

TRACE Debt Recovery UK

- University of York Case Study

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Introduction

- ▶ TRACE Debt Recovery
- ▶ Enforcement
- ▶ University of York case study
- ▶ Making it easy
- ▶ Summary
- ▶ Questions



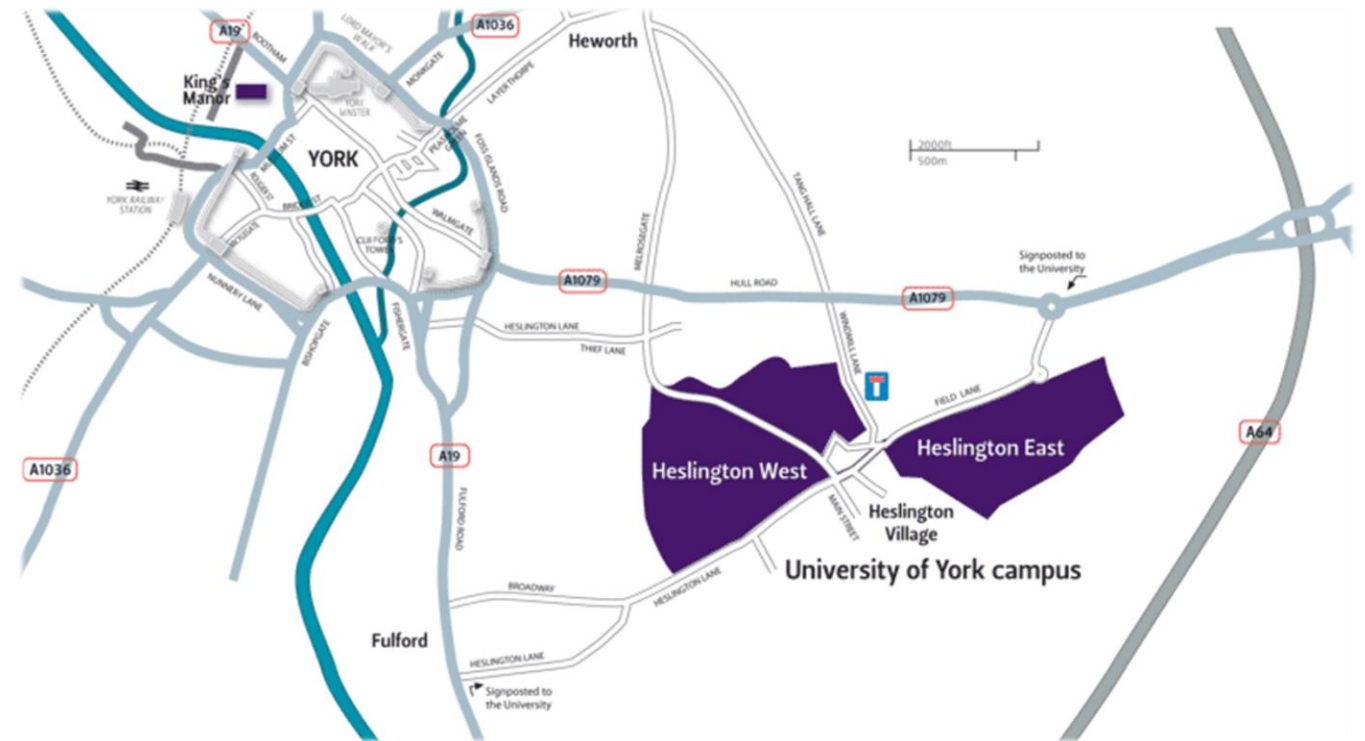
Enforcement

- ▶ Operators and ATA's
 - ▶ Standards and quality
- ▶ First stage recovery
- ▶ Second stage recovery
 - ▶ Debt & Court processes
- ▶ Process tailored by client



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- 40 car parks
- 2,300 car park spaces
- 300 PCNs issued per month
- 35% PCN recovery (excluding debt recovery)
- 45% PCN recovery (following historic debt recovery process)

