

Welcome



All industry survey



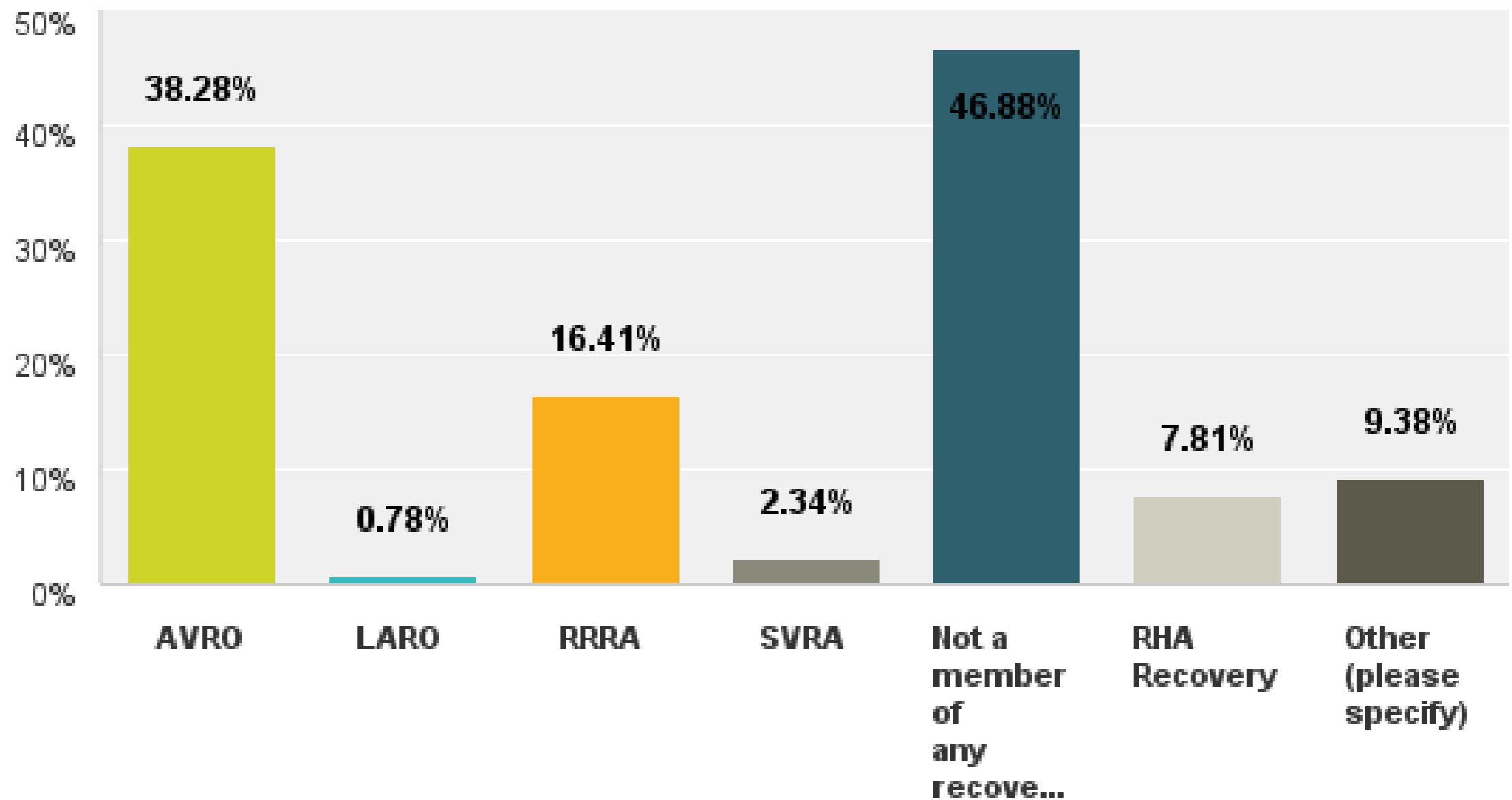
Introduction

Why a survey

- Education
- Information
- Illustrate choices
- Thought provoking

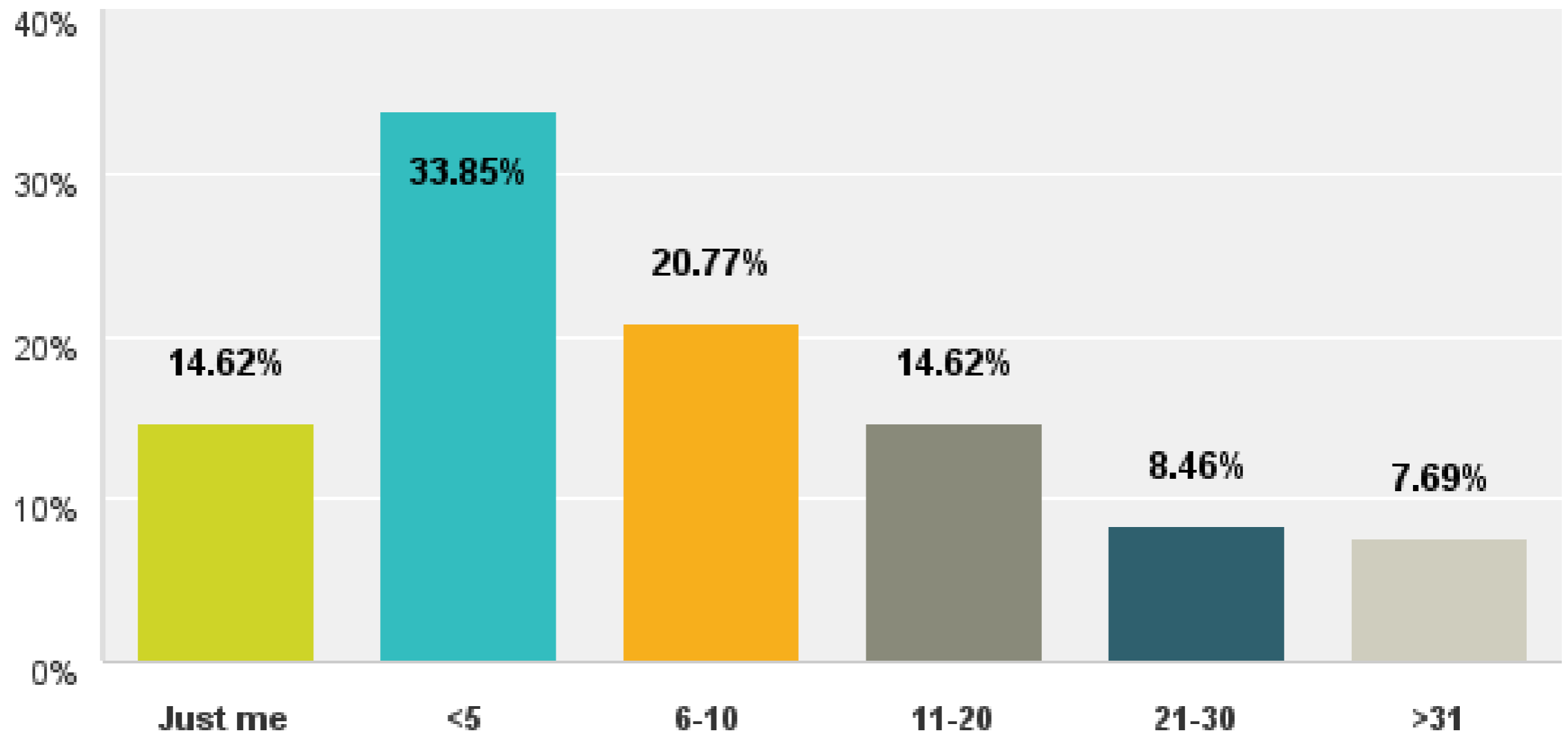


Q2 Are you a member of any of the following recovery trade associations



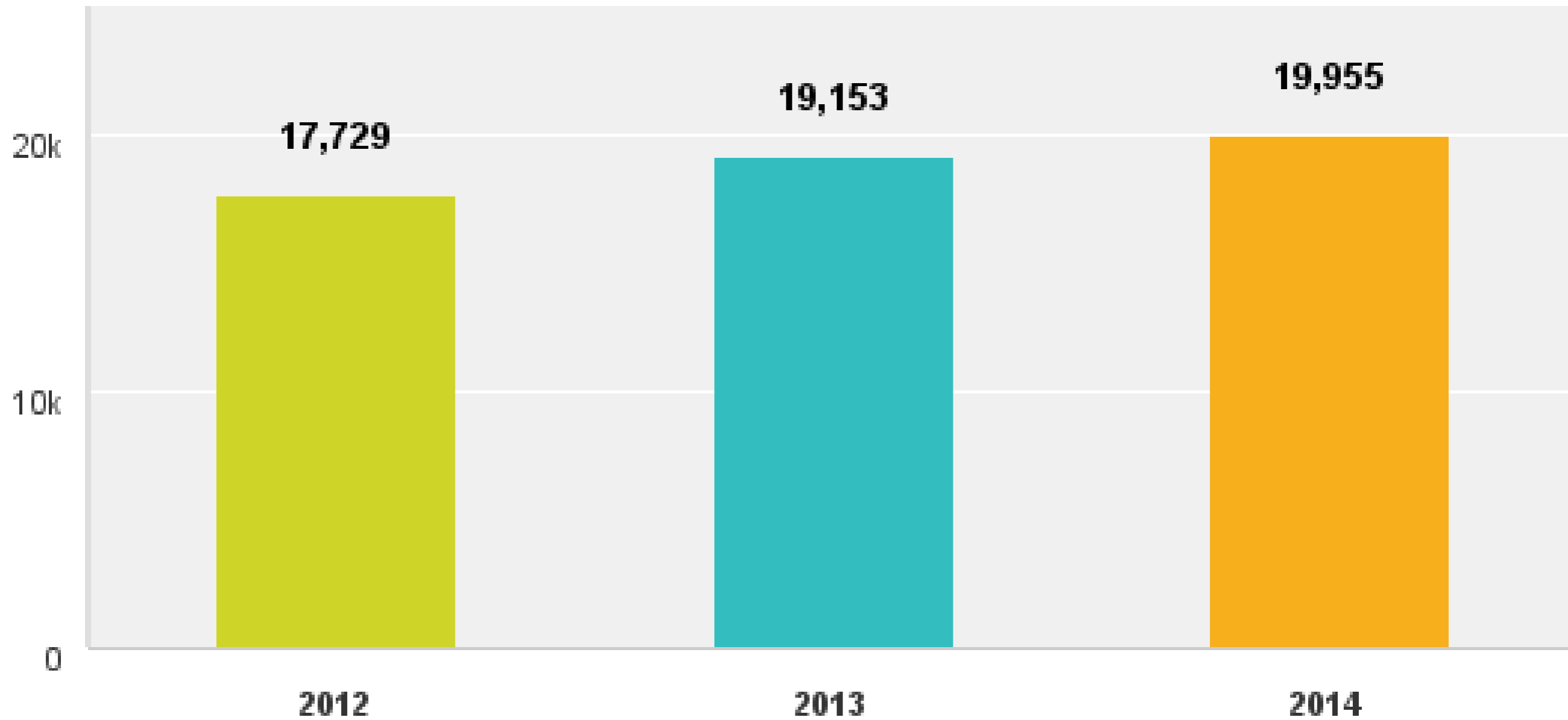


Q3 If you are a breakdown recovery employer - please tell us how many people you employ in total



