

# **SMR**

## **SOCIAL & MARKET RESEARCH**

**DVA TESTING  
CUSTOMER SATISFACTION SURVEY  
2007**



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## **EXECUTIVE SUMMARY**

This report presents the findings from the Driver & Vehicle Agency's (DVA's) 2007 Customer Satisfaction Survey. A total of 10,080 customers were surveyed comprising 5,040 customers who had sat driving tests, and 5,040 customers who had presented a vehicle for testing. The survey achieved an overall response rate of 18%, with 16% of driver customers responding to the survey compared with 21% 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, the Agency's online 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 95% overall. Satisfaction with booking arrangements for vehicle tests was 95%, compared with 95% for driver tests. Given the sample sizes, the Agency's target of 93% satisfaction for booking arrangements has been achieved.

### **Satisfaction With Test Procedures**

Overall satisfaction with test procedures was recorded at 95%. Satisfaction with test procedures among vehicle customers was 96%, with 88% of driver customers satisfied. Given the sample sizes, the Agency's overall target of 93% satisfaction for test procedures has been achieved.

## **1 INTRODUCTION**

The Driver & Vehicle Testing Agency was established in 1992 under the Government's Next Steps Initiative in order to undertake all statutory vehicle and driving tests in Northern Ireland. In 2007 the Agency was merged with Driver Vehicle Licencing Northern Ireland to form the new Driver Vehicle Agency (DVA). 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, with a larger survey of 10,629 customers conducted in 2006. This current survey builds upon the previous surveys and is based on a sample of 10,080 customers (5,040 driver customers and 5,040 vehicle customers).

This report presents the findings from the 2007 survey, which was conducted by SMR. The overall objective of the study was defined by DVA 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 10,080 DVA customers, with 5,040 driver and 5,040 vehicle customers surveyed. The sample was drawn from customers of the Agency between August and October 2007.

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 to participate in the survey. Customers from all of the Agency's test centres were included in the survey.

Approximately 336 customers were selected from each of the 15 centres which deal with vehicle tests, with approximately 360 customers selected from each of the 14 centres which deal with driver tests. Questionnaires were dispatched in a single batch, with a follow-up reminder / thank you letter sent two weeks after the initial mailing.

### **1.2 RESPONSE RATES AND SAMPLE PROFILE**

Of the 10,080 customers surveyed, 1,858 returned their questionnaires by the survey cut-off date of 17 December 2007. This represents a response rate of 18%. In total, 1,041 vehicle test questionnaires were returned, which equates to a response rate of 21%. Overall 817 driver test questionnaires were returned, which equates to a response rate of 16%. The table below shows the weighted sample profile by test centre.

	Driver	Vehicle
	%	%
Armagh	3.2	4.1
Ballymena	5.1	8.1
Belfast	19.0	10.1
Coleraine	6.4	7.3
Cookstown	8.2	7.0
Craigavon	7.8	5.9
Downpatrick	5.2	4.8
Enniskillen	3.1	4.6
Larne	8.5	4.3
Lisburn	6.1	6.0
Londonderry	8.4	7.3
Mallusk	5.9	7.5
Newry	8.4	6.9
Newtownards	4.9	11.9
Omagh	3.2	4.1
Base (Weighted)	817	1041

### 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%. The achieved sample is sufficiently reliable to allow an estimation of customer satisfaction levels at a margin of error of  $\pm 2\%$  which is line with DVA requirements and Ministerial targets.

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 DVA, 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, the Agency's online service and the counter service. Questions on equality groupings were also included to meet the Agency's commitments under Section 75 of the Northern Ireland Act (1998).

### 1.5 WEIGHTING PROCEDURE (DRIVER AND VEHICLE SURVEYS)

The data were weighted according to the proportion of tests carried out in each centre. The total number of driver 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:

	Driver	Vehicle
	%	%
Armagh	0.45	0.61
Ballymena	0.72	1.22
Belfast	2.66	1.52
Coleraine	0.90	1.09
Cookstown	1.14	1.05
Craigavon	1.09	0.88
Downpatrick	0.72	0.73
Enniskillen	0.43	0.69
Larne	1.19	0.65
Lisburn	0.85	0.90
Londonderry	1.18	1.09
Mallusk	-	1.12
Newry	0.82	1.04
Newtownards	1.18	1.79
Omagh	0.68	0.62

#### 1.5.1 WEIGHTING PROCEDURE (COMBINED INDICATORS)

To calculate the Agency's overall satisfaction indicators for test booking and overall test procedures a weight was calculated to reflect the Agency's overall customer base. The combined weight is presented in Table 1.4 and is based on customer volumes between August and October 2007. The overall satisfaction rating was calculated on a base of 1858 cases weighted for customer profile (driver and vehicle) and customer volumes by centre. Based on 1858 cases, and a weighted satisfaction rating of 95%, the Confidence Interval is +/- 0.5%.

Table 1.4 Weights Applied to Calculate Overall Customer Satisfaction with Booking Arrangements and Test Procedures

<b>Driver Tests</b>	Volume	Volume (%)	Weight
Armagh	650	0.27	0.08
Ballymena	1,035	0.43	0.12
Belfast	3,842	1.59	0.46
Coleraine	1,294	0.53	0.16
Cookstown	1,651	0.68	0.20
Craigavon	1,581	0.65	0.19
Downpatrick	1,047	0.43	0.13
Enniskillen	623	0.26	0.07
Larne	1,713	0.71	0.21
Lisburn	1,225	0.51	0.15
Londonderry	1,701	0.70	0.20
Newry	1,186	0.49	0.14
Newtownards	1,699	0.70	0.20
Omagh	985	0.41	0.12
<b>Vehicle Tests</b>			
<b>Vehicle Tests</b>	Volume	Volume (%)	Weight
Armagh	8,991	3.71	1.08
Ballymena	18,044	7.45	2.16
Balmoral	22,441	9.27	2.69
Coleraine	16,185	6.69	1.94
Cookstown	15,580	6.44	1.87
Craigavon	13,048	5.39	1.56
Downpatrick	10,727	4.43	1.29
Enniskillen	10,202	4.21	1.22
Larne	9,547	3.94	1.14
Lisburn	13,340	5.51	1.60
Londonderry	16,143	6.67	1.93
Mallusk	16,579	6.85	1.99
Newry	15,408	6.37	1.85
Newtownards	26,398	10.91	3.16
Omagh	9,181	3.79	1.10
<b>TOTAL</b>	<b>242046</b>	<b>100</b>	<b>29</b>

## 1.6 PROFILE OF SAMPLE

Table 1.5 presents an overview of the sample in terms of different equality groupings. In the driver sample, the majority (58%) of customers were female, with customers predominantly from the youngest age group (17-19, 47%). Just 2% of customers reported a disability, 82% described their marital status as single (reflecting the younger age profile of driver customers) and 18% had dependants. The proportion of customers describing their religious affiliation as Protestant (45%) is identical to the proportion describing their religious affiliation as Catholic. There was no difference (22%) in the proportions of Unionists and Nationalists among driver customers, with 96% describing their ethnicity as 'white' and 96% saying that English is their first language.

Table 1.5 Profile of Sample <sup>1</sup>			
		Driver (N=817) %	Vehicle (N=1041) %
Sex	Male	42.4	64.1
	Female	57.6	35.9
Age	17-19	47.4	1.4
	20-24	21.8	5.2
	25-34	16.0	12.8
	35-50	10.5	35.8
	51-59	3.6	21.8
	60+	.7	23.0
Marital Status	Single	81.6	21.5
	Married	15.1	66.3
	Co-habiting	2.1	6.7
	Widowed	.3	4.4
	Divorced	.9	1.0
Disability	Yes	2.0	4.2
	No	98.0	95.8
Dependants	Yes	18.4	38.4
	No	81.6	61.6
Religion	Protestant	45.0	55.2
	Roman Catholic	45.0	33.5
	Other	2.4	2.8
	None	7.5	8.5
Political Affiliation	Nationalist	21.5	18.4
	Unionist	22.2	37.5
	Other	4.2	6.5
	Of No political persuasion	52.1	37.6
Ethnicity	White	96.3	98.7
	Chinese	.7	.5
	Irish Traveller	.1	-
	Indian	1.1	.1
	Pakistani	.5	-
	Bangladeshi	.2	-
	Black Caribbean	.1	-
	Mixed Origin	.6	.4
	Other	.6	.3
English First Language?	Yes	96.2	97.8
	No	3.8	2.2

In contrast to driver customers, most vehicle customers were male (64%), aged 35 or older (81%) and married (66%). Four percent have a disability, with 38% having dependants. More than half (55%) described their religious affiliation as Protestant with 34% Catholic. Eighteen percent (18%) described their political affiliation as Nationalist and 38% as Unionist, with 99% describing their ethnicity as 'white' and 98% saying that their first language is English.

## 1.7 PASS/FAIL

On the last occasion that respondents took a practical driving test, 80% passed with 20% failing the test. For the vehicle sample, 82% had passed their test, while 18% had failed.

<sup>1</sup> Note that Missing Data have been excluded

**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**

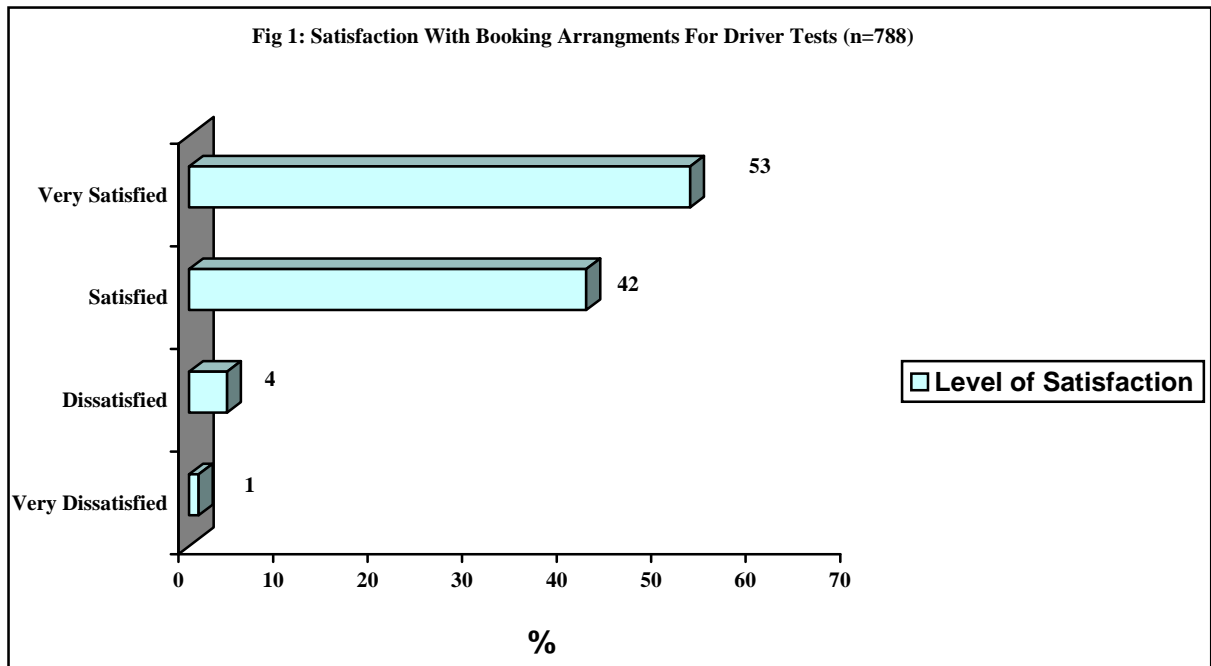
**2.1 DRIVER TEST BOOKING PROCEDURES**

In approximately four out of ten cases (42%), driver tests had been booked by telephone, with 29% booked online, 24% at a test centre and 5% booked by post.

Table 2.1 How did you book the test? (Base: 789)	
	%
By telephone	42
Online	29
At a centre	24
By post	5

**2.2 SATISFACTION WITH BOOKING ARRANGEMENTS**

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



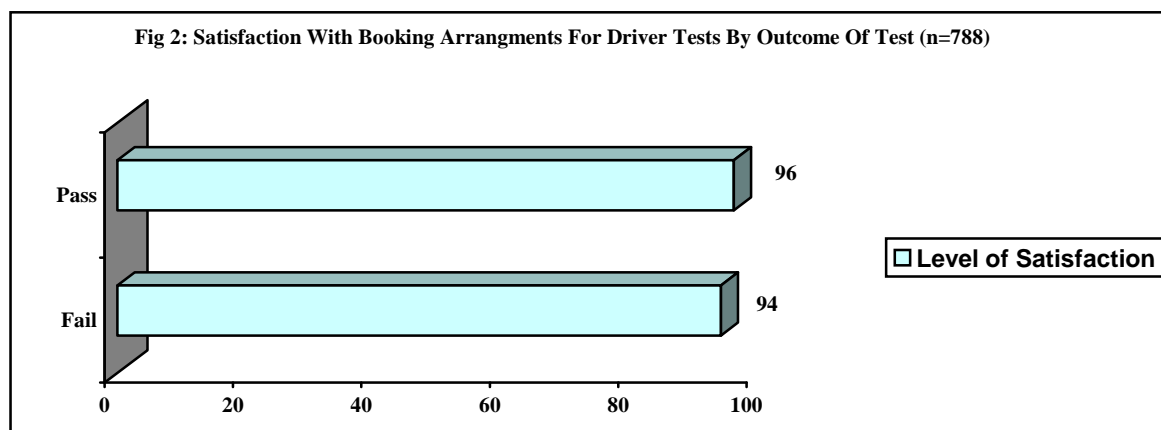
Among the 36 driver customers who indicated a reason for their dissatisfaction, 16 cited waiting times to get a test date, with 3 customers dissatisfied with staff and 3 saying that they had difficulty getting through by telephone (Table 2.2).

