

## Results of DVA Customer Satisfaction Survey 2010

### Internal Measures for Specific Customer Satisfaction Questions

	Target 2009 %	Achieved 2009 %	Target 2010 %	Achieved 2010 %	2010
<b>Overall Customer Satisfaction</b>					
Overall Customer Satisfaction	93	96.8	93	97.3	✓
<b>Overall Satisfaction by Area</b>					
Overall satisfaction with Driver Testing	93	94	93	91.3	X
Overall satisfaction with Vehicle Testing	93	97.3	93	96.8	✓
Overall satisfaction with Driver & Vehicle Licensing	93	96.6	93	97.6	✓
<b>Written/Email Communication</b>					
Written/email communication overall		92.4	93	96	✓
Time taken to respond		97.5	93	95	✓
Clarity of response		94.6	93	94.8	✓
Quality of the information		91.9	93	95.4	✓
<b>Telephone Contact</b>					
Telephone contact overall		94.7	93	94.7	✓
Length of time taken to answer call		92	93	93	✓
Ability of call handler to deal with call		95.7	93	95.1	✓
Politeness and courtesy shown		97.7	100	97.3	X
<b>Test Procedures</b>					
Handling of Test overall		97.8	93	96.9	✓
Test procedures		97.1	93	97.2	✓
Politeness and courtesy shown		96.7	100	96.5	X
Facilities offered		89.8	93	90.7	X
Disabled facilities		98.8	93	98.2	✓

<b>Personal Visits</b>					
Personal visits overall		90.8	93	90.7	X
Time spent queuing		75.6	93	79.2	X
Ability of staff to deal with query		93	93	94.5	√
Politeness and courtesy shown		94.2	100	94.1	X
Quality of information received		93.1	93	94.4	√
Facilities available for customers		81.1	93	86.3	X
Disabled facilities		97.2	93	98	√
<b>Post Office visits for DVA Services</b>					
Post Office visits overall		N/A	93	97.9	√
Time spent queuing		N/A	93	90.6	X
Ability of counter staff to deal with query		N/A	93	97.8	√
Politeness and courtesy shown by staff		N/A	100	97.9	X
<b>Online Booking Facility</b>					
Online booking facility		96.3	93	95	√
<b>Website</b>					
Website overall		94.4	93	91.8	X
Presentation of the website		97.1	93	95.4	√
Information published on the website		95.8	93	93	√
Ease of use of the website		92.4	93	91	X
<b>Treated Fairly</b>					
Treated fairly		97	93	97.1	√