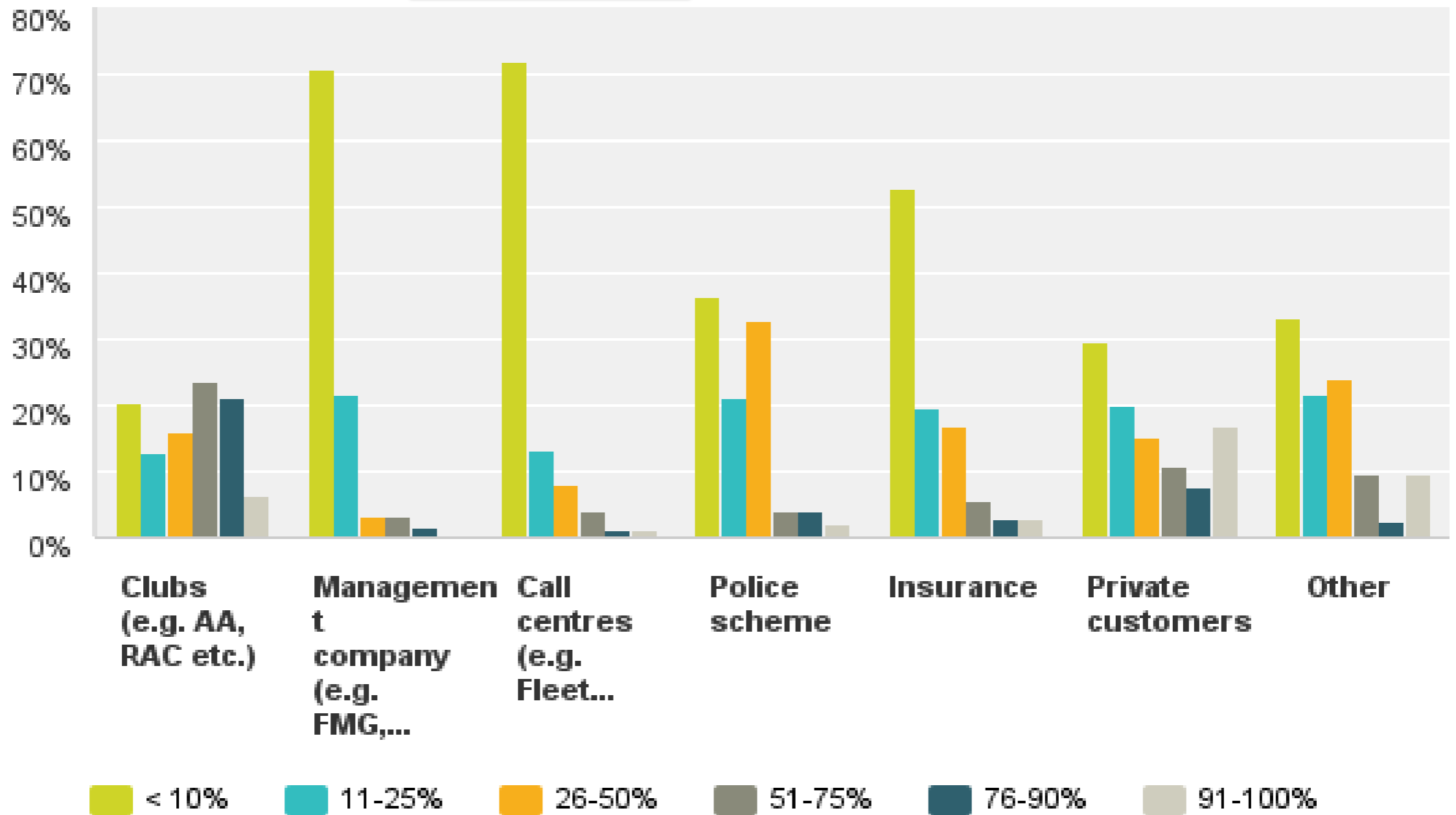


Q6 Insurance premium



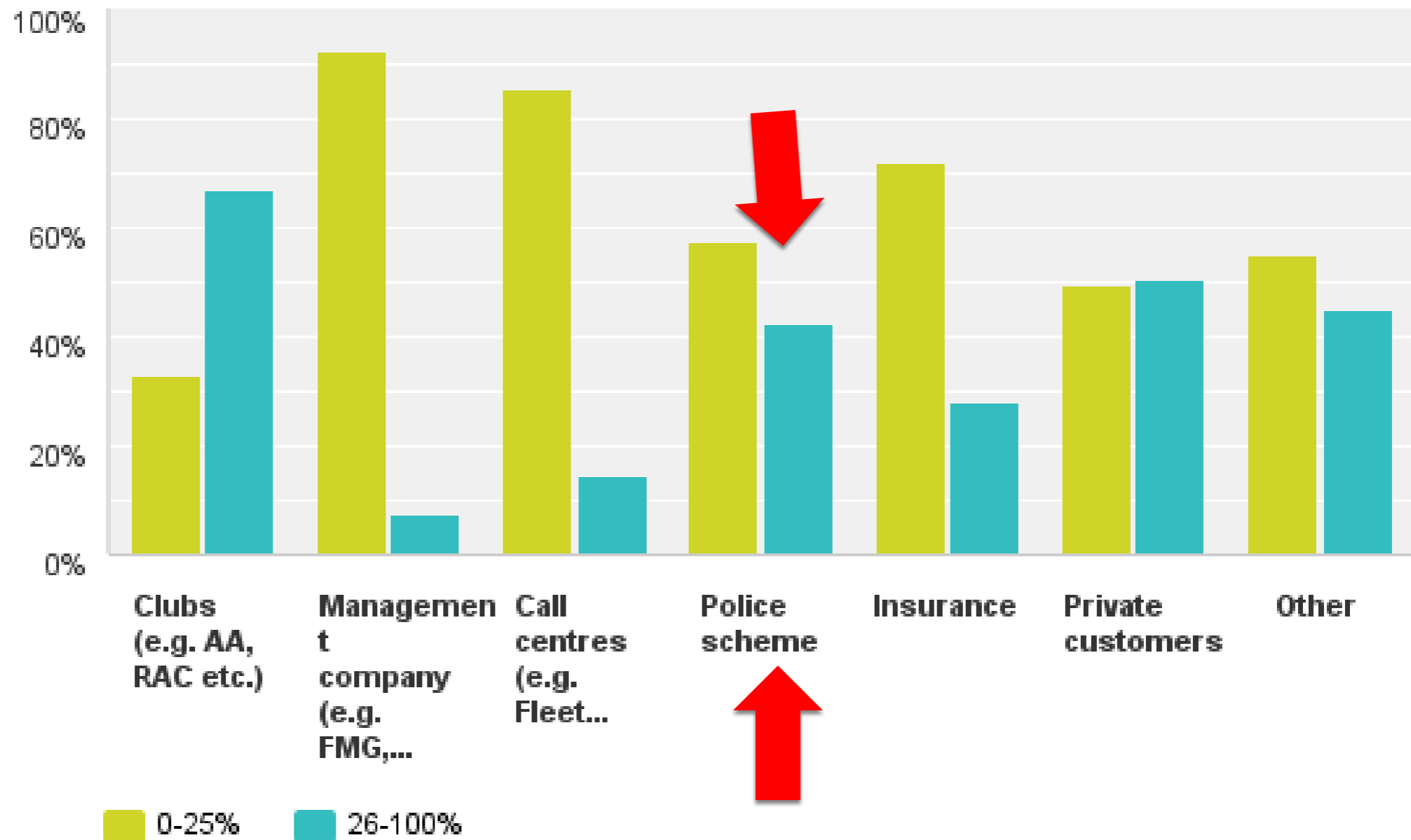


Q7 Roughly what percentage of your recovery and roadside work is from the following sectors:





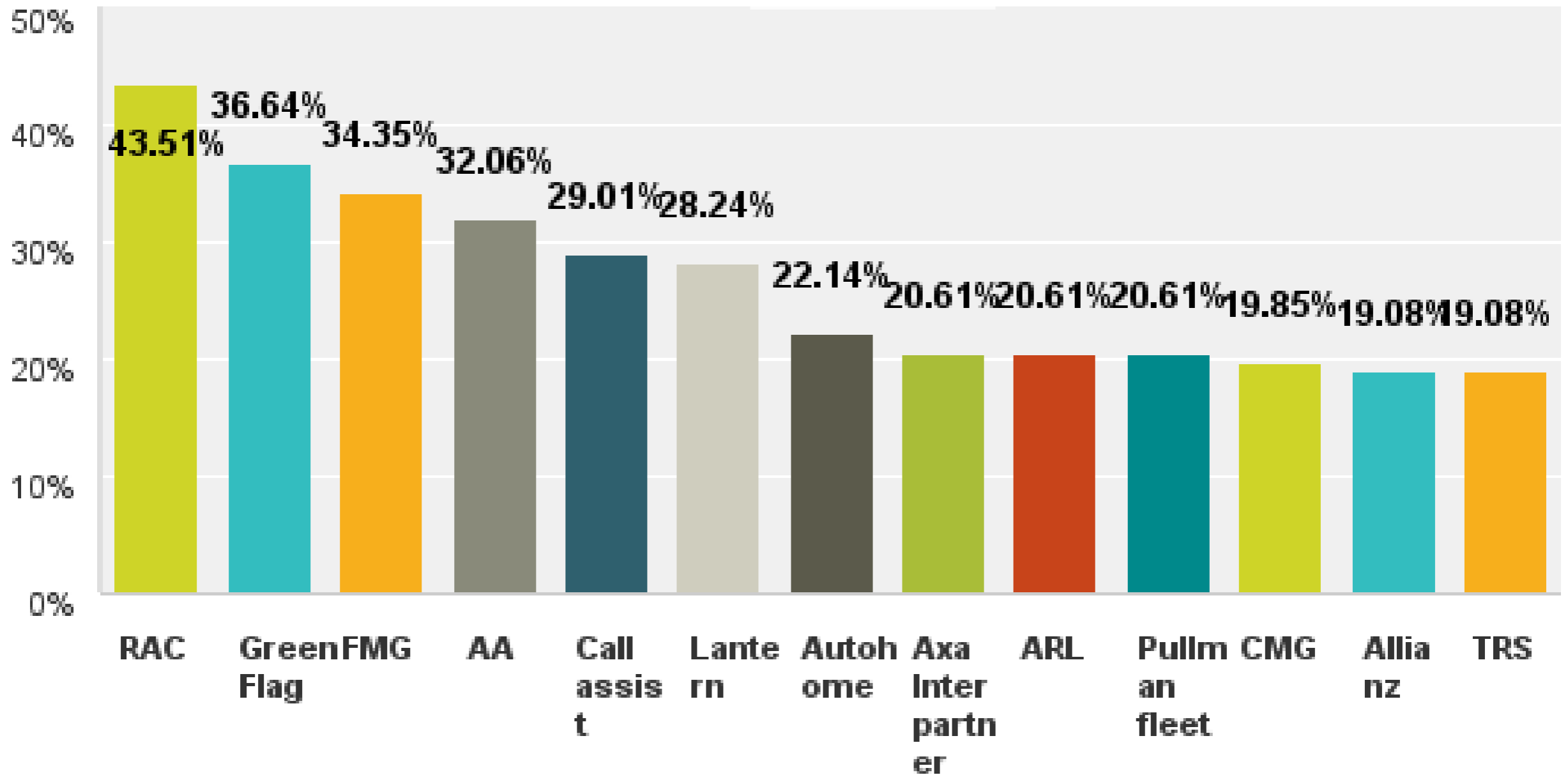
Q7 Simplified: % from providers. > 26% from 1 customer not recommended





