

SMR
Social & Market Research

**DRIVER & VEHICLE TESTING AGENCY
CUSTOMER SATISFACTION SURVEY
2006**

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EXECUTIVE SUMMARY

This report presents the findings from the Driver & Vehicle Testing Agency's (DVTAs) 2006 Customer Satisfaction Survey. A total of 10,629 customers were surveyed comprising 5,315 customers who had sat driving tests, and 5,314 customers who had presented a vehicle for testing. The survey achieved an overall response rate of 27%, with 25% of driver customers responding to the survey compared with 30% of vehicle customers. The survey sought customer opinion on the quality of service provided by the Agency, and addressed issues such as booking arrangements, telephone contact, the Agency's counter service and overall test procedures. The survey was conducted independently by Social and Market Research (SMR).

Satisfaction With Booking Arrangements

The level of customer satisfaction with booking arrangements was recorded at 93% overall. Satisfaction with booking arrangements for vehicle tests was 95%, compared with 90% for driver tests.

Satisfaction With Test Procedures

Overall satisfaction with test procedures was recorded at 92%. Satisfaction with test procedures among vehicle customers was 95%, with 89% of driver customers satisfied.

1 INTRODUCTION

The Driver & Vehicle Testing Agency (DVTA) was established in 1992 under the Government's Next Steps Initiative in order to undertake all statutory vehicle and driving tests in Northern Ireland. The Agency has 15 main test centres, two satellite driving test centres and six theory test centres throughout Northern Ireland.

The Agency conducts annual surveys aimed at measuring performance against key targets with regard to booking arrangements and the conduct of tests and also at assessing customer requirements in the operation of services. In 2001 and 2004, large scale surveys were conducted with sample sizes of around 6,000. In 2000, 2002, 2003 and 2005, smaller surveys of around 1,600 were carried out. This current survey builds upon previous surveys and is based on a sample of 10,629 customers (5,315 driver customers and 5,314 vehicle customers).

This report presents the findings from the 2006 survey, which was conducted by SMR. The overall objective of the study was defined by DVTA as:

'To ascertain customer satisfaction levels, in particular in the areas of test booking and overall Agency test procedures.'

1.1 METHODOLOGY

The survey was conducted among a sample of 10,629 DVTA customers, with 5,315 driver and 5,314 vehicle customers surveyed. The sample was drawn from customers of the Agency in 2006.

As was the case in previous years, sampled customers were sent a questionnaire along with a pre-paid return envelope. Equal numbers of driver and vehicle customers who had presented for testing were selected for interview. Customers from all of the Agency's test centres were included in the survey.

Approximately 355 customers were selected from each of the 15 centres which deal with vehicle tests, with approximately 380 customers selected from each of the 14 centres which deal with driver tests. Questionnaires were dispatched in four batches, with a follow-up reminder/thank you letter sent two weeks after the initial mailing.

1.2 RESPONSE RATES AND SAMPLE PROFILE

Of the 10,629 customers surveyed, 2,897 returned their questionnaires, representing an overall response rate of 27%. In total, 1,581 vehicle test questionnaires were returned, which equates to a response rate of 30%. Overall 1,316 driver test questionnaires were returned, which equates to a response rate of 25%. The table below shows the weighted sample profile by test centre.

	Vehicle	Driver
	%	%
Armagh	3.4	2.5
Ballymena	8.7	7.1
Belfast	9.3	19.4
Coleraine	7.9	6.9
Cookstown	6.8	8.1
Craigavon	5.5	8.0
Downpatrick	4.6	5.4
Enniskillen	4.9	5.0
Larne	4.1	7.8
Lisburn	5.0	4.7
Londonderry	7.2	6.6
Mallusk	9.2	-
Newry	4.6	5.7
Newtownards	14.8	7.5
Omagh	4.0	5.3
Base (Weighted)	1581	1316

1.3 STATISTICAL RELIABILITY

Defining a sample size is always a trade-off between the level of precision of sample estimates and cost. The following table presents an overview of the relationship between sample size and margin of error. For example, if the results of a survey of 1,500 people show that 90% are satisfied with some aspect of service, the range within which the true figure will lie if the whole population had been interviewed would be $\pm 1.2\%$ or somewhere between 88.8% and 91.2%.

Acceptable Sampling Error (+/-)	% of population likely to give a particular answer (95% confidence level)					
	5 or 95	10 or 90	20 or 80	30 or 70	40 or 60	50 / 50
1	1900	3600	6400	8400	9600	10000
2	479	900	1600	2100	2400	2500
3	211	400	711	933	1066	1100
4	119	225	400	525	600	625
5	76	144	256	336	370	400
6	a	100	178	233	267	277
7	-	73	131	171	192	204
8	-	-	100	131	150	156
9	-	-	79	104	117	123
10	-	-	-	84	96	100

(a) samples smaller than this would normally be too small to allow meaningful analysis

1.4 QUESTIONNAIRES

The questionnaires used in the survey are attached as Appendix 1 to this report. In consultation with DVTA, there were some amendments to the questionnaires to reflect the changing needs of the Agency. However, the questions included are broadly consistent with those included in previous years, and address operational areas such as booking arrangements, test procedures, telephone contact and the counter service. As with the 2004 and 2005 surveys, questions on equality grouping were also included to meet the Agency's commitments under Section 75 of the Northern Ireland Act (1998).

1.5 WEIGHTING PROCEDURE

The data were weighted according to the proportion of tests carried out in each centre. The total number of driving and vehicle tests conducted in the sampling period was calculated. The proportion each centre contributed to the total was then calculated to identify the appropriate weighting for each centre. The applied weights are presented in the Table 1.3:

	Vehicle	Driver
	%	%
Armagh	0.54	0.35
Ballymena	1.22	0.87
Belfast	1.58	2.48
Coleraine	1.05	0.86
Cookstown	1.12	1.07
Craigavon	0.83	1.27
Downpatrick	0.66	0.73
Enniskillen	0.70	0.56
Larne	0.64	1.20
Lisburn	0.83	0.75
Londonderry	0.98	1.20
Mallusk	1.57	-
Newry	0.82	0.89
Newtownards	1.87	1.12
Omagh	0.60	0.63

1.6 PROFILE OF SAMPLE

Table 1.4 presents an overview of the sample in terms of different equality groupings. In the vehicle sample, almost two out of three (65%) customers were male, with customers predominantly from the older age groups (aged 50+, 50%) and being married (70%). Just 3% of vehicle customers reported a disability, with 36% indicating that they have dependants.

		Vehicle (N=1581) %	Driver (N=1316) %
Sex	Male	64	44
	Female	36	56
Age	17-19	0.5	44.0
	20-24	3.5	21.7
	25-34	15.0	19.3
	35-50	35.2	13.1
	51-59	20.0	.3
	60+	25.8	1.6
Marital Status	Single	18.7	75.4
	Married	67.8	16.1
	Co-habiting	3.2	5.4
	Widowed	5.1	2.2
	Divorced	4.9	.2
	None of These	.3	.7
Disability	Yes	6	2
	No	94	98
Dependants	Yes	37	19
	No	63	81
Religion	Protestant	54	44.2
	Roman Catholic	31	43.6
	Other	5	4.6
	None	7	7.6
Political Affiliation	Nationalist	21	21.6
	Unionist	36	20.7
	Other	9	5.2
	Of No political persuasion	34	52.5
Ethnicity	White	98.3	95.4
	Irish travelling community	0.2	-
	Indian	0.7	0.9
	Black African	0.1	0.6
	Pakistani	0.1	0.2
	Chinese	0.1	0.4
	Bangladeshi	-	0.1
	Mixed Origin	0.2	0.8
	Other	0.3	1.7
English First Language?	Yes	98.5	95.6
	No	1.5	4.4

The majority (54%) of vehicle customers described their religion as 'Protestant', with 31% 'Catholic'. Just over one third (36%) were Unionist, with 21% describing their political affiliation as Nationalist. Regarding ethnic background, 98% of the vehicle sample were white, with 98.5% saying that English was their first language.

With regard to the driver customers, the sample profile shows a more even mix of men (44%) and women (56%), although most (44%) are from the youngest age group of 17-19 year olds. The younger age profile also accounts for the high proportion of driver customers who are single (75%), as well as the low proportion who have dependants (19%).

1.7 PASS/FAIL

On the last occasion that respondents took a practical driving test, 69% passed with 31% failing the test. For the vehicle sample, 82% had passed their test, while 18% had failed.

1.8 NOTES ON TABLES

Due to rounding, row and column totals within tables may not always sum to 100. Note that base totals may also change in tables. It should be noted that dash marks [-] are used in some tables to indicate that the figure is less than 1%.

2 DRIVER CUSTOMERS

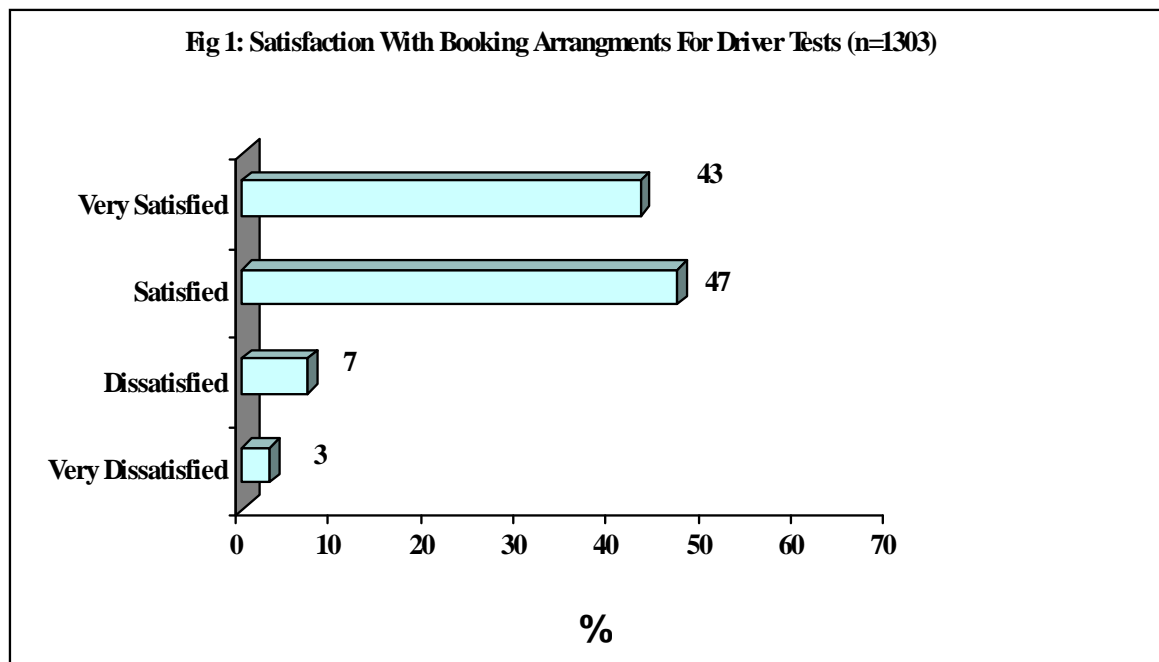
2.1 DRIVER TEST BOOKING PROCEDURES

In approximately two out of three cases (65%), driver tests had been booked by telephone, with 28% booked at a centre and 7% booked by post.

	%
By telephone	65
At a centre	28
By post	7

2.2 SATISFACTION WITH BOOKING ARRANGEMENTS

Overall 90% of customers were satisfied with the booking arrangements for their driving test, with 10% dissatisfied.



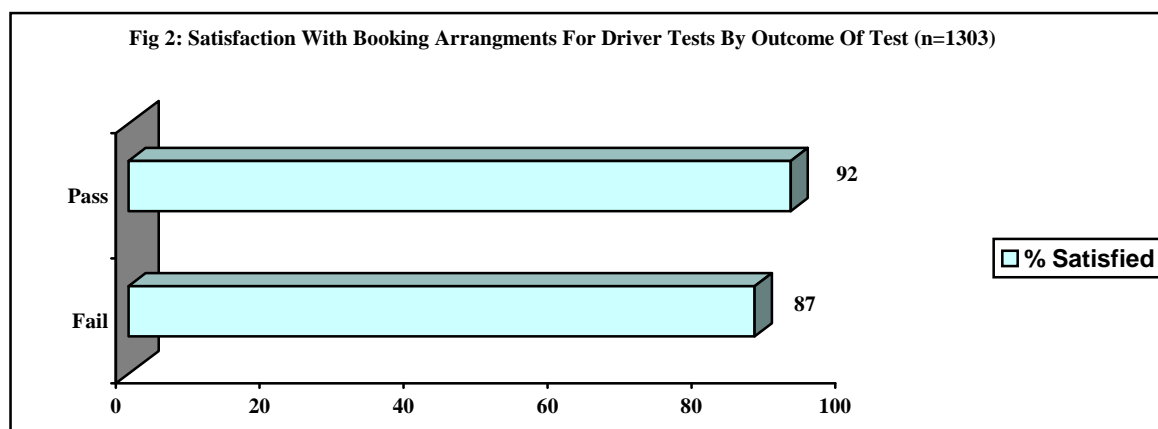
Among those driver customers who indicated a reason for their satisfaction, 59% cited waiting times to get a test date (59%), with 6% dissatisfied with staff (Table 2.2).

Table 2.2 Reason For Dissatisfaction With DVTA Booking Procedures

	%	N
Long Waiting Time For Test Date	59	71
Staff Do Not Have The Best Of Manners/Not Very Helpful	6	7
Had To Wait A Long Time For A Re Test	4	5
Had To Wait For A Date To Be Posted Out	4	5
Had To Phone Everyday To See If Cancellation Available	4	5
Long Waiting Queues	3	4
Specified Two Dates, None of which were suitable - Had To Wait A Further 5 Weeks For Another Date	3	4
Should Be A Online Service	3	3
Textphone Would Not Work And No One Seemed To Know About It	2	2
Booking A Date In Belfast Was Very Difficult	2	2
Had To Travel 20 Miles To Book Test	1	1
Not Given The Right Information About Getting On Priority List	1	1
Kept Being Put Through To The Wrong Department	1	1
Had To Arrange A Date To Suit Within 3 Months	1	1
Test Centre Did Not Have On Record I Had Passed My Theory Test. Took Several Days To Resolve The Situation	1	1
Could Not Book More Than 1 Month In Advance	1	1
People Who Booked After Me Got A Date First	1	1
My Details Were Incorrect	1	1
Not Enough Information Given If Person Was Using Their Own Car	1	1
Was Told There Were No Dates Available For The Test Centre Of My Choice	1	1
No Dates Available Especially Cancellation	1	1
Was Put On Hold For Quite A While	1	1
Indicated On Application Form That I Couldn't Sit My Test After August But Was Given Date In September	1	1
Confusion Due To My Provisional Licence Being Issued In England	1	1
TOTAL	100	122

2.2.1 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST OUTCOME

Analysis of customer satisfaction with booking arrangements by test outcome, found that those who had passed their driving test were *significantly*¹ more likely to be satisfied (92%) compared with those who had failed their driving test (87%).