Table 2.2 Reason For Dissatisfaction With DVA Booking Procedures

	N
Waiting Time Is Too Long	16
Staff Rude/ Unhelpful	3
Couldn't Get Through At Busy Times	3
Test Was Cancelled And Then Doubled Booked	1
Booked Online Had To Phone To Find Out Test Cancelled ( 2 Examiners Off Sick)	1
When I Arrived For My Test I Was Told It Had Been Cancelled	1
Attempts To Get Cancellations Were Always Unsuccessful	1
The Online Service Double Booked My Driving Instructor At The Time Of My Test	1
Changed Dates Twice	1
Not Enough Members Of Staff To Deal With The Amount Of Customers	1
Only When I Went To The Local Office I Was Told I Could Go On A List For Cancellations	1
I Had To Re Book My Test After They Had Lost My First Application	1
Couldn't Get Any Dates I Wanted	1
Hard To Book Online / Phone If You Have No Credit Card	1
Did Not Get Word Via Post Had To Phone To Ask When My Date Was	1
My Date Was Pending I Had To Wait For My Test Date In The Post	1
No Written Confirmation Received	1
<b>TOTAL</b>	<b>36</b>

### 2.2.1 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST OUTCOME

Analysis of customer satisfaction with booking arrangements by test outcome, found little difference in satisfaction with booking arrangements between those who had passed their driving test (96%) compared with those who had failed their driving test (94%).



**2.2.2 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST CENTRE**

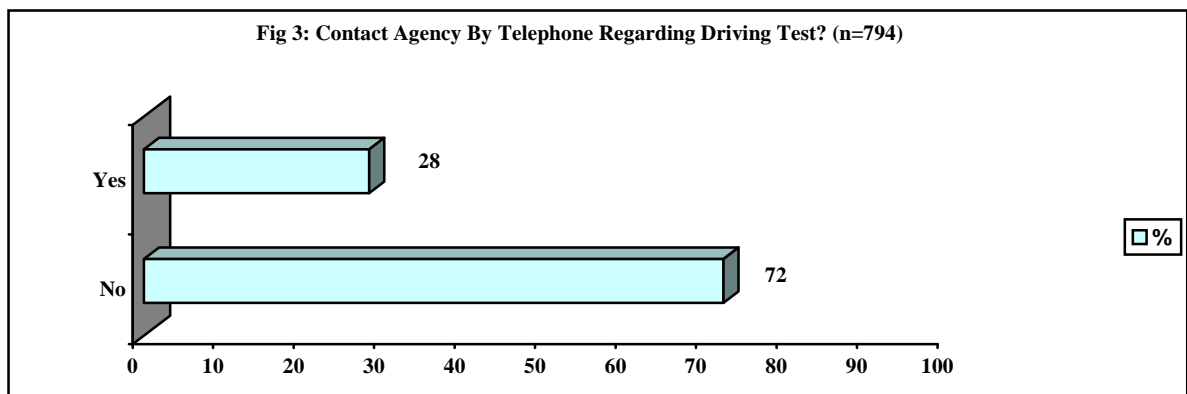
Analysis of customer satisfaction with booking arrangements by test centre found that the highest level of satisfaction (98%) was recorded by customers in Omagh, Belfast, Coleraine, Londonderry and Craigavon, whereas Larne customers recorded the lowest level (86%) of satisfaction with booking arrangements.

Table 2.3 Satisfaction With Booking Arrangements By Test Centre (n=788)

	%
Omagh	98
Belfast	98
Coleraine	98
Londonderry	98
Craigavon	98
Enniskillen	97
Newry	96
Armagh	96
Downpatrick	95
Cookstown	93
Ballymena	93
Lisburn	93
Newtownards	91
Larne	86
<b>All Centres</b>	<b>95</b>

**2.3 TELEPHONE CONTACT WITH THE AGENCY**

Twenty eight percent (28%) of driver customers had contacted the Agency by telephone regarding their driving test.

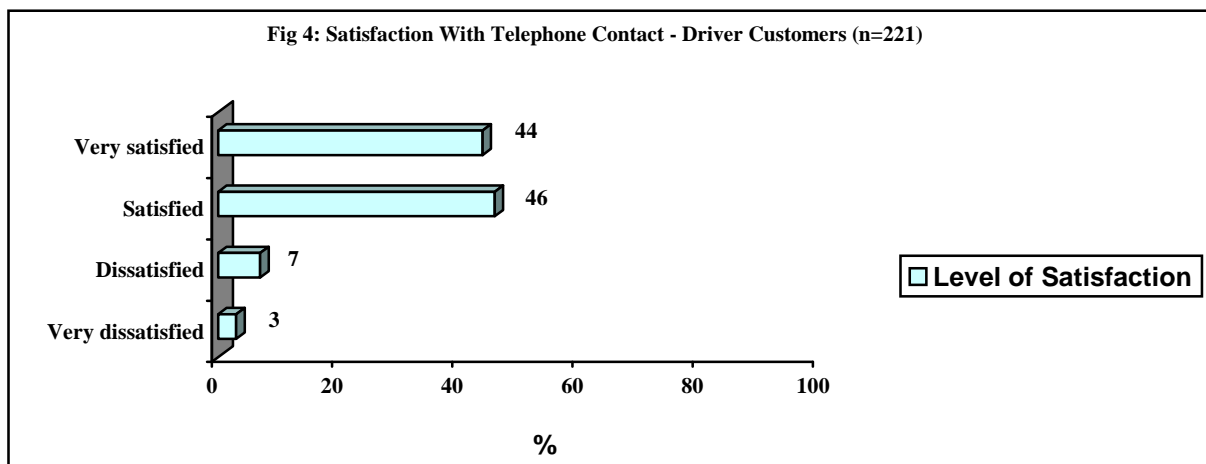


Sixty two percent (62%) of driver customers who had made telephone contact with the Agency had done so via the Agency’s Call Centre, with 51% calling their local test centre.

	%
Call centre (0845 247 2471)	62
Test centre (Local Office)	51
DVA Headquarters (028 90 681 831)	7
DVA Enquiry Line (0845 601 4094)	6
Other	2
Note that total does not sum to 100% because customers could have contacted more than one contact point	

**2.3.1 SATISFACTION WITH TELEPHONE CONTACT**

Overall 90% of driver customers who had telephone contact with the Agency were satisfied, with 44% ‘very satisfied’ and 46% ‘satisfied’. The level of dissatisfaction was recorded at 8%, with 7% ‘dissatisfied’ and 3% ‘very dissatisfied’.



**2.3.2 REASONS FOR DISSATISFACTION WITH TELEPHONE CONTACT**

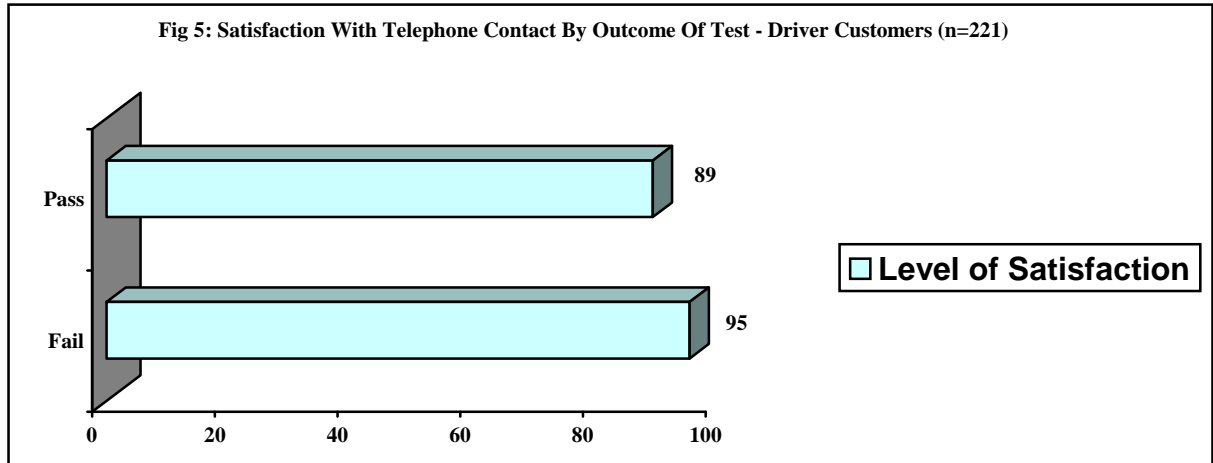
Of the 18 driver customers who cited a reason why they were dissatisfied with their telephone contact with the Agency, 10 customers were dissatisfied with staff, with 9 customers saying that they had to make repeated phone calls for a cancellation.

	N
No Help / Unfriendly / Rude	10
Phoned Lots Of Time For A Cancellation	9
Call Centre Don't Accept Visa Electron Cards	5
Told That My Phone Number Was Lost / DVA Unable To Contact Me Re Cancelled Test	3
Call Centre Told Me To Contact Local Office	4
The Person I Spoke To Constantly Justified The Outcome Of My Test Results	3
Didn't Always Answer	2
Information On Test Cancellations Was Not Offered At Any Time	2
Not Clear On Cancellation Procedures	1
Did Not Have Time To Talk To Me	1
	18

<sup>2</sup> Multiple Response Question

2.3.3 SATISFACTION WITH TELEPHONE CONTACT BY OUTCOME OF TEST

Although a lower proportion of those who had passed their driving test were satisfied with telephone contact (89% vs. 95%), this difference was not *statistically* significant.



2.3.4 SATISFACTION WITH TELEPHONE CONTACT BY TEST CENTRE

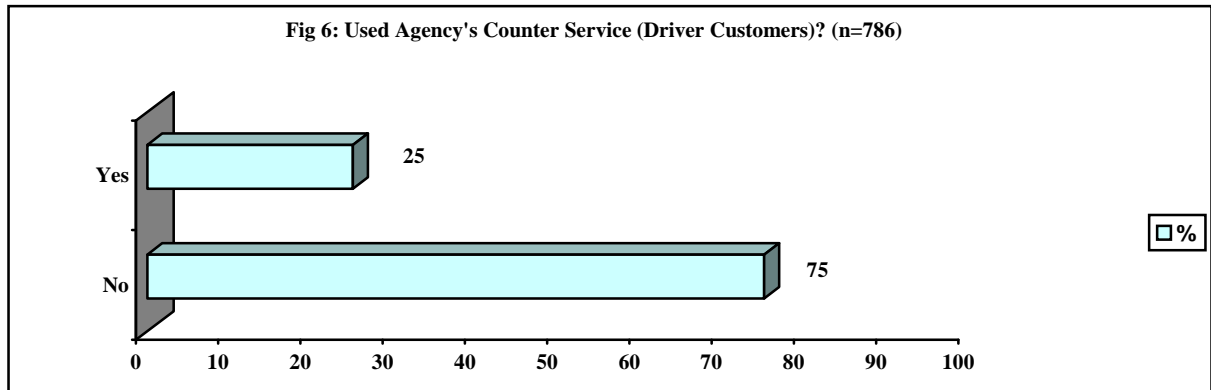
Analysis of customer satisfaction with telephone contact by test centre found that the highest level of satisfaction (100%) was recorded by customers in Omagh, Newtownards, Enniskillen, Downpatrick, Coleraine and Ballymena, with the lowest level recorded by Larne customers (73%).

Table 2.6 Satisfaction With Telephone Contact By Test Centre (Driver Customers) (n=221)

	%
Omagh	100
Newtownards	100
Enniskillen	100
Downpatrick	100
Coleraine	100
Ballymena	100
Lderry	95
Craigavon	93
Newry	92
Cookstown	89
Belfast	88
Lisburn	82
Armagh	75
Larne	73
<b>All Centres</b>	<b>90</b>

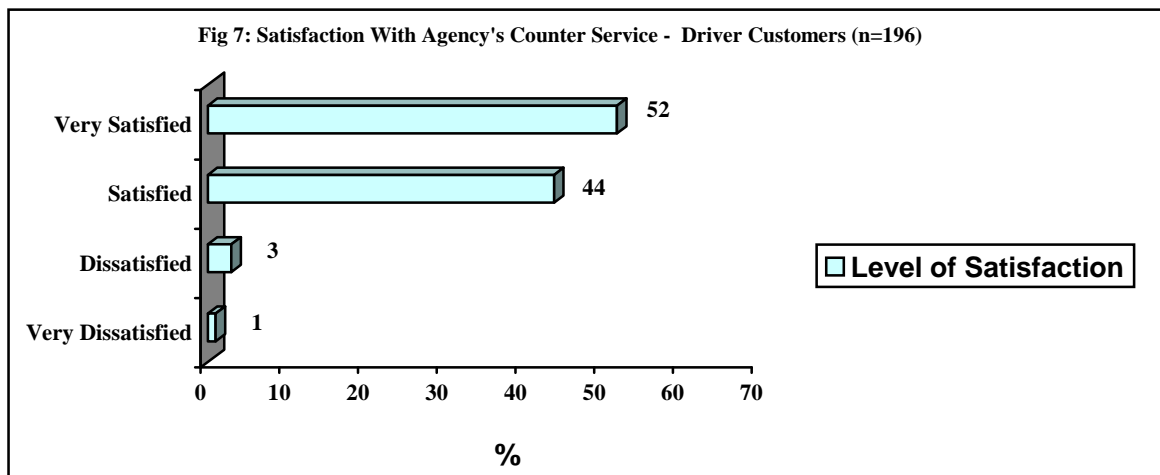
2.4 COUNTER SERVICE

One quarter (25%) 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 96%, with 52% 'very satisfied' and 44% 'satisfied'. The level of dissatisfaction was found to be 4%, with 3% 'dissatisfied' and 1% 'very dissatisfied'.