Q10 I would not want to work for

Answered: 131





**One club politely reminded its
members not to
disclose information**

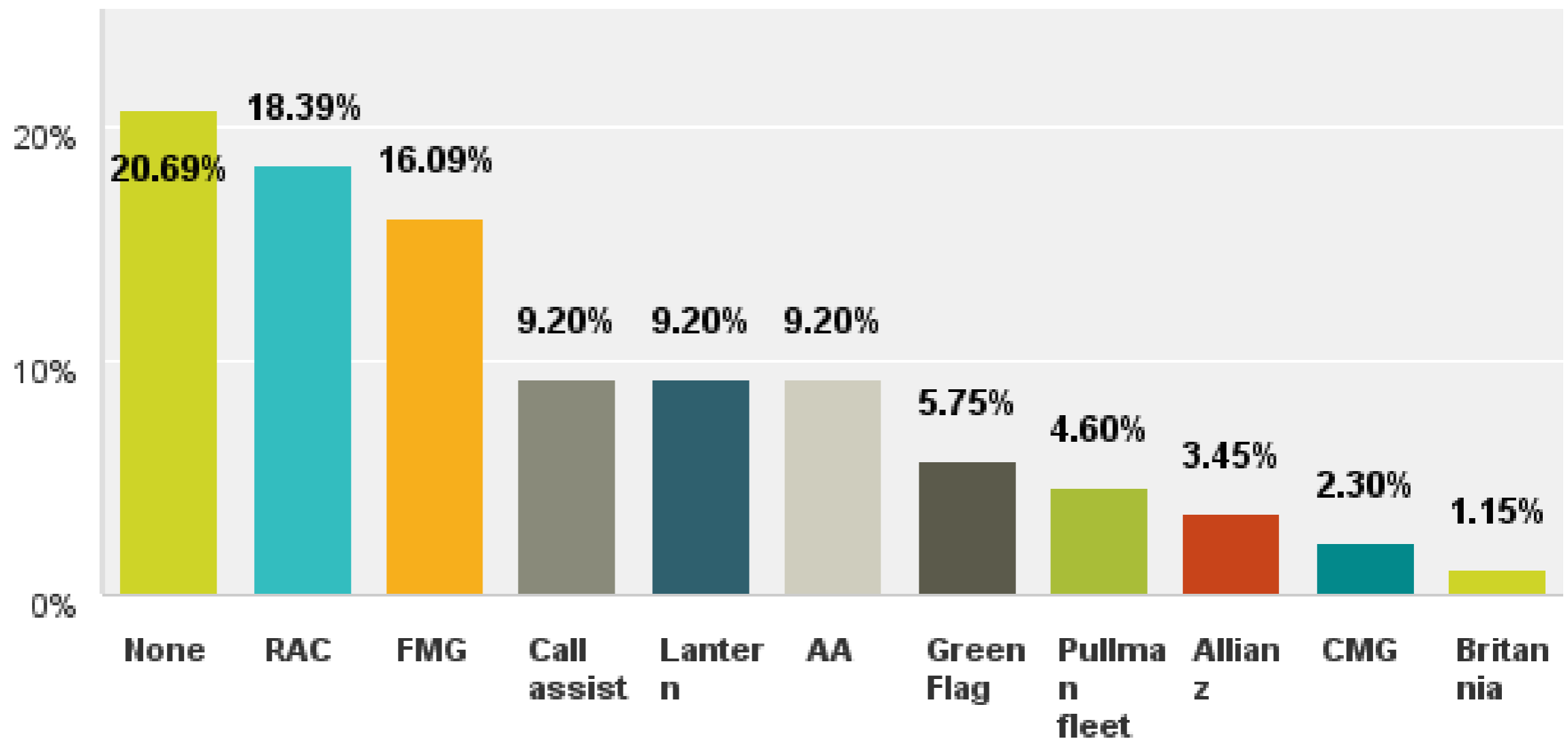
I wonder why?

I wonder who it was?



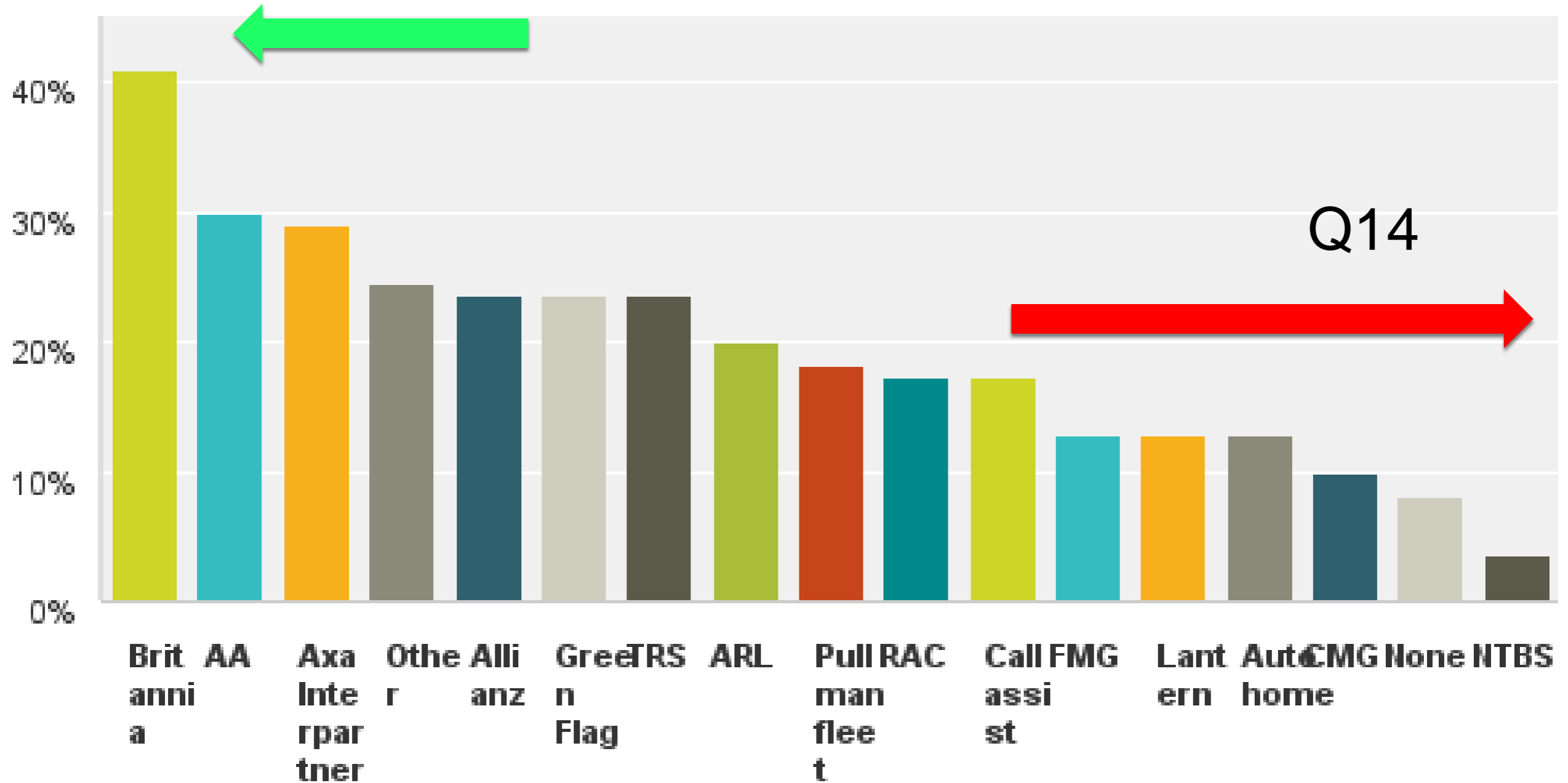
Q11 Given total freedom of choice and making all things into account, which work provider is singularly the worst to work for (tick only one button)

Answered: 109



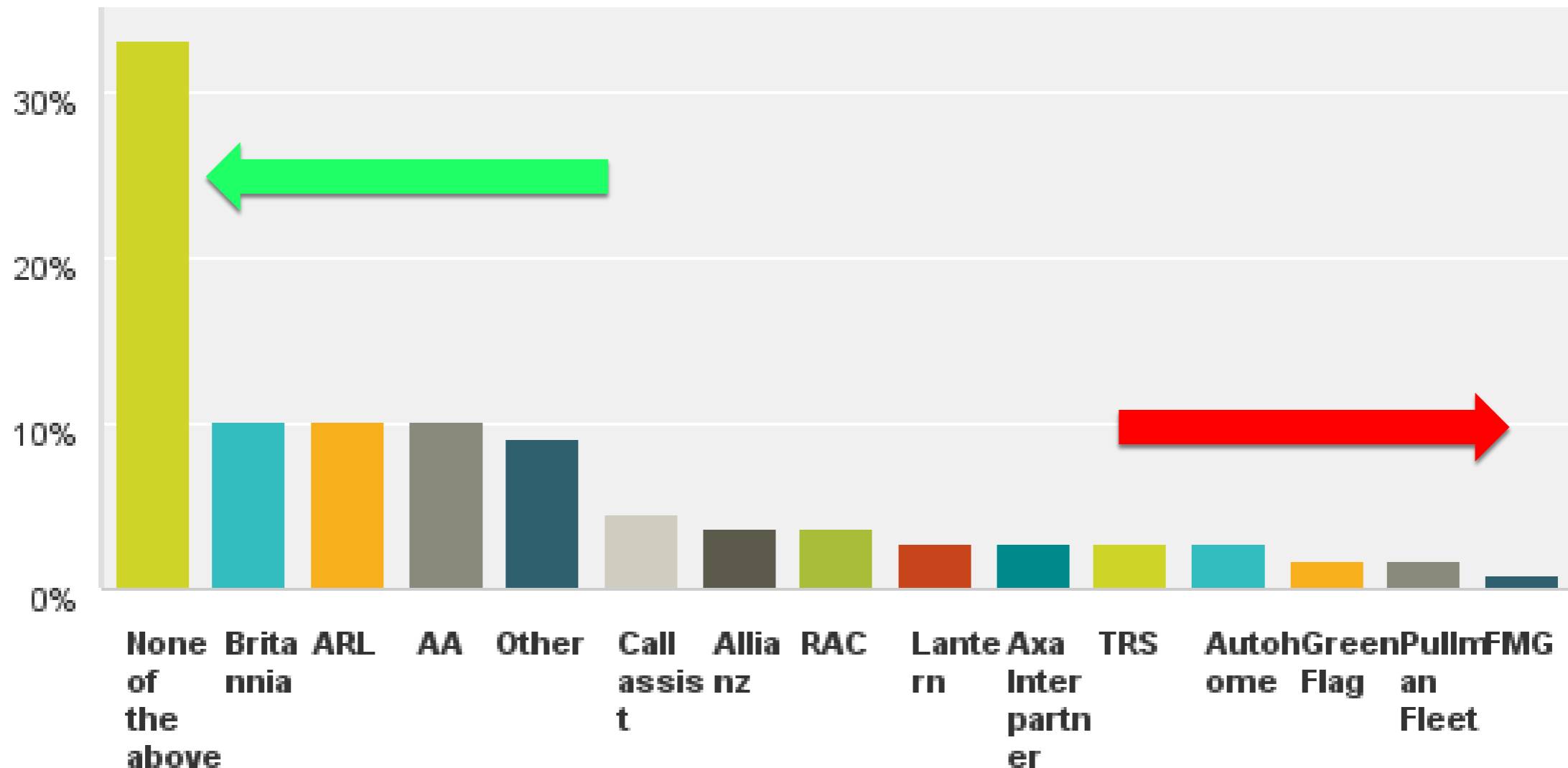
Q12 I would like to do business with....

Answered: 110 Skipped: 114





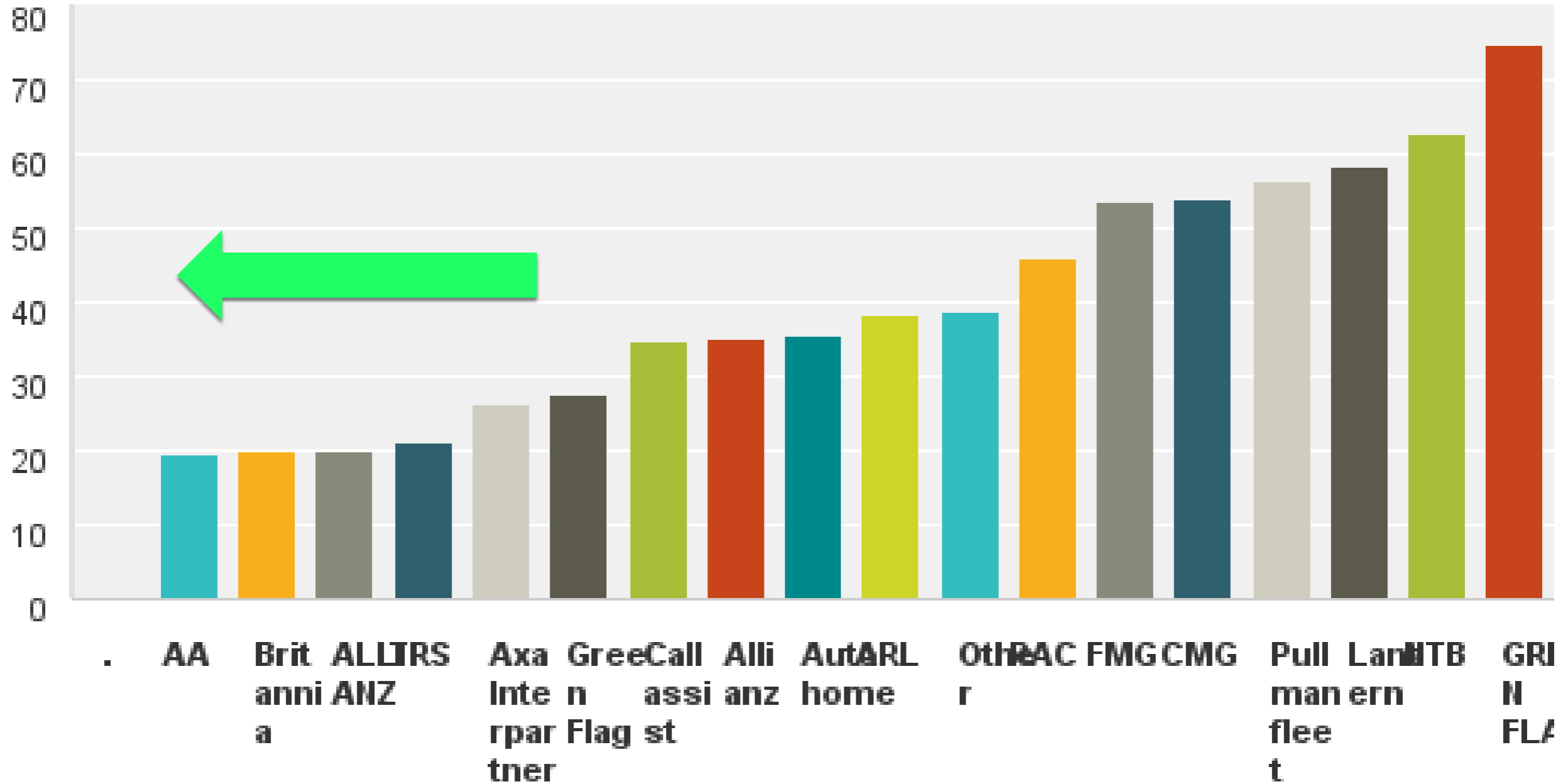
13 Given total freedom of choice and taking all things into account, which work provider is singularly the best to work for? (click just one button)