¹ Statistically Significant At The 95% level

2.2.2 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST CENTRE

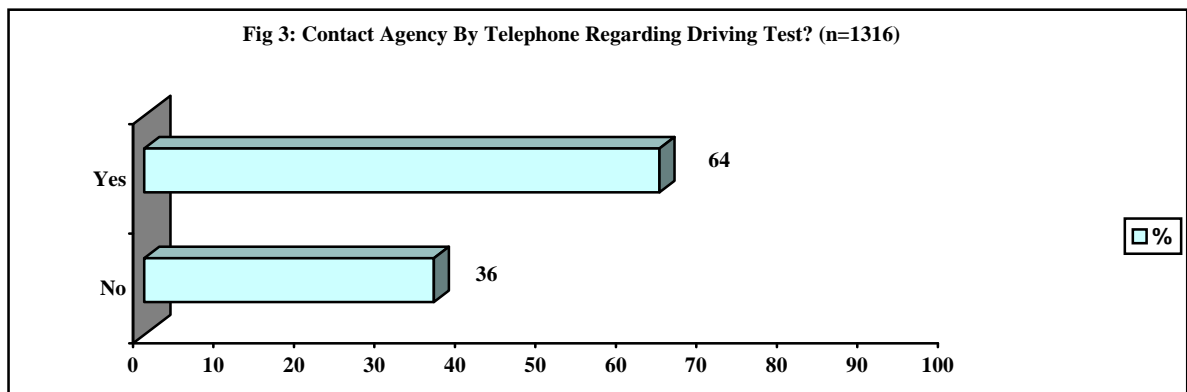
Analysis of customer satisfaction with booking arrangements by test centre found that Ballymena customers recorded the highest level of satisfaction (98%), whereas Downpatrick and Belfast customers recorded the lowest level (86%).

Table 2.3 Satisfaction With Booking Arrangements By Test Centre (n=1303)²

	%
Ballymena	98
Enniskillen	97
Newry	97
Armagh	94
Coleraine	92
Lisburn	92
Newtownards	92
Cookstown	90
Larne	90
Omagh	90
Craigavon	87
Londonderry	87
Belfast	86
Downpatrick	86
All Centres	90

2.3 TELEPHONE CONTACT WITH THE AGENCY

Almost two out of three (64%) driver customers had contacted the Agency by telephone regarding their driving test.



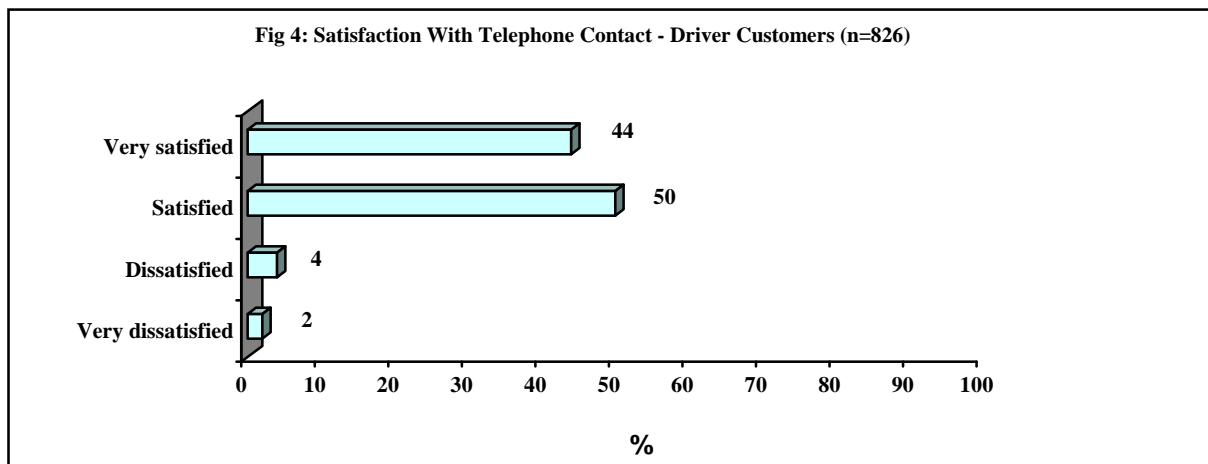
² Statistically Significant At The 95% level

Among those driver customers who had made telephone contact with the Agency, half (50%) had called the Agency’s call centre, with 37% telephoning a local driving test centre.

	%
Call centre (0845 247 2471)	50
Test centre (Local Office)	37
DVTA Headquarters (028 90 681 831)	7
DVTA Enquiry Line (0845 601 4094)	4
Other	2

2.3.1 SATISFACTION WITH TELEPHONE CONTACT

Overall 94% of driver customers who had telephone contact with the Agency were satisfied, with 44% ‘very satisfied’ and 50% ‘satisfied’. The level of dissatisfaction was recorded at 6%, with 4% ‘dissatisfied’ and 2% ‘very dissatisfied’.



2.3.2 REASONS FOR DISSATISFACTION WITH TELEPHONE CONTACT

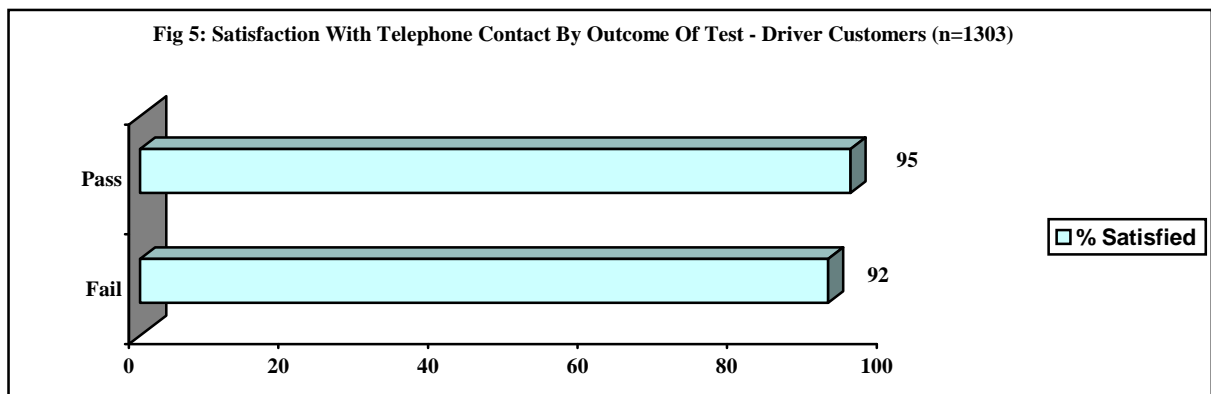
Of the 44 driver customers who cited a reason why they were dissatisfied with their telephone contact with the Agency, 24% (10 customers) indicated that staff were unhelpful, with 20% (9 customers) reporting problems trying to get a suitable date.

Table 2.5 Reasons For Dissatisfaction With Telephone Contact (Driver Customers)

	%	N
Staff Not Very Pleasant/Helpful	24	10
Could Not Get A Date	20	9
Took A Long Time	12	5
Kept Putting Me Through To Different People	8	3
Achieved Nothing	8	4
Could Not Get A Cancellation	6	3
Hard To Get An Answer	5	2
Very Rushed	4	2
Not Able To Conduct Payment Via Telephone	3	1
Staff Appeared To Be Very Young And Had An Attitude	2	1
On Two Occasions The Computer System Was Down	2	1
Person Filled In Forms Incorrectly Which Lead To The Test Not Being Permitted	2	1
Booked Test In Belfast Instead Of Londonderry	2	1
Confusion Due To My Provisional Being Issued In England	1	1
		44

2.3.3 SATISFACTION WITH TELEPHONE CONTACT BY OUTCOME OF TEST

Although those who had passed their driving test were more likely to be satisfied with telephone contact (95% vs 92%), this difference was not *statistically* significant.



2.3.4 SATISFACTION WITH TELEPHONE CONTACT BY TEST CENTRE

Analysis of customer satisfaction with telephone contact by test centre found that Enniskillen customers recorded the highest level of satisfaction (100%), whereas Omagh customers recorded the lowest level (86%).

Table 2.6 Satisfaction With Telephone Contact By Test Centre (Driver Customers) (n=1303)

	%
Enniskillen	100
Cookstown	98
Newry	98
Lisburn	96
Newtownards	96
Larne	95
Ballymena	94
Coleraine	94
Armagh	92
Craigavon	92
Belfast	91
Londonderry	90
Downpatrick	89
Omagh	86
All Centres	94

2.3.5 SATISFACTION WITH TELEPHONE CONTACT BY LOCAL OFFICE

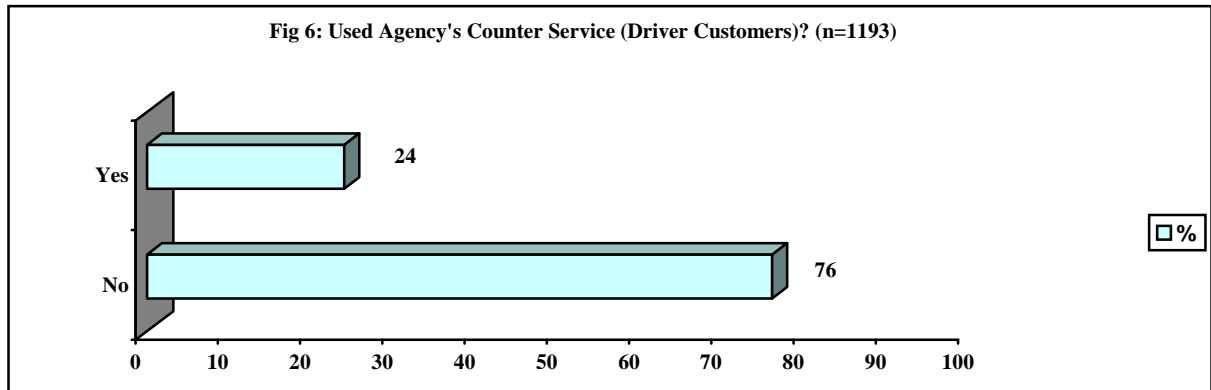
All customers who had contacted their local offices by telephone in Armagh, Belfast, Cookstown, Enniskillen, Larne, Lisburn and Newry, were satisfied. Conversely, 83% of customers contacting their local Downpatrick office were satisfied with telephone contact.

Table 2.7 Satisfaction With Telephone Contact By Test Centre (Driver Customers Who Had Phoned Their Local Office) (n=302) (NB: Analysis Restricted To Those Customers Who Contacted Their Local Office)

	%
Armagh	100
Belfast	100
Cookstown	100
Enniskillen	100
Larne	100
Lisburn	100
Newry	100
Craigavon	97
Newtownards	97
Ballymena	89
Coleraine	88
Londonderry	88
Omagh	88
Downpatrick	83
All Centres	95

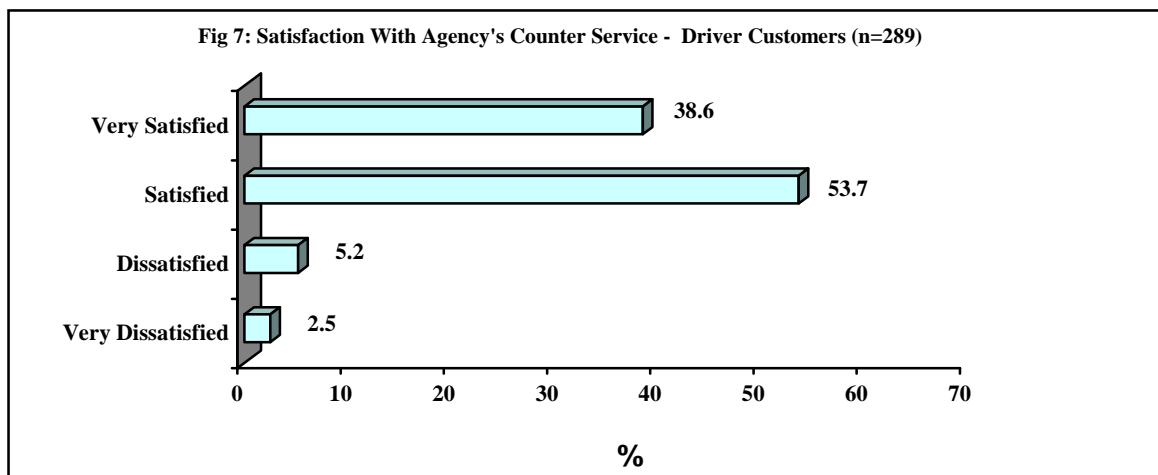
2.4 COUNTER SERVICE

Almost one quarter (24%) of driver customers had used the Agency’s counter service.



2.4.1 SATISFACTION WITH THE AGENCY’S COUNTER SERVICE

Satisfaction with the Agency’s counter service was recorded at 92%, with 38.6% ‘very satisfied’ and 53.7% ‘satisfied’. The level of dissatisfaction was found to be 8%, with 5% ‘dissatisfied’ and 3% ‘very dissatisfied’.

