

Lot	Internal Ref	Volumetric	Unit	Capacity	Weekend Average	Weekday Average	Average Week	Average Month	Volume As At Jun 13	Daily Peak
Lot 1	1	Account Registration Phone/Email/Post	Number	0	8	103	515	2,248	0	147
Lot 1	2	Account Registration Web	Number	0	140	402	2,361	9,970	0	616
Lot 1	3	Image Confidence Manual Checking ¹	Number	0	66	49,000	250,000	1,100,000	0	75,983
Lot 1	4	LEZ customer Registration	Number	0	0	101	503	2,212	0	0
Lot 1	5	Auto Pay Registration Web	Number	0	44	113	635	2,766	0	156
Lot 1	6	Auto Pay Registration Email/Post	Number	0	0	5	23	104	0	20
Lot 1	7	Auto Pay Registration Phone	Number	0	12	62	334	1,535	0	98
Lot 1	8	Auto Pay Enquiries Phone	Number	0	5	438	2,192	9,577	0	1,911
Lot 1	9	Auto Pay Enquiries Web	Number	0	401	1,374	7,443	33,209	0	1,925
Lot 1	10	Auto Pay Enquiries Email/Post	Number	0	0	3	14	65	0	16
Lot 1	11	Fleet Auto Pay Registration Email/Post	Number	0	0	6	34	151	0	26
Lot 1	12	Fleet Auto Pay Registration Phone	Number	0	0	0	0	0	0	0
Lot 1	13	Selected Partner, Reimbursement Partner and Accredited Breakdown Registration	Number	0	0	39	200	850	0	134
Lot 1	14	Discount Cancellation	Number	0	0	23	120	490	0	0
Lot 1	15	Discount Registration	Number	0	0	30	150	650	0	0
Lot 1	16	Discount Renewals ²	Number	0	0	310	1,550	6,700	0	0
Lot 1	18	Auto Pay Amendments Phone	Number	0	226	1,294	6,469	28,031	0	1,678
Lot 1	19	Auto Pay Amendments Web	Number	0	281	2,057	10,716	46,545	0	2,892
Lot 1	20	Auto Pay Amendments Email/Post	Number	0	2	97	495	2,200	0	234
Lot 1	21	General Enquiries/Complaints Phone	Number	0	277	1,593	3,270	36,888	0	1,761
Lot 1	22	General Enquiries/Complaints Email/Post/Web	Number	0	0	500	2,600	12,000	0	0
Lot 1	23	Process Payments Phone	Number	0	288	2,515	13,315	57,697	0	2,954
Lot 1	24	Process Payments IVR	Number	0	24	360	1,900	8,200	0	440
Lot 1	25	Process Payments Retail ³	Number	0	32	2,300	12,000	51,000	0	3,114
Lot 1	26	Process Payments Post	Number	0	0	18	33	410	0	43
Lot 1	27	Process Payments SMS ³	Number	0	0	630	3,200	14,000	0	820
Lot 1	28	Process Payments Web	Number	0	1,300	9,300	50,000	220,000	0	10,792
Lot 1	29	Auto Pay Chargeable Items	Number	0	0	44,560	222,801	954,860	0	0
Lot 1	30a	Process Payment CCAP Direct Debit ⁴	Number	-	-	-	-	-	-	-
Lot 1	30b	Process Payment CCAP Card	Number	-	-	-	-	-	-	-
Lot 1	31	Detailed Manual Assurance Checks	Number	0	0	12	63	280	0	48
Lot 1	32	CVVC Checks	Number	0	17 *	5,900	31,000	140,000	0	7,655
Lot 1	33	CC Auto Pay	Number	0	0	0	0	0	213,000	0
Lot 1	34	Blue Badge discount	Number	0	0	0	0	0	120,000	0
Lot 1	35	Ultra Low Emission Discount	Number	0	0	0	0	0	1,400	0
Lot 1	36	Accredited Breakdown	Number	0	0	0	0	0	31	0
Lot 1	37	Greener Vehicle 100% discount (closed from June 2015)	Number	0	0	0	0	0	18,000	0
Lot 1	38	Large Passenger Vehicle 100% discount	Number	0	0	0	0	0	5,300	0
Lot 1	39	Motor Tricycles 100% Discount	Number	0	0	0	0	0	44	0
Lot 1	40	Recovery Vehicle 100% discount	Number	0	0	0	0	0	405	0
Lot 1	41	Residents discount	Number	0	0	0	0	0	18,500	0
Lot 1	42	Selected Partner Exemption	Number	0	0	0	0	0	81	0
Lot 1	43	Vehicles registered to discounted accounts	Number	0	0	0	0	0	366,000	0
Lot 1	44	Vehicles on CCAP	Number	0	0	0	0	0	315,670	0