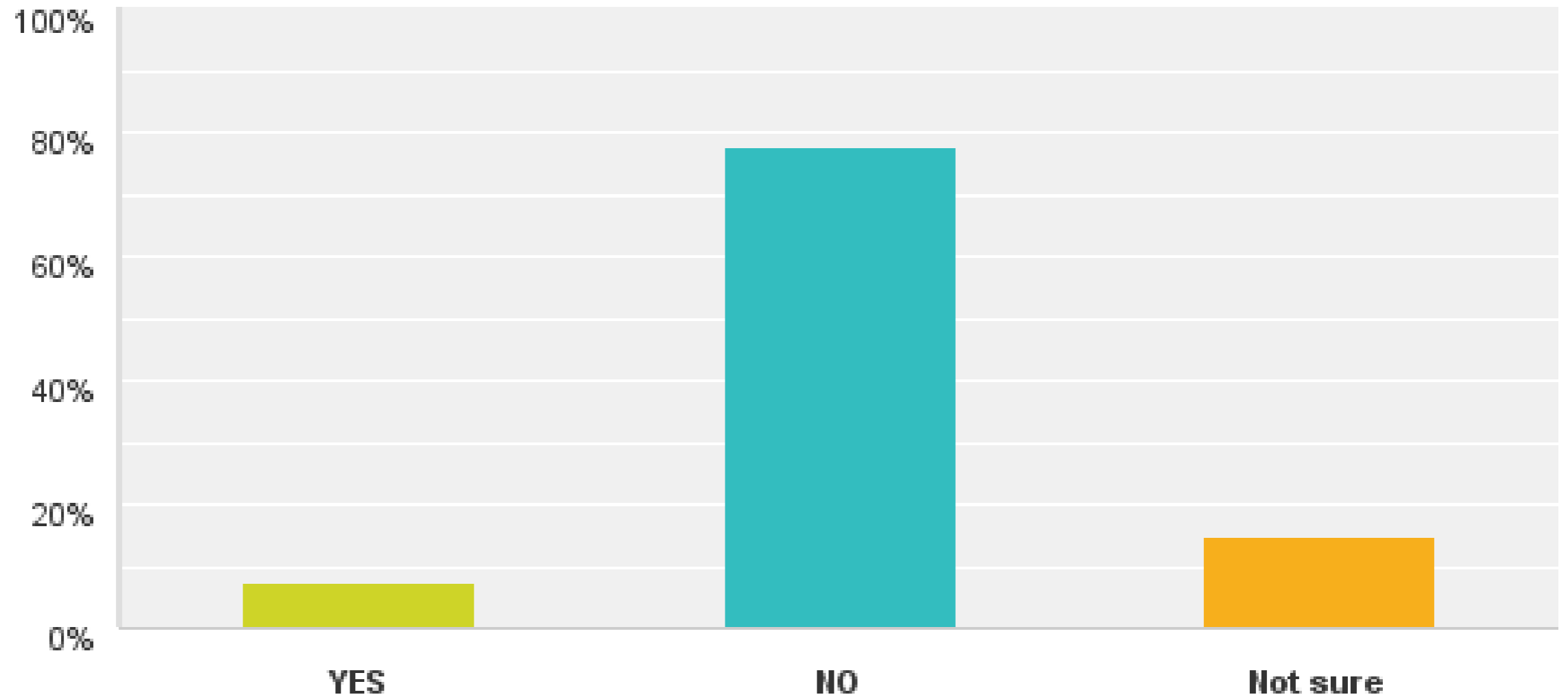
Q14 Payment terms

Answered: 00 Skipped: 184



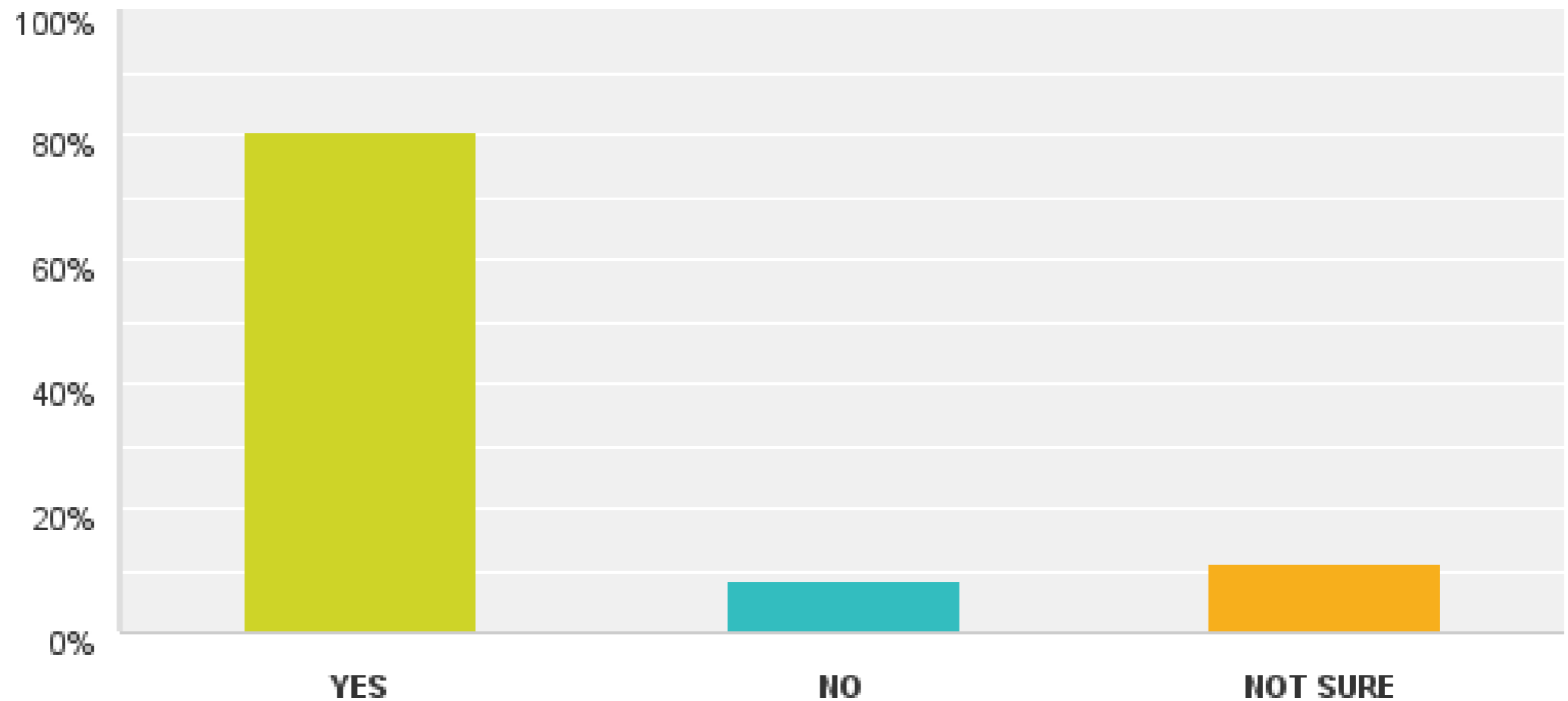


Are you content with the constant erosion of your future prospects by the work providers



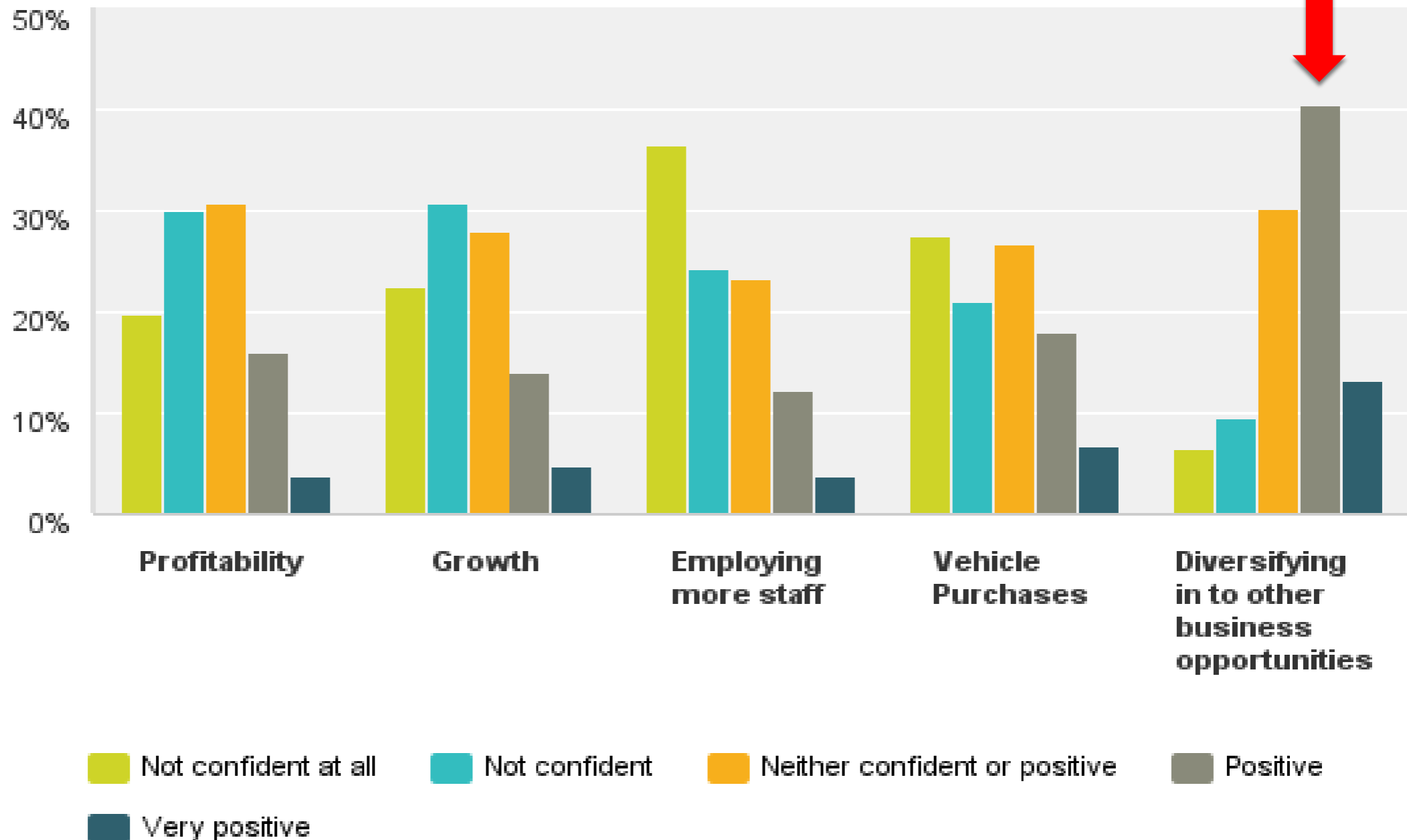


Q19 Would you be in support of The AVRO board to carry out a detailed report to calculate the costs of running all recovery vehicle types including associated costs such as training, administration, control and wages etc?