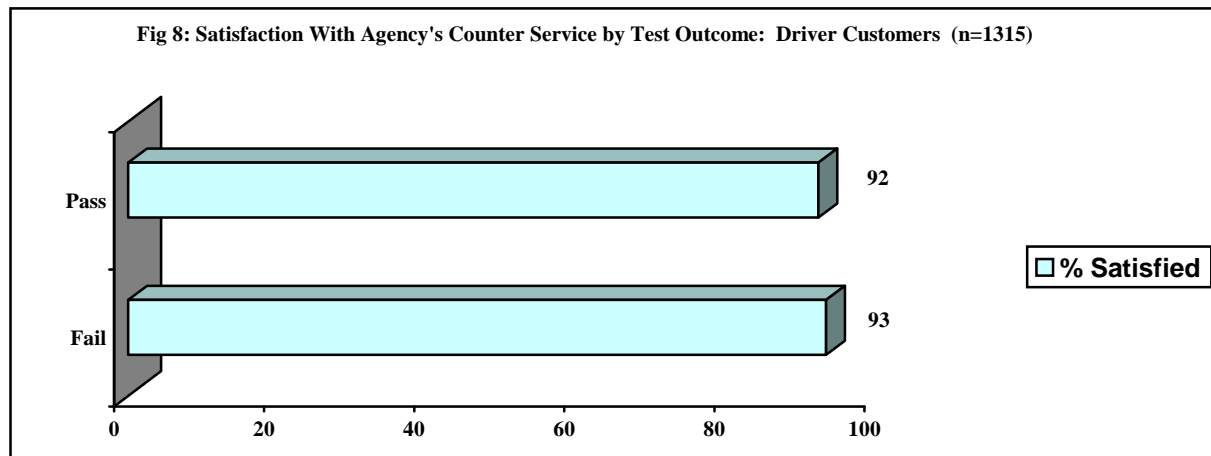


Of the 20 driver customers who listed a reason why they were dissatisfied with the Agency’s counter service, 11 said that they had to wait too long, with five saying that staff were ‘unpleasant’/‘unhelpful’ and four saying that staff lacked appropriate knowledge to deal with their query.

	%	N
Long Waiting Time	55	11
Staff unpleasant /unhelpful	25	5
Staff lacked knowledge to deal with query	20	4

2.4.2 SATISFACTION WITH COUNTER SERVICE BY TEST OUTCOME

There was little difference in satisfaction level between driver customers who had passed their test (92%), and those who had failed their test (93%).



2.4.3 SATISFACTION WITH THE AGENCY'S COUNTER SERVICE BY TEST CENTRE

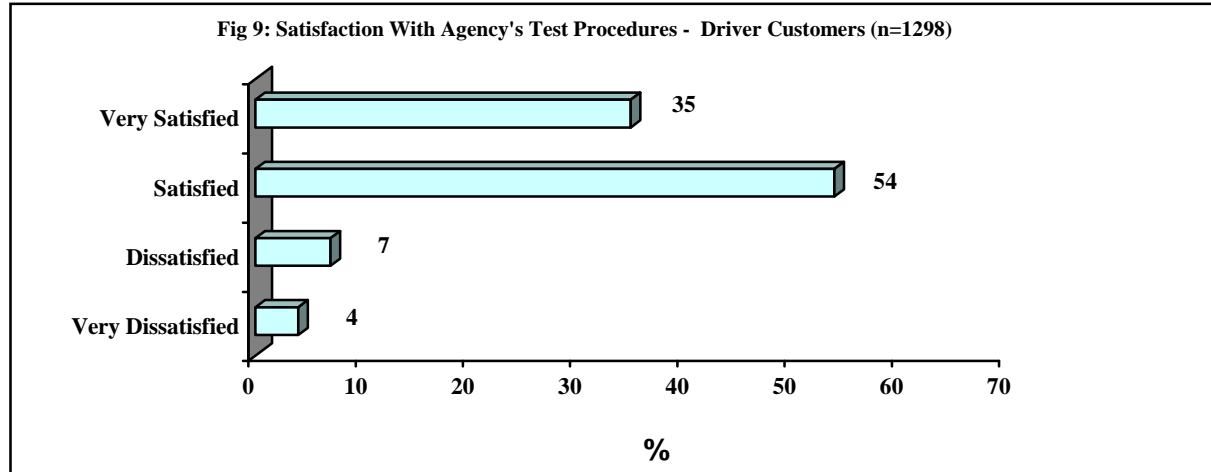
Analysis of customer satisfaction with the Agency's counter service by test centre, found that all customers were satisfied in Coleraine, Cookstown, Enniskillen, Larne, Londonderry and Omagh. Lisburn customers recorded the lowest level of satisfaction for counter service (74%).

Table 2.9 Satisfaction With Telephone Contact By Test Centre (Driver Customers) (n=1316)

Test Centre	%
Coleraine	100
Cookstown	100
Enniskillen	100
Larne	100
Londonderry	100
Omagh	100
Ballymena	95
Downpatrick	94
Newry	92
Newtownards	90
Armagh	88
Craigavon	86
Belfast	83
Lisburn	74
All Centres	92

2.5 SATISFACTION WITH DVTA TEST PROCEDURES

Among driver customers, satisfaction with the Agency's test procedures was recorded at 89%, with 35% 'very satisfied' and 54% 'satisfied'. The level of dissatisfaction was recorded at 11%, with 7% 'dissatisfied' and 4% 'very dissatisfied'.



2.5.1 REASONS FOR DISSATISFACTION WITH AGENCY TEST PROCEDURES

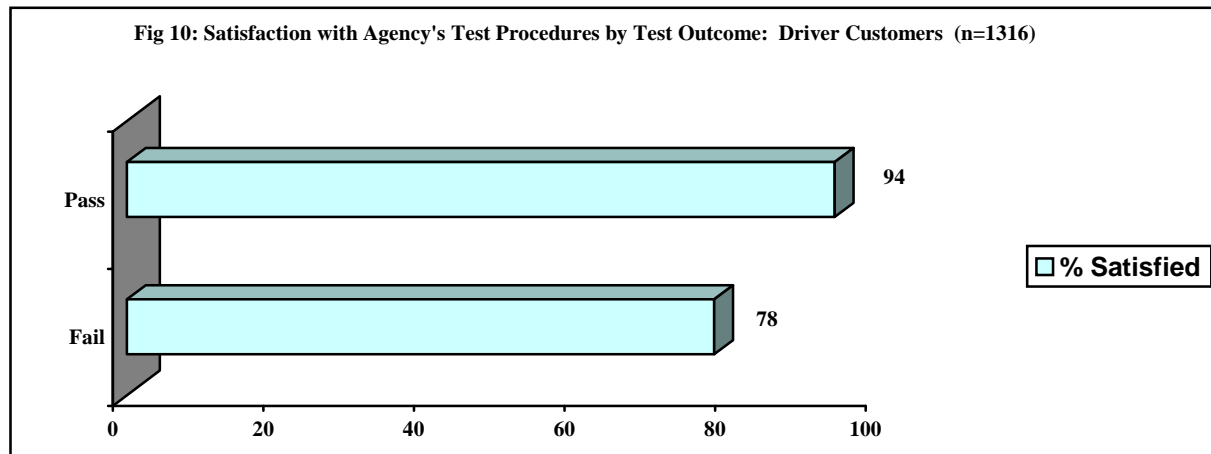
A total of 133 customers indicated a reason for their dissatisfaction with Agency test procedures, of whom 14% were dissatisfied with their examiner. A further 10% said that their examiner had been 'degrading' or 'patronising' (Table 2.10).

Table 2.10 Reasons For Dissatisfaction With Agency Test Procedures (n=133)

	%	N
Examiners Very Opinionated And Abrupt/Not Very Friendly/Depends On Mood Of Examiner	14	18
The Examiner Was Very Degrading/Patronising	10	13
Some Inconsistency In Testing	8	11
Minor Faults/Very Severe Marking	7	9
Long And Slow Process	4	6
It Is Hard To Judge A Persons Driving Ability In One Hour	4	6
Examiners Are Very Quick To Fault Your Driving/Young Drivers	3	4
I Feel You Have To Fail A Certain Number Each Day	3	5
Test Did Not Finish At Test Centre But In An Isolated Waste Land	2	2
Knowing I Had Failed Early On In My Test Made Me Keep Driving Until The End	2	2
Some Test Errors Were Not Apparent To Me	2	2
I Have Been Examined By The Same Examiner Every Time I Do My Test	2	3
Same Examiners Failing Me Each Time/Should Have Different Examiners	2	3
Had To Wait 6 Weeks/A Long Time For A Re Sit Date	2	3
Careful Driving Seems To Be Overlooked	2	2
The Examiner Was Very Vague	2	2
The Examiner Continually Talked To Me	2	2
You Should Only Have Do A Test On The Thing You Have Failed	2	2
Different Examiners Failed Me For Different Things	2	2
Method Used In Test And Instructor In Dill Rd For Bike Test	2	2
I Feel When The Examiner Seen I Had Lost My Licence 5 Yrs Ago - Failed Me	2	2
Many Grey Areas	1	1
Huge Variations In Instruction	1	1
Felt The Examiner Had No Interest	1	1
Very Rushed	1	2
Was Failed For Doing 35mph In A 40mph During Heavy Rain	1	1
Why Are There No Women Taking The Tests	1	1
The Presence Of A Second Driving Test Member In The Back Of The Car	1	1
Long Wait Between Tests - Only One Examiner	1	1
I Was Careful And They Said I Was Too Cautious	1	1
Second Part Of Test Video Confusing	1	1
Slight Faults Are Looked For And Deemed To Be Serious	1	2
The Examiner Did Not Explain The Instruction Clearly	1	2
Insurance Documents Could Be Verified By Driving Instructor	1	1
Unable To Sit My Test - Did Not Have Certificate For Recall Req'd For My Car	1	1
Test Prices Are Going Up	1	1
Test Cancelled Due To Examiner Not Turning In	1	1
Failed By The Examiner For Things I Had Been Taught To Do	1	1
Questions About Car Should Not Be Asked I Had Already Done My Theory Test	1	1
You Should Have The Same Examiner Every Time	1	1
There Should Be More Than Just Two People Testing You At The Centre	1	1
The Areas I Failed In Were Not Very Well Explained	1	1
A Very High Pass Rate And Standard Expected	1	1
Car Had Just Passed MOT But Wasn't Found In Good Enough State To Do Test	1	1
Taken For Test On A Foggy Morning. Test After Mine Was Cancelled	1	1
On Failed Test Instructor Had To Ask For Reason And Clarification Of Failure	1	1
Test Lasted 1 Hr - Was Told It Would Only Be 45 Mins At The Most	1	1
Use Of Language - Informal Puts Inexperienced Drivers On Edge	1	1
Examiner Took Himself Home And I Had An Examiner Out Of The Mot Centre	1	1

2.5.2 SATISFACTION WITH TEST PROCEDURES BY OUTCOME OF TEST

Driver customers who had passed (94%) their driving test were *significantly*³ more likely to be satisfied with Agency test procedures compared with those who had failed their driving test (78%).



2.5.3 SATISFACTION WITH TEST PROCEDURES BY TEST CENTRE

Analysis of customer satisfaction with test procedures by test centre, found that Ballymena customers recorded the highest level of satisfaction (96%), whereas Belfast customers recorded the lowest level (83%).

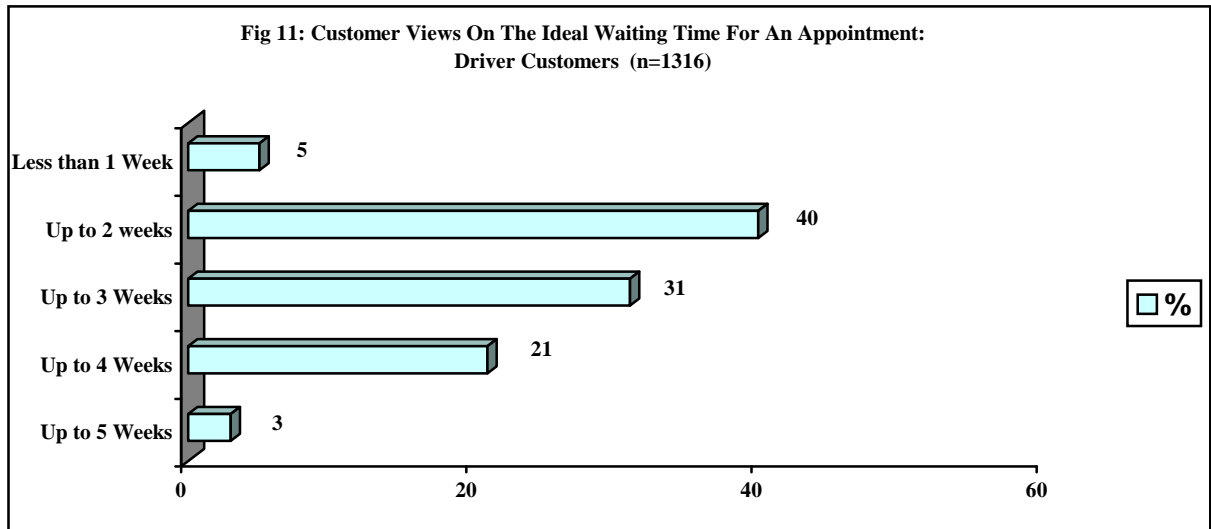
Table 2.11 Satisfaction With Test Procedures By Test Centre (Driver Customers) (n=1316)

	%
Ballymena	96
Enniskillen	95
Newry	95
Armagh	94
Downpatrick	94
Omagh	94
Cookstown	93
Coleraine	90
Craigavon	89
Larne	89
Lisburn	85
Londonderry	85
Newtownards	85
Belfast	83
All Centres	89

³ Significant at the 95% level

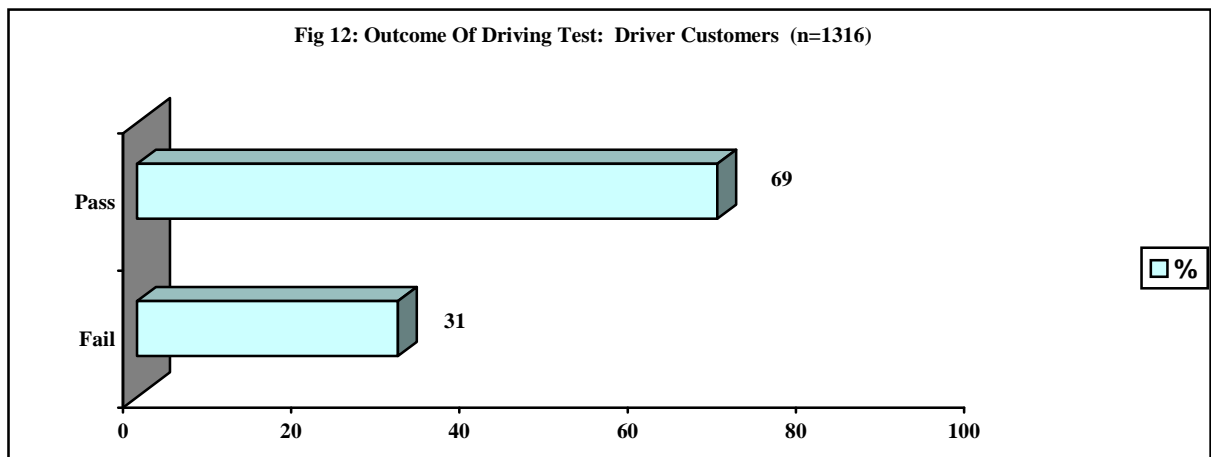
2.6 IDEAL WAITING TIME

Forty percent (40%) of driver customers felt that the ideal waiting time for a test appointment should be two weeks, with just 5% of the view that they should be able to get an appointment within one week.