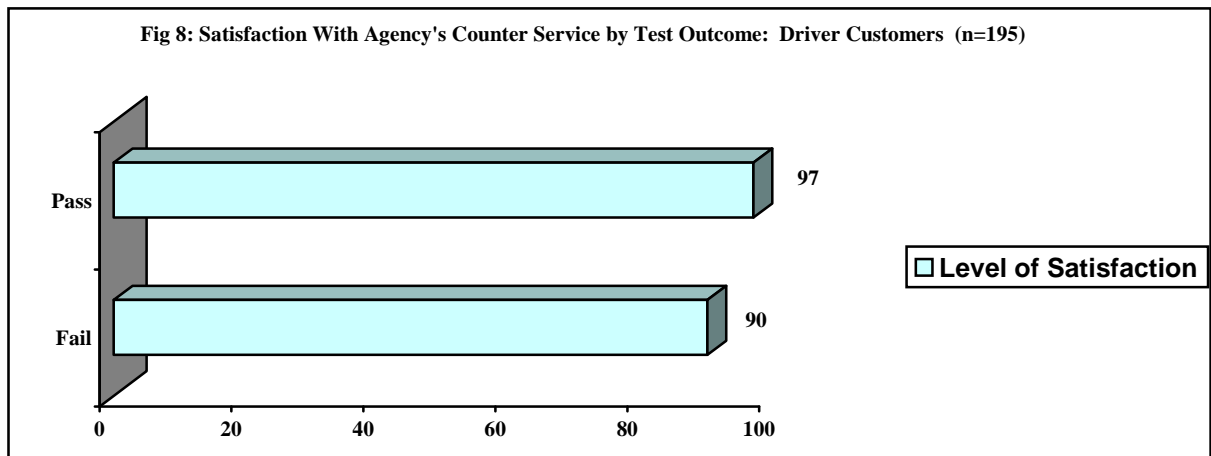


Of the seven driver customers who listed a reason why they were dissatisfied with the Agency's counter service, four said that they had to wait too long, one commented on unprofessional staff, with one customer saying that when they had presented to take the driver test it had not been officially booked and the person they spoke with would not make a phone call to resolve the matter. Finally, one customer said that they had been left a long time before they were able to speak with someone.

	N
Long Waiting Time	4
Unprofessional Staff	1
Presented to take the driver test it had not been officially booked and the person they spoke with would not make a phone call to resolve the matter	1
Left a long time before they were able to speak with someone	1

2.4.2 SATISFACTION WITH COUNTER SERVICE BY TEST OUTCOME

There was no *statistically significant* difference in satisfaction level with the Agency’s counter service between driver customers who had passed their test (97%) and those who had failed their test (90%) in 2007.



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

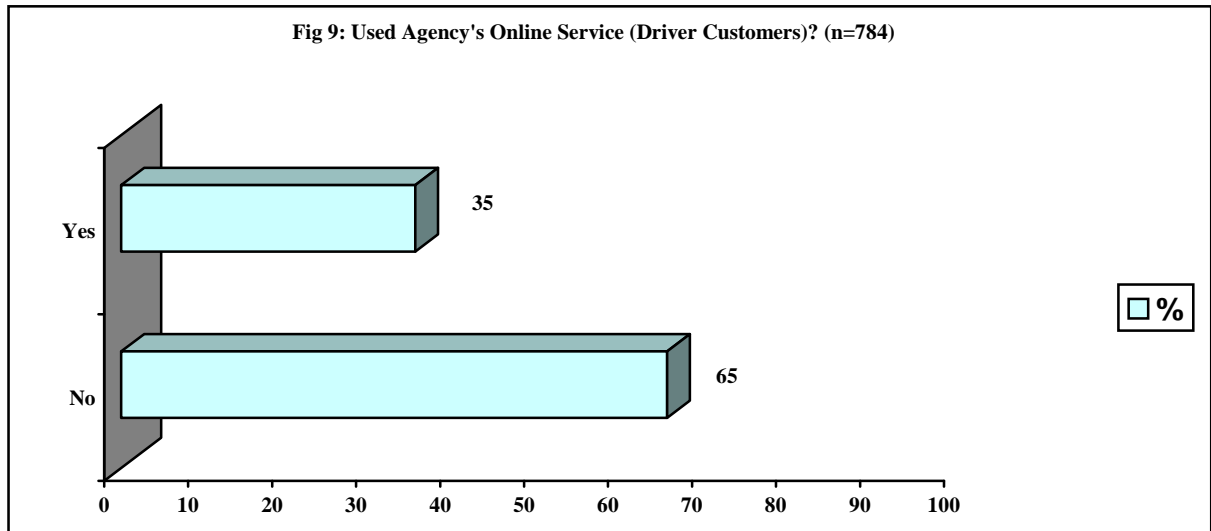
Analysis of customer satisfaction with the Agency’s counter service by test centre, found that all customers were satisfied in Armagh, Belfast, Coleraine, Downpatrick, Enniskillen, Lisburn, Newtownards and Omagh. Craigavon customers recorded the lowest level of satisfaction for counter service (86%).

Table 2.9 Satisfaction With Counter Service By Test Centre (Driver Customers) (n=194)

Test Centre	%
Armagh	100
Belfast	100
Coleraine	100
Downpatrick	100
Enniskillen	100
Lisburn	100
Newtownards	100
Omagh	100
Ballymena	94
Newry	94
Larne	93
Lderry	93
Cookstown	91
Craigavon	86
<b>All Centres</b>	<b>96</b>

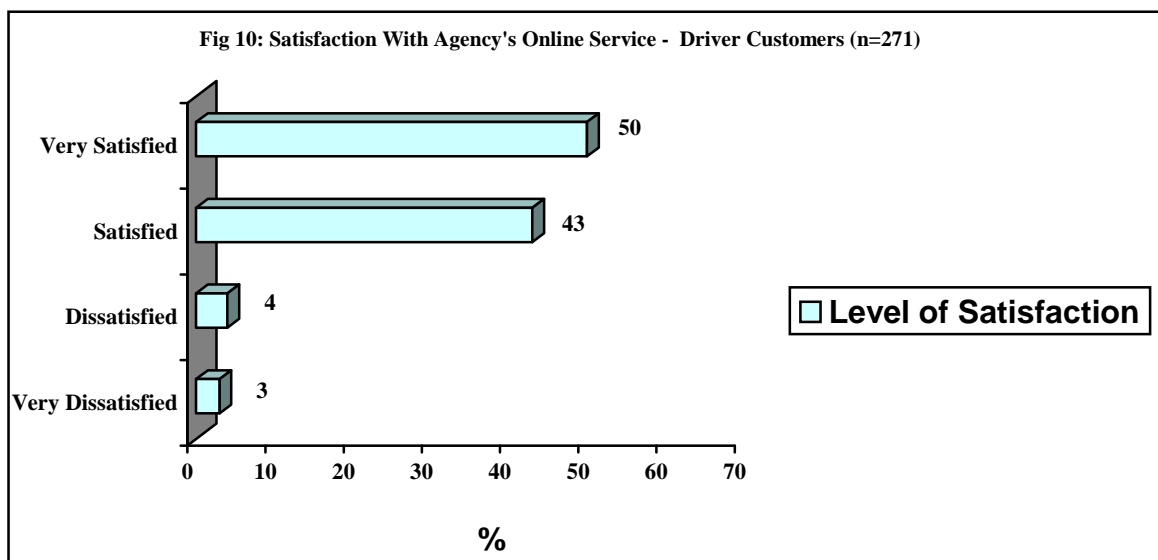
2.5 ONLINE SERVICE

The 2007 survey is the first customer survey carried out by the Agency to elicit customer feedback on the Agency's online service. The survey found that 35% of driver customers had used the online service.



2.5.1 SATISFACTION WITH THE AGENCY'S COUNTER SERVICE

Satisfaction with the Agency's online service was recorded at 93%, with 50% 'very satisfied' and 43% 'satisfied'. The level of dissatisfaction was found to be 7%, with 4% 'dissatisfied' and 3% 'very dissatisfied'.



**2.5.2 REASONS FOR DISSATISFACTION WITH THE AGENCY'S ONLINE SERVICE**

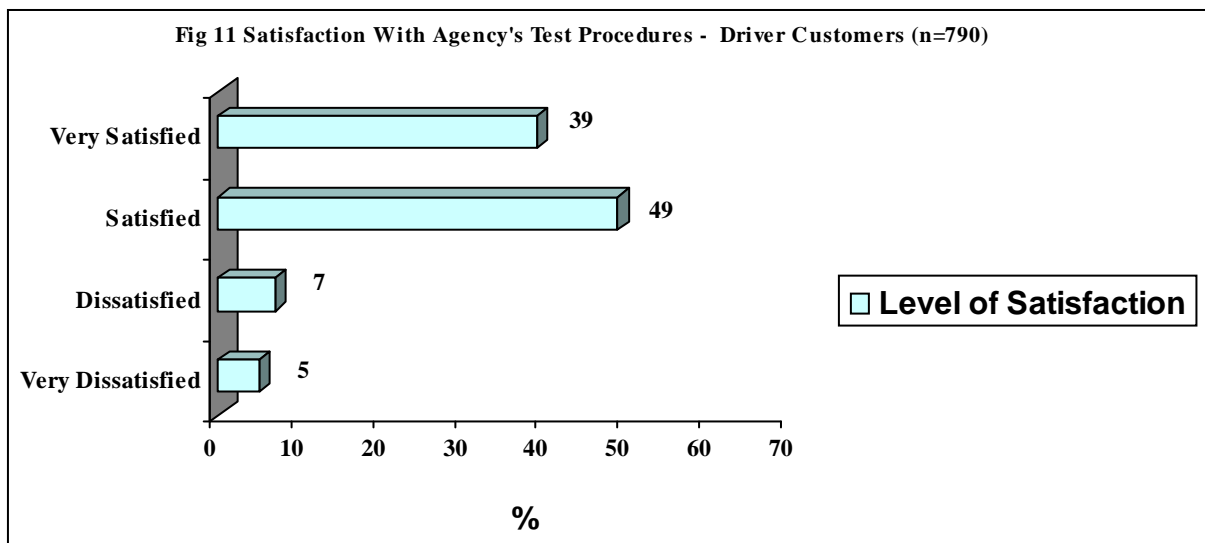
Among the 18 driver customers who provided reasons why they were dissatisfied with the Agency's online service, 7 felt that they should have been given greater choice regarding test dates.

Table 2.10 Reasons For Dissatisfaction With Agency's Online Service

	N
Not Enough Choice Of Dates	7
Was Unable To Book Online/Errors Occurred	3
The Length Of Time	2
The Test Centre I Required Was Not On The List	2
My Details Unavailable When My Test Is Cancelled	2
Wouldn't Accept Payment Details	1
More Emphasis On Hazards Perception	1
	18

**2.6 SATISFACTION WITH DVA TEST PROCEDURES**

Among driver customers, satisfaction with the Agency's test procedures was recorded at 88%, with 39% 'very satisfied' and 49% 'satisfied'. The level of dissatisfaction was recorded at 12%, with 7% 'dissatisfied' and 5% 'very dissatisfied'.



2.6.1 REASONS FOR DISSATISFACTION WITH AGENCY TEST PROCEDURES

A total of 84 customers indicated a reason for their dissatisfaction with Agency test procedures, of whom 19% were dissatisfied with their examiner. A further 12% said that they had failed on a minor error (Table 2.11).

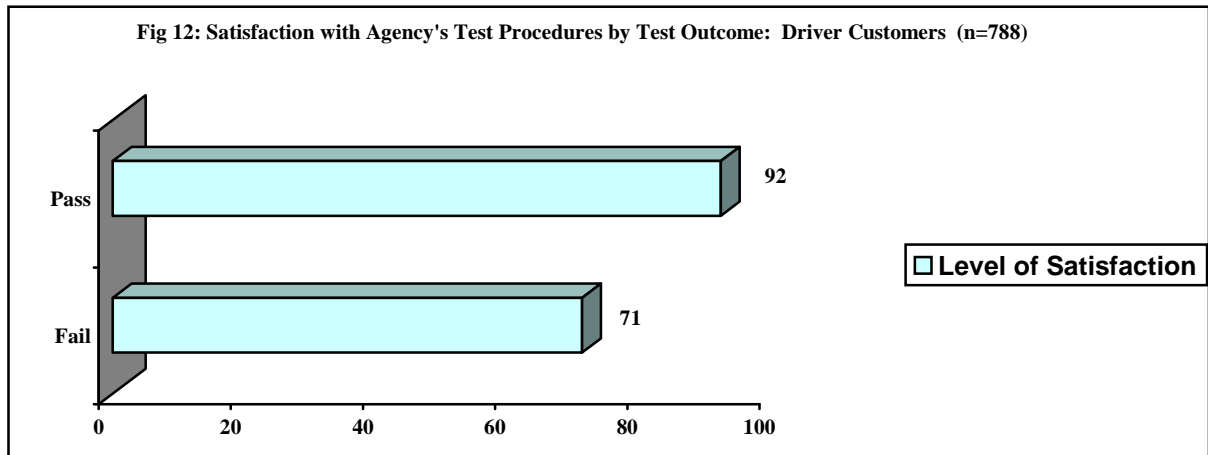
Table 2.11 Reasons For Dissatisfaction With Agency Test Procedures (n=84)<sup>3</sup>

	%	N
Examiners Unpleasant / Attitude / Arrogant	19	16
Was Failed On Minor Error	12	10
Everyone Is Not Treated Equally	10	8
Instructors Don't Give You Any Confidence / Intimidating	9	8
No Allowance For Nervousness	6	5
Instructor Very Rude / Unfairly Treated	6	5
No Consistency With The Test Procedure & Examiners	6	5
Examiner Needs To Be More Friendly / Talk More	4	4
Strict Examiners	4	3
Took Me On A Test Route I Had Never Been On	3	2
Felt The Procedure Was Unfair	3	2
Waiting So Long On A Test Date	2	2
Never On Time Always Kept Me Waiting	2	2
Having Same Driving Examiner Two /Three Time Put Me In Bad Frame Of Mind	2	2
Having So Many Examiners – Do Things Differently	1	1
Test Never Started On Time / Examiner Late	1	1
No Allowance For Weather Conditions	1	1
Expensive & Inconvenient	1	1
I Made A Mistake Which I Don't Think I Should Have Failed	1	1
I Believe The Test Is Set At Such High Level It Needs 5 Or 6 Time To Pass	1	1
Would Be Better If Examiners Took Time To Explain Where You Went Wrong	1	1
Motorcycle Test I Found To Be Too Strict	1	1
I Believe I Was Failed To Make More Money	1	1
Too Much Focus On The Practical Aspect Rather Than The Theory	1	1
I Suspected One Of The Examiners Was Failing Drivers Based On Religion	1	1
When I Arrived At Test Centre I Found It Had Been Cancelled	1	1
Was Failed Because Of Other Drivers Mistakes	1	1
Test Cancelled Due To Fog Lost Days Pay	1	1
Age Discrimination	1	1
I Feel Different Test Routes Should Be Taken	1	1
Couldn't Understand Examiner Seem To Be From Another Country	1	1

<sup>3</sup> Note that customers had the opportunity to cite a number of reasons for dissatisfaction which explains by percentages do not sum to 100. Note also that percentages have been rounded.