Lot 1	45	Fleet & Selected Partner Customers	Number	0	0	0	0	0	7,500	0
Lot 1	46	Fleet & Selected Partner Vehicles	Number	0	0	0	0	0	260,000	0
Lot 1	47	Statement Issued by Email	Number	0	4,600	4,600	32,000	130,000	0	0
Lot 1	48	Statement Issued by Post	Number	0	1,500	1,500	11,000	42,000	0	0
Lot 1	49	Statement Issued by Web	Number	0	1,100	1,100	7,100	29,000	0	0
Lot 1	50	Statement Issued by No Channel (Stored)	Number	0	360	360	2,500	10,000	0	0
Lot 1	51	Calls Handled ⁵	Number	0	1,295 *	5,525	29,353	129,498	0	0
Lot 1	52	Credit/Debit card authorisations	Number	0	17,000	17,000	120,000	480,000	0	0
Lot 1	53	Credit/Debit card payments (BOPs)	Number	0	18,000	18,000	130,000	500,000	0	0
Lot 1	54	Credit card chargebacks	Number	0	20	20	130	490	0	0
Lot 1	55	Payments received (excluding CCAP and retail)	Number	0	2,600	14,000	72,000	310,000	0	0
Lot 1	56	Fleet payment collected	Number	0	270	270	1,900	7,400	0	0
Lot 1	57	ANPR events (ERs) captured by camera	Number	0	100,000	800,000	4,200,000	18,300,000	0	885,000
Lot 1	58	Images within an ANPR Event	Number	0	0	0	0	0	5	0
Lot 1	59	AANPR events (ERs) arriving from Camera Instation.	Number	0	107,000	790,000	4,170,000	18,150,000	0	885,000
Lot 1	60	Time taken for 98% of the ANPR to appear in the common data area (database)	Minutes	0	0	0	0	0	60	0
Lot 1	61	% of rated ANPR events available for customer viewing within an hour	Percent	0	0	0	0	0	1	0
Lot 1	62	Summary records sent from the D&EI Camera Network	Number	0	1,200,000	570,000	5,250,000	22,850,000	0	0
Lot 1	63	Contravention Candidates sent to Enforcement Operations	Number	0	700	4,400	23,400	102,000	0	0
Lot 1	64	Exemption VRMs	Number	0	0	0	0	0	4,700,000	0
xCommon	65	Scanning, storing and processing documents including documents related to PCN processi	Number	0	0	2,000	10,200	41,500	0	0
Lot 1	66	SMS sent by Congestion Charging	Number	0	0	630	3,200	14,000	0	0
Lot 1	67	Emails sent by Congestion Charging	Number	0	0	3,400	17,000	72,000	0	0
Lot 1	68	Base Customer Registrations (Total)	Number	0	0	0	0	0	2,500,000	0
Lot 1	69	Base Customer Registrations (Active)	Number	0	0	0	0	0	1,800,000	0
Lot 1	70	Base Customer Registrations (Closed)	Number	0	0	0	0	0	78,000	0
Lot 1	71	Base Customer Registrations (Pending Archive)	Number	0	0	0	0	0	640,000	0
xCommon	125	Printing volumes	Number	0	0	11,000	55,000	220,000	0	0
xCommon	126	Interim Evidence Store	GB	4,540	0	0	0	0	3,400	0
xCommon	127	Volume of documents in DOC management store	Number	0	0	0	0	0	87,000,000	0
xCommon	128	Reference Store	GB	0	0	0	0	0	340	0
xCommon	129	Permanent Evidence store	GB	0	0	0	0	0	5,700	0
xCommon	130	Document Store	GB	0	0	0	0	0	3,800	0
Lot 1	131	Secondary ANPR	Number	-	-	-	-	-	-	-
Lot 1	132	Auto Pay Registration Web	Number	-	-	-	-	-	-	-

Notes

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

1. Volumes will reduce if secondary ANPR is implemented
2. Numbers may halve if we move to 2 year renewals
3. Channels to be closed before Relet
4. Bidders have been asked to respond to an RFI on moving Auto Pay reoccurring credit card payment to direct debit.
5. Intended that customers should move to self-service channels