2.7 OUTCOME OF DRIVING TEST

On the most recent occasion that driver customers had sat a practical driving test, the majority (69%) had passed the test.



2.7.1 OUTCOME OF DRIVING TEST BY TEST CENTRE

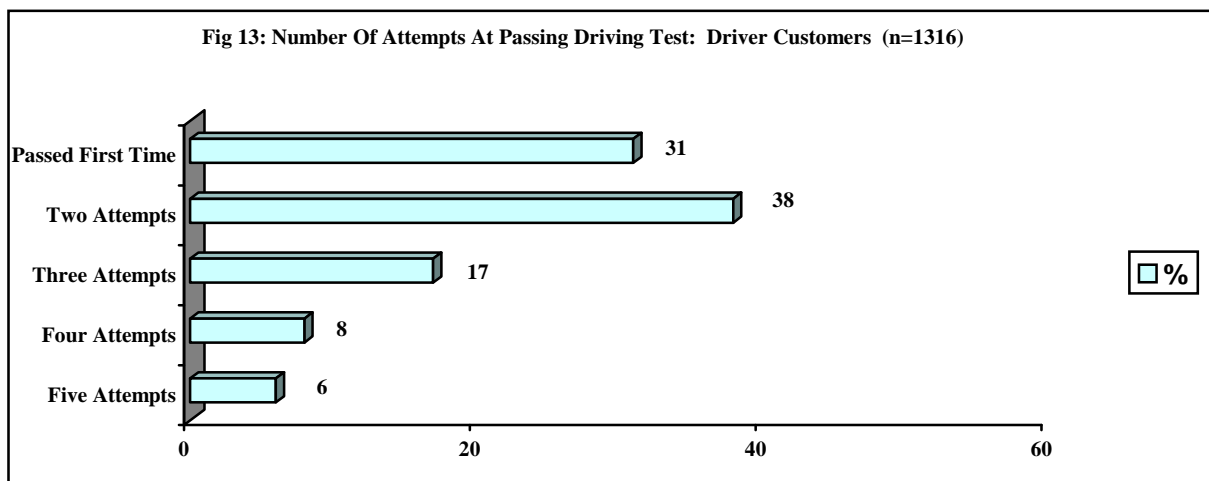
The highest pass rate was recorded by customers in Newry (85%), with the lowest pass rate recorded by customers in Belfast (60%).

Table 2.12 Satisfaction With Test Procedures By Test Centre (Driver Customers) (n=1316)***

	% Passing Driving Test
Newry	85
Downpatrick	83
Omagh	80
Craigavon	76
Enniskillen	76
Ballymena	75
Armagh	73
Londonderry	69
Lisburn	68
Coleraine	67
Cookstown	65
Newtownards	63
Larne	61
Belfast	60
All Centres	69

2.8 NUMBER OF ATTEMPTS AT PASSING DRIVING TEST

Finally among all driver customers in the survey, 31% indicated that they had passed their driving test at the first attempt, with 69% requiring at least two attempts.



2.9 ANALYSIS OF FINDINGS BY EQUALITY GROUPING

The following paragraphs present the findings from an analysis of key service indicators by different equality groupings.

2.9.1 SATISFACTION WITH BOOKING ARRANGEMENTS BY EQUALITY GROUPING

With regard to satisfaction with booking arrangements there were no statistically significant differences between any of the equality groupings.

Table 2.13 Satisfaction With Booking Arrangements By Equality Grouping

		Satisfaction With Booking Arrangements %
Sex	Male	90
	Female	90
Age	17-19	91
	20-24	92
	25-34	87
	35-50	89
	51-59	100
	60+	95
Marital Status	Single	91
	Married	88
	Co-habiting	85
	Widowed	93
	Divorced	100
	None of These	89
Disability	Yes	87
	No	90
Dependants	Yes	91
	No	90
Religion**	Protestant	92
	Roman Catholic	90
	Other	93
	None	80
Political Affiliation	Nationalist	87
	Unionist	91
	Other	97
	Of No political persuasion	90
Ethnicity	White	90
	Other Ethnic Group	90
English First Language	Yes	90
	No	97

* Statistically Significant at the 95% level;

** Statistically Significant at the 99% level;

*** Statistically Significant at the 99% level;

2.9.2 SATISFACTION WITH TELEPHONE CONTACT BY EQUALITY GROUPING

Analysis of satisfaction levels with telephone contact by equality grouping found no statistically significant differences.

Table 2.14 Satisfaction With Telephone Contact By Equality Grouping

		Satisfaction With Telephone Contact %
Sex	Male	95
	Female	93
Age	17-19	93
	20-24	96
	25-34	93
	35-50	95
	51-59	100
	60+	94
Marital Status	Single	93
	Married	96
	Co-habiting	98
	Widowed	79
	Divorced	100
	None of These	80
Disability	Yes	92
	No	94
Dependants	Yes	96
	No	94
Religion	Protestant	93
	Roman Catholic	94
	Other	98
	None	90
Political Affiliation	Nationalist	93
	Unionist	94
	Other	98
	Of No political persuasion	93
Ethnicity	White	94
	Other Ethnic Group	91
English First Language	Yes	94
	No	91

2.9.3 SATISFACTION WITH COUNTER SERVICE BY EQUALITY GROUPING

With regard to satisfaction with the Agency's counter service, the only background characteristic showing a *statistically significant difference*⁴ was religion, with those classifying their religion as 'none' recording a significantly lower satisfaction score (78%) compared with other groupings.

Table 2.15 Satisfaction With Counter Service By Equality Grouping

		Satisfaction With Counter Service %
Sex	Male	91
	Female	94
Age	17-19	97
	20-24	87
	25-34	87
	35-50	96
	51-59	33
	60+	100
Marital Status	Single	93
	Married	93
	Co-habiting	76
	Widowed	100
	None of These	100
Disability	Yes	100
	No	92
Dependants	Yes	93
	No	92
Religion*	Protestant	93
	Roman Catholic	96
	Other	100
	None	78
Political Affiliation	Nationalist	92
	Unionist	92
	Other	100
	Of No political persuasion	92
Ethnicity	White	92
	Other Ethnic Group	92
English First Language	Yes	93
	No	83

* Statistically Significant at the 95% level;
 ** Statistically Significant at the 99% level;
 *** Statistically Significant at the 99% level;

⁴ Statistically Significant at the 95% level

2.9.4 SATISFACTION WITH TEST PROCEDURES BY EQUALITY GROUPING

Analysis of satisfaction with Agency test procedures found some *statistically significant*⁵ differences by customer sex, age and ethnicity. Male driver customers (92%) were more likely to be satisfied with Agency test procedures compared with female driver customers (87%), as were customers in the 35-50 age group compared with other age groups. In relation to ethnicity, those who classified themselves as ‘white’ (90%) were more likely to be satisfied with Agency procedures compared with other ethnic groups (81%).

Table 2.16 Satisfaction With Telephone Contact By Equality Grouping

		Satisfaction With Agency Test Procedures %
Sex*	Male	92
	Female	87
Age*	17-19	90
	20-24	88
	25-34	88
	35-50	91
	51-59	75
	60+	67
Marital Status	Single	89
	Married	91
	Co-habiting	90
	Widowed	83
	None of These	100
Disability	Yes	91
	No	89
Dependants	Yes	91
	No	89
Religion	Protestant	90
	Roman Catholic	89
	Other	90
	None	88
Political Affiliation	Nationalist	87
	Unionist	88
	Other	85
	Of No political persuasion	91
Ethnicity*	White	90
	Other Ethnic Group	81
English First Language	Yes	90
	No	84
* Statistically Significant at the 95% level;		
** Statistically Significant at the 99% level;		
*** Statistically Significant at the 99% level;		

⁵ Statistically Significant at the 95% level

2.9.5 OUTCOME OF DRIVING TEST BY CUSTOMER GROUPING

Finally, outcome of driving test was also analysed by equality grouping. The results show a number of *statistically significant* differences in outcome by customer sex, age, whether or not customers have dependants, religion, political affiliation, ethnicity and whether or not English is the customer's first language. Those who had passed their driving test were more likely to be: male (77%); in the youngest age group (74%); not have any dependants (71%); Protestant (75%); Unionist (76%); 'white' (71%); and have English as their first language (71%).

Table 2.17 Equality Grouping by Outcome of Driving Test

		Passed Driving Test %
Sex***	Male	77
	Female	64
Age***	17-19	74
	20-24	71
	25-34	62
	35-50	65
	51-59	50
	60+	43
Marital Status	Single	70
	Married	68
	Co-habiting	68
	Widowed	57
	Divorced	-
	None of These	88
Disability	Yes	77
	No	69
Dependants*	Yes	64
	No	71
Religion**	Protestant	75
	Roman Catholic	66
	Other	67
	None	66
Political Affiliation*	Nationalist	65
	Unionist	76
	Other	64
	Of No political persuasion	70
Ethnicity***	White	71
	Other Ethnic Group	48
English First Language**	Yes	71
	No	49

* Statistically Significant at the 95% level;

** Statistically Significant at the 99% level;

*** Statistically Significant at the 99% level;

3 VEHICLE CUSTOMERS

3.1 VEHICLE TEST BOOKING PROCEDURES

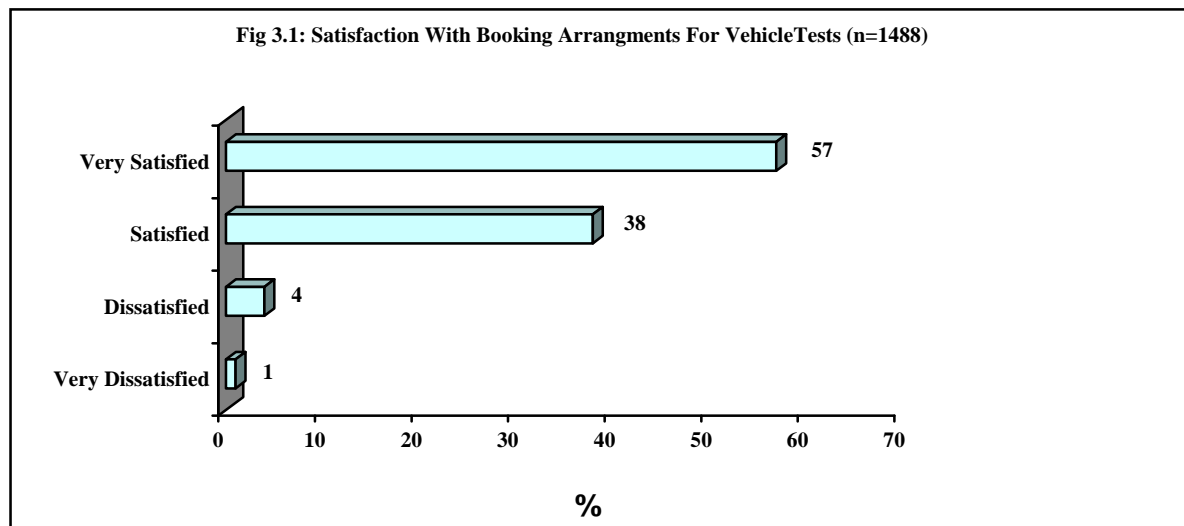
In just over half of cases (51%), vehicle tests had been booked by telephone, with 38% booked at a centre and 11% booked by post.

Table 3.1 How did you book the test? (Base: 1488)

	%
By telephone	51
At a centre	38
By post	11

3.2 SATISFACTION WITH BOOKING ARRANGEMENTS

Overall 95% of customers were satisfied with the booking arrangements for their vehicle test, with 5% dissatisfied.



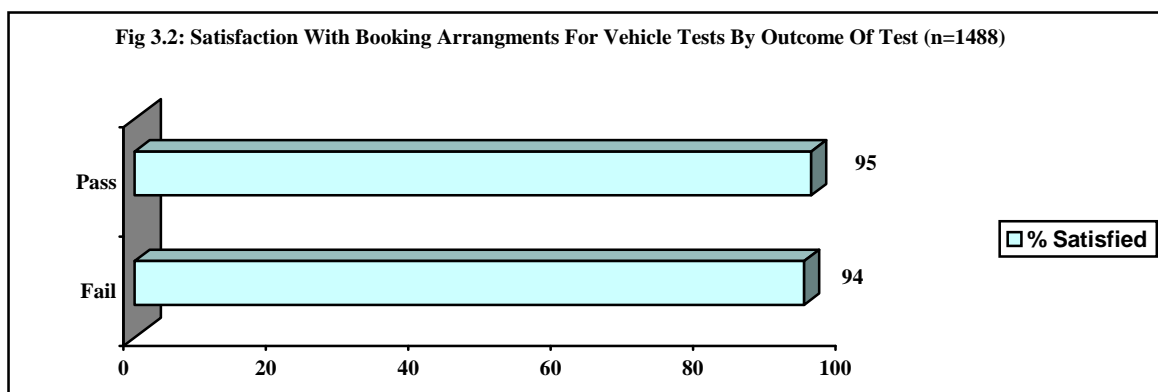
Among those vehicle customers who indicated a reason for their dissatisfaction, 48% cited waiting times to get a test date, with 12% saying that they were told they couldn't book due to computer problems (Table 3.2).