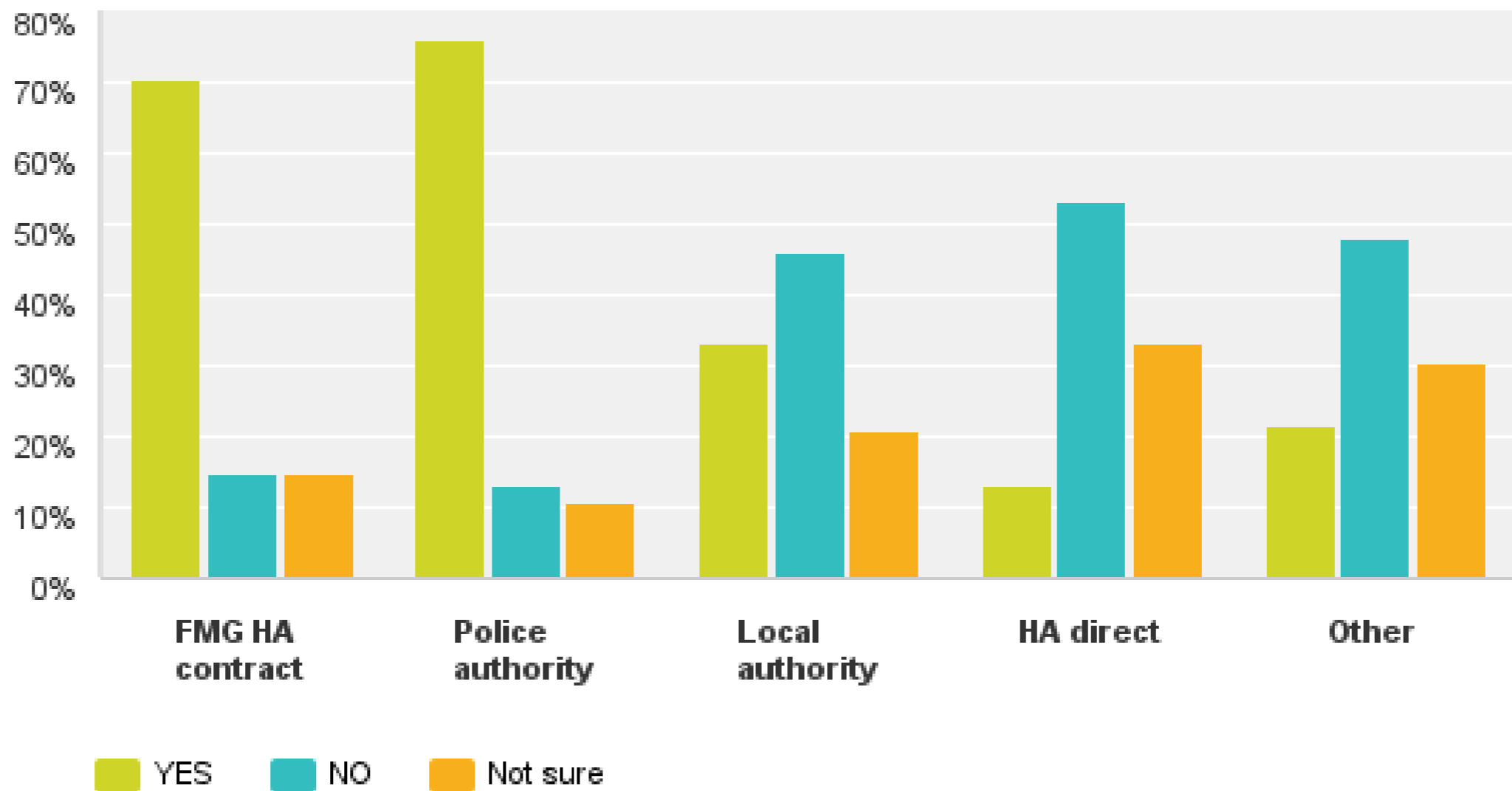


Q21 What's your outlook for your recovery business? How confident do you feel about the various aspects below concerning the next 12 months of your business.



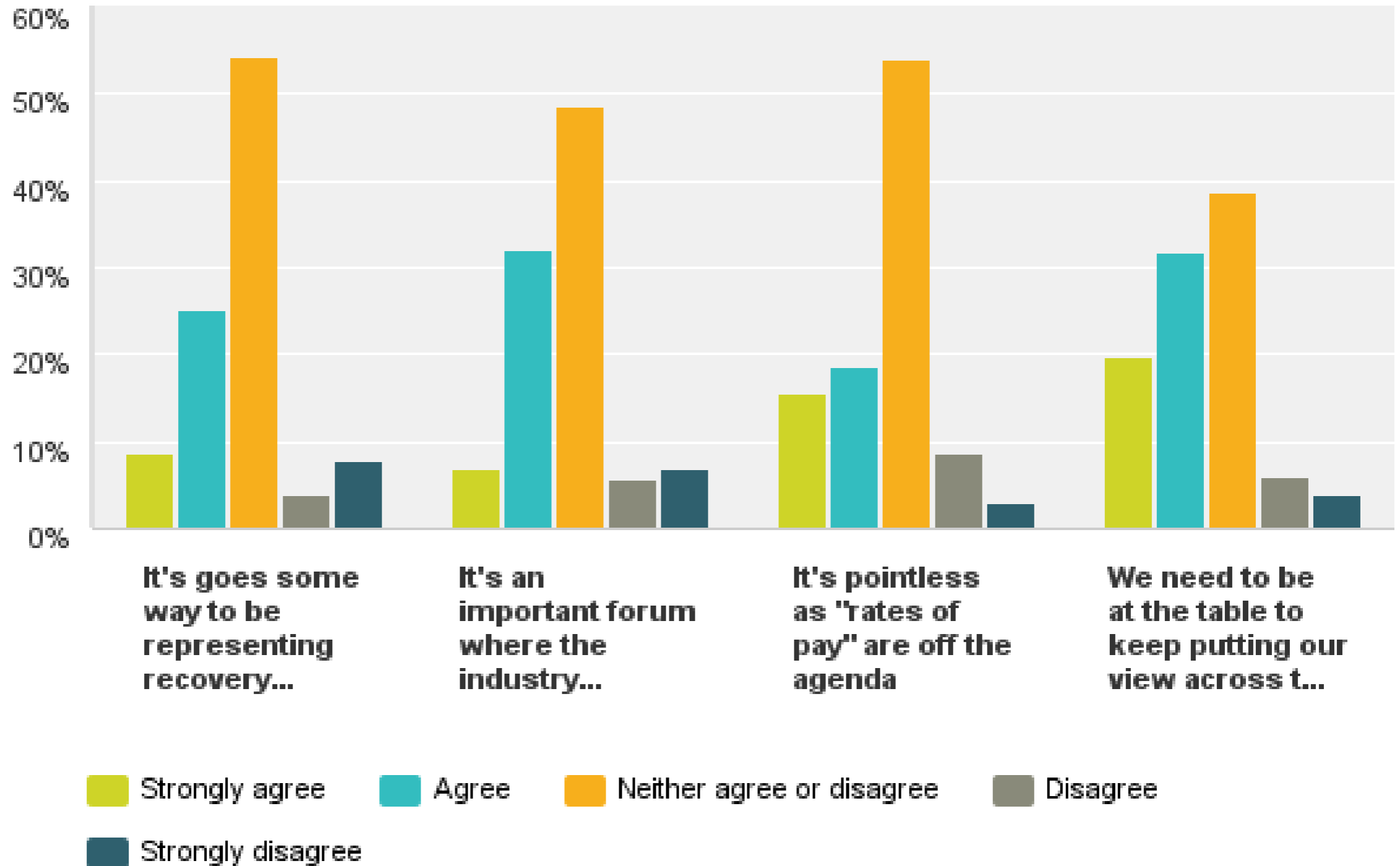


Q26 Statutory charges: Remembering all answers remain confidential and anonymous : Please let us know if your work provider is taking a management fee from the statutory charge in your case