Lot	Internal Ref	Volumetric	Unit	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Lot 1	1	Account Registration Phone/Email/Post	Number	26,976	24,124	22,145	18,883	16,185	13,488	10,000	10,000	10,000	10,000	10,000	10,000	10,000
Lot 1	2	Account Registration Web	Number	119,640	124,550	126,763	130,025	132,723	135,420	138,908	138,908	138,908	138,908	138,908	138,908	138,908
Lot 1	3	Image Confidence Manual Checking ¹	Number	13,200,000	14,150,400	15,100,800	3,065,462	3,110,765	3,156,067	3,201,370	3,246,672	3,291,974	3,337,277	3,382,579	3,427,882	3,473,184
Lot 1	4	LEZ customer Registration	Number	25,438	20,000	18,000	16,800	13,600	10,000	6,400	6,400	6,400	6,400	6,400	6,400	6,400
Lot 1	5	Auto Pay Registration Web	Number	33,192	37,500	40,317	42,718	45,210	47,702	50,667	50,667	50,667	50,667	50,667	50,667	50,667
Lot 1	6	Auto Pay Registration Email/Post	Number	1,248	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000
Lot 1	7	Auto Pay Registration Phone	Number	18,420	18,006	17,895	15,694	13,400	11,108	8,143	8,143	8,143	8,143	8,143	8,143	8,143
Lot 1	8	Auto Pay Enquiries Phone	Number	114,924	108,036	107,370	94,161	80,402	66,647	48,858	48,858	48,858	48,858	48,858	48,858	48,858
Lot 1	9	Auto Pay Enquiries Web	Number	398,508	365,838	383,676	383,676	383,676	383,676	405,333	405,333	405,333	405,333	405,333	405,333	405,333
Lot 1	10	Auto Pay Enquiries Email/Post	Number	780	570	600	600	600	600	600	600	600	600	600	600	600
Lot 1	11	Fleet Auto Pay Registration Email/Post	Number	852	852	300	12	12	12	12	12	12	12	12	12	12
Lot 1	12	Fleet Auto Pay Registration Phone	Number	0	0	420	420	420	420	420	420	420	420	420	420	420
Lot 1	13	Selected Partner, Reimbursement Partner and Accredited Breakdown Registration	Number	10,200	10,200	10,200	10,200	10,200	10,200	10,200	10,200	10,200	10,200	10,200	10,200	10,200
Lot 1	14	Discount Cancellation	Number	5,880	5,880	5,880	5,909	5,939	5,968	5,998	6,027	6,056	6,086	6,115	6,145	6,174
Lot 1	15	Discount Registration	Number	7,800	7,800	7,800	7,839	7,878	7,917	7,956	7,995	8,034	8,073	8,112	8,151	8,190
Lot 1	16	Discount Renewals ²	Number	80,400	75,000	69,600	69,948	56,237	56,237	56,237	56,237	56,237	56,237	56,237	56,237	56,237
Lot 1	18	Auto Pay Amendments Phone	Number	336,372	327,990	286,320	188,323	134,003	111,078	81,430	81,430	81,430	81,430	81,430	81,430	81,430
Lot 1	19	Auto Pay Amendments Web	Number	558,540	600,000	645,072	683,482	723,362	763,229	810,666	810,666	810,666	810,666	810,666	810,666	810,666
Lot 1	20	Auto Pay Amendments Email/Post	Number	26,400	18,000	15,000	10,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000
Lot 1	21	General Enquiries/Complaints Phone	Number	442,656	529,320	530,640	517,374	504,108	490,842	477,576	464,310	451,044	451,044	451,044	451,044	451,044
Lot 1	22	General Enquiries/Complaints Email/Post/Web	Number	144,000	144,000	144,000	140,400	136,800	133,200	129,600	126,000	122,400	122,400	122,400	122,400	122,400
Lot 1	23	Process Payments Phone	Number	692,364	657,745	630,706	433,615	345,738	309,202	288,741	277,115	266,071	255,578	245,610	236,141	227,144
Lot 1	24	Process Payments IVR	Number	98,400	118,080	130,000	150,000	170,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000
Lot 1	25	Process Payments Retail ³	Number	612,000	0	0	0	0	0	0	0	0	0	0	0	0
Lot 1	26	Process Payments Post	Number	4,920	3,000	2,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000
Lot 1	27	Process Payments SMS ³	Number	168,000	168,000	100,000	0	0	0	0	0	0	0	0	0	0
Lot 1	28	Process Payments Web	Number	2,640,000	2,795,611	2,789,954	2,960,231	2,923,064	2,813,235	2,820,674	2,820,674	2,820,674	2,820,674	2,820,674	2,820,674	2,820,674
Lot 1	29	Auto Pay Chargeable Items	Number	11,458,320	12,094,245	12,342,388	12,610,153	12,876,747	13,156,279	13,406,199	13,406,199	13,406,199	13,406,199	13,406,199	13,406,199	13,406,199
