

## AGENCY SERVICE DELIVERY

	2010-11 TARGET	2010-11 PERFORMANCE	2011-12 TARGET
<b>LICENSING</b>			
Dispatch of refunds	95% within 5 working days	98.0%	95% within 5 working days
To dispatch licences (postal)	95% within 5 working days	100.0%	95% within 5 working days
To dispatch driver licences	95% within 10 working days	99.7%	95% within 10 working days
To dispatch taxi plates on receipt of all documentation	96% within 5 working days	99.2%	96% within 5 working days
To process change of keeper (V5c) notifications and dispatch a new HRC	95% within 5 working days	98.2%	95% within 5 working days
First Registration	90% within 10 working days	98.5%	90% within 10 working days
To dispatch road freight vehicle licences on receipt of all documentation	95% within 5 working days	99.7%	95% within 5 working days
Local Office Average waiting time	13 minutes	5.79 minutes	12 minutes
<b>TESTING</b>			
Vehicle Test Waiting Time	91% in 21 days or on request	99.92% in 21 Days	92% in 21 days or on request
Driving Test Waiting Time	85% in 28 days or on request	98.61% in 28 Days	92% in 28 days or on request
Test Centre Average waiting time (Counter Service).	13 Minutes	2 Minutes	12 Minutes
Theory Test – Overall level of compliance with service standards	93%	97%	93%
<b>AGENCY</b>			
Complaints Response	Reply to 95% of complaints Within 10 working days	99.0%	Reply to 95% of complaints Within 10 working days
Overall customer satisfaction	93%	97.3%	95%