2.6.2 SATISFACTION WITH TEST PROCEDURES BY OUTCOME OF TEST

A greater proportion of driver customers who had passed their driving test were satisfied<sup>4</sup> (92%) with Agency test procedures compared with those who had failed their driving test (71%).



2.6.3 SATISFACTION WITH TEST PROCEDURES BY TEST CENTRE

Analysis of customer satisfaction with test procedures by test centre, found that Armagh customers recorded the highest level of satisfaction (96%), whereas Cookstown customers recorded the lowest level (78%).

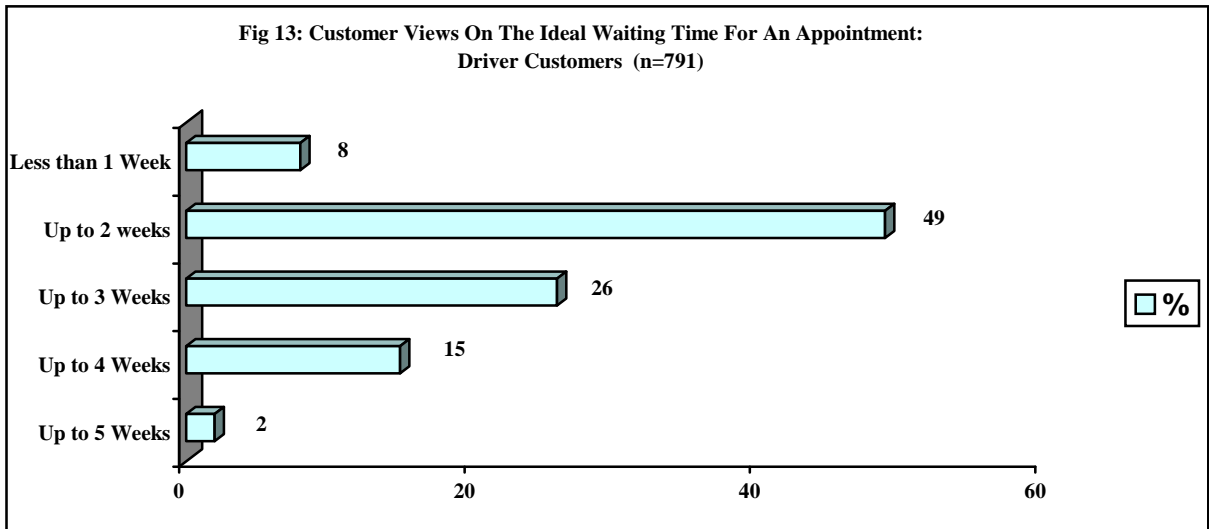
Table 2.12 Satisfaction With Test Procedures By Test Centre (Driver Customers) (n=788)

Test Centre	%
Armagh	96
Enniskillen	94
Coleraine	93
Omagh	93
Newry	93
Belfast	92
Downpatrick	90
Lisburn	89
Craigavon	89
Ballymena	87
Lderry	85
Larne	85
Newtownards	82
Cookstown	78
<b>All Centres</b>	<b>88</b>

<sup>4</sup> Significant at the 95% level

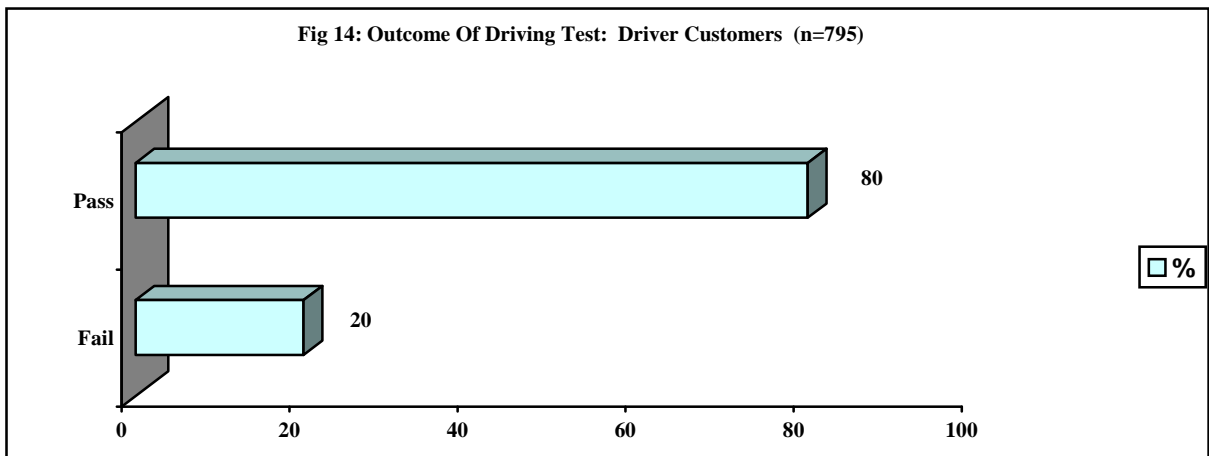
2.7 IDEAL WAITING TIME

Forty nine percent (49%) of driver customers felt that the ideal waiting time for a test appointment should be two weeks, with just 8% of the view that they should be able to get an appointment within one week.



2.8 OUTCOME OF DRIVING TEST

On the most recent occasion that driver customers had sat a practical driving test, the majority (80%) had passed the test.



**2.8.1 OUTCOME OF DRIVING TEST BY TEST CENTRE**

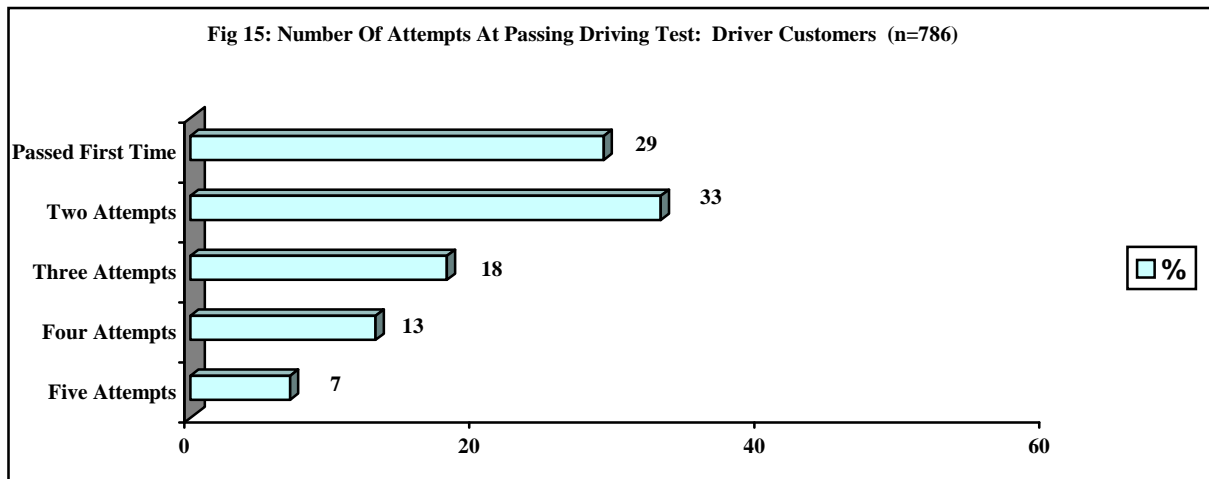
The highest pass rate was recorded by customers in Lisburn (91%), with the lowest pass rate recorded by customers in Belfast (73%).

Table 2.13 Outcome of Driving Test By Test Centre (Driver Customers) (n=795)

	% Passing Driving Test
Lisburn	91
Newry	91
Craigavon	88
Omagh	88
Ballymena	84
Coleraine	84
Lderry	81
Downpatrick	78
Newtownards	76
Cookstown	75
Enniskillen	75
Armagh	74
Larne	74
Belfast	73
<b>All Centres</b>	<b>80</b>

**2.9 NUMBER OF ATTEMPTS AT PASSING DRIVING TEST**

Finally among all driver customers in the survey, 29% indicated that they had passed their driving test at the first attempt, with 71% requiring at least two attempts.



**2.10 ANALYSIS OF FINDINGS BY EQUALITY GROUPING**

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

**2.10.1 SATISFACTION WITH BOOKING ARRANGEMENTS BY EQUALITY GROUPING**

With regard to satisfaction with booking arrangements, customer religion was the only variable to show a statistically significant difference, with all of those describing their religion as 'other' satisfied with booking arrangements compared with lower satisfaction ratings recorded by other religious groupings.

Table 2.14 Satisfaction With Booking Arrangements By Equality Grouping

		Satisfaction With Booking Arrangements %
Sex	Male	94
	Female	96
Age	17-19	96
	20-24	94
	25-34	94
	35-50	96
	51-59	85
	60+	100
Marital Status	Single	95
	Married	95
	Co-habiting	94
	Widowed	100
	Divorced / Separated	100
Disability	Yes	88
	No	95
Dependants	Yes	97
	No	95
Religion*	Protestant	95
	Roman Catholic	96
	Other	100
	None	88
Political Affiliation	Nationalist	98
	Unionist	96
	Other	90
	Of No political persuasion	94
Ethnicity	White	95
	Other Ethnic Group	89
English First Language	Yes	95
	No	100

\* Statistically Significant at the 95% level; \*\* Statistically Significant at the 99% level;\*\*\*Statistically Significant at the 99.9% level

**2.10.2 SATISFACTION WITH TELEPHONE CONTACT BY EQUALITY GROUPING**

Analysis of satisfaction levels with telephone contact by equality grouping found that a greater proportion of driver respondents who classified their ethnicity as 'white' were satisfied (92%) with telephone contact compared with customers in other ethnic groups (50%).

Table 2.15 Satisfaction With Telephone Contact By Equality Grouping

		Satisfaction With Telephone Contact %
Sex	Male	95
	Female	88
Age	17-19	93
	20-24	89
	25-34	92
	35-50	84
	51-59	78
	60+	100
Marital Status	Single	90
	Married	90
	Co-habiting	100
	Widowed	100
	Divorced / Separated	100
Disability	Yes	100
	No	90
Dependants	Yes	93
	No	90
Religion	Protestant	93
	Roman Catholic	92
	Other	86
	None	79
Political Affiliation	Nationalist	90
	Unionist	91
	Other	86
	Of No political persuasion	89
Ethnicity**	White	92
	Other Ethnic Group	50
English First Language	Yes	91
	No	83

\* Statistically Significant at the 95% level; \*\* Statistically Significant at the 99% level;\*\*\*Statistically Significant at the 99.9% level

**2.10.3 SATISFACTION WITH COUNTER SERVICE BY EQUALITY GROUPING**

With regard to satisfaction with the Agency's counter service, there were no *statistically significant differences* in response, between any of the equality groupings.

Table 2.16 Satisfaction With Counter Service By Equality Grouping

		Satisfaction With Counter Service %
Sex	Male	97
	Female	95
Age	17-19	93
	20-24	98
	25-34	97
	35-50	100
	51-59	92
	60+	100
Marital Status	Single	95
	Married	100
	Co-habiting	100
	Widowed	100
	Divorced / Separated	100
Disability	Yes	100
	No	96
Dependants	Yes	98
	No	95
Religion	Protestant	96
	Roman Catholic	96
	Other	100
	None	100
Political Affiliation	Nationalist	96
	Unionist	97
	Other	100
	Of No political persuasion	94
Ethnicity	White	96
	Other Ethnic Group	100
English First Language	Yes	96
	No	100

\* Statistically Significant at the 95% level; \*\* Statistically Significant at the 99% level;\*\*\*Statistically Significant at the 99.9% level

**2.10.4 SATISFACTION WITH TEST PROCEDURES BY EQUALITY GROUPING**

Analysis of satisfaction with Agency test procedures found no *statistically significant* differences by any of the different customer equality groupings.