Lot 1	30a	Process Payment CCAP Direct Debit ⁴	Number	87,600	90,000	93,600	1,027,488	1,708,578	2,104,776	2,417,289	2,417,289	2,417,289	2,417,289	2,417,289	2,417,289	2,417,289
Lot 1	30b	Process Payment CCAP Card	Number	2,756,400	2,870,080	2,980,756	2,167,872	1,604,179	1,328,785	1,134,456	1,134,456	1,134,456	1,134,456	1,134,456	1,134,456	1,134,456
Lot 1	31	Detailed Manual Assurance Checks	Number	3,360	3,360	3,360	12,600	12,600	12,600	12,600	12,600	12,600	12,600	12,600	12,600	12,600
Lot 1	32	CVVC Checks	Number	1,680,000	1,680,000	1,680,000	1,629,600	1,579,200	1,528,800	1,478,400	1,428,000	1,377,600	1,327,200	1,276,800	1,226,400	1,176,000
Lot 1	33	CC Auto Pay	Number	229,700	239,173	248,396	258,080	267,363	276,830	286,479	286,479	286,479	286,479	286,479	286,479	286,479
Lot 1	34	Blue Badge discount	Number	120,000	120,000	120,000	120,000	120,000	120,000	120,000	120,000	120,000	120,000	120,000	120,000	120,000
Lot 1	35	Ultra Low Emission Discount	Number	1,300	2,150	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000
Lot 1	36	Accredited Breakdown	Number	32	32	32	32	32	32	32	32	32	32	32	32	32
Lot 1	37	Greener Vehicle 100% discount (closed from June 2015)	Number	18,000	18,000	18,000	18,000	0	0	0	0	0	0	0	0	0
Lot 1	38	Large Passenger Vehicle 100% discount	Number	5,300	5,340	5,380	5,380	5,380	5,380	5,380	5,380	5,380	5,380	5,380	5,380	5,380
Lot 1	39	Motor Tricycles 100% Discount	Number	44	44	44	44	44	44	44	44	44	44	44	44	44
Lot 1	40	Recovery Vehicle 100% discount	Number	420	420	420	420	420	420	420	420	420	420	420	420	420
Lot 1	41	Residents discount	Number	18,500	18,500	18,500	18,500	18,500	18,500	18,500	18,500	18,500	18,500	18,500	18,500	18,500
Lot 1	42	Selected Partner Exemption	Number	82	82	82	82	82	82	82	82	82	82	82	82	82
Lot 1	43	Vehicles registered to discounted accounts	Number	366,000	366,000	345,667	348,378	351,089	353,800	356,511	359,222	361,933	364,644	367,356	370,067	372,778
Lot 1	44	Vehicles on CCAP	Number	315,670	339,626	352,723	366,474	379,656	393,099	406,800	406,800	406,800	406,800	406,800	406,800	406,800
Lot 1	45	Fleet & Selected Partner Customers	Number	7,300	7,500	7,800	8,200	8,700	9,300	9,500	9,500	9,500	9,500	9,500	9,500	9,500
Lot 1	46	Fleet & Selected Partner Vehicles	Number	260,000	261,265	262,319	263,724	265,481	267,589	268,292	268,292	268,292	268,292	268,292	268,292	268,292
Lot 1	47	Statement Issued by Email	Number	1,560,000	1,662,500	1,768,250	1,901,389	2,036,999	2,175,170	2,253,488	2,266,133	2,347,636	2,431,991	2,519,298	2,609,661	2,703,188
Lot 1	48	Statement Issued by Post	Number	504,000	460,000	400,000	300,000	200,000	100,000	100,000	100,000	100,000	100,000	100,000	100,000	100,000
Lot 1	49	Statement Issued by Web	Number	348,000	385,980	428,027	485,757	544,198	603,368	625,800	607,967	630,557	653,940	678,140	703,187	729,111
Lot 1	50	Statement Issued by No Channel (Stored)	Number	120,000	124,800	129,168	133,689	138,368	143,211	148,223	153,411	158,780	164,337	170,089	176,042	182,203
Lot 1	51	Calls Handled ⁵	Number	1,631,712	1,665,221	1,595,076	1,268,049	1,093,835	1,002,365	914,748	889,856	865,546	855,053	845,085	835,616	826,619
Lot 1	52	Credit/Debit card authorisations	Number	5,760,000	6,119,442	6,204,847	5,426,134	4,790,833	4,418,661	4,153,182	4,311,304	4,471,009	4,471,009	4,471,009	4,471,009	4,471,009
Lot 1	53	Credit/Debit card payments (BOPs)	Number	6,000,000	6,441,518	6,531,418	5,711,720	5,042,983	4,651,222	4,371,770	4,538,215	4,706,325	4,706,325	4,706,325	4,706,325	4,706,325
Lot 1	54	Credit card chargebacks	Number	5,880	5,892	5,904	5,461	5,166	5,100	5,000	5,000	5,000	5,000	5,000	5,000	5,000
Lot 1	55	Payments received (excluding CCAP and retail)	Number	3,720,000	3,742,437	3,652,661	3,544,848	3,439,804	3,323,437	3,238,314	3,404,759	3,572,869	3,572,869	3,572,869	3,572,869	3,572,869

