (inc. bus gate)	Post-	4251	4,030	4,233	5,745	7,943	5,797	6,198	6,137	5,734		5,563
	Pre-	3777	3,908	3,642	3,746	4,037	4,100	3,597	3,412	4,102		3,813
PCNs Served (excl. bus gate)	Post-	4045	3,848	4,027	4,235	4,827	4,343	4,215	3,888	3,793		4,136
	Pre-	3335	3,572	3,277	3,345	3,674	3,832	3,312	3,167	3,800		3,479
PCNs Served in Bus Gates	Post-	206	182	206	1,510	3,116	1,454	1,983	2,249	1,941		1,427
	Pre-	442	336	365	401	363	268	285	245	302		334
PCN rate	Post-	1.00	0.89	0.87	0.89	1.15	0.95	0.98	0.89	0.94		0.95
	Pre-	0.86	0.92	0.85	0.87	0.90	1.00	0.90	1.05	0.95		0.92
Letters (excl. bus gate)	Post-	1,853	4,835	4,218	3,257	4,063	3,056	4,291	3,578	3,828		3,664
	Pre-	2,757	2,747	2,997	3,560	2,693	2,495	4,622	2,634	3,099		3,067
Correspondence in	Post-	1,296	1,664	1,325	1,500	1,910	1,597	1,848	1,671	1,737		1,616
	Pre-	1,540	1,895	1,788	1,557	1,889	1,570	1,915	1,512	1,748		1,713
Calls answered	Post-	714	937	867	899	1,159	860	1,177	1,036	985		959
	Pre-	892	910	843	812	974	700	909	783	974		866
Call length (seconds)	Post-	379	391	328	392	343	398	407	372	409		380
	Pre-	206	214	211	209	203	220	216	218	219		213
Online Challenge	Post-	733	657	604	734	768	649	700	588	619		672
	Pre-	405	446	423	381	448	413	378	379	480		417
Postal Challenge	Post-	199	246	225	260	248	195	244	213	184		224
	Pre-	204	162	187	198	83	311	180	153	204		187
Online Representation (excl. TOL & BG)*	Post-	6	67	46	55	47	33	49	34	44		42
	Pre-	23	10	14	11	13	15	21	14	12		15
Online Representation (Total)	Post-	7	101	59	82	158	118	114	100	128		96
	Pre-	29	14	17	14	17	17	23	16	15		18
Postal Representation (excl. TOL & BG)*	Post-	14	63	46	44	61	42	48	38	46		45
	Pre-	56	57	63	46	78	47	71	68	73		62
Postal Representation (Total)	Post-	53	203	155	118	325	337	364	359	390		256
	Pre-	179	159	157	143	183	174	235	157	170		173
Ratio of Representations/Challenge	Post-	2.15%	14.40%	11.10%	9.96%	10.63%	8.89%	10.28%	8.99%	11.21%		9.7%
	Pre-	12.97%	11.02%	12.62%	9.84%	17.14%	8.56%	16.49%	15.41%	12.43%		12.9%

* Transfer of Liability & Bus Gate