Table 2.17 Satisfaction With DVA Test Procedures By Equality Grouping

		Satisfaction With Agency Test Procedures %
Sex	Male	90
	Female	87
Age	17-19	87
	20-24	87
	25-34	94
	35-50	90
	51-59	86
	60+	83
Marital Status	Single	88
	Married	90
	Co-habiting	94
	Widowed	75
	Divorced / Separated	67
Disability	Yes	87
	No	88
Dependants	Yes	91
	No	88
Religion	Protestant	90
	Roman Catholic	87
	Other	100
	None	84
Political Affiliation	Nationalist	88
	Unionist	89
	Other	87
	Of No political persuasion	89
Ethnicity	White	89
	Other Ethnic Group	93
English First Language	Yes	89
	No	90

\* Statistically Significant at the 95% level; \*\* Statistically Significant at the 99% level;\*\*\*Statistically Significant at the 99.9% level

## 2.10.5 OUTCOME OF DRIVING TEST BY CUSTOMER GROUPING

Finally, outcome of driving test was also analysed by equality grouping. The results show two *statistically significant* differences in outcome: by customer sex and by political affiliation. A greater proportion of those who had passed their driving test were male (86%), and described their political affiliation as either Nationalist (85%) or Unionist (86%).

Table 2.18 Equality Grouping by Outcome of Driving Test

		Passed Driving Test %
Sex***	Male	86
	Female	76
Age	17-19	81
	20-24	81
	25-34	83
	35-50	78
	51-59	66
	60+	60
Marital Status	Single	80
	Married	81
	Co-habiting	94
	Widowed	71
	Divorced / Separated	67
Disability	Yes	87
	No	80
Dependants	Yes	77
	No	81
Religion	Protestant	80
	Roman Catholic	80
	Other	78
	None	79
Political Affiliation**	Nationalist	85
	Unionist	86
	Other	75
	Of No political persuasion	76
Ethnicity	White	81
	Other Ethnic Group	72
English First Language	Yes	81
	No	67

\* Statistically Significant at the 95% level;

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

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

### 3 VEHICLE CUSTOMERS

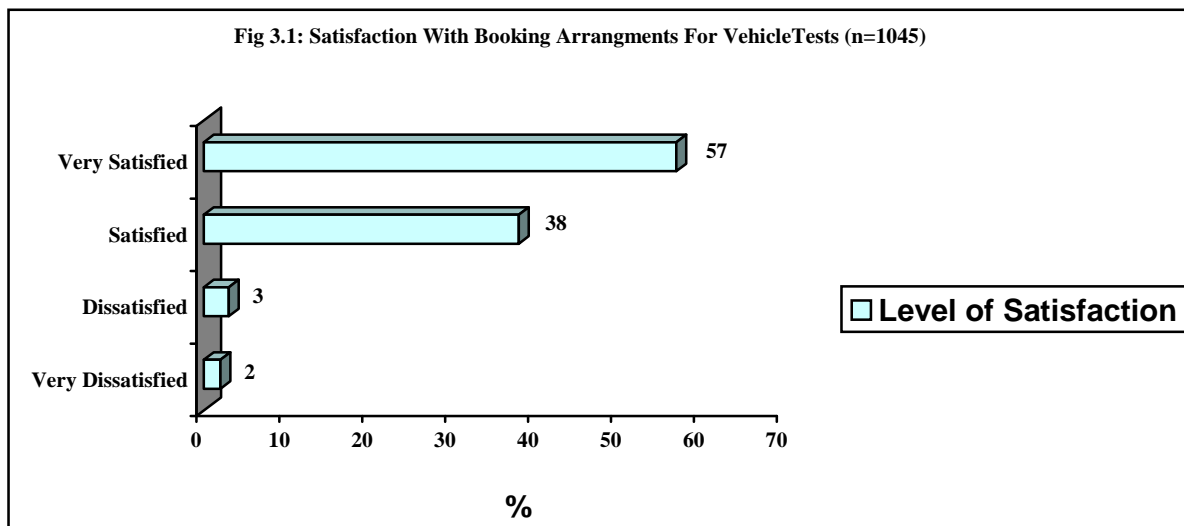
#### 3.1 VEHICLE TEST BOOKING PROCEDURES

In just under half of cases (48%), vehicle tests had been booked by telephone, with 34% booked at a centre, 10% using the Agency's online service and 9% booked by post.

	%
By telephone	48
At a centre	34
Online	10
By post	9

#### 3.2 SATISFACTION WITH BOOKING ARRANGEMENTS

Overall 95% of customers were satisfied (57% 'very satisfied': 38% 'satisfied') with the booking arrangements for their vehicle test, with 5% dissatisfied (3% 'dissatisfied': 2% 'very dissatisfied').



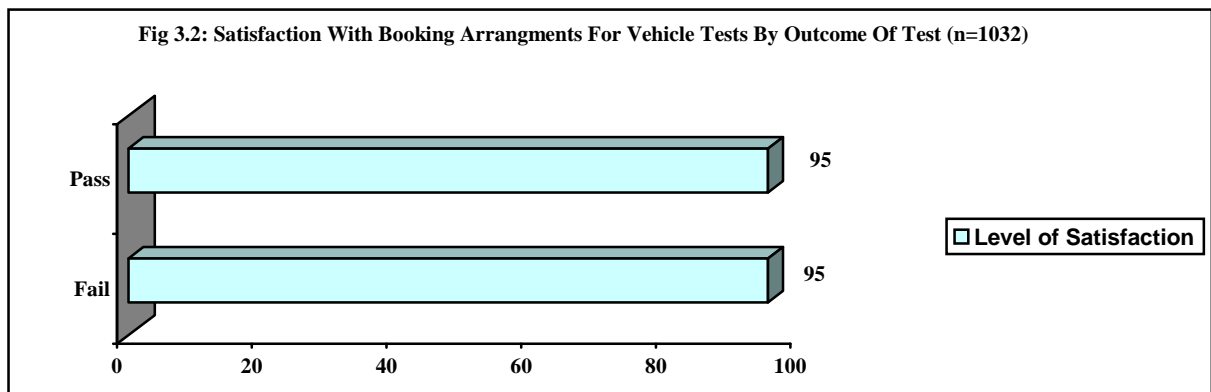
Among those vehicle customers who indicated a reason for their dissatisfaction, 48% cited waiting times to get a test date, with 12% saying that they could not get a date until their existing MOT period had expired (Table 3.2).

Table 3.2 Reason For Dissatisfaction With DVA Booking Procedures (N=51)

	%	n
Long Time To Wait/Lack Of Availability	61	31
Could Not Get A Date Until After Due Date/ Tax Was Up	12	6
Had To Go To Omagh Instead Of Enniskillen Even Though I Applied In Good Time	4	2
Wanted The Test In Belfast But Had To Go To Newtownards	4	2
Took Me About 15 Phone Calls	2	1
Had To Travel To Derry To Get A Test Date Close To The MOT Renewal Date	2	1
A Certificate Should Be Given If Date Is After MOT Is Due	2	1
Not Opened At Dinner Time	2	1
The First Operator Said There Was No Appointments Phoned Back Another Operator Gave Me The Appointment	2	1
Staff Member Very Rude/Unhelpful	2	1
The Counter Closed Too Early	2	1
Was Told I Had To Wait 2 Months For My Test	2	1
Need To Send The Reminder Out Earlier	2	1
I Was Told I Should Have Known Better And Booked Earlier	2	1

### 3.2.1 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST OUTCOME

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



**3.2.2 SATISFACTION WITH BOOKING ARRANGEMENTS BY TEST CENTRE**

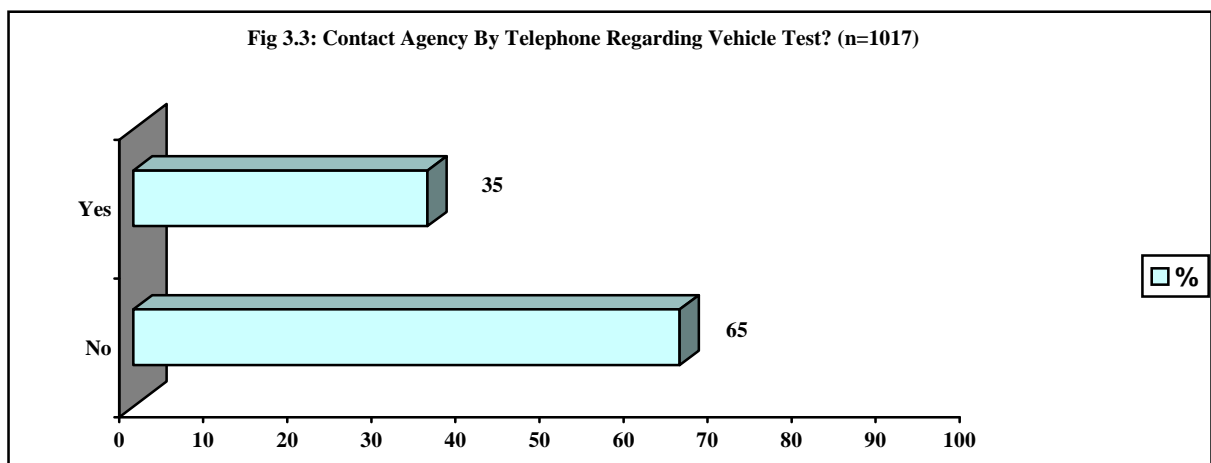
Analysis of customer satisfaction with booking arrangements by test centre found that Coleraine and Newry recorded the highest levels of satisfaction (100%), whereas Belfast recorded the lowest level (91%).

Table 3.3 Satisfaction With Booking Arrangements By Test Centre (n=1044)

	%
Coleraine	100
Newry	100
Omagh	98
Craigavon	98
Lderry	97
Newtownards	95
Armagh	95
Ballymena	95
Downpatrick	95
Lisburn	94
Enniskillen	94
Larne	93
Mallusk	93
Cookstown	92
Belfast	91
<b>All Centres</b>	<b>95</b>

**3.3 TELEPHONE CONTACT WITH THE AGENCY**

Just over one third (35%) of vehicle customers had contacted the Agency by telephone regarding their vehicle test.

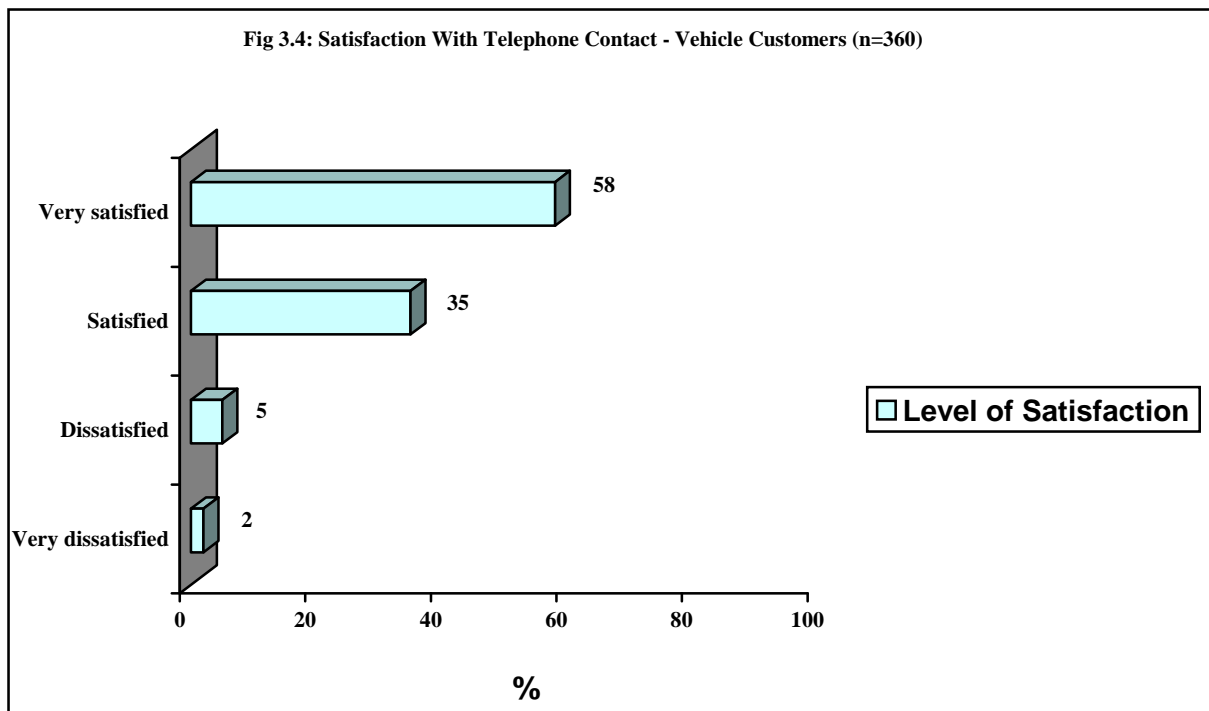


Among those vehicle customers who had made telephone contact with the Agency, 46% had called the Agency’s call centre, with 38% telephoning a local vehicle test centre (Table 3.4).

	%
Call centre (0845 247 2471)	46
Test centre (Local Office)	38
DVA Headquarters (028 90 681 831)	11
DVA Enquiry Line (0845 601 4094)	6
Other	1

### 3.3.1 SATISFACTION WITH TELEPHONE CONTACT

Satisfaction with telephone contact among vehicle customers was recorded at 93%, with 58% ‘very satisfied’ and 35% ‘satisfied’. The level of dissatisfaction was recorded at 7%.



