

Online uptake on SCC's top 20 transactional processes (as at 22 Nov 13)

transaction	annual volume	online status	online uptake	comments
renew a library item	2.2M	live	83%	
reserve a library item	240,000	live	55%	
report a highway problem	135,000	live	60%	
apply for a concessionary bus pass	110,000	live	not available	
pay a care debt	50,000	live	not available	
pay music tuition fee	43,000	live	not available	
book a registration appointment (birth)	20,000	development	0%	Planned go-live Mar 2014
book a registration appointment (death)	11,000	development	0%	Planned go-live Mar 2014
book a registration appointment (marriage)	9,000	development	0%	Planned go-live Mar 2014
apply for a school place (new round)	27,000	live	95%	
book an adult learning course	21,000	development	0%	Planned go-live Mar 2014

apply for a blue badge	15,000	live	18%	
request a birth, marriage or death copy certificate	11,000	live	50%	
apply for a van permit	9,000	live	65%	
report a street light problem	6,500	live	65%	
apply for a student rail pass	3,500	live	100%	New – launched Aug 13
apply for a student bus pass	2,300	live	100%	New – launched Aug 13
apply for free home to school transport	1,700	live	55%	
apply for a school place (in year)	430	-	0%	
pay for a school meal	N/A	N/A	N/A	transferred to schools
	3 million transactions	14 live and 4 in development out of 20 processes	68% average online uptake (where online option available)	