

Appendix 9

One Stop Shop Activity Breakdown

Process	No. of visits / contacts to complete process (average)	Total Time spent for Process (minutes)	Total Time spent for Process (minutes) at the Booth	Cost of Consumables (£)	Volume of Transactions in Uniform (last 12 months, Sep 2018 - Aug 2019)	OSS Visits (last 12 months , Sep 2018 - Aug 2019)	CC Calls (last 12 months, Sep 2018 - Aug 2019)
New Vehicle	1	25	25	£6.92	2390	22502	31166
Renewal Vehicle	1	20	20	£6.92	3547		
Vehicle Transfer	1	25	25	Printing only	294		
Vehicle Change	1	25	25	£6.92	624		
Duplicate Vehicle	1	20	20	£6.92	N/A		
New Driver	5	128	98	£0.74	3322		
Renewal Driver	1	112	82	£0.74	1728		
Duplicate Driver	1	20	20	£0.74	N/A		
Knowledge Tests	3	90	90	Printing only	5134		
					17039		

The data indicates that Vehicle Applications at the booth account for 57.58% of the total with 42.42% of applications relating to Driver Processes.

Unfortunately not every driver application results in a licence being issued and therefore a fee paid. Those applications that don't result in a licence still bring associated costs at the OSS's.

Similarly, knowledge tests are a cost to the OSS's but don't generate any revenue. In the period above we offered and prepared for 5,134 Knowledge Tests. We are currently experiencing rate of 25% of applicants not attending their pre-booked test.

It is very difficult to ascertain the amount of time spent on vehicles versus drivers but using the average time spent on a vehicle application times by the number of OSS visits for vehicles it would indicate that 31.92% of OSS time at the booth is spent on vehicles and 68.08% spent on Driver applications.

The vast majority of calls to the Contact Centre are associated with booking and cancelling appointments for new drivers and knowledge tests.