Table 3.2 Reason For Dissatisfaction With DVTA Booking Procedures (N=74)

	%	N
Had To Wait Too Long	48	36
Each Time I Phoned They Said Something Was Wrong With The Computers	12	9
Staff Unhelpful/Slow	11	8
Ludicrous Waiting List	6	4
Not Opened At Lunch Time	5	3
I Was Unable To Get A Test Date Until 4 Weeks After My MOT Due Date	3	3
Had To Ring 4 Times Before I Could Book The Date That I Required	3	2
Given A Choice - Time, Date	3	2
It Took 72 Days To Get An Appointment/9 Wks Waiting	2	2
Waited To Long For Clearance For PSV	2	2
No Dates Available Around Expiry Date Had To Book A Month Earlier	2	2
I Had To Take Time Off Work To Go To The Test Centre	2	1
I Did Not Know The Test Centre Opened Late And I Got An Evening Appointment Which Did Not Suit	2	1
Not Much Flexibility	2	1
When You Phone They Tell You The First Available Time And Date - You Have To Make This Time Suit	1	1
Too Costly	1	1
Did Not Send Out A Date I Had To Phone About It	1	1
Asked For Pm Was Given Am	1	1
Could Not Book Over The Telephone	1	1

3.2.1 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST OUTCOME

Analysis of customer satisfaction with booking arrangements by test outcome found no *significant* difference in satisfaction level between those whose vehicle had passed (95%) the test, compared with those whose vehicle had failed the test (94%).



3.2.2 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST CENTRE

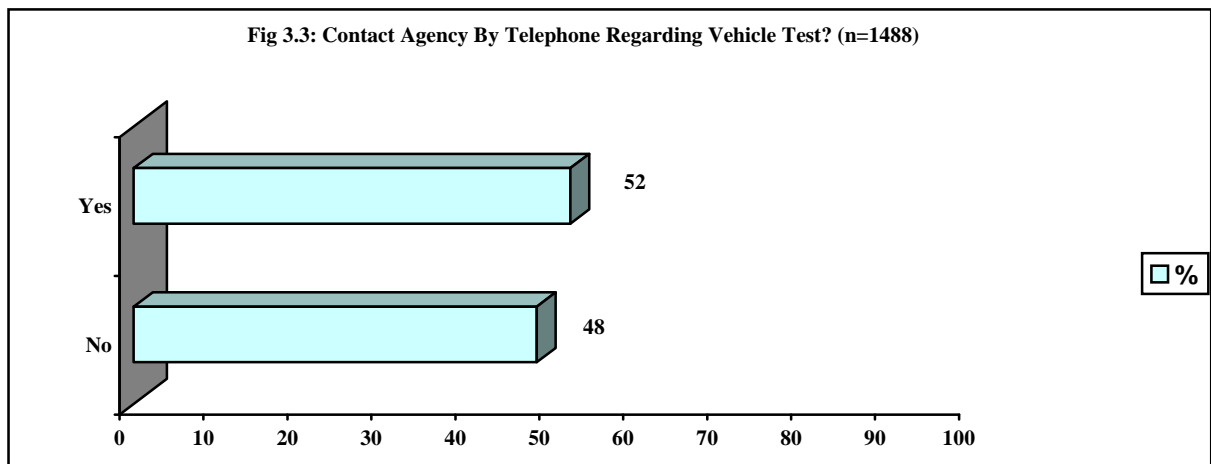
Analysis of customer satisfaction with booking arrangements by test centre found that Enniskillen and Londonderry recorded the highest levels of satisfaction (99%), whereas Belfast recorded the lowest level (88%).

Table 3.3 Satisfaction With Booking Arrangements By Test Centre (n=1488)⁶

	%
Enniskillen	99
Londonderry	99
Armagh	98
Coleraine	98
Larne	98
Cookstown	97
Mallusk	97
Ballymena	96
Downpatrick	96
Omagh	94
Craigavon	93
Lisburn	93
Newtownards	93
Newry	90
Belfast	88
All Centres	95

3.3 TELEPHONE CONTACT WITH THE AGENCY

Just over half (52%) of vehicle customers had contacted the Agency by telephone regarding their vehicle test.



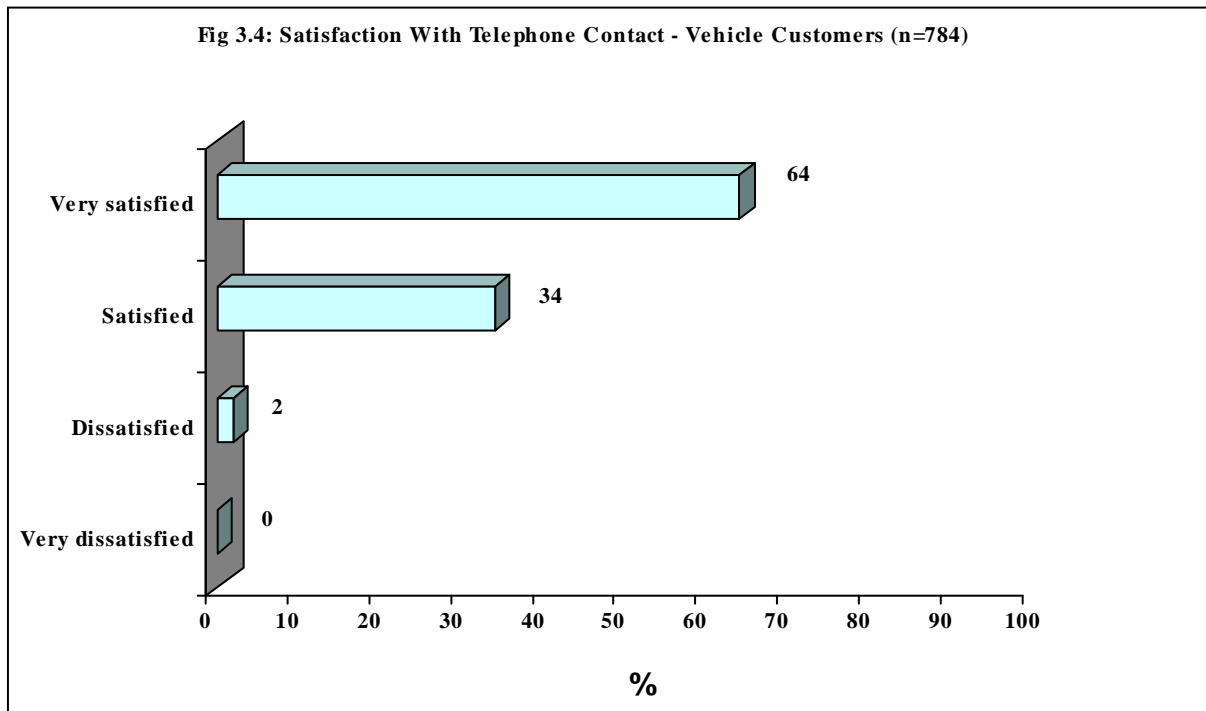
⁶ Statistically Significant At The 95% level

Among those vehicle customers who had made telephone contact with the Agency, 53% had called the Agency’s call centre, with 34% telephoning a local vehicle test centre (Table 3.4).

	%
Call centre (0845 247 2471)	53
Test centre (Local Office)	34
DVTA Headquarters (028 90 681 831)	8
DVTA Enquiry Line (0845 601 4094)	5
Other	1

3.3.1 SATISFACTION WITH TELEPHONE CONTACT

Satisfaction with telephone contact among vehicle customers was recorded at 97%, with 64% ‘very satisfied’ and 34% ‘satisfied’. The level of dissatisfaction was recorded at 2%.



3.3.2 REASONS FOR DISSATISFACTION WITH TELEPHONE CONTACT

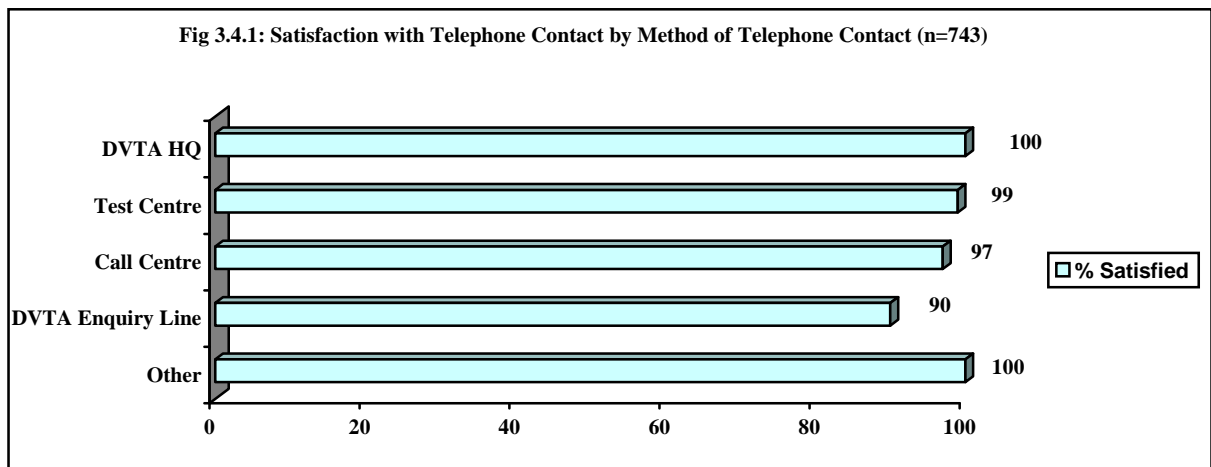
Of the 21 vehicle customers who cited a reason why they were dissatisfied with telephone contact with the Agency, 28% (six customers) said they had to wait too long, with 26% (six customers) commenting on problems with the Agency’s computer system.

Table 3.5 Reasons For Dissatisfaction With Telephone Contact (Vehicle Customers) (n=21)

	%	N
Long Time To Wait	28	6
Each Time I Phoned They Said Something Was Wrong With The Computers	26	6
Receptionist Was Unfriendly/Uninterested	18	4
Telephone Rang For Ages Before It Was Answered	9	2
Three Phone Calls To Get A Date	9	2
Was Given The Wrong Information About Driving My Car In The Interim Period	4	1

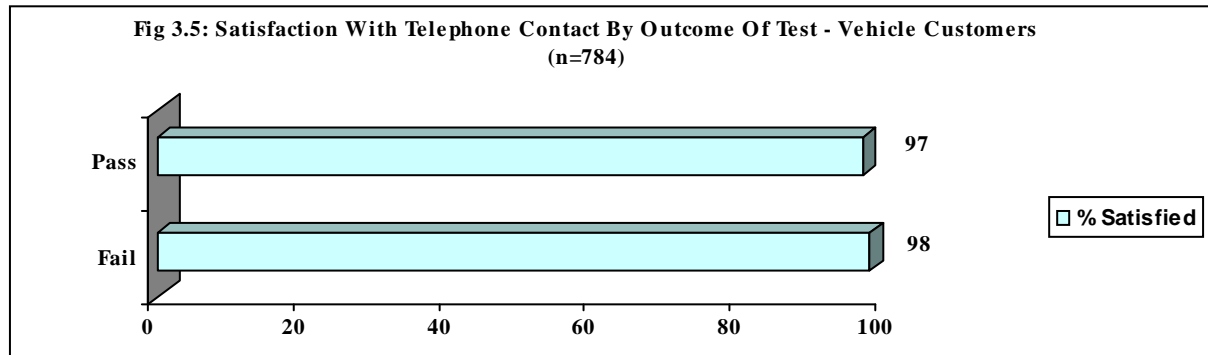
3.3.3 SATISFACTION WITH TELEPHONE CONTACT BY POINT OF CONTACT

Figure 3.4.1 shows that all customers who telephoned DVTA Headquarters were satisfied with their telephone contact, with 99% of those contacting a test centre satisfied. The lowest level of satisfaction was recorded by those who contacted the DVTA Enquiry Line (90%), although it should be noted that this figure is based on a relatively small sample size (n=38).



3.3.4 SATISFACTION WITH TELEPHONE CONTACT BY OUTCOME OF TEST

There was no significant difference in satisfaction with telephone contact by outcome of test.



3.3.5 SATISFACTION WITH TELEPHONE CONTACT BY TEST CENTRE

Analysis of customer satisfaction with telephone contact by test centre, found that all of the customers in Armagh, Belfast, Downpatrick, Lisburn, Londonderry and Mallusk were satisfied with this aspect of service. The lowest level of satisfaction for telephone contact was recorded by customers in Newtownards (94%).

Table 3.6 Satisfaction With Telephone Contact By Test Centre (Vehicle Customers) (N=784)

	%
Armagh	100
Belfast	100
Downpatrick	100
Lisburn	100
Londonderry	100
Mallusk	100
Ballymena	99
Enniskillen	97
Larne	97
Newry	97
Coleraine	96
Omagh	96
Cookstown	95
Craigavon	95
Newtownards	94
All Centres	97

3.3.6 SATISFACTION WITH TELEPHONE CONTACT BY LOCAL OFFICE

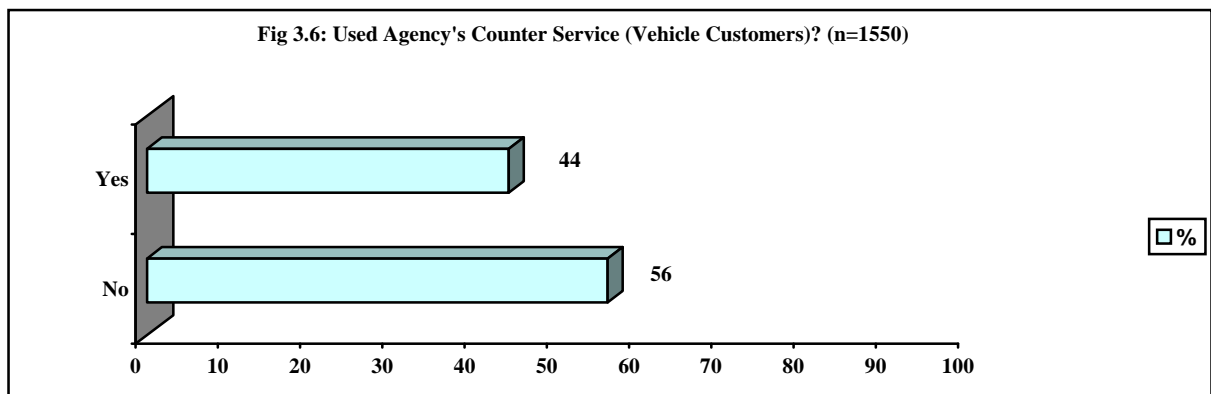
With the exception of Omagh, Enniskillen and Craigavon, all vehicle customers were satisfied with telephone contact with their local office.