**3.3.2 REASONS FOR DISSATISFACTION WITH TELEPHONE CONTACT**

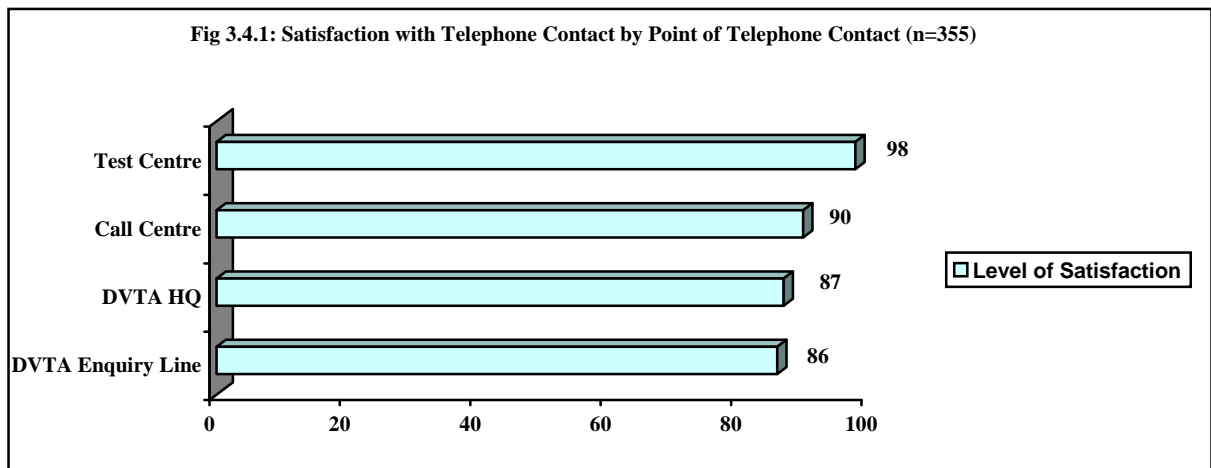
Of the 21 vehicle customers who cited a reason why they were dissatisfied with telephone contact with the Agency, with 10 customers saying they had to wait too long, and five commenting on a lack of professionalism by staff.

Table 3.5 Reasons For Dissatisfaction With Telephone Contact (Vehicle Customers)<sup>5</sup>

	n
Long Time To Wait/Trying To Get An Earlier Appointment	10
Staff Rude/Unhelpful	5
No Special Circumstances/Dates/Times For Classis/Specialist Cars	2
Was Told To Take My Car To Scotland If I Am Not Happy With The Waiting Times	2
Due To An Error I Had To Physically Call Out And Pay For A Re Test	1
Wanted To Change My Appointment I Had Forgotten Ref No And Girl Could Do Nothing	1
It Should Not Take 5 Days for Taxi Drivers To Get Vehicles Cleared	1
Took Too Long To Get To Speak To Someone	1
Difficult To Get Your Appointment Moved Forward	1
Was Told To Ring Enniskillen Office	1
No Help At All Tried 4 Times For A Cancellation	1

**3.3.3 SATISFACTION WITH TELEPHONE CONTACT BY POINT OF CONTACT**

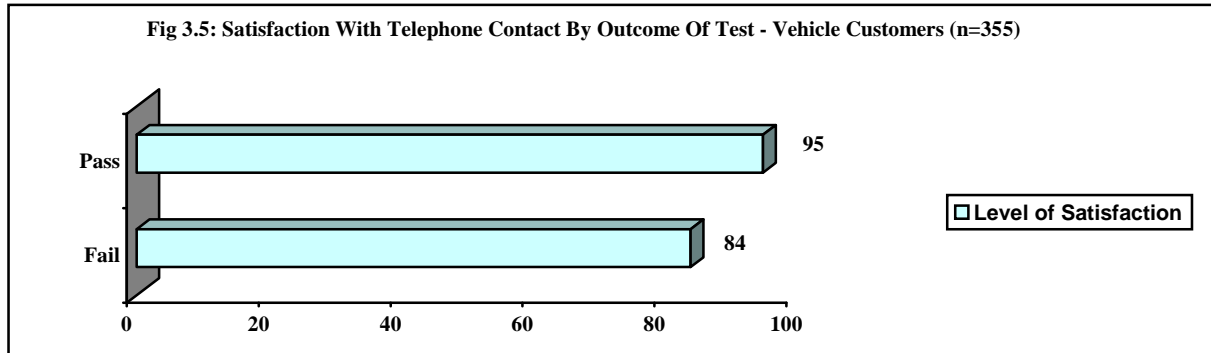
Figure 3.4.1 shows that almost all customers who telephoned their local DVA Test Centre (98%) were satisfied with their telephone contact, with 90% of those contacting the DVA Call Centre satisfied. The lowest levels of satisfaction were recorded by those who contacted the DVA Enquiry Line (86%) and DVA Headquarters (87%), although it should be noted that both these figures are based on relatively small sample sizes (i.e. n=21 and n=38 respectively).



<sup>5</sup> Respondents could provide more than one answer to this question which explains why the figures in this table sum to 26

### 3.3.4 SATISFACTION WITH TELEPHONE CONTACT BY OUTCOME OF TEST

A greater proportion of customers whose vehicle had passed the vehicle test were satisfied (95%) with their telephone contact with the Agency compared with those whose vehicle had failed the test (84%).



### 3.3.5 SATISFACTION WITH TELEPHONE CONTACT BY LOCAL OFFICE

With the exception of Lisburn, Armagh and Belfast, all vehicle customers were satisfied with telephone contact with their local office<sup>6</sup>.

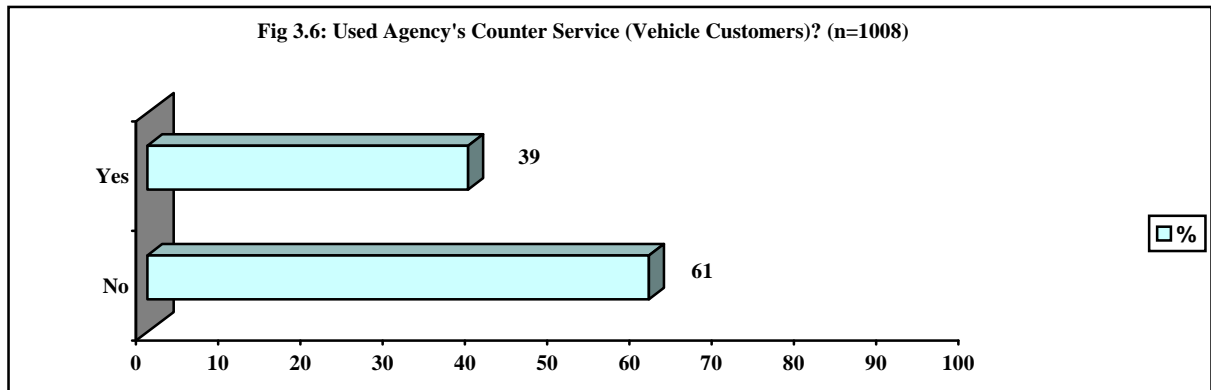
Table 3.7 Satisfaction With Telephone Contact By Test Centre (Vehicle Customers Who Had Phoned Their Local Office) (n=135) (NB: This analysis is restricted to only those who contacted their local office).

	%
Londonderry	100
Newtownards	100
Coleraine	100
Cookstown	100
Enniskillen	100
Mallusk	100
Downpatrick	100
Larne	100
Ballymena	100
Craigavon	100
Newry	100
Omagh	100
Lisburn	89
Armagh	89
Belfast	86
<b>All Centres</b>	<b>98</b>

<sup>6</sup> Note that these percentage figures are based on small sample sizes and caution should be exercised when extrapolating these figures to all customers who had telephone contact with their local office.

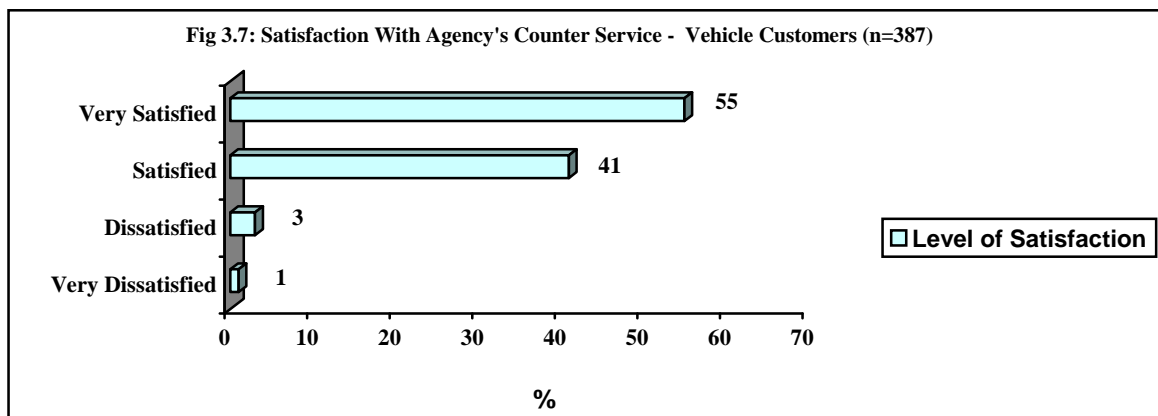
### 3.4 COUNTER SERVICE

Thirty nine percent (39%) 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 96%, with 55% 'very satisfied' and 41% 'satisfied'. The level of dissatisfaction was found to be 4%, with 3% 'dissatisfied' and 1% 'very dissatisfied'.



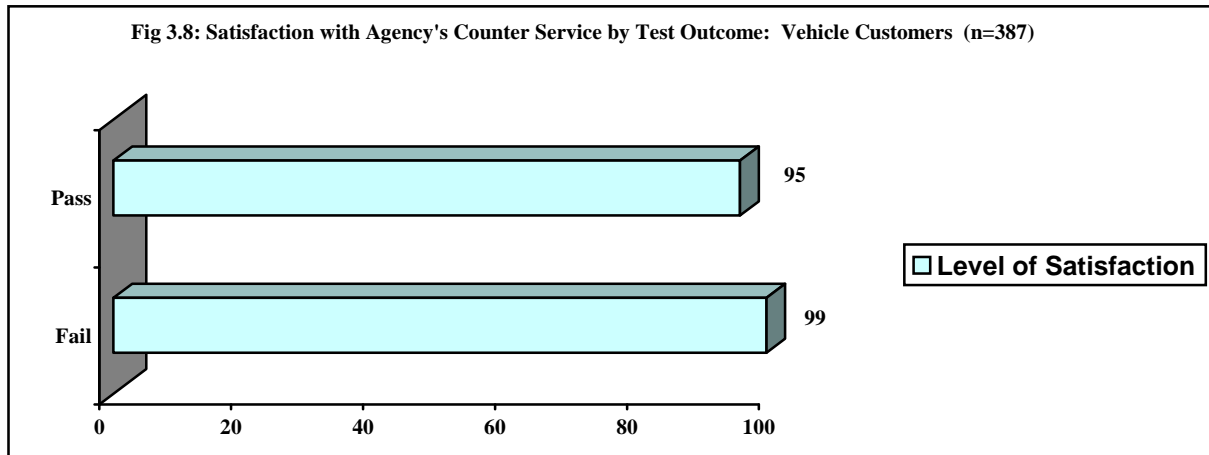
Of the 19 vehicle customers who listed a reason why they were dissatisfied with the Agency's counter service, 6 said that they had to wait too long, with 4 saying that staff were rude or unhelpful.

Table 3.8 Why dissatisfied or very dissatisfied with the Agency's counter service? (N=19)

Reason	n
Had To Queue For Quite A While	6
Staff Very Rude / Unhelpful	4
Was Told I Had To Wait 5 / 6 Weeks	3
Could Not Accommodate My Request Re Date At Local Centre	3
Only 1 Desk Operational - Too Long Wait	2
Did Not Understand I Could Not Drive Car After Mot Date Car Needed For Work	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 (99%).



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

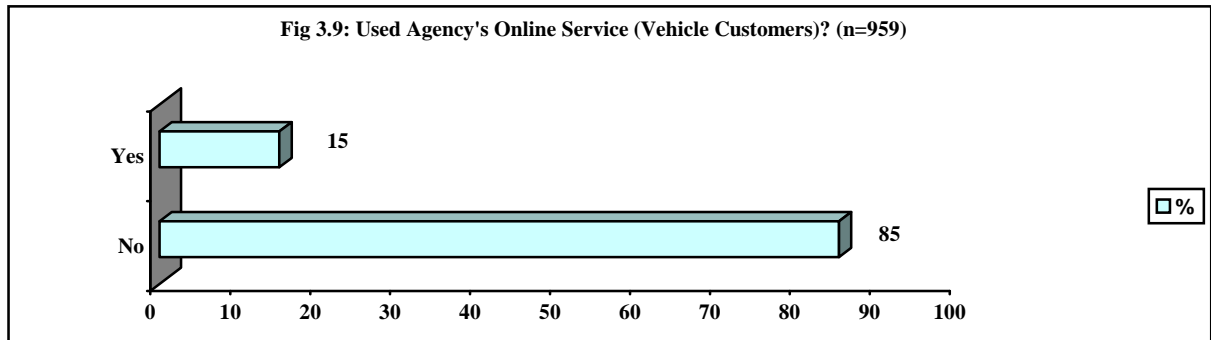
Analysis of customer satisfaction with the Agency's counter service by test centre, found that all customers were satisfied in Armagh, Coleraine, Enniskillen, Larne, Mallusk and Newry. Conversely, Omagh customers recorded the lowest level of satisfaction for counter service (89%).