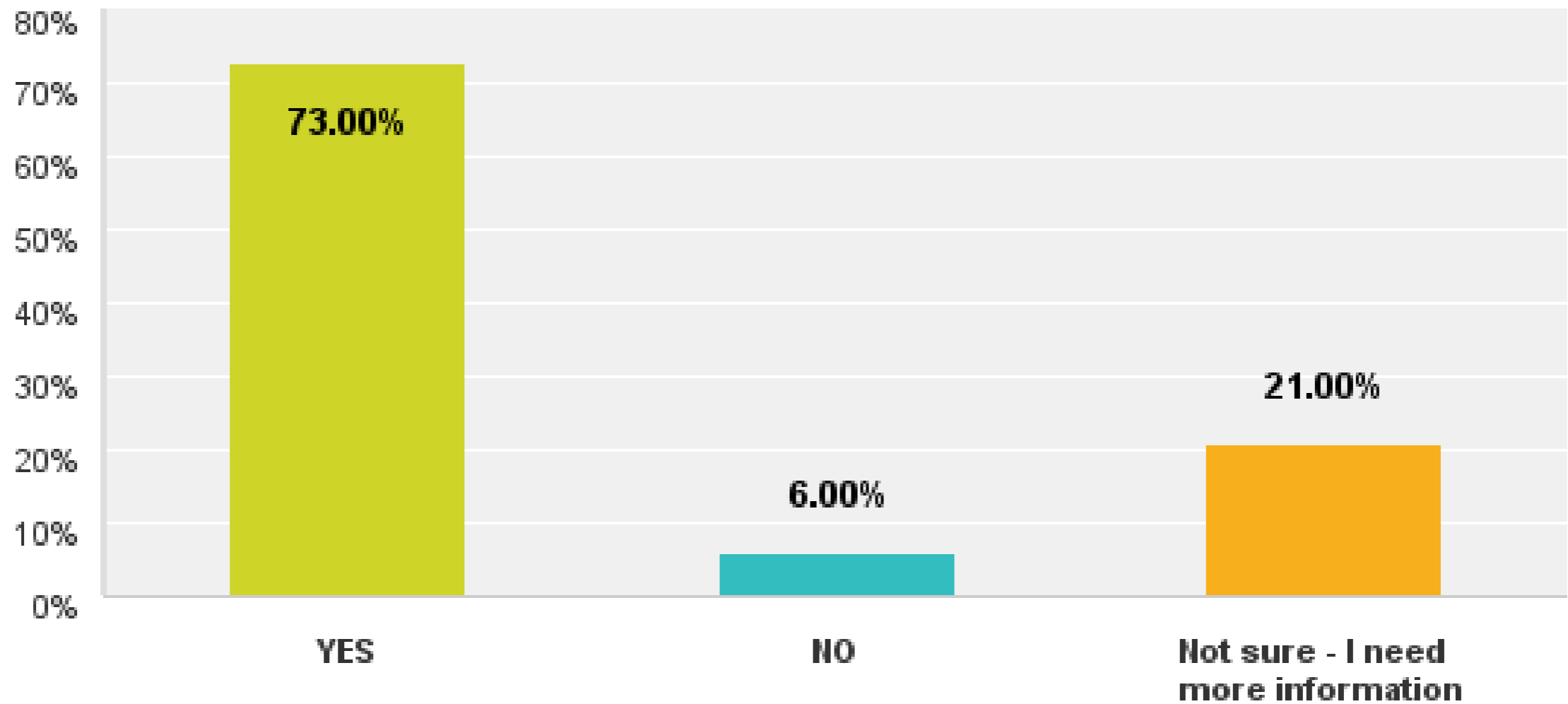


Q27 What do you think of ERRI



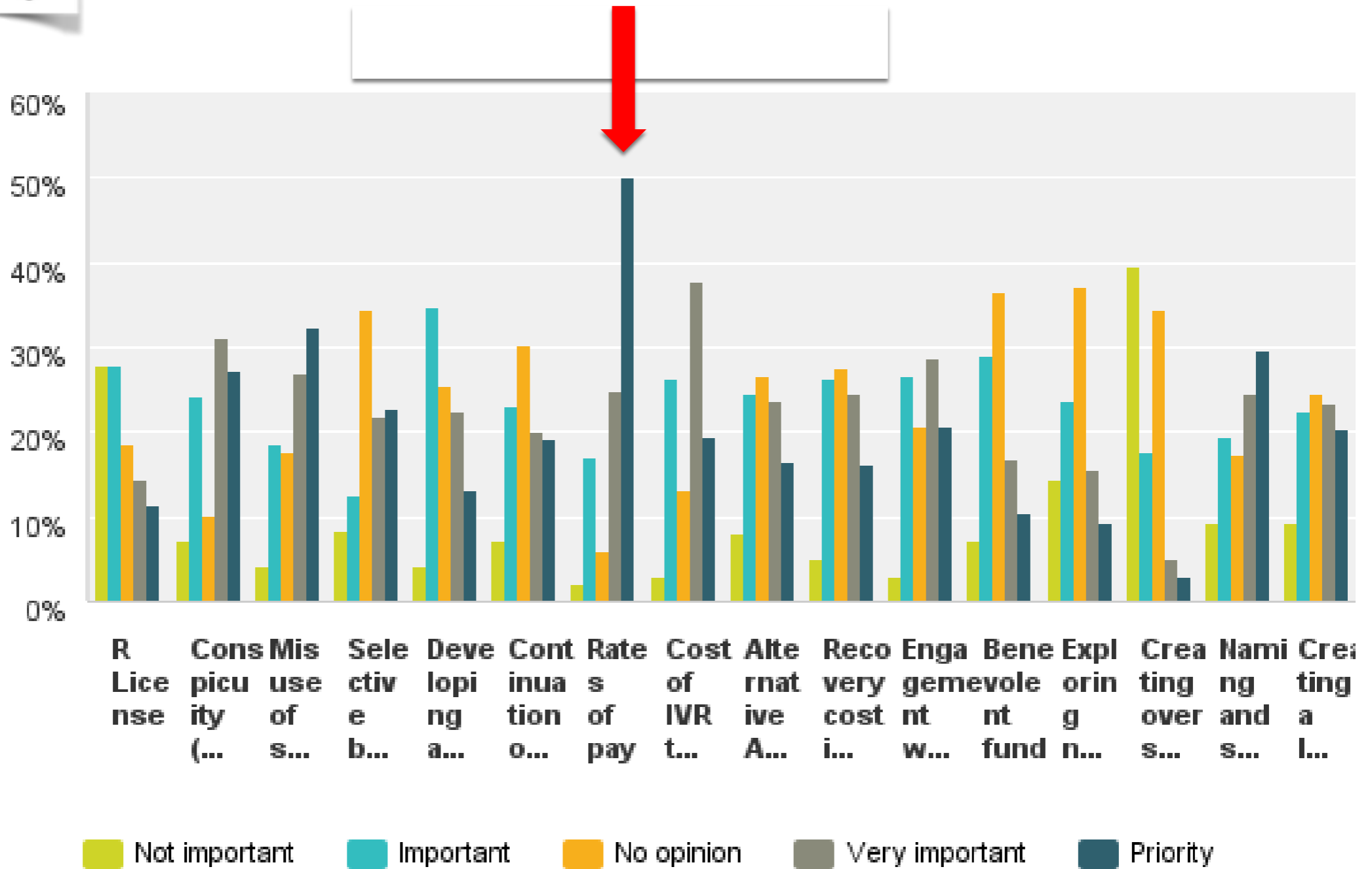


28 Would you be in support of FOVRA's initiative

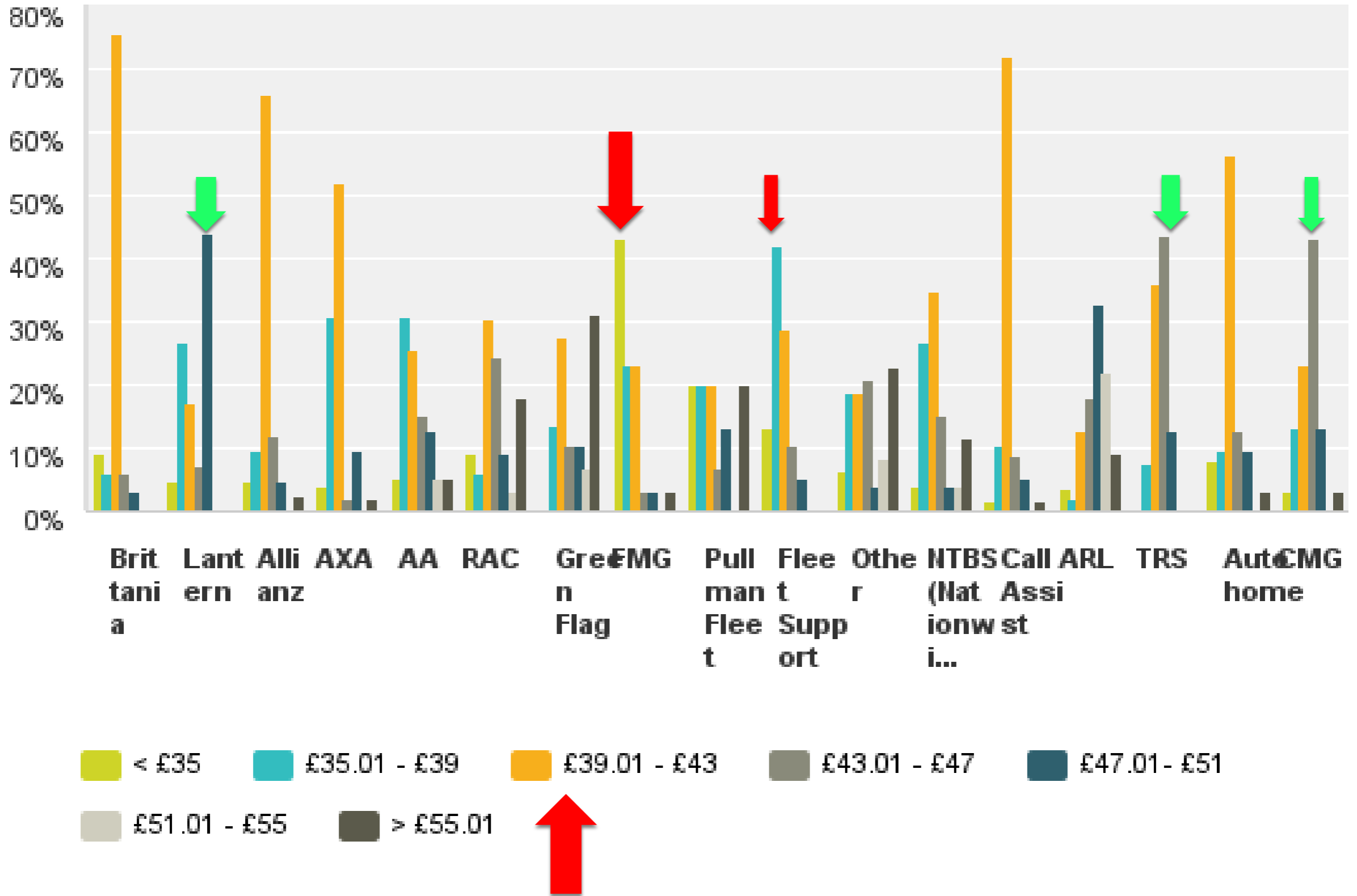




Q30 Whats your priority for AVRO



Q8 Rate for 2.5T






“There's no such thing as free.

Have never worked for any of these idiots.

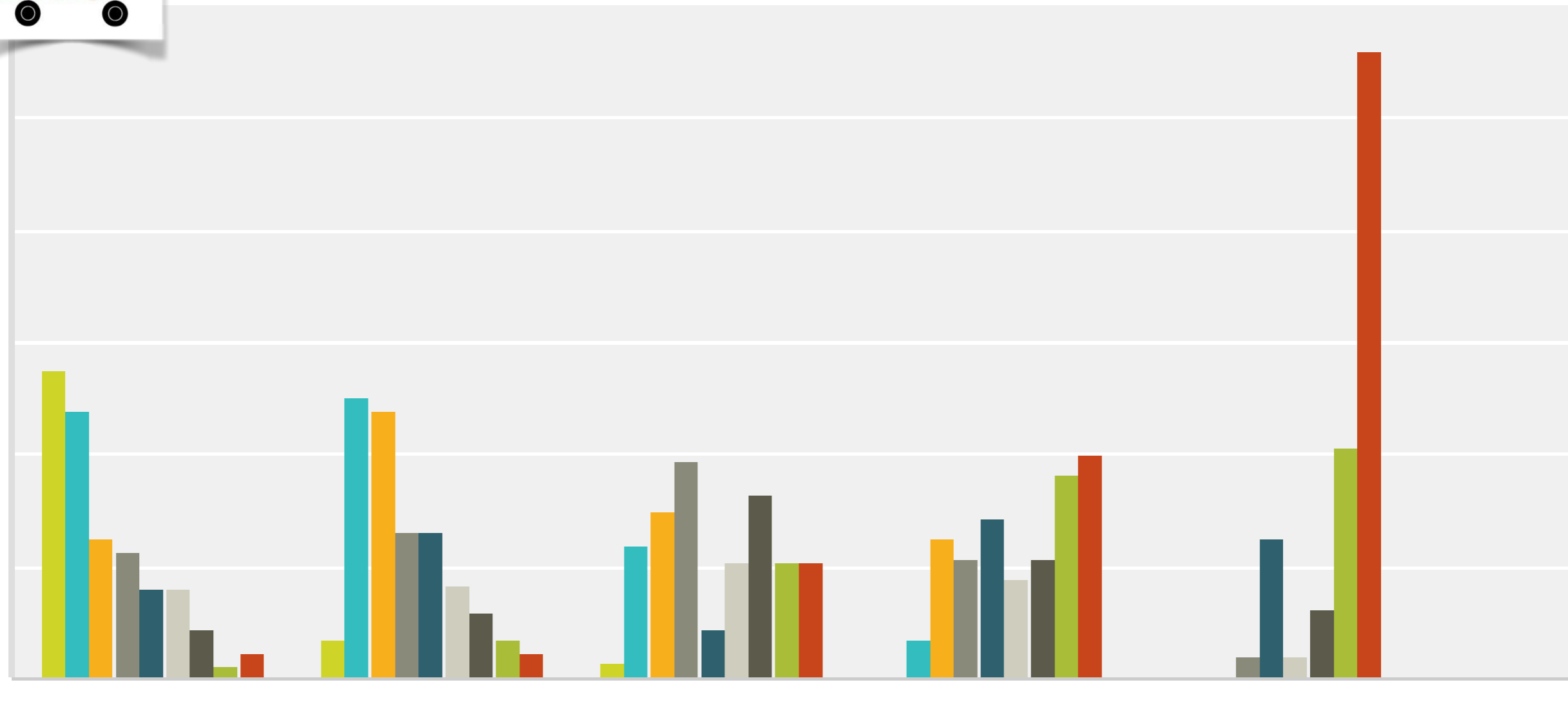
There's plenty of work I can do for nothing in the garden”

Answer		< £35	£35.01 - £37	£37.01 - £39	£39.01 - £41	£41.01 - £43	£43.01 - £45	£45.01 - £47	£47.01 - £49	£49.01 - £51	£51.01 - £53	£53.01 - £55	£55.01 - £57	> £57
Brittania		3	1	1	20	5	1	1	0	1	0	0	0	0
Lantern		2	5	6	3	4	0	3	15	3	0	0	0	0
Allianz		2	2	2	3	24	1	4	1	1	0	0	0	1
AXA		2	1	14	12	15	1	0	3	2	0	0	0	1
AA		2	5	7	5	5	3	3	3	2	0	2	0	2
RAC		3	2	0	6	4	6	2	1	2	0	1	0	6
Green Flag		0	3	1	6	2	1	2	1	2	0	2	3	6
FMG		13	5	2	3	4	0	1	0	1	0	0	0	1
Pullman Fleet		3	2	1	3	0	1	0	1	1	0	0	0	3
Fleet Support		5	8	8	5	6	4	0	0	2	0	0	0	0
NTBS		1	4	3	5	4	3	1	0	1	1	0	1	2
Call Assist		1	4	2	32	9	3	2	1	2	0	0	1	0
ARL		2	1	0	4	3	5	5	2	16	2	10	2	3
TRS		0	1	2	6	8	14	3	1	4	0	0	0	0
Autohome		5	0	6	17	17	5	3	3	3	0	0	1	1
CMG		1	3	1	2	5	4	9	1	3	0	0	0	1