Table 3.7 Satisfaction With Telephone Contact By Test Centre (Vehicle Customers Who Had Phoned Their Local Office) (n=256) (NB: This analysis is restricted to only those who contacted their local office).

	%
Armagh	100
Ballymena	100
Belfast	100
Coleraine	100
Cookstown	100
Downpatrick	100
Larne	100
Lisburn	100
Londonderry	100
Mallusk	100
Newry	100
Newtownards	100
Craigavon	92
Enniskillen	92
Omagh	92
All Centres	99

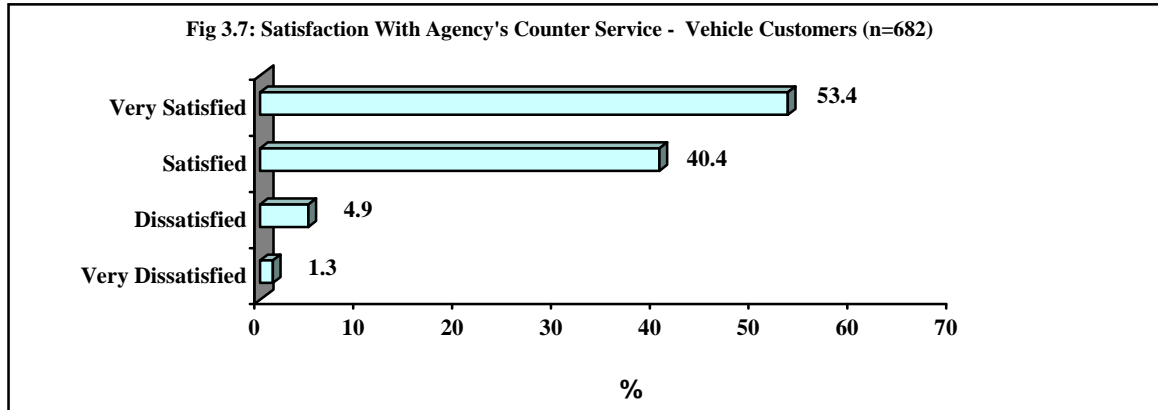
3.4 COUNTER SERVICE

Forty four percent (44%) of vehicle customers had used the Agency’s counter service.



3.4.1 SATISFACTION WITH THE AGENCY’S COUNTER SERVICE

Satisfaction with the Agency’s counter service was recorded at 94%, with 53.4% ‘very satisfied’ and 40.4% ‘satisfied’. The level of dissatisfaction was found to be 6%, with 5% ‘dissatisfied’ and 1% ‘very dissatisfied’.



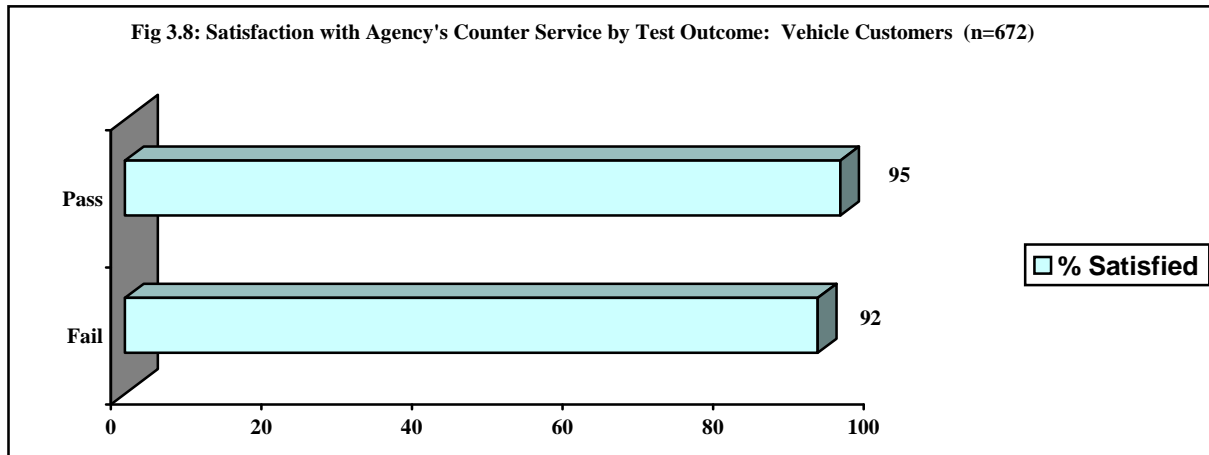
Of the 46 vehicle customers who listed a reason why they were dissatisfied with the Agency’s counter service, 38% (17 customers) said that they had to wait too long, with 33% (15 customers) saying that there were not enough staff.

Table 3.8 Why dissatisfied or very dissatisfied with the Agency’s counter service? (N=46)

	%	N
Very Slow /Long Wait	38	17
Not Enough Counter Staff	33	15
Staff Rude/Ignorant	17	8
Not Opened At Lunch Time	4	2
Staff Helpful	2	1
Can't Understand Why There Is Such A Time Waiting Difference Between Omagh, Enniskillen And Armagh	2	1
Information Given Was Not Very Clear	2	1
Arrived At 3.55 2 People In Front Of Me. Told I Was Too Late Come Back	1	1

3.4.2 SATISFACTION WITH COUNTER SERVICE BY TEST OUTCOME

There was little difference in satisfaction level with counter service between vehicle customers whose vehicle had passed the test (95%), and those whose vehicle had failed the test (92%).



3.4.3 SATISFACTION WITH THE AGENCY'S COUNTER SERVICE BY TEST CENTRE

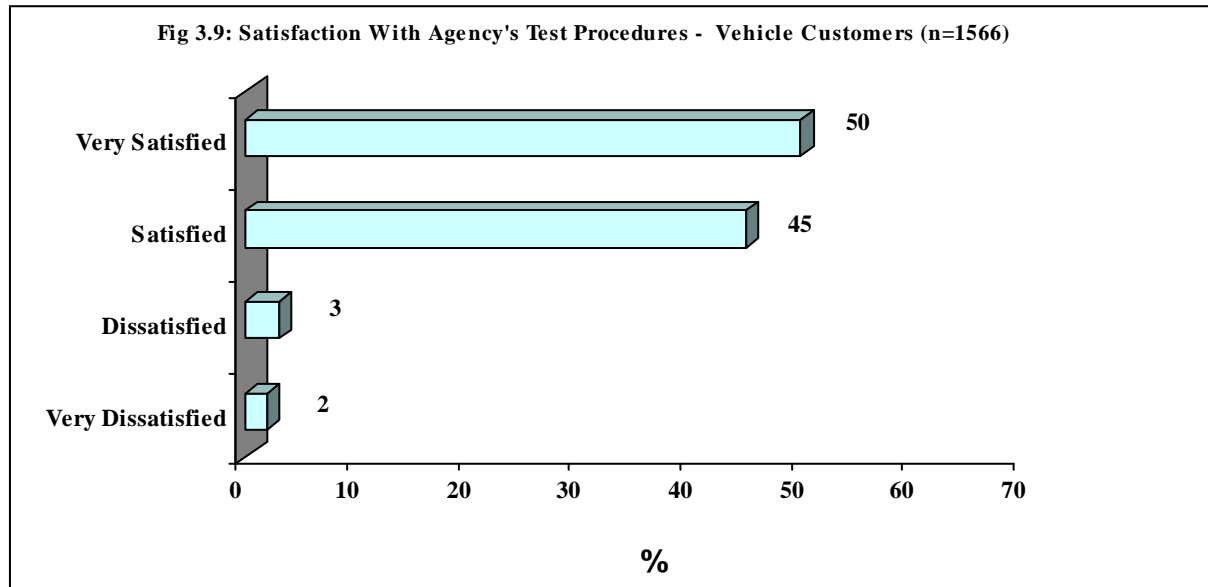
Analysis of customer satisfaction with the Agency's counter service by test centre, found that all customers were satisfied in Lisburn and Newry. Conversely, Cookstown customers recorded the lowest level of satisfaction for counter service (86%).

Table 3.9 Satisfaction With Telephone Contact By Test Centre (Vehicle Customers) (n=681)

Test Centre	%
Lisburn	100
Newry	100
Enniskillen	98
Londonderry	98
Downpatrick	97
Armagh	96
Larne	96
Coleraine	95
Craigavon	94
Omagh	94
Newtownards	92
Mallusk	90
Ballymena	89
Belfast	89
Cookstown	86
All Centres	94

3.5 SATISFACTION WITH DVTA TEST PROCEDURES

Among vehicle customers, satisfaction with the Agency's procedures was recorded at 95%, with 50% 'very satisfied' and 45% 'satisfied'. The level of dissatisfaction was recorded at 5%, with 3% 'dissatisfied' and 2% 'very dissatisfied'.



3.5.1 REASONS FOR DISSATISFACTION WITH AGENCY TEST PROCEDURES

A total of 86 customers indicated a reason for their dissatisfaction with Agency test procedures, of whom 23% said that the detection of 'minor faults' had led to a vehicle test failure, with 16% commenting on 'unfriendly/rude' staff.

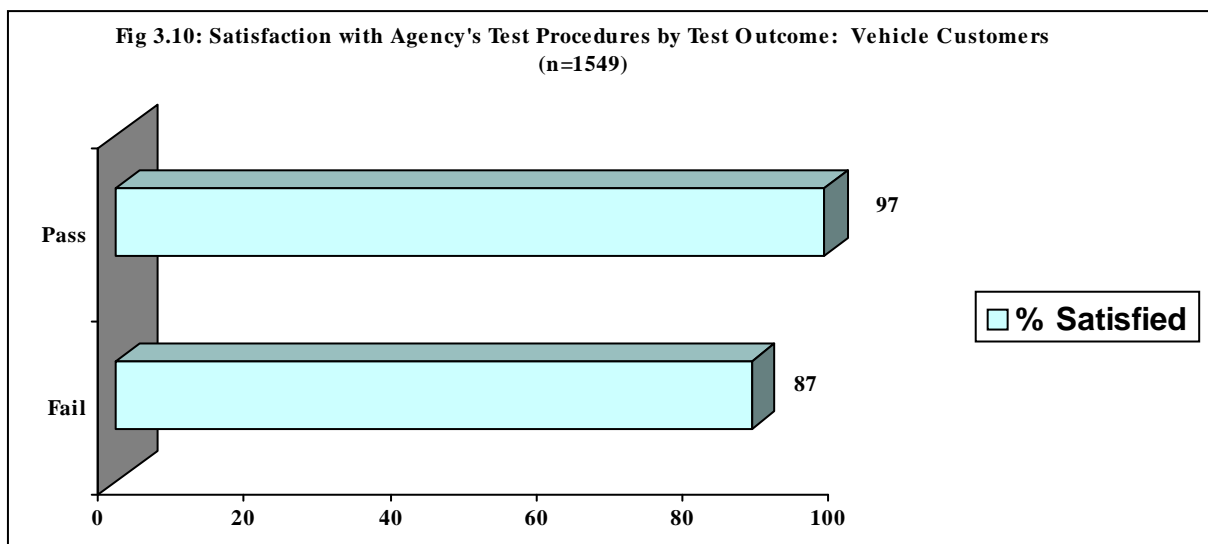
Table 3.10 Reasons For Dissatisfaction With Agency Test Procedures (n=85)

	%	N
Minor Faults Leading To A Fail	23	19
Unfriendly/Rude Staff	16	13
Headlight Setting	4	3
The Man Was Very Picky	4	3
Too Strict On Minor Faults	4	3
Many Vehicles Come From The Test Centre With Problems They Did Not Enter With	4	3
Failure Was Not Valid	3	2
Didn't Run On Time Of Appointments	2	2
Failed Because Brake Pipe Was Not Sufficiently Clean	2	2
At The Re Test The Additional Work Was Barely Looked At	2	2
Why Are Cars Subject To Full Modern Car Tests In N.I.	2	2
Random/Not Competent/Consistent	2	2
Only A Couple Of Minutes Late Was Sent Back Home And Had To Re Apply	2	2
The Examiners Used A Metal Instrument And Caused Damage To The Underneath Of The Car	2	2
Less Talking And The Use Of Mobile Phones By Staff Would Be An Improvement	2	2
My Car Failed The Mot Because The Seat Belt Would Not Pull On When I Went Home I Tried It Myself And It Worked I Went Straight Back To The Centre Had To Pay For A Re Test And The Car Passed	2	1

Agency Takes No Responsibility For Missed Faults	2	2
Garage Stated That Failure Was Not A Requirement Of The Test	2	2
Takes Much To Long For Test To Be Carried Out	2	2
Failure Items Were To Vague And Unspecified	1	1
1930's Cars Are Not Put Through A Full Test In England	1	1
It Took 4 Weeks For Omagh To E-Mail Belfast To Get Taxi Plates Made	1	1
Old Vehicle And Oil Emissions (Almost Impossible To Be Corrected)	1	1
On One Occasion I Was Made Change A Brake Pipe That Was Perfect	1	1
Time Before A Re Test Can Be Arranged Inspect Minor Faults E.G. One Bolt Loose On The Trailer	1	1
The Diesel Emissions Test Was Temporary Suspended On My Test Day	1	1
Some Nearly New Cars Will Not Pass	1	1
After The First Part Of The Test The Examiner Went On A Break For 10/15 Min Leaving Me Waiting	1	1
I Failed And Was Told It Was My Brakes. Should Have Been Told What Part I Needed	1	1
In The ROI You Can Get A Test Within 3 Days Why Not Here?	1	1
Waiting Too Long For Test	1	1
All The Faults Should Be Highlighted After The First Test Not On Each Subsequent Test	1	1
They Were Determined To Fail My Car -Eventually They Found A Crack On The End Of A Shock Absorber	1	1
Test In NI Is Too Strict Compared With Other Parts Of The UK	1	1
Imbalance On HGV Seems To Cause Problems	1	1

3.5.2 SATISFACTION WITH TEST PROCEDURES BY OUTCOME OF TEST

Vehicle customers whose vehicle had passed the vehicle test (97%) were *significantly*⁷ more likely to be satisfied with Agency test procedures compared with those whose vehicle had failed the test (87%).



