

Licence Type	2019/20	Total	Applications	Cost Centre & GL	Proposed Fee	Proposed
		Processes	Total	Code	2020/21	Income
Taxis/Private Hire Vehicles						
HC Vehicle Appl new and renew Fees	£249.74	147	£36,711.78	H1108 K4991	£196.04	£28,817.62
HC Licence Vehicle Change	£24.05	10	£240.50	H1108 K5229	£32.04	£320.42
Replacement Licence Plates	£14.79	8	£118.32	H1108 K5219	£22.32	£178.58
PH Vehicle Appl new and renew Fees	£173.69	292	£50,717.48	H1108 K4993	£172.62	£50,405.81
Private Hire Vehicle Change	£24.05	23	£553.15	H1108 K5229	£32.04	£736.97
Private Hire Signage	£20.80	82	£1,705.60	H1108 K5211	£21.93	£1,798.56
Hackney Carriage - Temporary 3 month vehicle	£89.25	0	£0.00	H1108 K4991	£80.08	£0.00
Private Hire - Temporary 3 month vehicle	£70.19	3	£210.57	H1108 K4993	£74.22	£222.67
Total		565	£90,257			£82,480.64

439 total applications and renewals
33 total vehicle changes

total support costs	Private hire support costs	hackney support costs	taxi rank maintenance
Employee related expenditure	£ 1,660.00		
Transport Related Expenditure	£ 950.00		0
Supplies & Services (minus the cost of private hire door signs)	£ 10,530.00		147
Support Services	£ 21,490.00		
Total Support costs	£ 34,630.00		
support cost per process	£ 78.88		

(customer services time removed)

total hackney vehicles
cost per hackney vehicle

Officer costs	Total Hours	Time per process (h:mm)	Hourly rate	cost per process
Customer Services - application/renewal	44:16	0:06	£18.76	£1.89
Business Support Officer - application/renewal	885:12	2:00	£16.10	£32.46
Business Support Officer - amend/general/transfer	25:35	0:03	£16.10	£0.94
Business Support Officer - Vehicle HC	69:02	0:28	£16.10	£7.56
Business Support Officer - Vehicle PH	101:08	0:20	£16.10	£5.58
Licensing Officer - application/renewal	6:35	0:00	£25.78	£0.39
Licensing Officer - amend/general	0:00	0:00	£25.78	£0.00
Licensing Officer - Vehicle HC	207:40	1:24	£25.78	£36.42
Licensing Officer - Vehicle PH	251:35	0:51	£25.78	£22.21
Licensing TL - application/renewal	16:50	0:02	£38.24	£1.47
Licensing TL - amend/general	0:00	0:00	£38.24	£0.00
Licensing TL - Vehicle HC	55:50	0:22	£38.24	£14.52
Licensing TL - Vehicle PH	55:45	0:11	£38.24	£7.30
Management	0:15	0:00	£50.05	£0.03
Total	1675:27			

Officer Costs - Hackney carriage 1 year licence	Cost per process
Customer Services	£1.89
Business Support Officer	£40.96
Licensing Officer	£36.81
Licensing TL	£15.99
Management	£0.03
TOTAL	£95.68

Officer Costs - Private Hire 1 year licence	Cost per process
Customer Services	£1.89
Business Support Officer	£38.98
Licensing Officer	£22.60
Licensing TL	£8.77
Management	£0.03
TOTAL	£72.26

Vehicle Change applications	Total Hours	Time per process (h:mm)	Hourly rate	cost per process
Customer Services	2:08	0:03	£18.76	£1.21
Business Support Officer	52:30	1:35	£16.10	£25.61
Licensing Officer	0:00	0:00	£25.78	£0.00
Licensing TL	0:00	0:00	£38.24	£0.00
Management	0	0:00	£50.05	£0.00
Total	52:30	1:35		£26.83

Hackney vehicle Temporary vehicle change (3 months)	Cost per process
Customer Service	£1.89
Business Support Officer cost to process application	£32.46
licensing cost to process application	£1.85
admin officer amend	£2.12
licensing officer amend	£12.74
mgt amend	£0.01
Total	£51.08

Private hire Temporary vehicle change (3 months)	Cost per process
Customer Services	£1.89
admin cost to process application	£32.46
licensing cost to process application	£1.85
admin officer amend	£1.63
licensing officer amend	£7.38
mgt	£0.01
Total	£45.22

Replacement plate	Total number	8		
	Total Hours	Time per process (h:mm)	Hourly rate	cost per process
Business Support Officer	8:30	1:03	£16.10	£17.11
Licensing Officer	0:00	0:00		£0.00
Licensing TL	0:00	0:00		£0.00
Management	0	0:00		£0.00
Total	8:30	1:03		£17.11

Replacement PHV Doorsignage	Total number	82		
	Total Hours	Time per process (h:mm)	Hourly rate	cost per process
Business Support Officer	54:30	0:39	£16.10	£10.70
Total		0:39		£10.70