Q9 PPM

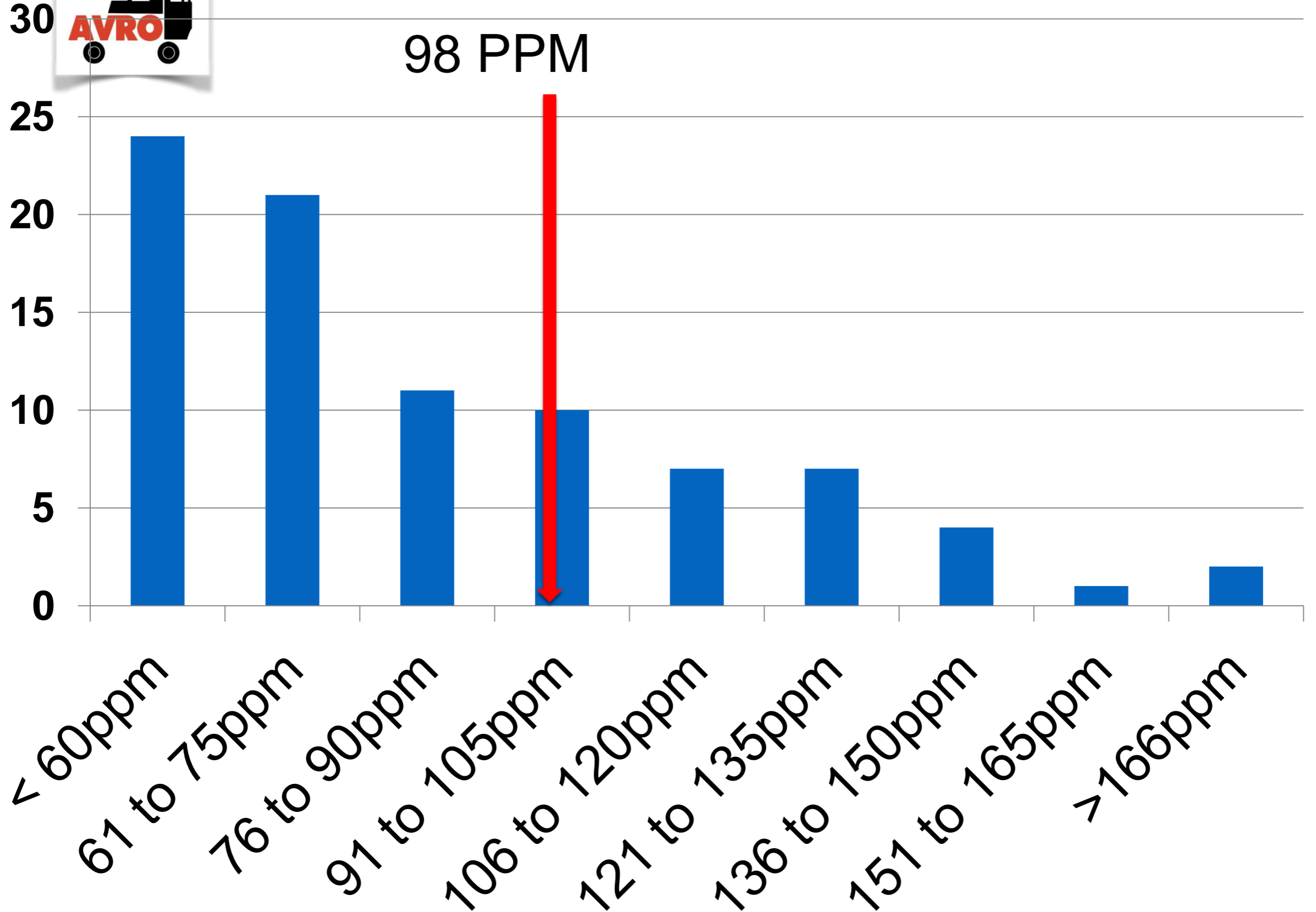


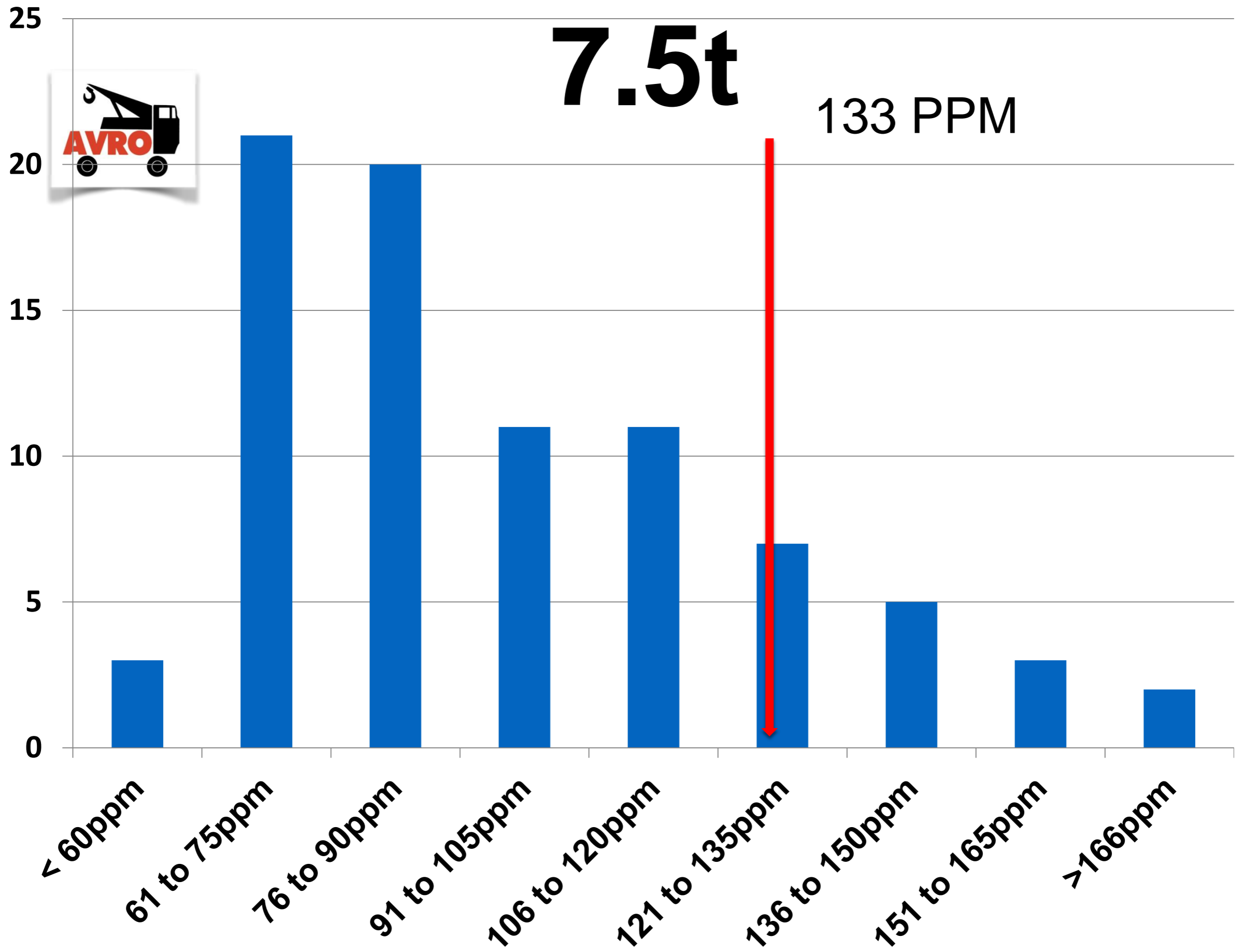
60%
50%
40%
30%
20%
10%
0%



- < 60ppm
- 61 to 75ppm
- 76 to 90ppm
- 91 to 105ppm
- 106 to 120ppm
- 121 to 135ppm
- 136 to 150ppm
- 151 to 165ppm
- >166ppm