Table 3.9 Satisfaction With Counter Service By Test Centre (Vehicle Customers) (n=387)

Test Centre	%
Armagh	100
Coleraine	100
Enniskillen	100
Larne	100
Mallusk	100
Newry	100
Ballymena	97
Cookstown	97
Lisburn	96
Lderry	95
Craigavon	93
Downpatrick	93
Newtownards	92
Belfast	91
Omagh	89
<b>All Centres</b>	<b>96</b>

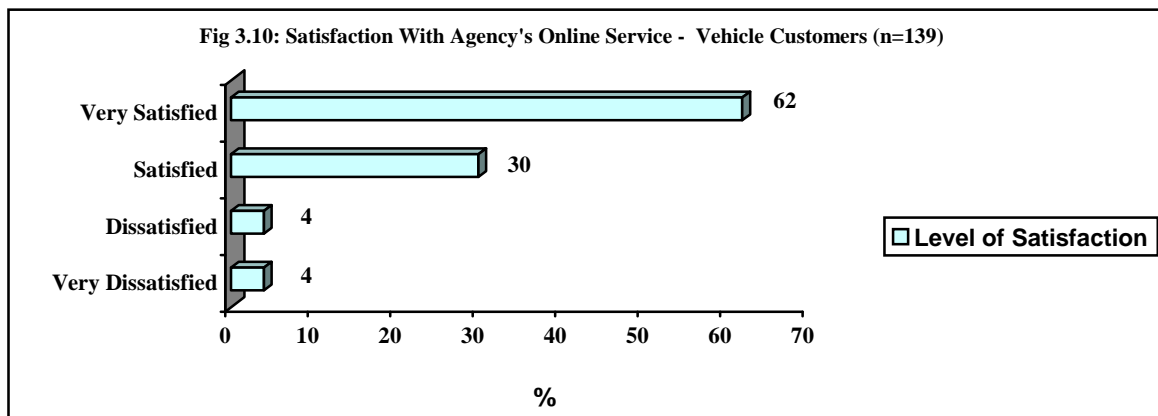
### 3.5 ONLINE SERVICE

The 2007 survey is the first customer survey carried out by the Agency to elicit customer feedback on the Agency's online service. The survey found that 15% of vehicle customers had used the online service.



#### 3.5.1 SATISFACTION WITH THE AGENCY'S COUNTER SERVICE

Satisfaction with the Agency's online service was recorded at 92%, with 62% 'very satisfied' and 30% 'satisfied'. The level of dissatisfaction was found to be 8%, with 4% 'dissatisfied' and 4% 'very dissatisfied'.



#### 3.5.2 REASONS FOR DISSATISFACTION WITH THE AGENCY'S ONLINE SERVICE

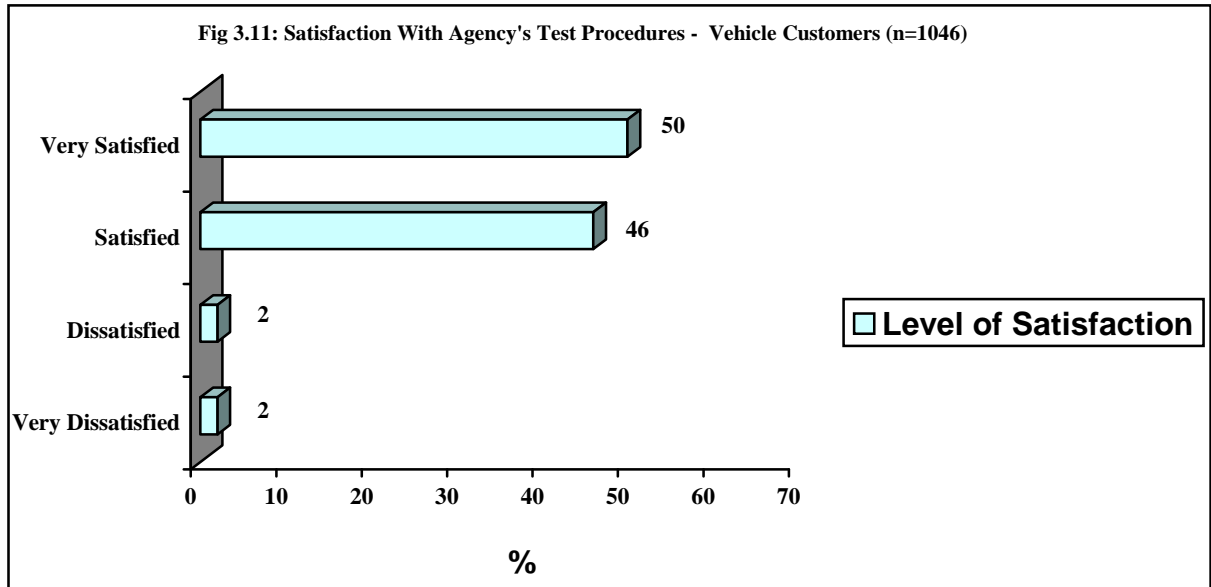
Among the 15 vehicle customers who provided reasons why they were dissatisfied with the Agency's online service, 5 said that the web page would not load, with 4 reporting errors when booking.

Table 3.10 Reasons For Dissatisfaction With Agency's Online Service

Page Would Not Come Up/Unable To Book	N
Errors Occurring During Booking	5
I Booked Online But It Must Have Went Wrong	4
Had To Queue For Quite A While With Only One Window Open	3
Took Ages To Book As There Was Constantly An Error With Site	1
Poor Layout, Inconsistent Throughout	1
	15

**3.6 SATISFACTION WITH DVA TEST PROCEDURES**

Among vehicle customers, satisfaction with the Agency's procedures was recorded at 96%, with 50% 'very satisfied' and 46% 'satisfied'. The level of dissatisfaction was recorded at 4%, with 2% 'dissatisfied' and 2% 'very dissatisfied'.



**3.6.1 REASONS FOR DISSATISFACTION WITH AGENCY TEST PROCEDURES**

A total of 86 customers indicated a reason for their dissatisfaction with Agency test procedures, of whom 35% said that the detection of 'minor faults' had led to a vehicle test failure, with 15% commenting on staff who were rude or had a bad attitude.

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Table 3.11 Reasons For Dissatisfaction With Agency Test Procedures (n=43)

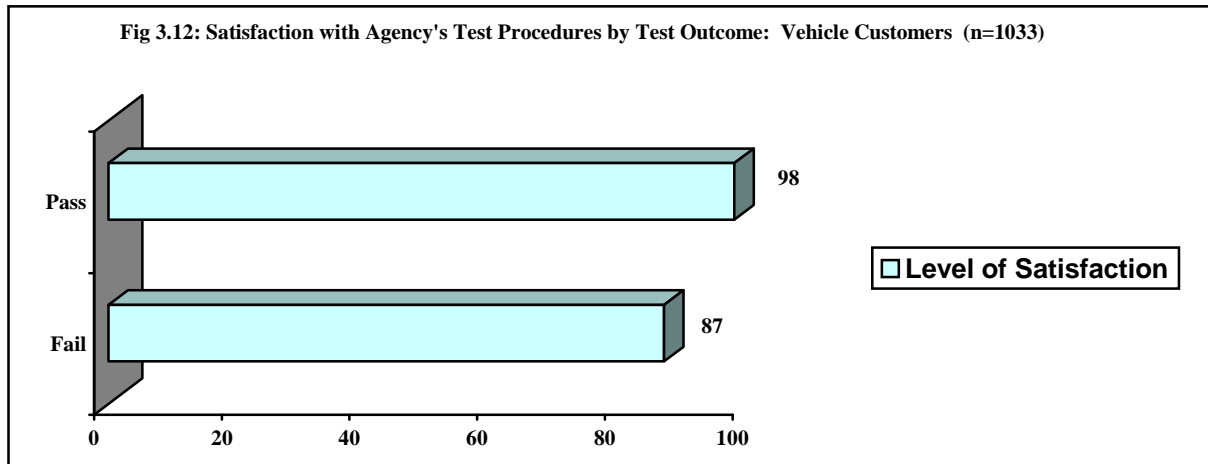
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	%
Failed On Minor Faults	35.4
Staff Very Rude/Attitude	15.0
Why Does The Agency Have To Test The Vehicle	13.3
Rough On Car	5.5
After The Test I Discovered They Damaged The Underside Of My Brand New Car	4.7
Why Can A Registered Dealership Garage Not Test It Instead	4.7
30 Minutes Over My Time	4.2
Emission Test Machine Not Switched On For Test	4.2
Lorry Failed For Not Having The Right Colour Of Reflector Strip On Back (Bought In Rol)	3.9
Although Car Passed I Felt The Car Wasn't Checked Properly	3.8
One DVA Tester Passes Next Time A Different DVA Testers Fails	3.6
Tester Mis-Informed Me As To The Reason Why The Vehicle Failed	2.8
I Arrived Early And Had To Wait Until Those Who Were Late Went Through Their Test	2.5
Arrived 10 Mins Early On Motorcycle As Requested - Made Sit In Freezing Cold & Damp	2.5
The Cost	2.5
Felt Male Staff Belittled Females	2.4
There Appears To Be No Appeals For Such Things	2.3
It Takes More Than 6 Weeks To Get An Appointment	2.3
Newtownards Very Strict	2.3
HGV Vehicles Cannot Be Booked By Credit Card	2.1
Kept Me Waiting 10 Min After My Appointment	2.0
Too Much Emphasis Is Placed On Number Plate Size And Not Safety Of The Motorcycle	2.0
Very Slow Through Test	1.7

---

### 3.6.2 SATISFACTION WITH TEST PROCEDURES BY OUTCOME OF TEST

A greater proportion of customers whose vehicle had passed the vehicle test (98%) were satisfied<sup>7</sup> with Agency test procedures compared with those whose vehicle had failed the test (87%).



### 3.6.3 SATISFACTION WITH TEST PROCEDURES BY TEST CENTRE

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

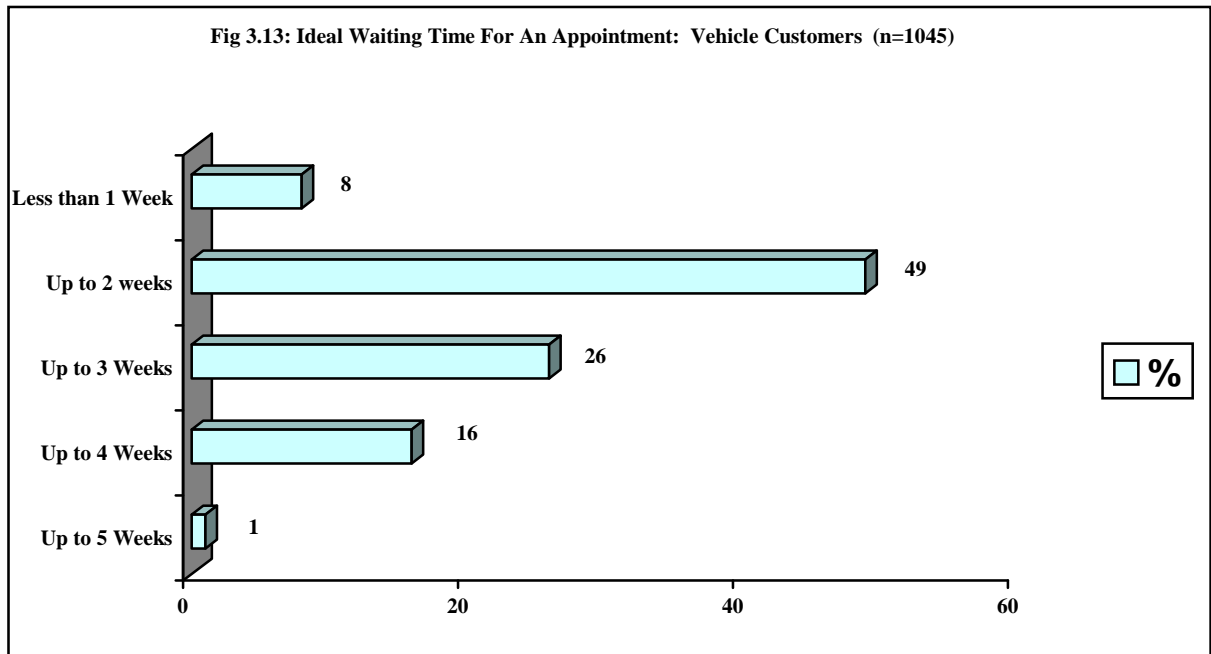
Table 3.12 Satisfaction With Test Procedures By Test Centre (Vehicle Customers) (n=1044)

	%
Ballymena	99
Larne	98
Armagh	98
Coleraine	98
Enniskillen	98
Newry	98
Belfast	97
Lisburn	97
Cookstown	96
Newtownards	95
Lderry	95
Omagh	95
Downpatrick	95
Mallusk	93
Craigavon	92
<b>All Centres</b>	<b>96</b>

<sup>7</sup> Statistically Significant at the 95% level

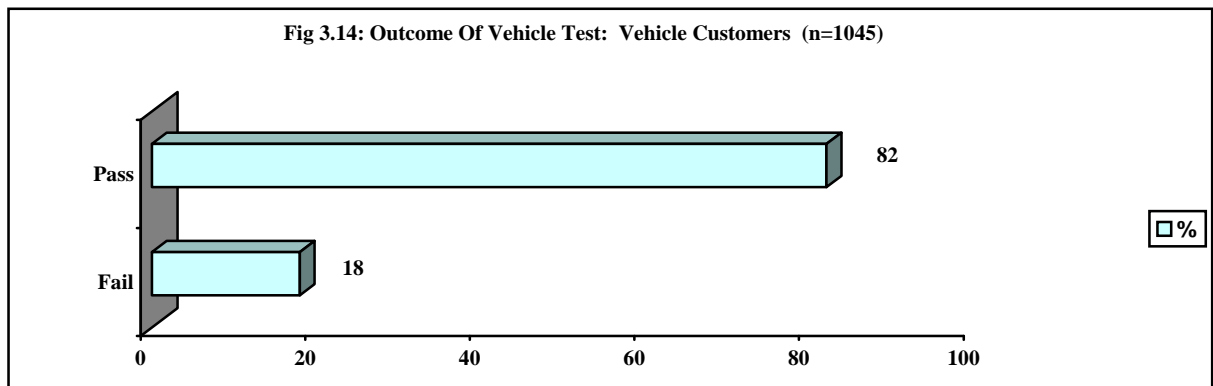
### 3.7 IDEAL WAITING TIME

Forty nine percent (49%) of vehicle customers felt that the ideal waiting time for a test appointment should be up to two weeks, with just eight per cent of the view that they should be able to get an appointment within one week.



