



Taxi licensing applications discovery - fixing complexity, inefficiency

How to read this document:

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All delivery times are specified on each line item within the timing plan

Key	Description
N/A	Not applicable to that user group
	User need to review in further Discovery or Alpha

Category/Theme	Someone applying to become a taxi driver	Someone applying for a vehicle licence	Taxi operator who is supporting a potential	Taxi operator who is applying for a licence	Council licensing team (Officer, assistant or team)	Good user needs should:
Comms	N/A	N/A	As a taxi operator who is looking to hire a new	N/A	N/A	
Comms	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	As the council licensing team	
Comms	As someone applying to become a taxi driver	N/A	N/A	N/A	N/A	
Cost	As someone applying to become a taxi driver	N/A	As a taxi operator	N/A	N/A	
DBS	As someone applying to become a taxi driver	N/A	As a taxi operator	N/A	As the council licensing team	
Digital appetite	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	N/A	
Digital appetite	As someone applying to become a taxi driver	N/A	As a taxi operator	N/A	N/A	
Time	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	N/A	
Time	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	As the council licensing team	
Lack of trust	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	As the council licensing team	
Responsibilities	As someone applying to become a taxi driver	N/A	As a taxi operator	N/A	As the council licensing team	
Frustrations with	N/A	As someone applying for a vehicle licence	N/A	N/A	N/A	
Frustrations with	N/A	As someone applying for a vehicle licence	N/A	N/A	As the council licensing team	
Frustrations with	N/A	As someone applying for a vehicle licence	N/A	N/A	N/A	

Category/Theme	Someone applying to become a taxi driver	Someone applying for a vehicle licence	Taxi operator who is supporting a potential	Taxi operator who is applying for a licence	Council licensing team (Officer, assistant or team)	Good user needs should:
Comms	As someone applying to become a taxi driver	N/A	N/A	N/A	As the council licensing team	
Comms	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	As the council licensing team	
Comms	As someone applying to become a taxi driver	N/A	As a taxi operator who is looking to hire a new	N/A	N/A	
Comms	N/A	N/A	N/A	As a taxi operator applying for a licence	N/A	
Comms	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	N/A	
Comms	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	As the council licensing team	
Cost	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	As the council licensing team	
DBS	As someone applying to become a taxi driver	N/A	N/A	N/A	As the council licensing team	
DBS	As someone applying to become a taxi driver	N/A	N/A	N/A	N/A	
Digital appetite	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	As the council licensing team	
Digital appetite	As someone applying to become a taxi driver	N/A	N/A	N/A	N/A	
Digital appetite	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	N/A	
Transfer of	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	As the council licensing team	
Time	As someone applying to become a taxi driver	N/A	As a taxi operator	As a taxi operator	N/A	
Time	As someone applying to become a taxi driver	N/A	N/A	As a taxi operator applying for a licence	As the council licensing team	
Time	N/A	N/A	As a taxi operator	N/A	N/A	
Lack of trust	N/A	N/A	N/A	N/A	As the council licensing team	
Responsibilities	N/A	N/A	N/A	N/A	As the council licensing team	
Responsibilities	N/A	N/A	N/A	N/A	As the council licensing team	
Duplication of effort	N/A	N/A	N/A	N/A	As the council licensing team	

Category/Theme	Taxi driver (applicant)	Taxi operator (applicant)	Council licensing team (Officer, assistant or team)	Good user needs should:
Comms	As someone applying to become a taxi driver	As a taxi operator	N/A	
Cost	As someone applying to become a taxi driver	As a taxi operator	N/A	
Time	N/A	N/A	As the council licensing team	
Responsibilities	N/A	As an operator	N/A	
Public safety	As a taxi driver	N/A	As the council licensing team	