New Driver License Application

Staffing Costs

Initial enquiry and explanation of process	LBO	15 mins	£ 3.01
Applicant Interview	LO	30 Mins	£ 7.98
Cash desk Transaction	CSO	10 Mins	£ 2.01
Administration	LBO	30 Mins	£ 8.03
Return Of Documents	LBO	30 Mins	£ 4.03
Produce and issue licence with IQ Badge	LBO	30 Mins	£ 4.02
Produce and issue licence with IQ Badge	LTL	15 Mins	£ 5.52

Cost of Materials

Printer costs	£ 1.34
Printer Ribbon	£ 0.40
Materials	£ 1.73

Other Costs

Advertising	£ 3.55
DVLA checks	£ 5.75
Medical checks at £20 per sign off	£ 20.00
Routine Checks & Criminality	£ 8.92

Support Service Overhead 1.25

Support Service overhead allocation based on hourly absorption £ 19.15

£ 117.38

Current Licence Fee	£ 102.00
Difference	£ 15.38
Volume	60
Sensitivity Analysis	£1,369.38

Driver Licence Renewal

Staffing Costs

Return of documents to reception cash desk transaction	CSO	20 Mins	£ 4.01
Administration	LBO	30 Mins	£ 8.03
Administration	LO	10 Mins	£ 2.66
Administration during period of licence	LO	30 Mins	£ 7.98
Renewal	LBO	15 Mins	£ 3.01

Cost of Materials

Printer costs	£ 1.34

Other Costs

Advertising	£ 3.55
Medical checks	£ 5.00
Routine Checks & Criminality	£ 8.92

Support Service Overhead 1.25

Support Service overhead allocation based on hourly absorption £ 35.11

£ 77.81

Current Licence Fee	£ 67.00
Difference	£ 10.81
Volume	224
Sensitivity Analysis	£2,193.13

Hackney Vehicle Licence Application

Staffing Costs

Initial enquiry	LBO	15 Mins	£ 2.01
Vehicle Inspection	LO	15 Mins	£ 3.99
Cash Desk Transaction	CSO	10 Mins	£ 2.01
Administration	LBO	30 Mins	£ 8.03
Administration	LO	10 Mins	£ 2.66
Control & Supervision	LO	60 mins	£ 15.93
Control & Supervision	LBO	60 mins	£ 12.06
Control & Supervision	LTL	30 mins	£ 5.52
Renewal	LBO	15 Mins	£ 3.01

Cost of Materials

Cost of plate and associated consumables	£ 11.17
Printer Costs	0.34
Postage	£ 10.00

Other Costs

Advertising	£ 3.55

Support Service Overhead 2.49

Support Service overhead allocation based on hourly absorption £ 67.94

£ 138.32

Current Licence Fee	£ 175.00
Difference	£ 36.67
Volume per annum	25
Sensitivity Analysis	£ 241.63

Hackney Vehicle Licence Renewal

Staffing Costs

Return of documents & cash desk transaction	CSO	20 Mins	£ 4.01
Administration	LBO	30 Mins	£ 8.03
Administration	LO	10 Mins	£ 2.66
Control & Supervision	LO	60 Mins	£ 15.93
Control & Supervision	LBO	60 Mins	£ 12.06
Control & Supervision	LTL	30 mins	£ 5.52
Renewal	LBO	15 mins	£ 3.01

Cost of Materials

Plate Bracket & Clips	£ 4.86
Printer costs	0.34
Postage	£ 10.00

Other Costs

Advertising	£ 3.55

Support Service Overhead 2.49

Support Service overhead allocation based on hourly absorption £ 75.23

£ 149.31

Current Licence Fee	£ 175.00
Difference	£ 25.69
Volume per annum	60
Sensitivity Analysis	£ 1,541.41

PHV Vehicle Licence Application

Staffing Costs

Initial enquiry	LBO	15 Mins	£ 3.01
Vehicle Inspection	LO	15 Mins	£ 3.99
Cashdesk transaction	CSO	10 Mins	£ 2.01
Administration	LBO	30 Mins	£ 8.03
Administration	LO	10 Mins	£ 2.66
Control & Supervision	LO	60 Mins	£ 15.93
Control & Supervision	LBO	60 Mins	£ 12.06
Control & Supervision	LTL	30 mins	£ 5.52
Renewal	LBO	15 Mins	£ 3.01

Cost of Materials

Cost of plate and associated consumables	£ 11.17
Printer costs	0.34
Postage	£ 10.00

Other Costs

Advertising	£ 3.55

Support Service Overhead 2.49

Support Service overhead allocation based on hourly absorption £ 81.94

£ 164.21

Current Licence Fee	£ 175.00
Difference	£ 10.79
Volume/Based on 1 year average	25
Sensitivity Analysis	£ 269.73

PHV Vehicle Renewal Application

Staffing Costs

Return of documents & cashdesk transaction	CSO	20 Mins	£ 4.01
Administration	LBO	30 Mins	£ 8.03
Administration	LO	10 Mins	£ 2.66
Control & Supervision	LO	60 Mins	£ 15.93
Control & Supervision	LBO	60 Mins	£ 12.06
Control & Supervision	LTL	30 mins	£ 11.04
Renewal	LBO	15 Mins	£ 3.01

Cost of Materials

Plate Bracket & Clips	£ 4.86
Printer costs	0.34
Postage	£ 10.00

Other Costs

Advertising	£ 3.55

Support Service Overhead 2.49

Support Service overhead allocation based on hourly absorption £ 75.23

£ 148.21

Current Licence Fee	£ 175.00
Difference	£ 26.79
Volume	183
Sensitivity Analysis	£ 4,814.14