### 3.8 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.



#### 3.8.1 OUTCOME OF VEHICLE TEST BY TEST CENTRE

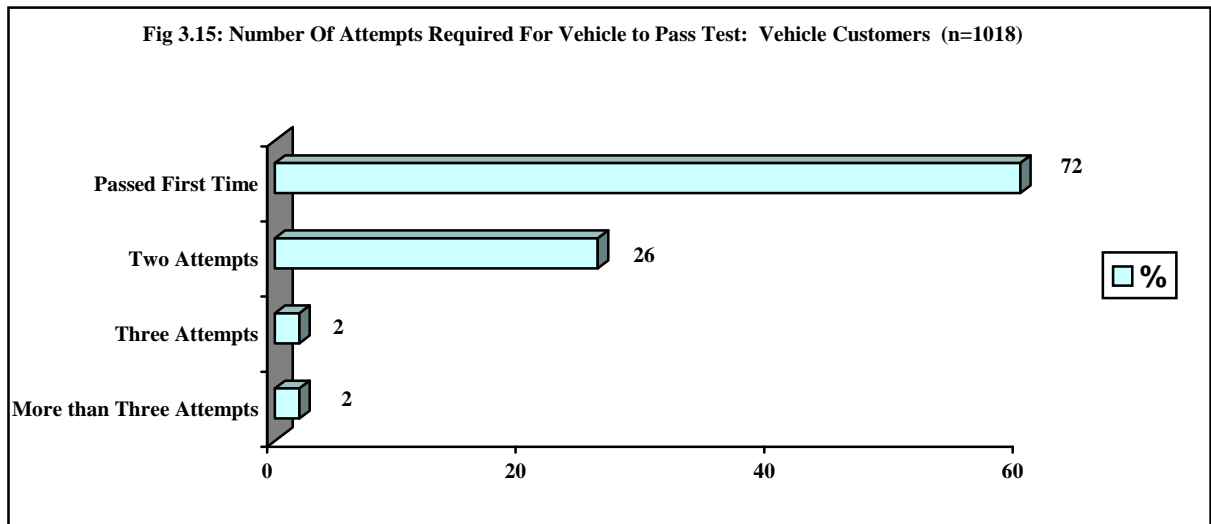
The highest vehicle test pass rate was recorded by customers in Ballymena (88%) and Omagh (88%), with the lowest vehicle test pass rates recorded by customers in Cookstown (68%).

Table 3.13 Outcome of Vehicle Test by Test Centre (Vehicle Customers) (n=1044)

	% Passing Vehicle Test
Ballymena	88
Omagh	88
Mallusk	87
Newry	87
Larne	85
Newtownards	85
Londonderry	85
Enniskillen	83
Lisburn	81
Belfast	80
Armagh	79
Downpatrick	79
Craigavon	77
Coleraine	75
Cookstown	68
<b>All Centres</b>	<b>82</b>

**3.9 NUMBER OF ATTEMPTS REQUIRED TO PASS VEHICLE TEST**

Finally, among all vehicle customers in the survey, 72% indicated that their vehicle has passed the test first time, with 26% requiring two attempts, 2% three attempts and 2% more than three attempts.



**3.10 ANALYSIS OF FINDINGS BY EQUALITY GROUPING**

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

**3.10.1 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 for vehicle customers.

Table 3.14 Satisfaction With Booking Arrangements By Equality Grouping

		Satisfaction With Booking Arrangements %
Sex	Male	95
	Female	95
Age	17-19	93
	20-24	98
	25-34	91
	35-50	97
	51-59	95
	60+	95
Marital Status	Single	97
	Married	95
	Co-habiting	97
	Widowed	93
	Divorced / Separated	91
Disability	Yes	100
	No	95
Dependants	Yes	94
	No	96
Religion	Protestant	95
	Roman Catholic	96
	Other	89
	None	95
Political Affiliation	Nationalist	95
	Unionist	96
	Other	93
	Of No political persuasion	96
Ethnicity	White	95
	Other Ethnic Group	85
English First Language	Yes	95
	No	91

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

**3.10.2 SATISFACTION WITH TELEPHONE CONTACT BY EQUALITY GROUPING**

Analysis of satisfaction levels with telephone contact by equality grouping found that those aged between 25 and 34 recorded a lower level of satisfaction with this aspect of service. There were no other statistically significant differences between the other equality groupings.

Table 3.15 Satisfaction With Telephone Contact By Equality Grouping

		Satisfaction With Telephone Contact %
Sex	Male	94
	Female	91
Age*	17-19	100
	20-24	94
	25-34	83
	35-50	94
	51-59	90
	60+	100
Marital Status	Single	89
	Married	93
	Co-habiting	95
	Widowed	100
	Divorced / Separated	100
Disability	Yes	83
	No	93
Dependants	Yes	95
	No	91
Religion	Protestant	95
	Roman Catholic	91
	Other	100
	None	93
Political Affiliation	Nationalist	90
	Unionist	96
	Other	88
	Of No political persuasion	94
Ethnicity	White	93
	Other Ethnic Group	100
English First Language	Yes	93
	No	100

\* Statistically Significant at the 95% level;

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

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

## 3.10.3 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*<sup>8</sup> difference was political affiliation, with those describing their affiliation as 'other' recording a lowest satisfaction level for this aspect of service (88%).

Table 3.16 Satisfaction With Counter Service By Equality Grouping

		Satisfaction With Counter Service %
Sex	Male	97
	Female	94
Age	17-19	100
	20-24	100
	25-34	97
	35-50	95
	51-59	96
	60+	96
Marital Status	Single	96
	Married	96
	Co-habiting	97
	Divorced / Separated	95
Disability	Yes	100
	No	96
Dependants	Yes	95
	No	97
Religion	Protestant	96
	Roman Catholic	97
	Other	100
	None	100
Political Affiliation*	Nationalist	97
	Unionist	97
	Other	88
	Of No political persuasion	98
Ethnicity	White	96
	Other Ethnic Group	100
English First Language	Yes	96
	No	100
* Statistically Significant at the 95% level;		
** Statistically Significant at the 99% level;		
*** Statistically Significant at the 99% level;		

<sup>8</sup> Statistically Significant At The 95% level

**3.10.4 SATISFACTION WITH TEST PROCEDURES BY EQUALITY GROUPING**

Analysis of satisfaction with Agency test procedures found that proportionately more women were satisfied (98%) compared with men (95%). Note that there were no other significant differences in response to this question between any of the other equality groupings.

Table 3.17 Satisfaction With DVA Test Procedures Contact By Equality Grouping

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

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

## 3.10.5 OUTCOME OF VEHICLE TEST BY EQUALITY GROUPING

Finally, outcome of vehicle test was also analysed by equality grouping. The results show only one *statistically significant*<sup>9</sup> difference, with those with a disability proportionately less likely to report a successful vehicle test (71%) compared with those without a disability (82%).

Table 3.18 Outcome Of Vehicle Test By Equality Groupings

		Passed Vehicle Test %
Sex	Male	82
	Female	83
Age	17-19	87
	20-24	80
	25-34	82
	35-50	81
	51-59	82
	60+	83
Marital Status	Single	82
	Married	82
	Co-habiting	77
	Widowed	60
	Divorced / Separated	89
Disability*	Yes	71
	No	82
Dependants	Yes	83
	No	81
Religion	Protestant	83
	Roman Catholic	81
	Other	78
	None	80
Political Affiliation	Nationalist	82
	Unionist	85
	Other	89
	Of No political persuasion	77
Ethnicity	White	81
	Other Ethnic Group	92
English First Language	Yes	82
	No	82

\* Statistically Significant at the 95% level;

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

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

<sup>9</sup> Statistically Significant At The 95% level

**APPENDICES**

**APPENDIX 1 (QUESTIONNAIRES)**

<b>For Office Use Only</b>			
Armagh		Enniskillen	
Ballymena		Larne	
Belfast		Lisburn	
Coleraine		Londonderry	
Cookstown		Newry	
Craigavon		Newtownards	
Downpatrick		Omagh	

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*Strictly Confidential*

**DRIVER & VEHICLE AGENCY - TESTING**

**CUSTOMER SATISFACTION SURVEY**

**PRACTICAL DRIVING TESTS 2007**

**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.**

*Section A – Practical Driving Test*

**1.1.1 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
		Online	4

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 any aspect of your driving test?	Yes	1	<b>GO TO B.2</b>
		No	2	GO TO SECTION C

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

--

*Section C – Counter Service*

C.1	Did you use the Agency's counter service in relation to your practical driving test?	Yes	1	<b>GO TO C.2</b>
		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 – Online Service*

D.1 Did you use the Agency's online service in relation to your practical driving test?	Yes	1	<b>GO TO D.2</b>
	No	2	

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

D.3 Why were you dissatisfied or very dissatisfied with the Agency's online service?

--	--

*Section E – Test Procedures*

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

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

--	--

**Section F – Additional Issues**

F.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

F.2 On the most recent occasion you took a practical driving test, did you:	Pass	1
	Fail	2

F.3 How many attempts at the practical driving test have you had?	Passed first time	1
	2 attempts	2
	3 attempts	3
	4 attempts	4
	5 or more attempts	5

**Section G – Equality Monitoring**

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

G.1	Are you:	Male	1
		Female	2
G.2	Which age group do you come under?	17-19	1
		20-24	2
		25-34	3
		35-49	4
		50-59	5
		60+	6
G.3	Are you:	Single	1
		Married	2
		Divorced/Separated	3
		Widowed	4
		Civil Partnership	5
		Civil Partnership Dissolution/Annulment	6
		Surviving Civil Partner	7
G.4	Do you consider yourself to have a disability?	Yes	1
		No	2
G.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
G.6	Do you consider yourself to be:	Protestant	1
		Roman Catholic	2
		Other religion	3
		No religion	4
G.7	Do you consider yourself to be:	Nationalist	1
		Unionist	2
		Other	3
		No political persuasion	4
G.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
G.9	Is English your first language?	Yes	1
		No	2

**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.**

<b>For Office Use Only</b>			
Armagh		Larne	
Ballymena		Lisburn	
Belfast		Londonderry	
Coleraine		Mallusk	
Cookstown		Newry	
Craigavon		Newtownards	
Downpatrick		Omagh	
Enniskillen			

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*Strictly Confidential*

**DRIVER & VEHICLE AGENCY - TESTING**

**CUSTOMER SATISFACTION SURVEY**

**VEHICLE TESTS 2007**

**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.**

**DVA (Customer Survey: 2007)**

*Section A – Booking Your Test*

A.1	How did you book your vehicle test?	By telephone	1
		At a centre	2
		By post	3
		Online	4

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 any aspect of your vehicle test?	Yes	1	<b>GO TO B.2</b>
		No	2	GO TO SECTION C

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

--	--

**1.2**

*Section C – Counter Service*

C.1	Did you use the Agency's counter service in relation to your vehicle test?	Yes	1	<b>GO TO C.2</b>
		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 – Online Service*

D.1	Did you use the Agency's online service in relation to your vehicle test?	Yes	1	<b>GO TO D.2</b>
		No	2	

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

D.3 Why were you dissatisfied or very dissatisfied with the Agency's online service?

--

**Section E – Test Procedures**

E.1	How satisfied were you with the Agency's vehicle test procedures?	Very satisfied	1	<b>GO TO SECTION F</b>
		Satisfied	2	
		Dissatisfied	3	GO TO E.2
		Very dissatisfied	4	

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

--

**Section F – Additional Issues**

F.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

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

F.3	How many attempts at the vehicle test did your vehicle require?	Passed first time	1
		2 attempts	2
		3 attempts	3
		4 attempts	4
		5 or more attempts	5

**Section G – Equality Monitoring**

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

G.1	Are you:	Male	1
		Female	2
G.2	Which age group do you come under?	17-19	1
		20-24	2
		25-34	3
		35-49	4
		50-59	5
		60+	6
G.3	Are you:	Single	1
		Married	2
		Divorced/Separated	3
		Widowed	4
		Civil Partnership	5
		Civil Partnership Dissolution/Annulment	6
		Surviving Civil Partner	7
G.4	Do you consider yourself to have a disability?	Yes	1
		No	2
G.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
G.6	Do you consider yourself to be:	Protestant	1
		Roman Catholic	2
		Other religion	3
		No religion	4
G.7	Do you consider yourself to be:	Nationalist	1
		Unionist	2
		Other	3
		No political persuasion	4
G.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
G.9	Is English your first language?	Yes	1
		No	2

**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)**

14 November 2007

Dear

**DRIVER & VEHICLE AGENCY – CUSTOMER SATISFACTION SURVEY 2007**

The Driver & Vehicle Agency (DVA) 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 DVA about the service you received. This feedback will help DVA 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 DVA. 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 Friday 7 December.**

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

14 November 2007

Dear

**DRIVER & VEHICLE AGENCY – CUSTOMER SATISFACTION SURVEY 2007**

The Driver & Vehicle Agency (DVA) 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 DVA about the service you received. This feedback will help DVA 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 DVA. 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 Friday 7 December.**

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

**APPENDIX 3 (REMINDER LETTERS)**

3 December 2007

Dear

**DRIVER & VEHICLE 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 to you.

The Driver and Vehicle Agency (DVA) is trying to improve the service provided to customers. This feedback will help the DVA 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 DVA about the service you received.

The survey should take less than 5 minutes to complete. As the survey needs to represent all of the DVA'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 DVA 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

3 December 2007

Dear

**DRIVER & VEHICLE 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 and Vehicle Agency (DVA) is trying to improve the service provided to customers. This feedback will help the DVA 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 DVA about the service you received.

The survey should take less than 5 minutes to complete. As the survey needs to represent all of the DVA'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 DVA 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,

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**DONAL MCDADE**  
Director