⁷ Statistically Significant at the 95% level

3.5.3 SATISFACTION WITH TEST PROCEDURES BY TEST CENTRE

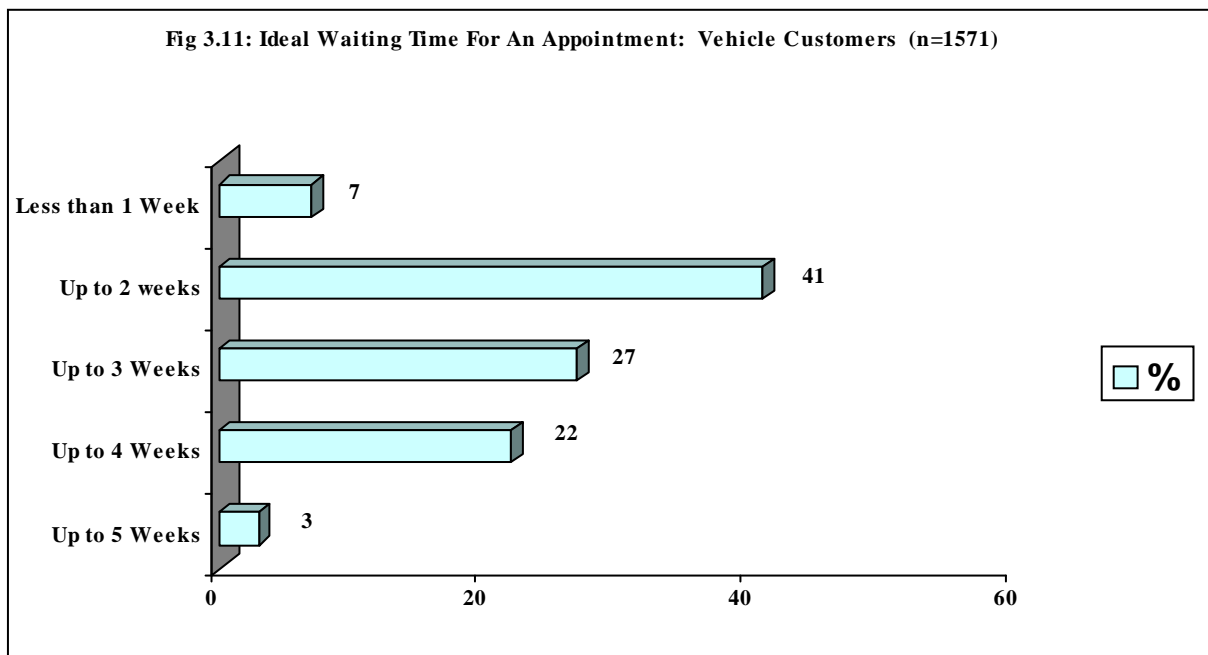
Analysis of customer satisfaction with test procedures by test centre, found that Downpatrick vehicle customers recorded the highest level of satisfaction (99%) whereas customers in Omagh recorded the lowest level (92%).

Table 3.11 Satisfaction With Test Procedures By Test Centre (Vehicle Customers) (n=1566)

	%
Downpatrick	99
Belfast	98
Lisburn	97
Newry	97
Londonderry	96
Coleraine	95
Enniskillen	95
Larne	95
Armagh	94
Mallusk	94
Newtownards	94
Ballymena	93
Cookstown	93
Craigavon	93
Omagh	92
All Centres	95

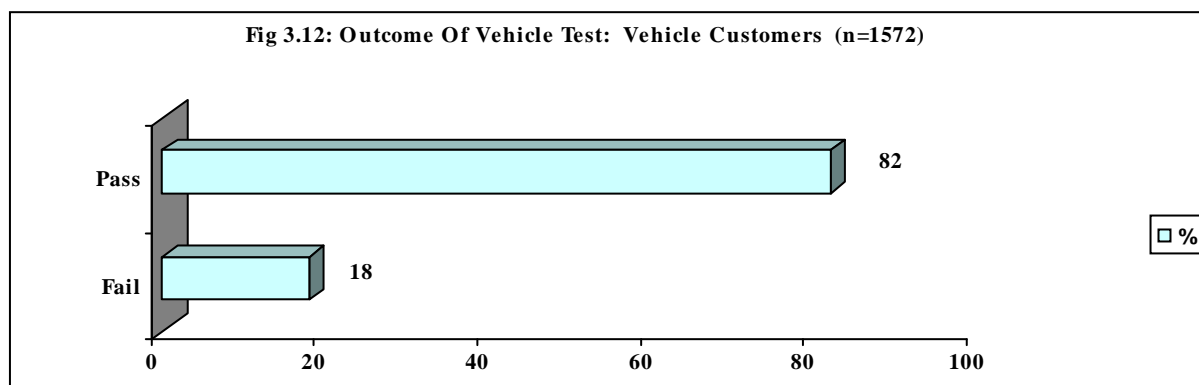
3.6 IDEAL WAITING TIME

Forty one percent (41%) of vehicle customers felt that the ideal waiting time for a test appointment should be up to two weeks, with just seven per cent of the view that they should be able to get an appointment within one week.



3.7 OUTCOME OF VEHICLE TEST

On the most recent occasion that customers took a vehicle to be tested, the vehicle passed the test in 82% of cases.



3.7.1 OUTCOME OF VEHICLE TEST BY TEST CENTRE

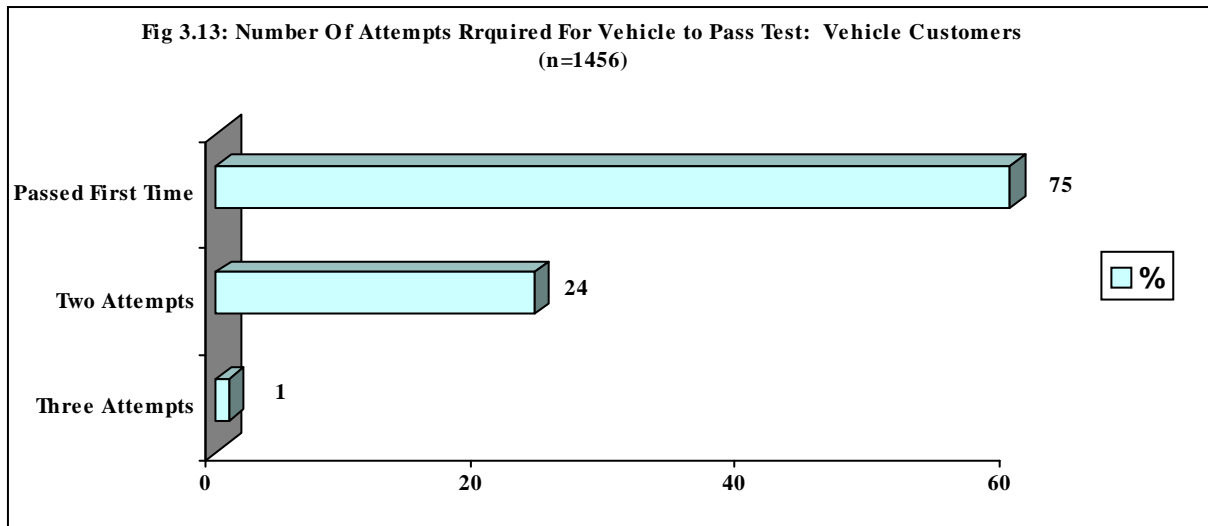
The highest vehicle test pass rate was recorded by customers in Enniskillen (90%), with the lowest vehicle test pass rates recorded by customers in Armagh, Coleraine and Newtownards (79%).

Table 3.12 Satisfaction With Test Procedures By Test Centre (Vehicle Customers)** (n=1529)

	% Passing Vehicle Test
Enniskillen	90
Belfast	85
Craigavon	85
Downpatrick	85
Lisburn	84
Cookstown	83
Mallusk	83
Omagh	83
Londonderry	82
Newry	81
Ballymena	80
Larne	80
Armagh	79
Coleraine	79
Newtownards	79
All Centres	82

3.8 NUMBER OF ATTEMPTS REQUIRED TO PASS VEHICLE TEST

Finally, among all vehicle customers in the survey, 75% indicated that their vehicle has passed the test first time, with 24% requiring two attempts, and 1% three attempts.



3.9 ANALYSIS OF FINDINGS BY EQUALITY GROUPING

The following paragraphs present the findings from an analysis of key service indicators by different equality groupings.

3.9.1 SATISFACTION WITH BOOKING ARRANGEMENTS BY EQUALITY GROUPING

With regard to satisfaction with booking arrangements there were no statistically significant differences between any of the equality groupings.

Table 3.13 Satisfaction With Booking Arrangements By Equality Grouping

		Satisfaction With Booking Arrangements %
Sex	Male	96
	Female	94
Age	17-19	100
	20-24	88
	25-34	96
	35-50	94
	51-59	94
	60+	97
Marital Status	Single	94
	Married	95
	Co-habiting	90
	Widowed	97
	Divorced	100
	None of These	80
Disability	Yes	92
	No	95
Dependants	Yes	95
	No	95
Religion**	Protestant	96
	Roman Catholic	96
	Other	87
	None	94
Political Affiliation	Nationalist	94
	Unionist	97
	Other	92
	Of No political persuasion	95
Ethnicity	White	95
	Other Ethnic Group	92
English First Language	Yes	95
	No	88

* Statistically Significant at the 95% level;
 ** Statistically Significant at the 99% level;
 *** Statistically Significant at the 99% level;

3.9.2 SATISFACTION WITH TELEPHONE CONTACT BY EQUALITY GROUPING

Analysis of satisfaction levels with telephone contact by equality grouping found no statistically significant differences by equality grouping.

Table 3.14 Satisfaction With Telephone Contact By Equality Grouping

		Satisfaction With Telephone Contact %
Sex**	Male	99
	Female	96
Age*	17-19	100
	20-24	88
	25-34	98
	35-50	97
	51-59	98
	60+	98
Marital Status	Single	98
	Married	97
	Co-habiting	97
	Widowed	100
	Divorced	97
	None of These	80
Disability	Yes	100
	No	97
Dependants	Yes	99
	No	97
Religion	Protestant	97
	Roman Catholic	98
	Other	92
	None	98
Political Affiliation	Nationalist	98
	Unionist	98
	Other	93
	Of No political persuasion	97
Ethnicity	White	98
	Other Ethnic Group	89
English First Language	Yes	98
	No	88

* Statistically Significant at the 95% level;
** Statistically Significant at the 99% level;
*** Statistically Significant at the 99% level;

3.9.3 SATISFACTION WITH COUNTER SERVICE BY EQUALITY GROUPING

With regard to satisfaction with the Agency's counter service, the only background characteristics showing *statistically significant*⁸ differences were political affiliation and ethnicity. Those classifying their political affiliation as 'other' (83%), and those who classified their ethnicity as non-white (79%), were *significantly less* satisfied with the Agency's counter service compared with other political affiliations and those who described their ethnicity as 'white'.

Table 3.15 Satisfaction With Counter Service By Equality Grouping

		Satisfaction With Counter Service %
Sex	Male	94
	Female	93
Age	17-19	100
	20-24	91
	25-34	92
	35-50	92
	51-59	94
	60+	97
Marital Status	Single	94
	Married	93
	Co-habiting	100
	Widowed	94
	None of These	100
Disability	Yes	91
	No	94
Dependants	Yes	94
	No	94
Religion	Protestant	95
	Roman Catholic	94
	Other	90
	None	94
Political Affiliation**	Nationalist	94
	Unionist	97
	Other	83
	Of No political persuasion	93
Ethnicity*	White	95
	Other Ethnic Group	79
English First Language	Yes	94
	No	88

* Statistically Significant at the 95% level;
** Statistically Significant at the 99% level;
*** Statistically Significant at the 99% level;

⁸ Statistically Significant At The 95% level

3.9.4 SATISFACTION WITH TEST PROCEDURES BY EQUALITY GROUPING

Analysis of satisfaction with Agency test procedures found some *statistically significant*⁹ differences by customer sex, age, whether customers had dependants and whether or not English was their first language. Male vehicle customers (93%) were less likely to be satisfied with Agency test procedures compared with female vehicle customers (98%), as were customers in the 17-19 age group (75%) compared with other age groups. Those with dependants (93%) were also less likely to be satisfied with Agency test procedures. Also those who said their first language was English (95%) were more likely to be satisfied with Agency test procedures compared with those whose first language was not English (83%).

Table 3.16 Satisfaction With Telephone Contact By Equality Grouping

		Satisfaction With Agency Test Procedures %
Sex***	Male	93
	Female	98
Age***	17-19	75
	20-24	98
	25-34	92
	35-50	92
	51-59	96
	60+	99
Marital Status	Single	93
	Married	95
	Co-habiting	96
	Widowed	96
	None of These	100
Disability	Yes	94
	No	95
Dependants**	Yes	93
	No	96
Religion	Protestant	95
	Roman Catholic	96
	Other	93
	None	89
Political Affiliation	Nationalist	97
	Unionist	94
	Other	94
	Of No political persuasion	94
Ethnicity	White	95
	Other Ethnic Group	100
English First Language*	Yes	95
	No	83

* Statistically Significant at the 95% level;
** Statistically Significant at the 99% level;
*** Statistically Significant at the 99% level;

⁹ Statistically Significant At The 95% level

3.9.5 OUTCOME OF VEHICLE TEST BY EQUALITY GROUPING

Finally, outcome of vehicle test was also analysed by equality grouping. The results show a number of *statistically significant*¹⁰ differences in outcome by customer age, marital status, religion, ethnicity and whether or not English is the customer's first language. Those who had passed their test were more likely to be aged 60+ (87%); 'white' (82%); and have English as their first language (82%).