Lot 1	56	Fleet payment collected	Number	87,600	90,000	93,600	98,400	104,400	111,600	114,000	114,000	114,000	114,000	114,000	114,000	
Lot 1	57	ANPR events (ERs) captured by camera	Number	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	
Lot 1	58	Images within an ANPR Event	Number	5	5	5	5	5	5	5	5	5	5	5	5	
Lot 1	59	AANPR events (ERs) arriving from Camera Instation.	Number	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	
Lot 1	60	Time taken for 98% of the ANPR to appear in the common data area (database)	Minutes	60	60	60	60	60	60	60	60	60	60	60	60	
Lot 1	61	% of rated ANPR events available for customer viewing within an hour	Percent	1	1	1	1	1	1	1	1	1	1	1	1	
Lot 1	62	Summary records sent from the D&E Camera Network	Number	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####	
Lot 1	63	Contravention Candidates sent to Enforcement Operations	Number	792,000	764,754	737,508	715,383	693,258	671,132	649,007	626,882	604,757	582,631	560,506	538,381	516,256
Lot 1	64	Exemption VRMs	Number	4,700,000	4,700,000	4,700,000	4,700,000	4,700,000	4,700,000	4,700,000	4,700,000	4,700,000	4,700,000	4,700,000	4,700,000	4,700,000
xCommon	65	Scanning, storing and processing documents including documents related to PCN process	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 1	66	SMS sent by Congestion Charging	Number	168,000	168,000	168,000	168,000	168,000	168,000	168,000	168,000	168,000	168,000	168,000	168,000	168,000
Lot 1	67	Emails sent by Congestion Charging	Number	864,000	864,000	864,000	864,000	864,000	864,000	864,000	864,000	864,000	864,000	864,000	864,000	864,000
Lot 1	68	Base Customer Registrations (Total)	Number	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000
Lot 1	69	Base Customer Registrations (Active)	Number	1,800,000	1,800,000	1,800,000	1,800,000	1,800,000	1,800,000	1,800,000	1,800,000	1,800,000	1,800,000	1,800,000	1,800,000	1,800,000
Lot 1	70	Base Customer Registrations (Closed)	Number	78,000	78,000	78,000	78,000	78,000	78,000	78,000	78,000	78,000	78,000	78,000	78,000	78,000
Lot 1	71	Base Customer Registrations (Pending Archive)	Number	640,000	640,000	640,000	640,000	640,000	640,000	640,000	640,000	640,000	640,000	640,000	640,000	640,000
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 1	131	Secondary ANPR	Number	0	0	0	#####	#####	#####	#####	#####	#####	#####	#####	#####	#####
Lot 1	132	Auto Pay Registration Web	Number	0	0	132	420	420	420	420	420	420	420	420	420	420

Notes

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

1. Volumes will reduce if secondary ANPR is implemented
2. Numbers may halve if we move to 2 year renewals
3. Channels to be closed before Relet
4. Bidders have been asked to respond to an RFI on moving Auto Pay reoccurring credit card payment to direct debit.
5. Intended that customers should move to self-service channels