3.5t

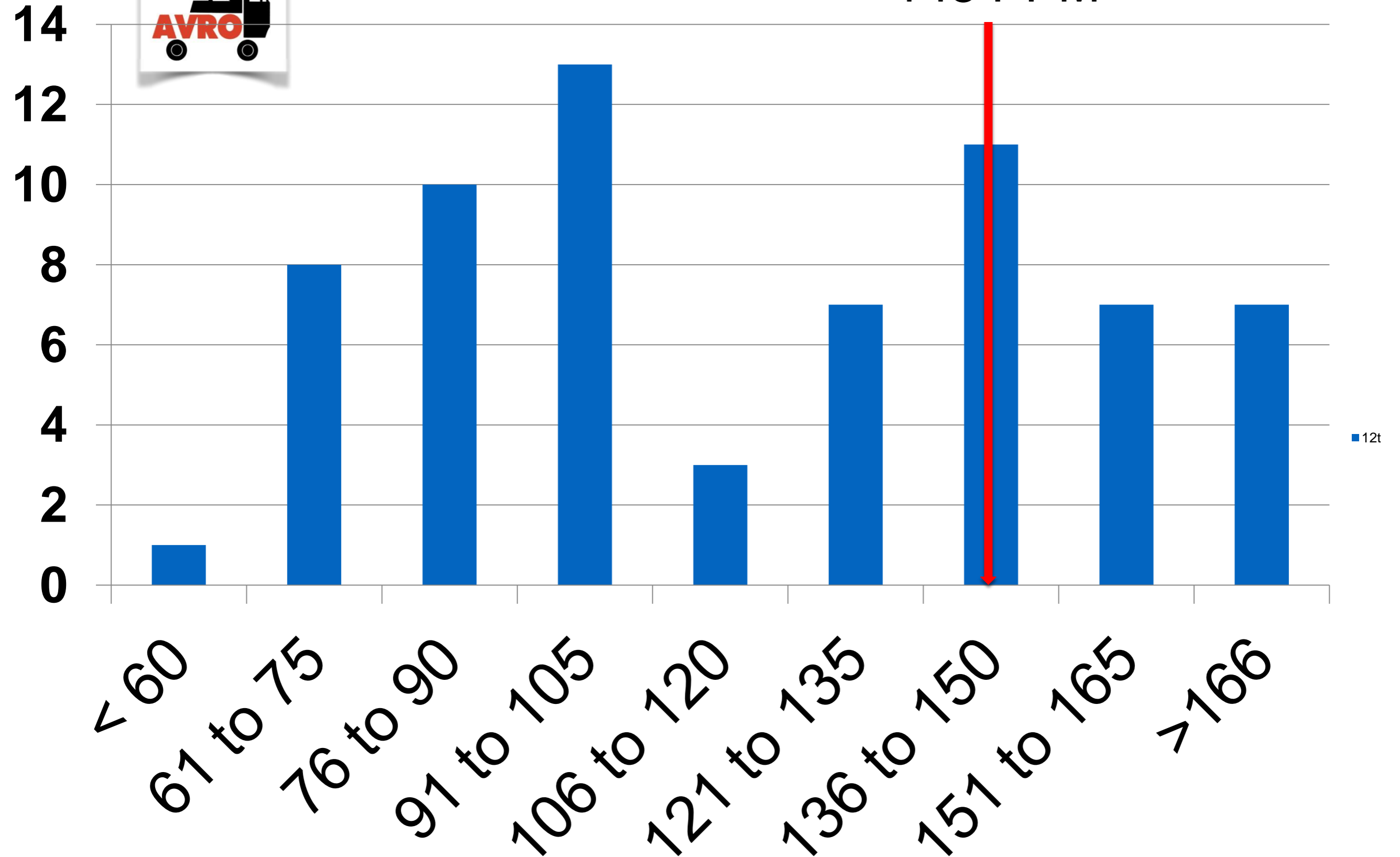




12t



148 PPM



HEAVY

250 PPM



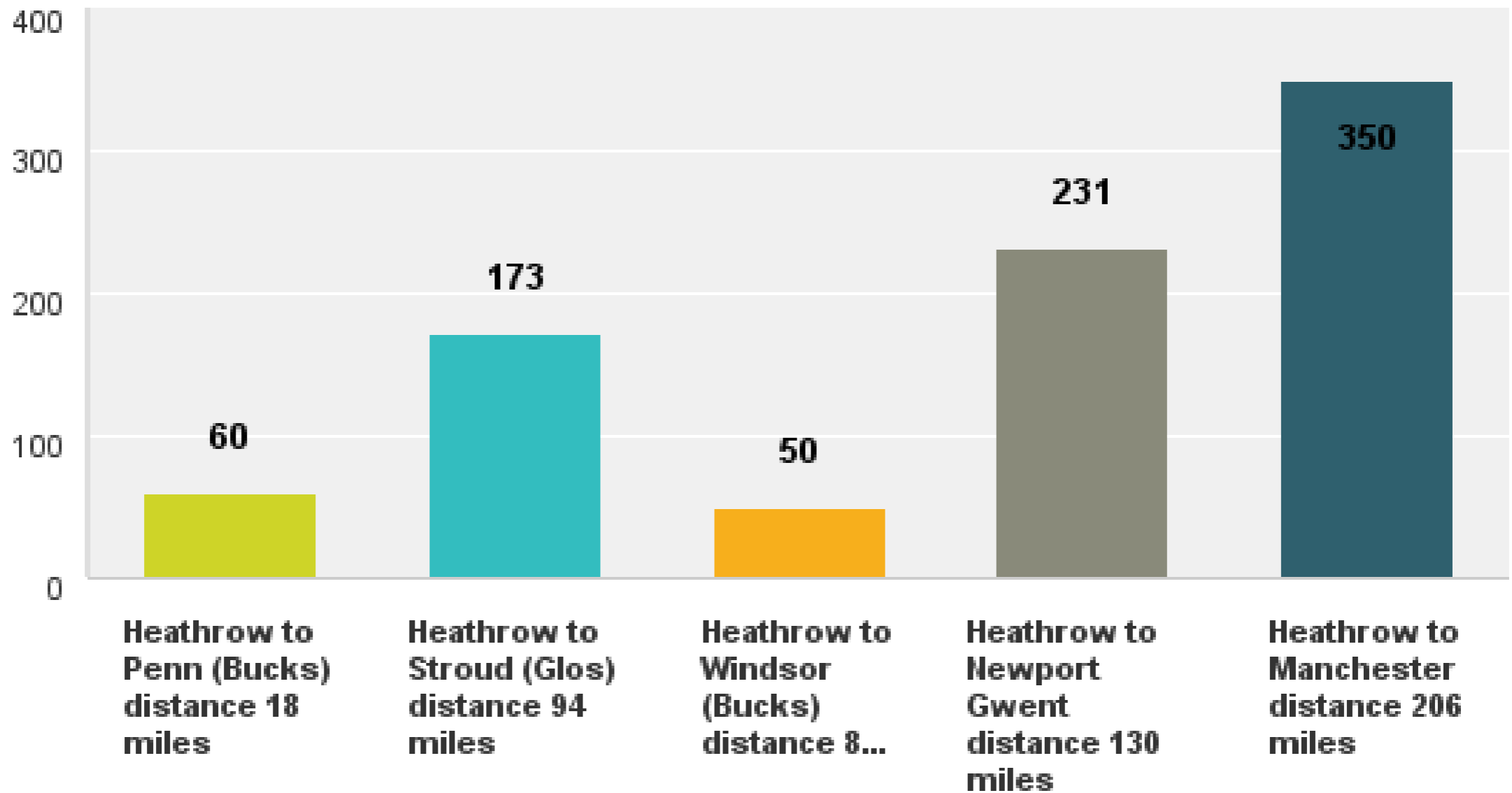
30
25
20
15
10
5
0

< 60
61 to 75
76 to 90
91 to 105
106 to 120
121 to 135
136 to 150
151 to 165
> 166





Q33 Taxi rates v Recovery rates





	RECOVERY	TAXI	DIFFERENCE	%
PENN 18	60			
STROUD 94	173			
WINDSOR 8	50			
NEWPORT 130	231			
MANCHESTER 206	350			



	RECOVERY	TAXI	DIFFERENCE	%
PENN 18	60	85	25	42
STROUD 94	173			
WINDSOR 8	50			
NEWPORT 130	231			
MANCHESTER 206	350			



	RECOVERY	TAXI	DIFFERENCE	%
PENN 18	60	85	25	42
STROUD 94	173	260	87	50
WINDSOR 8	50			
NEWPORT 130	231			
MANCHESTER 206	350			



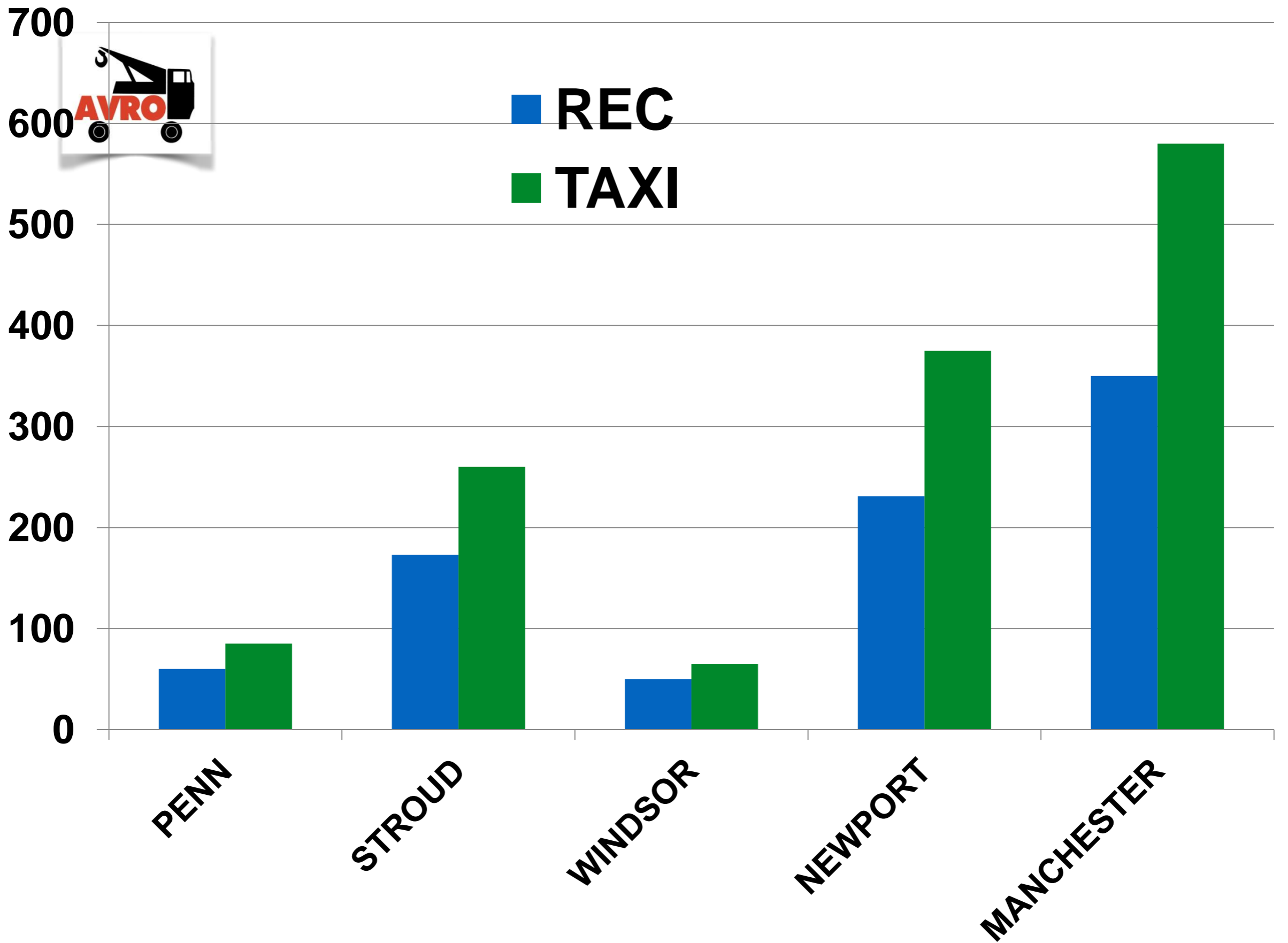
	RECOVERY	TAXI	DIFFERENCE	%
PENN 18	60	85	25	42
STROUD 94	173	260	87	50
WINDSOR 8	50	65	15	30
NEWPORT 130	231			
MANCHESTER 206	350			



	RECOVERY	TAXI	DIFFERENCE	%
PENN 18	60	85	25	42
STROUD 94	173	260	87	50
WINDSOR 8	50	65	15	30
NEWPORT 130	231	375	144	62
MANCHESTER 206	350			



	RECOVERY	TAXI	DIFFERENCE	%
PENN 18	60	85	25	42
STROUD 94	173	260	87	50
WINDSOR 8	50	65	15	30
NEWPORT 130	231	375	144	62
MANCHESTER 206	350	580	230	66

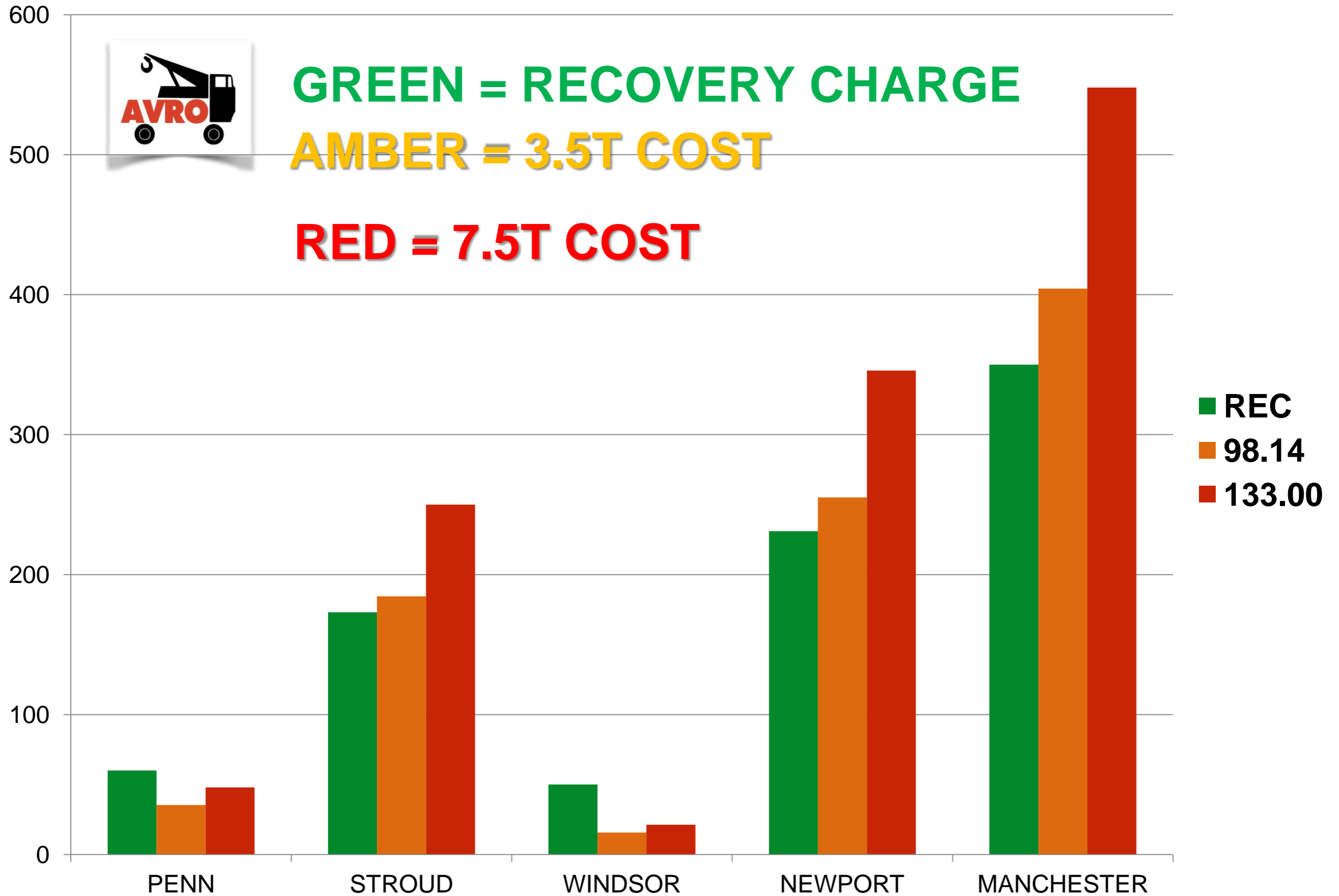




GREEN = RECOVERY CHARGE

AMBER = 3.5T COST

RED = 7.5T COST





Moral of the story?

Don't get a cab.

It's cheaper to drive and breakdown

to get recovered home



Thank you