Table 3.17 Outcome Of Vehicle Test By Equality Groupings

		Passed Vehicle Test %
Sex	Male	81
	Female	84
Age**	17-19	86
	20-24	84
	25-34	80
	35-50	77
	51-59	84
	60+	87
Marital Status**	Single	82
	Married	82
	Co-habiting	76
	Widowed	69
	Divorced	92
	None of These	100
Disability	Yes	77
	No	82
Dependants	Yes	80
	No	83
Religion*	Protestant	83
	Roman Catholic	83
	Other	69
	None	83
Political Affiliation	Nationalist	83
	Unionist	82
	Other	79
	Of No political persuasion	83
Ethnicity*	White	82
	Other Ethnic Group	63
English First Language*	Yes	82
	No	65

* Statistically Significant at the 95% level;
** Statistically Significant at the 99% level;
*** Statistically Significant at the 99% level;

¹⁰ Statistically Significant At The 95% level

APPENDICES

APPENDIX 1 (QUESTIONNAIRES)

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1.1.1

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DRIVER & VEHICLE TESTING AGENCY

CUSTOMER SATISFACTION SURVEY

VEHICLE TESTS 2006

Please follow the instructions at each question. This will help direct you through the questionnaire. Indicate your answer by circling a number in the appropriate box or writing in your answer where appropriate.

Section A – Booking Your Test

A.1	How did you book your vehicle test?	By telephone	1
		At a centre	2
		By post	3

A.2	How satisfied were you with the booking arrangements for your vehicle test?	Very satisfied	1	GO TO SECTION B
		Satisfied	2	
		Dissatisfied	3	GO TO A.3
		Very dissatisfied	4	

A.3 Why were you dissatisfied or very dissatisfied with the Agency's booking arrangements?

Section B – Telephone Contact

B.1	Did you contact the Agency by telephone regarding your vehicle test?	Yes	1	1.2 Go to B.2
		No	2	

B.2	Where did you phone?	Call centre (0845 247 2471)	1
		Test centre (local office)	2
		DVTA Headquarters (028 9068 1831)	3
		DVTA Enquiry Line (0845 601 4094)	4
		Other (specify) _____	5

B.3	How satisfied were you with your telephone contact?	Very satisfied	1	GO TO SECTION C
		Satisfied	2	
		Dissatisfied	3	GO TO B.4
		Very dissatisfied	4	

B.4 Why were you dissatisfied or very dissatisfied with your telephone contact?

1.3

Section C – Counter Service

C.1	Have you recently used the Agency's counter service?	Yes	1	1.4 Go to C.2
		No	2	

C.2	How satisfied were you with the Agency's counter service?	Very satisfied	1	GO TO SECTION D
		Satisfied	2	
		Dissatisfied	3	GO TO C.3
		Very dissatisfied	4	

C.3 Why were you dissatisfied or very dissatisfied with the Agency's counter service?

Section D – Test Procedures

D.1	How satisfied were you with the Agency's test procedures?	Very satisfied	1	Go to SECTION E
		Satisfied	2	
		Dissatisfied	3	GO TO D.2
		Very dissatisfied	4	

D.2 Why were you dissatisfied or very dissatisfied with the Agency's test procedures?

--

Section E – Additional Issues

E.1	Ideally, how long do you think the waiting time for an appointment should be:	Less than 1 week	1
		Up to 2 weeks	2
		Up to 3 weeks	3
		Up to 4 weeks	4
		Up to 5 weeks	5

E.2	On the most recent occasion you took a vehicle test, did your vehicle:	Pass	1
		Fail	2

E.3	How many attempts at the vehicle test did your vehicle require?	Passed first time	1
		Two attempts	2
		Three attempts	3
		Four attempts	4
		Five or more attempts	5

Section F – Equality Monitoring

The Driver & Vehicle Testing Agency is required to monitor how its services impact on various groups specified under Section 75 of the Northern Ireland Act. Please take the additional time to answer the following questions. The answers to these questions will be treated with the strictest confidence.

F.1	Are you:	Male	1
		Female	2

F.2	Which age group do you come under?	17-19	1
		20-24	2
		25-34	3
		35-50	4
		51-59	5
		60+	6

F.3	Are you?	Single	1
		Married	2
		Co-Habiting	3
		Divorced/Separated	4
		Widowed	5
		Other	6

DVTA (Customer Survey – 2006)

F.4	Do you consider yourself to have a disability?	Yes	1
		No	2
F.5	Do you have someone who is dependant on you, i.e. a child, someone with an incapacitating disability, an elderly person?	Yes	1
		No	2
F.6	Do you consider yourself to be:	Protestant	1
		Roman Catholic	2
		Other	3
		No religion	4
F.7	Do you consider yourself to be:	Nationalist	1
		Unionist	2
		Other	3
		No political persuasion	4
F.8	Please indicate which ethnic group you consider yourself to come from:	White	1
		Chinese	2
		Irish Traveller	3
		Indian	4
		Pakistani	5
		Bangladeshi	6
		Black African	7
		Black Caribbean	8
		Mixed Origin	9
		Other (please state)	10
F.9	Is English your first language?	Yes	1
		No	2
F.10	Which centre was you vehicle tested at?	Armagh	1
		Ballymena	2
		Belfast	3
		Coleraine	4
		Cookstown	5
		Craigavon	6
		Downpatrick	7
		Enniskillen	8
		Larne	9
		Lisburn	10
		Londonderry	11
		Mallusk	12
		Newry	13
		Newtownards	14
		Omagh	15

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.

Please put it in the envelope provided and place it in a post box.

It does not need a stamp.

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D	1.4.1
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DRIVER & VEHICLE TESTING AGENCY

CUSTOMER SATISFACTION SURVEY

PRACTICAL DRIVING TESTS 2006

Please follow the instructions at each question. This will help direct you through the questionnaire. Indicate your answer by circling a number in the appropriate box or writing in your answer where appropriate.

Section A – Practical Driving Test

1.4.2 Please circle one number as appropriate

A.1	How did you book your driving test?	By telephone	1
		At a test centre	2
		By post	3

A.2	How satisfied were you with the booking arrangements for your driving test?	Very satisfied	1	GO TO SECTION B
		Satisfied	2	
		Dissatisfied	3	GO TO A.3
		Very dissatisfied	4	

A.3 Why were you dissatisfied or very dissatisfied with the Agency's booking arrangements?

--

Section B – Telephone Contact

B.1	Did you contact the Agency by telephone regarding your driving test?	Yes	1	1.5 Go to B.2
		No	2	GO TO SECTION C

B.2	Where did you phone?	Call centre (0845 247 2471)	1
		Test centre (local office)	2
		DVTA Headquarters (028 9068 1831)	3
		DVTA Enquiry Line (0845 601 4094)	4
		Other (specify)	5

B.3	How satisfied were you with your telephone contact?	Very satisfied	1	GO TO SECTION D
		Satisfied	2	
		Dissatisfied	3	GO TO B.4
		Very dissatisfied	4	

B.4 Why were you dissatisfied or very dissatisfied with your telephone contact?

--

Section C – Counter Service

C.1	Have you recently used the Agency's counter service?	Yes	1	1.6 Go to C.2
		No	2	GO TO SECTION D

C.2	How satisfied were you with the Agency's counter service?	Very satisfied	1	GO TO SECTION D
		Satisfied	2	
		Dissatisfied	3	GO TO C.3
		Very dissatisfied	4	

C.3 Why were you dissatisfied or very dissatisfied with the Agency's counter service?

--

Section D – Test Procedures

D.1 How satisfied were you with the Agency's test procedures?

Very satisfied	1
Satisfied	2
Dissatisfied	3
Very dissatisfied	4

GO TO SECTION E
GO TO D.2

D.2 Why were you dissatisfied or very dissatisfied with the Agency's test procedures?

--

Section E – Additional Issues

E.1 Ideally, how long do you think the waiting time for an appointment should be:

Less than 1 week	1
Up to 2 weeks	2
Up to 3 weeks	3
Up to 4 weeks	4
Up to 5 weeks	5

E.2 On the most recent occasion you took a practical driving test, did you:

Pass	1
Fail	2

E.3 How many attempts at the practical driving test have you had?

Passed first time	1
Two attempts	2
Three attempts	3
Four attempts	4
Fiver or more attempts	5

Section F – Equality Monitoring

The Driver & Vehicle Testing Agency is required to monitor how its services impact on various groups specified under Section 75 of the Northern Ireland Act. Please take the additional time to answer the following questions. The answers to these questions will be treated with the strictest confidence.

F.1 Are you:

Male	1
Female	2

F.2 Which age group do you come under?

17-19	1
20-24	2
25-34	3
35-50	4
51-59	5
60+	6

F.3 Are you:

Single	1
Married	2
Co-Habiting	3
Divorced/Separated	4
Widowed	5
None of these	6

DVTA (Customer Survey – 2006)

F.4	Do you consider yourself to have a disability?	Yes	1
		No	2
F.5	Do you have someone who is dependant on you, ie a child, someone with an incapacitating disability, an elderly person?	Yes	1
		No	2
F.6	Do you consider yourself to be:	Protestant	1
		Roman Catholic	2
		Other	3
		No religion	4
F.7	Do you consider yourself to be:	Nationalist	1
		Unionist	2
		Other	3
		No political persuasion	4
F.8	Please indicate which ethnic group you consider yourself to come from:	White	1
		Chinese	2
		Irish Traveller	3
		Indian	4
		Pakistani	5
		Bangladeshi	6
		Black African	7
		Black Caribbean	8
		Mixed Origin	9
		Other (please state)	10
F.9	Is English your first language?	Yes	1
		No	2
F.10	At which centre did you sit your driving test?	Armagh	1
		Ballymena	2
		Belfast	3
		Coleraine	4
		Cookstown	5
		Craigavon	6
		Downpatrick	7
		Enniskillen	8
		Larne	9
		Lisburn	10
		Londonderry	11
		Newry	12
		Newtownards	13
		Omagh	14

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.

**Please put it in the envelope provided and place it in a post box.
It does not need a stamp.**

APPENDIX 2 (COVERING LETTERS)

Date

Dear

DRIVER & VEHICLE TESTING AGENCY – CUSTOMER SURVEY

The Driver & Vehicle Testing Agency (DVTA) continually tries to improve the service provided to its customers. As you have recently had your vehicle tested you are in a unique position to tell DVTA about the service you received. This feedback will help DVTA to establish how effective they have been, as well as identifying where they need to make improvements in the service they provide.

The survey is being conducted independently by Social & Market Research (SMR) on behalf of DVTA. I enclose a questionnaire which I would ask you to complete and return in the **FREEPOST** envelope provided. I would be grateful if you could return your completed questionnaire at your earliest convenience or by XXXX 2006.

The survey should take no more than five minutes to complete. As the survey needs to represent all of DVTA's customers, young and old, men and women, urban and rural, it is vital that as many people as possible take part. Your responses will be invaluable in helping DVTA to improve the service they provide.

The survey is confidential and your name will not be linked to the answers you give. The information collected will be used only for the purposes of the survey.

If you have any queries about any aspect of the survey, please feel free to contact Janice Stewart at DVTA (028 9054 7901) or Donal McDade at SMR (028 9092 3362).

Please remember that the survey is voluntary, but I do hope you will take part.

Thank you in advance for your help.

Yours sincerely

Donal McDade
Director

Encs.

Date

Dear

DRIVER & VEHICLE TESTING AGENCY – CUSTOMER SURVEY

The Driver & Vehicle Testing Agency (DVTA) continually tries to improve the service provided to its customers. As you have recently had a driving test you are in a unique position to tell DVTA about the service you received. This feedback will help DVTA to establish how effective they have been, as well as identifying where they need to make improvements in the service they provide.

The survey is being conducted independently by Social & Market Research (SMR) on behalf of DVTA. I enclose a questionnaire which I would ask you to complete and return in the **FREEPOST** envelope provided. I would be grateful if you could return your completed questionnaire at your earliest convenience or by XXXX 2006.

The survey should take no more than five minutes to complete. As the survey needs to represent all of DVTA's customers, young and old, men and women, urban and rural, it is vital that as many people as possible take part. Your response will be invaluable in helping DVTA improve the service they provide.

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Please remember that the survey is voluntary, but I do hope you will take part.

Thank you in advance for your help.

Yours sincerely

Donal McDade
Director

Encs.

APPENDIX 3 (REMINDER LETTERS)

Date

Dear

DRIVER & VEHICLE TESTING AGENCY: CUSTOMER SURVEY (VEHICLE CUSTOMERS)

Within the last 2 weeks you should have received a questionnaire relating to the above survey. If you have completed and returned the questionnaire can I take this opportunity to thank you for doing so.

However, if you have not already returned your questionnaire, I would be grateful if you could return it at your earliest convenience. If you have mislaid the questionnaire please contact SMR on 02890 923362 to have a new questionnaire sent out to you.

The Driver & Vehicle Testing Agency (DVTA) is trying to improve the service provided to customers. This feedback will help the DVTA to find out how effective they have been, as well as identifying where they need to make improvements in the service they provide. As you have recently had a vehicle tested, you are in a unique position to tell the DVTA about the service you received.

The survey should take less than 5 minutes to complete. As the survey needs to represent all of the DVTA's customers, young and old, men and women, urban and rural, it is vital that as many people as possible take part. Your responses will be absolutely invaluable in helping the DVTA to improve the service they provide.

The survey is completely confidential and your name will not be linked to the answers you give. The information collected will be used only for the purposes of the survey.

Please remember that the survey is voluntary but I do hope that you will agree to take part.

I thank you in advance for your help.

Yours sincerely,

Donal McDade
Director

Date

Dear

DRIVER & VEHICLE TESTING AGENCY: CUSTOMER SURVEY (DRIVER CUSTOMERS)

Within the last 2 weeks you should have received a questionnaire relating to the above survey. If you have completed and returned the questionnaire can I take this opportunity to thank you for doing so.

However, if you have not already returned your questionnaire, I would be grateful if you could return it at your earliest convenience. If you have mislaid the questionnaire please contact SMR on 02890 923362 to have a new questionnaire sent out to you.

The Driver & Vehicle Testing Agency (DVTA) is trying to improve the service provided to customers. This feedback will help the DVTA to find out how effective they have been, as well as identifying where they need to make improvements in the service they provide. As you have recently taken a driving test, you are in a unique position to tell the DVTA about the service you received.

The survey should take less than 5 minutes to complete. As the survey needs to represent all of the DVTA's customers, young and old, men and women, urban and rural, it is vital that as many people as possible take part. Your responses will be absolutely invaluable in helping the DVTA to improve the service they provide.

The survey is completely confidential and your name will not be linked to the answers you give. The information collected will be used only for the purposes of the survey.

Please remember that the survey is voluntary but I do hope that you will agree to take part.

I thank you in advance for your help.

Yours sincerely,

Donal McDade
Director