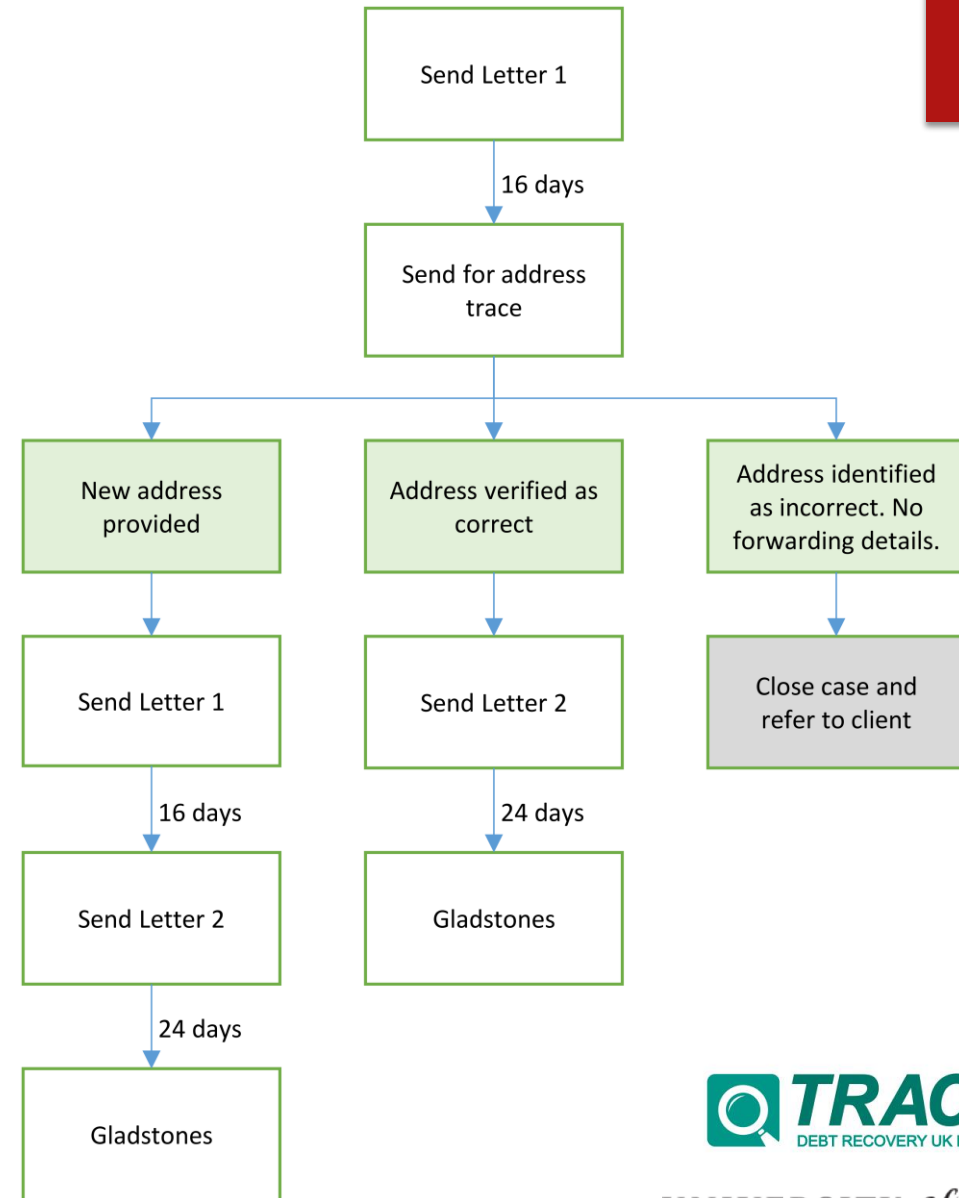


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University of York - recovery model

- 20% increase in recovery following TRACE process
- 65% PCN recovery (including TRACE recovery)
- Sensitive approach
- Ethos of quality and transparency



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- reporting

Month loaded	Volume	Net Value	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Total Recovered
Jul-16	64	£ 4,570	0.0%	23.9%	4.6%	5.3%	1.8%	0.0%	4.4%	39.8%
Aug-16	44	£ 3,040		13.2%	3.6%	0.0%	2.6%	3.6%	3.6%	26.6%
Sep-16	38	£ 2,640			15.2%	9.1%	9.1%	3.0%	3.0%	39.4%
Oct-16	119	£ 9,200				2.2%	4.0%	2.9%	7.6%	16.6%
Nov-16	41	£ 3,090					5.2%	9.4%	3.2%	17.8%
Dec-16	19	£ 1,520						10.5%	7.9%	18.4%
Jan-17	26	£ 2,080							3.8%	3.8%
TOTAL	351	£ 26,140	0.0%	5.7%	2.8%	2.6%	3.5%	3.5%	5.3%	25.4%

- ▶ Clear and concise reporting
- ▶ Transparency
- ▶ PCN value - £18.80



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Making it easy

- ▶ Visibility and control
- ▶ Individual policies and requirements
- ▶ No cost to use TRACE
- ▶ IPC membership offset options
- ▶ Audits



Summary

- ▶ Knowledge of processes and legislation
- ▶ Standards and control
- ▶ Increased compliance and recovery



Questions

Thank you for your time,
Chloe Barnes