New Operator Licence

Staffing Costs

Initial enquiry	LBO	15 Mins	£ 3.01
Cashdesk Transaction	CSO	10 Mins	£ 2.01
Administration	LBO	30 Mins	£ 8.03
Administration	LO	10 Mins	£ 2.66
Control & Supervision	LO	60 Mins	£ 15.93
Control & Supervision	LBO	60 Mins	£ 12.06
Control & Supervision	LTL	30 mins	£ 11.04
Renewal	LBO	15 Mins	£ 3.01

Cost of Materials

Advertising	£ 3.55

Support Service Overhead 2.49

Support Service overhead allocation based on hourly absorption £ 74.83

£ 133.11

Current Licence Fee	£ 102.00
Difference	£ 31.11
Volume	5
Sensitivity Analysis	£ 155.55

Operator Licence renewal

Staffing Costs

Return of documents & Cashdesk transaction	CSO	20 Mins	£ 4.01
Administration	LBO	30 Mins	£ 8.03
Administration	LO	10 Mins	£ 2.66
Control & Supervision	LO	60 Mins	£ 15.93
Control & Supervision	LBO	60 Mins	£ 12.06
Control & Supervision	LTL	30 mins	£ 11.04
Renewal	LBO	15 Mins	£ 3.01

Cost of Materials

Advertising	£ 3.55

Support Service Overhead 2.49

Support Service overhead allocation based on hourly absorption £ 75.23

£ 139.42

Current Licence Fee	£ 102.00
Difference	£ 37.42
Volume	20
Sensitivity Analysis	£ 748.70

£ 135.78

New Temporary Vehicle

Staffing Costs				
Initial enquiry and explanation of process	LSO	15 mins	£	3.01
Vehicle Inspection	LO	15 Mins	£	7.98
Cash desk Transaction	CSO	10 Mins	£	2.01
Administration	LSO	30 Mins	£	6.03
Licence and Plate	LO	10 Mins	£	2.65
Control & Supervision	LO	7.5 Mins	£	1.99
Control & Supervision	LSO	7.5 Mins	£	1.51
Control & Supervision	LTL	4 Mins		1.47
Cost of Materials				
Plate bracket & clips			£	11.77
Other Costs				
Postage			£	1.17
Printing			£	0.54
Support Service Overhead	99	1.65		
Support Service overhead allocation based on hourly absorption			£	33.10
			£	73.21
Current Licence Fee			£	88.60
Difference			£	15.39
Volume				0
Sensitivity Analysis			£	-

Plate Exemption Fee

Staffing Costs				
Initial enquiry and explanation of process	LSO	15 Mins	£	3.01
Vehicle Inspection	LO	15 Mins	£	3.98
Cash desk Transaction	CSO	10 Mins	£	2.01
Administration	LSO	15 Mins	£	3.01
Administration	LO	15 Mins	£	3.98
Administration	LTL	5 Mins	£	1.64
Renewal	LSO	15 Mins	£	3.01
Cost of Materials				
Other Cos Printing			£	0.54
Postage			£	0.53
Support Service Overhead	90	1.5		
Support Service overhead allocation based on hourly absorption			£	30.09
				52.01
Current Licence Fee			£	50.00
Difference			£	2.01
Volume				0
Sensitivity Analysis			£	-

Vehicle Transfers

Staffing Costs				
Initial enquiry	LSO	15 Mins	£	3.01
Vehicle Inspection	LSO	15 Mins	£	3.01
Cash Desk Transaction	CSO	10 Mins	£	2.01
Administration	LSO	30 Mins	£	6.03
Administration	LO	10 Mins	£	2.65
Renewal	LSO	15 Mins	£	3.01
Cost of Materials				
Cost of plate and associated consumables			£	11.77
Other Costs				
Postage			£	1.17
Printing			£	0.54
Support Service Overhead	95	1.58		
Support Service overhead allocation based on hourly absorption			£	31.89
			£	64.90
Current Licence Fee			£	88.60
Difference			£	23.10
Volume(4 year average)				0
Sensitivity Analysis			£	-

Change of registration & replacement licence plate

Staffing Costs				
Initial enquiry	LSO	15 Mins	£	3.01
Cashdesk Transaction	CSO	10 Mins	£	2.01
Administration	LSO	20 Mins	£	4.02
Administration	LO	15 Mins	£	3.98
Cost of Materials				
Plate Bracket & Clips			£	4.98
Other Costs				
Postage			£	1.17
Printing			£	0.54
Support Service Overhead	60	1		
Support Service overhead allocation based on hourly absorption			£	20.08
			£	39.77
Current Licence Fee(3.20 for reg change & 12.50 for lic plate change			£	12.50
Difference			£	27.27
Volume(4 year average)				0
Sensitivity Analysis			£	-

Replacement Driver Badge

Staffing Costs				
Initial enquiry	LSO	10 Mins	£	2.01
Cashdesk transaction	CSO	10 Mins	£	2.01
Administration	LSO	20 Mins	£	4.02
Cost of Materials				
Badge & Holder			£	1.98
Other Costs				
Printing			£	1.04
Support Service Overhead	40	0.66		
Support Service overhead allocation based on hourly absorption			£	13.24
			£	24.29
Current Licence Fee			£	23.20
Difference			£	1.09
Volume(Based on 4 year average)				0
Sensitivity Analysis			£	-