



Taxi licensing applications discovery - fixing complexity, inefficiency

This document includes the benefits identified throughout the Discovery phase from each

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MEASURABLE BENEFIT	METRIC	OWNER	TIMEFRAME (months)
Improve communication	TBC (reduce contact/toing and froing, enquiries)		
Reduce waiting time	Take baseline from process maps and compare against options		
Reduce hand-offs	Take baseline from process maps and compare against options		
Reduce duplication	Take baseline from process maps and compare against options		
Reduce non-value added actions	Take baseline from process maps and compare against options		
Reduce checks/touch points	Take baseline from process maps and compare against options		
Reduce paper/admin	Take baseline from process maps and compare against options		
Improve customer experience	Feedback from service users		
Reduce processing time	Take baseline from process maps and compare against options		
Reduce potential for user error	Take baseline from process maps and compare against options		
Reduce phone calls	Take baseline from process maps and compare against options		
Reduce complaints	Take baseline from process maps and compare against options		
Reduce printing costs	Licensing Officer to provide and to compare against options		
Reduce staff processing time	Take baseline from process maps and compare against options		
Reduce internal post	Number of applications sent via post, per day		
Quicker online process	Take baseline from process maps and compare against options		
Reduce time to review knowledge test	Take baseline from process maps and compare against options		
Streamline journey	Take baseline from process maps and compare against options		
Reduce 3rd party involvement	Take baseline from process maps and compare against options		

INDIRECT BENEFIT

Agile staff

Digital life skills

Better use & collection of data

Online public register

Continue to maintain/improve public safety

Standardisation of policy

Staff morale

Data sharing capability (Internal & National)

One portal to provide application status to all staff

Best practice application management

Reusable and scalable process

Reduce errors (Name validation & Insurance docs)

IT System fit for purpose

Performance dashboard

DISBENEFIT

Job satisfaction

Change in process

Staff reduction

Digital exclusion